

Communication Access Checklist:

How “communication friendly” is your workplace?

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

What helps:

- 1) **Time** to talk
- 2) Supportive **attitudes**
- 3) **Quiet** space
- 4) Speak **slowly**
- 5) **Easy read** formatting
- 6) **Write or draw** while you talk

Barriers:

- 1) Not speaking to **me**
- 2) **Pressure**
- 3) **Noise**
- 4) Talking **too fast**
- 5) **Too many words** on paper
- 6) Making assumptions and not checking that things work



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

Think about the questions below considering the people, places, and processes involved during face to face interactions, phone calls, emails, forms, social media, posted letters, website, etc.

	<p>We encourage you to select one or more areas to focus on that will enhance the Communication Accessibility at your workplace or site</p>	<p>5 = superb 4 = good 3 = OK 2 = poor 1 = dreadful</p>	<p>What might improve communication access: What would help make communication more accessible and effective? What do your consumers say? What are big and small actions you could take?</p>
<p>1</p>	<p>How accessible is the first contact people have with you or your service? Think about appointment letters, reception areas, website, forms, 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, general comfort, etc.</p>		
<p>3</p>	<p>Are people given the time they need to communicate effectively? Consider whether there are social or financial pressures to rush</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 do you check if information is understood? Do staff use supported conversation strategies like drawing, sketching, gesturing, or writing key words while speaking?</p>		
6	<p>How easy is it for people to contribute their views or express themselves? Are there communication tools available like picture symbols, pen/paper, or technology Are staff aware of Augmentative and Alternative Communication (AAC) options like symbol boards or tablets that speak words? Do staff use supported conversation strategies? Are negative opinions accepted as well as positive?</p>		
7	<p>How easy is it for people to ask questions? Are a wide range of communication methods accepted? Are communication tools within reach? Are staff aware of Augmentative and Alternative Communication (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? Are the processes to request such support accessible? Are staff empowered to use a customer's preferred form of correspondence?</p>		

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10	What do you think of the written information in your service? Consider literacy levels, size of text, fonts, 'Easy Read' documentation, reports, etc. Are websites and social media posts accessible?		
TOTAL			

What else is important about communication accessibility in your place?

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