

Accessible and inclusive communication

This fact sheet outlines key tips for accessible and inclusive communication that you can employ in your work and community life to improve your communication with people with disability.

Why is this important?

Sometimes we can overlook barriers to communication that can exclude others. Some common solutions may include:

- using larger font sizes and plain English on things like signs, menus, bills
- embedding pictures and words in print materials and on signs
- providing multiple ways to make contact – not just telephone or email
- ensuring online forms are accessible and are not the only way to access services
- using inclusive language that doesn't exclude or discriminate against someone
- providing documents in multiple formats and other languages.

By making simple changes in the way we communicate we can create communication opportunities that include everyone's preferences and needs across the community.

Tips for improving accessibility and inclusion across a range of communication types

- **Accessible digital content including social media:** include [alternative text](#) on images, ensure [strong contrast](#) between text and background on-screen, use [larger fonts](#), provide accessible documents in PDF and Word, use [plain language](#), and comply with the [Web Content Accessibility Guidelines](#) (WCAG).
- **Access maps:** provide clear information on [accessing venues and physical places](#) including accessible entry ways, taxi ranks, lifts, elevators, accessible bathrooms, quiet rooms, accessible routes, and facilities for guide dogs. Make sure physical locations have good signage and no hazards.
- **Audio descriptions, captions and transcripts:** include [closed captioning and audio descriptions](#) for audio-visual material. Include descriptions when doing live events and ensure participants can access all the information being presented.
- **Augmentative and alternative communication (AAC):** be aware of the different ways people using [augmentative and alternative communication](#) interact with others.
- **Easy Read and Easy English:** provide documents in [Easy Read](#) or Easy English for people with cognitive and intellectual disability and use plain English to assist people with low literacy.
- **Face-to-face:** [effective communication](#) is key for face-to-face interactions. Consider tone, volume, pace and clarity when delivering information. Practice active listening – make eye contact, give ample time without interrupting, ask clarifying questions to confirm understanding, noting non-verbal cues (e.g. nodding head, thumbs up).
- **Interpreters and translators:** provide [sign language interpreters](#) (e.g. Auslan) and provide materials in other languages where English is a second language.

Further resources

This resource is part of a suite of training resources including a disability-friendly language guide and creating accessible documents. To find out more visit the Queensland Disability Plan website at www.qld.gov.au/qld-disability-plan

