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 them?

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?