Communication Tool

Instructions

Tips for using a communication board

This communication board can help people who either talk or have speech that is difficult to understand. It also helps people to understand you.

Introduce yourself

Ask: "Do you need help? How can I help you?"

If someone has a communication difficulty, and you don't understand their message – offer the option of using a communication board.

Instructions for use:

- Show the person the communication tool.
- Ask the person how they say 'yes' and 'no'.
- The person might point to what they want to say.
- If the person cannot point, read the options on the board aloud and look for a yes or no response.
- Check you understood the message by repeating back what the person said.
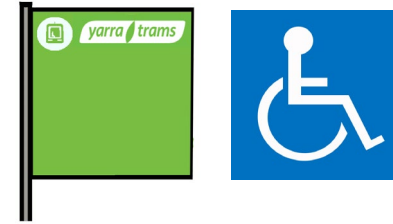 Look for a yes/no response.

Picture Board

NO

YES

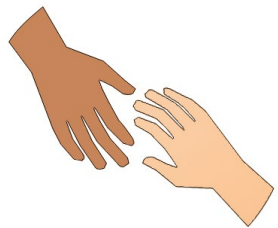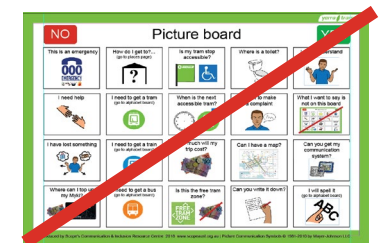| I have an emergency	How do I get to...?	Is my tram stop accessible?	I want to put money on my myki	I don't understand

I need help	I need to get a tram	When is the next accessible tram?	How much will my trip cost?	What I want to say is not on this board

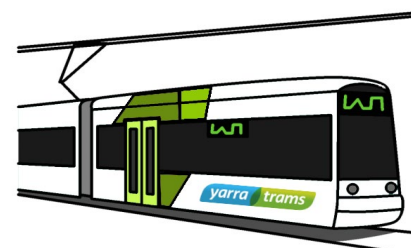| I have lost something	I need to get a train	Can I see a map?	Is this the free tram zone?	Can you get my communication system?
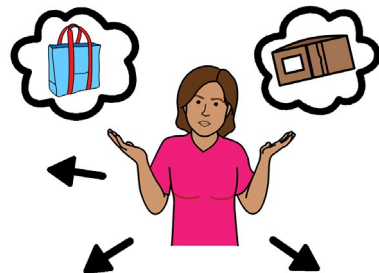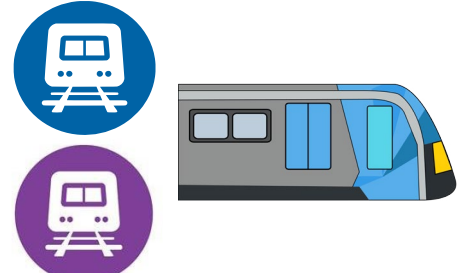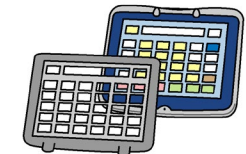
Where is a toilet?	I need to get a bus	Is my tram running?	Can you write it down?	I will spell it

Time Board

NO

YES

Travelling now

I don't understand
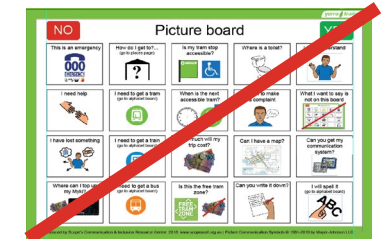
Travelling later
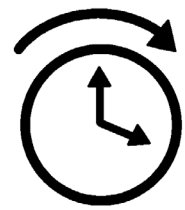
What I want to say is not on this board

Can you get my communication system?
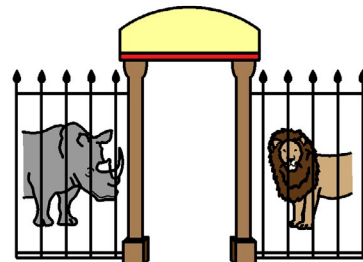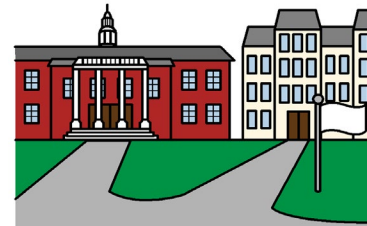
I will spell it

NO

Places Board

YES

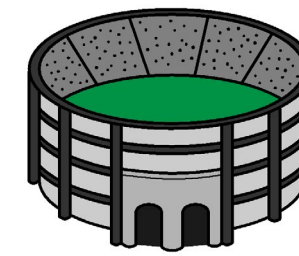| Hospital	Zoo	University or school	Stadium	I don't understand

Shopping centre or market	Aquarium	Shrine	Casino	What I want to say is not on this board
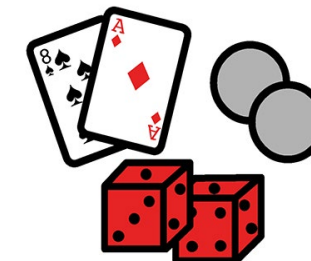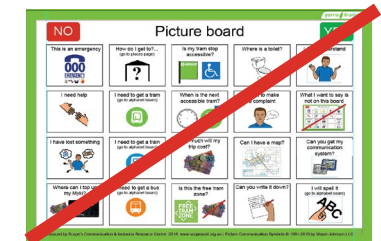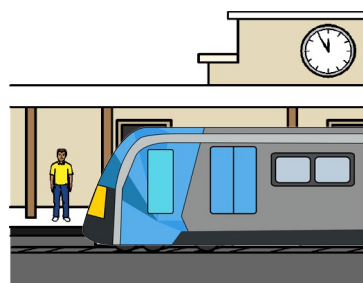
Train station	Gallery or museum	Federation Square	Beach	Can you get my communication system?
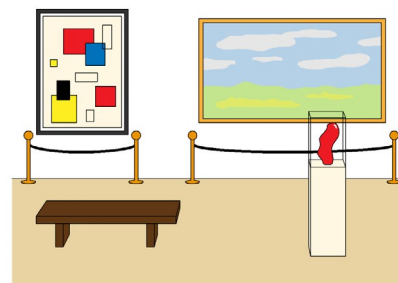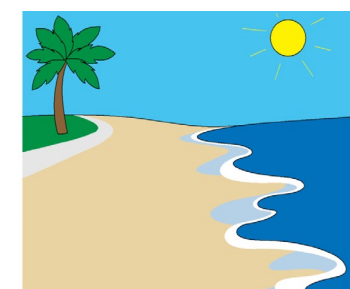
Travellers Aid	Library	City Circle Tram	Garden	I will spell it
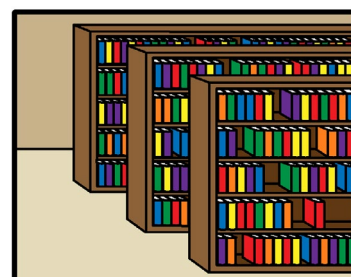
Spelling Board

NO | YES

| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 0 |

I made a mistake

| Q | W | E | R | T | Y | U | I | O | P |

| A | S | D | F | G | H | J | K | L |

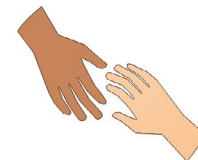| Z | X | C | V | B | N | M | ? |

Spacebar
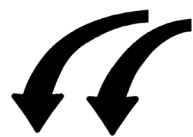
| I'll start again | Can you write it down? | I need some help | Finished |