



17 - 18 May 2021

Victoria Pavilion, Melbourne Showgrounds

TITLE:

Creating communication accessible
public transport services for everyone,
everywhere, everyday.

PRESENTED BY:

Jacob Matthew & Georgia Burn

Hosted by



Organised by



Communication access

“Communication access occurs when people are respectful and responsive to individuals with communication difficulties, and when strategies and resources are used to support successful communication”



- Solarsh, B., West, D., Johnson, H., Rezzani, N. (2013).
Communication Access. Retrieved from
<http://www.scopeaust.org.au/service/communication-access/>



Video

- <https://www.youtube.com/watch?v=IrpbZGc-U0>



Different types of access





Who does it benefit



Communication access



- Launched in 2011 by Scope (Aust)
- Awarded to businesses, services and organisations that demonstrate communication access standards



- The symbol is awarded at key 'customer service points'.



For example: service counters, call centres, and staffed tram stops.



Communication access



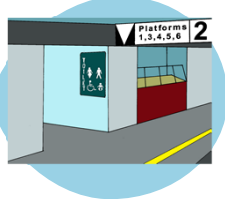
- ✓ People
Staff have received training to understand how different people communicate



- ✓ Communication tools and resources
Available to support effective communication



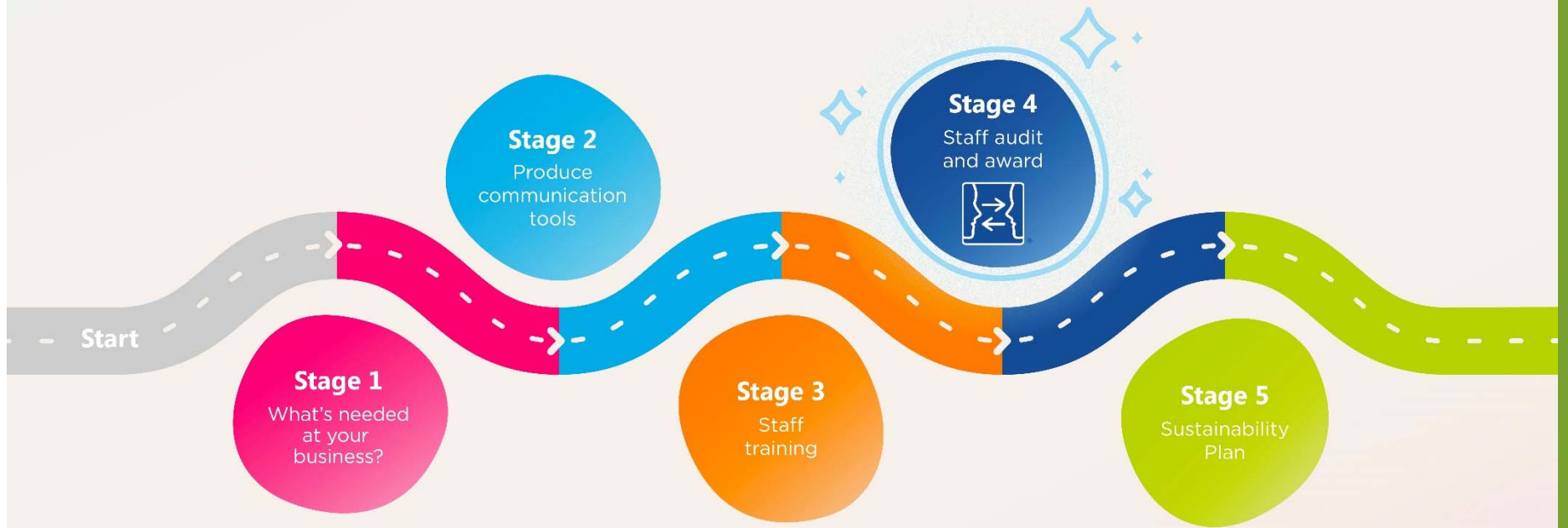
- ✓ Written Information
Provided in a range of accessible formats (eg: Easy English, braille, visual, auditory)



- ✓ Environment
Lighting, noise-levels and signage has been considered

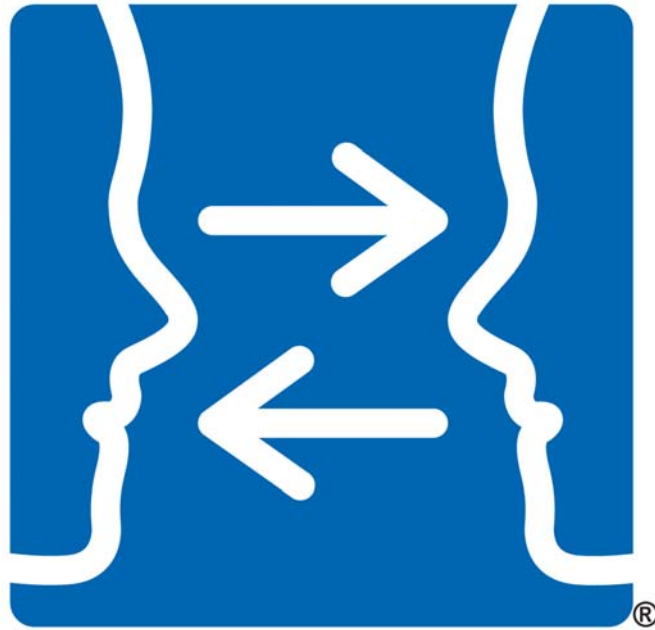


The Communication Access Journey



The impact





Good communication is good business



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