

# Communication Checklist

## Written communication

- Is text colour contrasted with background
- Is typeface sans serif
- Is text large enough for most people to see (Are community languages in large print)
- Is layout clear and easy to follow – avoiding columns and box inserts – (although some people with dyslexia prefer columns)
- Do the graphics help to explain what it is about
- Is the title/subject easy to gauge/understand
- Is there an audio tape version
- Is there a signed video version
- Is there a large print version
- Is it in the present tense
- Are there any unnecessary adverbs or adjectives
- Are there any acronyms, are they explained
- Is there any jargon/in-house language which could be avoided
- Is there a named or titled person to contact, and a variety of ways to contact him/her

## Verbal Communication

- Are you aware of how and where to get a sign language interpreter
- Ensure you look at people when talking to them
- Try speaking as clearly as possible
- Keep your hands away from your lips when speaking
- Ensure you are easy to understand (Plain English)
- Explain things until person understands
- Offer to help
- Being friendly aids communication
- If a person has a problem, can you offer alternatives

## Signage

- Is it easy to notice
  - Is signage logically placed and used
  - Is signage unified
  - Do the signs make sense to a stranger
  - Have you considered the height, typeface and use of pictures
  - Have you also considered colour contrasting, colour coding, tactile/Braille information
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