

CAN YOU SEE ME?

Supporting individuals with autism to access banks, post offices and credit unions

BE CLEAR



Be clear and concise



Don't use figurative language - idiom and metaphors can be confusing



Don't rely on gesture, eye contact or body language to communicate or direct someone

BE ACCEPTING



Initiate social interaction, if the individual needs help they may not feel confident enough to ask



Keep social chit chat to a minimum. Stick to purposeful conversation



Support with social rules and conventions such as queuing

BE PREDICTABLE



Provide a limited number of options rather than free choices



Clearly explain the process for waiting in line



Be specific with questions (e.g. "do you want to pay money into your account?" rather than "can I help you?")

BE SENSORY AWARE



Busy environments may cause distress so advise individuals of less busy times



Accept the individual using equipment such as dark glasses or ear defenders



Be aware that strong smells, bright lights and loud noises can cause distress