



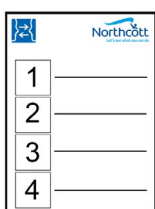
## Ten Steps to Communication Access



1. **Find out more** – Watch the '[Are you communication accessible](https://www.youtube.com/watch?v=egpDZSxDZUc)' video (<https://www.youtube.com/watch?v=egpDZSxDZUc>) and complete the Communication Access Self Assessment Quiz.



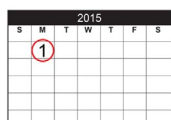
2. **Register your interest** – Contact Northcott's Communication Access Team on **1800 818 286** or by emailing **[communicationaccess@northcott.com.au](mailto:communicationaccess@northcott.com.au)**



3. **Develop a plan** – Northcott will work with you to determine what you need to do before your assessment. This could include activities such as staff training, staff surveys, development of communication resources, mystery customer visits and phone calls.



4. **Get ready for your assessment** – Northcott will assist you to complete any activities identified at Step 3 so you are ready to pass the assessment.



5. **Schedule your assessment** – Once you have completed any tasks identified in Step 3, Northcott's Communication Access Team will schedule your assessment.



6. **Get assessed** – A trained Northcott Communication Access Assessor (a person with a communication difficulty) will visit your workplace to assess your business or service.



7. **Get feedback** – After your assessment, Northcott's Communication Access Team will provide detailed feedback on the outcome. If areas of improvement are identified, we will work with you to improve these.



8. **Display the Communication Access Symbol** – When you meet the criteria for communication access, you will be awarded the Communication Access Symbol by Scope. This is valid for 12 months and can be displayed in your workplace for customers to see.



9. **Be recognised** – You will receive a Communication Access certificate from Scope. You can display this certificate in your workplace.



10. **Be promoted** – Your business or service will be promoted on social media and listed in the Scope Directory of Communication Accessible Places.

**For more information about communication access contact Northcott's Communication Access team.**

 **1800 818 268**

 **communicationaccess@northcott.com.au**

 **www.northcott.com.au**