

Week of Action 10-16th September

How “*communication friendly*” is your workplace?

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

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



NZSTA Communication Access Checklist

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

	<p>For our Week of Action 10-16 September, we encourage you to choose one or more areas to focus on in order to improve the Communication Accessibility of your workplace.</p>	<p>Marks out of 5 5 = superb 4 = good 3 = OK 2 = poor 1 = dreadful</p>	<p>Ideas that will improve communication access – think both big and small.</p> <p>What would help make communication more accessible and effective?</p> <p>What do your consumers say?</p>
<p>1</p>	<p>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</p>		
<p>2</p>	<p>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</p>		
<p>3</p>	<p>Are people given the time they need to communicate effectively?</p>		
<p>4</p>	<p>Is information (verbal and written) provided in ways that are easy to understand?</p>		

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5	<p>How is understanding of information checked? Do staff use Supported Conversation strategies?</p>		
6	<p>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?</p>		
7	<p>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?</p>		
8	<p>Is your service culturally safe and responsive for people?</p>		
9	<p>Do people have interpreters, translators, communication assistance etc. when they need it?</p>		
10	<p>What do you think of the written information in your service? Consider literacy levels, size of text, fonts, 'Easy Read' documentation, reports.</p>		
TOTAL			

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What else is important about communication accessibility in your place?

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