Communication Access Checklist:
How *"communication friendly"* is your workplace?

The **top five tips** from people with speech, language and communication needs about Communication Access were:

"Be patient by giving the person the time they need to respond in order to have their voice and opinion heard"

Facilitators:

1) **Time** to talk
2) Supportive **attitudes**
3) **Quiet** space
4) Speak **slowly**
5) **Easy read** formatting

Barriers:

1) Not speaking to **me**
2) Pressure
3) Noise
4) Talking **too fast**
5) **Too many words** on paper

Communication Accessibility – what's your place/service like?

Think about the questions below. Consider the people, places, processes involved and include consideration of face to face interactions, phone calls, letters etc

	We encourage you to choose one or more areas to focus on in order to improve the **Communication Accessibility** of your workplace.	**Marks out of 5** **5 = superb** **4 = good** **3 = OK** **2 = poor** **1 = dreadful**	**Ideas that will improve communication access – think both big and small.** **What would help make communication more accessible and effective?** **What do your consumers say?**
1	**How accessible is the first contact people have with you or your service?** Think about appointment letters, reception areas, signage, how they are greeted and introduced etc		
2	**What is your place like as a place to communicate in?** Think about seating, layout, noise, light, other people present, how comfortable it is, etc		
3	**Are people given the time they need to communicate effectively?**		

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4	**Is information (verbal and written) provided in ways that are easy to understand?**		
5	**How is understanding of information checked?** Do staff use Supported Conversation strategies?		
6	**How easy is it for people to contribute their views or express themselves?** Are there communication tools? Are staff aware of AAC options? Do staff use Supported Conversation strategies?		
7	**How easy is it for people to ask questions?** Are there communication tools? Are staff aware of AAC options? Do staff use Supported Conversation strategies?		
8	**Is your service culturally safe and responsive for people?**		
9	**Do people have interpreters, translators, communication assistance etc. when they need it?**		

10	**What do you think of the written information in your service?** Consider literacy levels, size of text, fonts, 'Easy Read' documentation, reports.		
	TOTAL		

What else is important about communication accessibility in your place?