

10 Steps to Communication Access



1. Find out more. View the 'Are you **'Communication Accessible?'** video. Complete the **Communication Access Self Assessment Quiz**



2. Confirm your interest. Contact Scope's Communication and Inclusion Resource Centre or your local **Regional Communication Service**.

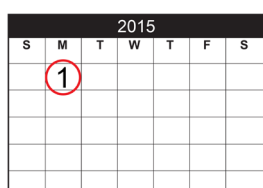


1	_____
2	_____
3	_____
4	_____

3. Plan. Scope's Communication and Inclusion Resource Centre or your **Regional Communication Service** will contact you to discuss actions you may need to take before the assessment. For example, staff training, staff surveys, development of communication resources, mystery customer visits or phone calls.



4. Get ready. Complete the actions identified in point 3.



5. Schedule an assessment. Once the actions have been completed, contact Scope's Communication and Inclusion Resource Centre so we can schedule the assessment.



6. Get assessed. A trained communication access assessor (a person with communication difficulty) will complete the communication access assessment for your business or service.

The form is titled 'scope' and includes fields for Name, Address, Email, and Phone. It also has a section for 'Add name /organisation' and a 'Thank you' message. The form is part of the 'making it happen' series.

7. Get feedback. We will provide detailed feedback on the outcome of the assessment.



8. You are awarded the symbol. If you have met the criteria for communication access, you will be awarded the Communication Access Symbol, which is valid for 12 months.

The certificate is titled 'scope' and 'Certificate of Appreciation Presented to'. It includes a field for 'Add name /organisation' and a 'Thank you' message. The certificate is part of the 'making it happen' series.

9. You are recognised. You will receive your communication access certificate.



10. You are promoted. Your business or service will be promoted on social media and listed on the Scope Directory of Communication Accessible Places.

For more information about communication access contact
Scope's Communication and Inclusion Resource Centre



Phone (03) 9843 2000



Email circ@scopevic.org.au



Website www.scopevic.org.au