

# Accessible Information Service News

June 2010

**The Accessible Information Service** at the Communication Resource Centre, Scope, works with organisations and businesses to develop accessible written information for people who have limited literacy. Our services include consultancy, training and translations.

## Consumer Testing — Don't do Easy English without it!

Consumer testing is an integral part of our approach. There are several benefits of involving the consumer early in the process. The information we develop for people with limited literacy is of high quality, is easily comprehended and is based on functional outcomes for end users. (Ward and Townsley, 2005)

The Accessible Information Service has recruited a pool of people with limited literacy to test documents. These consultants work on a casual basis to read documents. We match the consultant to the specific project, based on topic and factors such as age, geography, gender and life experience. Consultants provide invaluable feedback on the language, format, concepts and images.



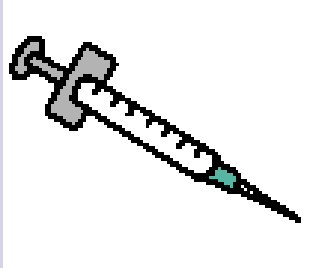
**Consumer testing for CFA,  
Wonthaggi, April - May 2010**

Recently, we completed nearly 50 hours of consumer testing on Easy English documents for the Country Fire Authority (CFA). As always, this was an essential exercise to ensure the documents are of the **highest quality** and **truly meet the functional needs** of people with limited literacy. **Much of the work done at the computer would be useless if it was not consumer tested and then refined.**

Consumer testing makes a huge difference to your end product. To demonstrate this, we have developed a DVD. Please contact us about how **our approach** can lead to the best outcomes for your audience.

Ward, L & Townsley, R. (2005). *'It's about dialogue...'* Working with people with people with learning difficulties to develop accessible information, British Journal of Learning Disabilities, 33, pp 59-64.

## New publications in Easy English



### **Immunisation Questions, Banyule City Council**

Three documents were developed and consumer testing took place, on site, at West Heidelberg Health Centre during an Immunisation Session. For more information, please contact Lisa Raywood. Phone 9457 9923

### **Difference is more, Disability Action Plan 2010-2013, City of Yarra**

For more information, please contact Marta Rokicki. Phone (03) 9205 5435  
Email [marta.rokicki@yarracity.vic.gov.au](mailto:marta.rokicki@yarracity.vic.gov.au)

### **Shopping and Services Facts Sheets, Consumer Affairs Victoria**

- [www.consumer.vic.gov.au](http://www.consumer.vic.gov.au)
  - Click on: Features (find in left hand side column)
  - Click on: Consumers with a disability
  - Scroll down the page and find the link to: Easy English Factsheets

### **Brochure and Form, Department of Health, Victoria**

You can print and use the

- Easy English Consumer Privacy Information Brochure
- Easy English Consumer Consent Form

[http://www.health.vic.gov.au/pcps/publications/languages\\_privacy.htm](http://www.health.vic.gov.au/pcps/publications/languages_privacy.htm)

The Department of Health is happy to receive your feedback. Please contact Adrian Watson. Phone (03) 9096 8041. Email [Adrian\\_watson@dhs.vic.gov.au](mailto:Adrian_watson@dhs.vic.gov.au)



### **Survey, Victims Support Agency**

The Department of Justice, through the Victims Support Agency is finalising a survey on improving access to justice and victim support agencies in Victoria for victims of violent crime with a disability. The survey will be available, for a limited period, from early July 2010. Phone (03) 9868 46716  
Website [www.justice.vic.gov.au/victimsofcrime](http://www.justice.vic.gov.au/victimsofcrime).

Image - Change images © <http://www.changepeople.co.uk>

## Forums, conferences and study

### CentreLink Consortium



The Accessible Information Service is a Preferred Provider on a CentreLink Consortium. There are 26 agencies of the Australian Government that can access this panel to request Easy English services. In June 2010, Cathy attended the CentreLink Consortium Network Forum in Canberra.

This was an excellent opportunity to meet other contractors, and also meet with various staff in Federal Government agencies to talk about how written information can be produced in Easy English.

### International Society for Augmentative and Alternative Communication (ISAAC) Conference, Barcelona, Spain July 2010

Naomi will present the paper "How to achieve effective community engagement through consumer testing". Naomi is attending ISAAC through her Ethel Temby Study Tour Award.

### Upcoming Easy English Training

- Disability Emergency Management Advocacy (DEMA) is hosting training for the Emergency Services Sector. <http://afcl.org.au/Pages/default.aspx>
- Disability Advocacy Resource Unit (DARU) is hosting training "Meeting Communication and Information Needs". Email [admin@daru.org.au](mailto:admin@daru.org.au)

Please view our website for our new calendar training dates.

<http://www.scopevic.org.au/index.php/site/whatweoffer/communicationresourcecentre/educationtraining/trainingworkshops>

## More publications and ideas



### **Voting, Victorian Electoral Commission (VEC)**

The Victorian Electoral Commission is finalising the 2010 State Government Elections information book. This will be an updated book from the 2006 State Government Election. This should be available from early July 2010. Phone the VEC to request copies. 131 VEC / 13 18 32

### **Maps, Enabled Maps, UK**

This is a fantastic way to approach accessible wayfinding.  
<http://enabledmaps.com/index.htm>

### **Images, Change People, UK**

You can now buy individual images from the Change website.  
[www.changepeople.co.uk](http://www.changepeople.co.uk)

## **Welcome Merrin**

Merrin Hurse commenced work with us in March on a 12 month contract. Merrin previously worked at the Communication Resource Centre, then in London for the Kensington and Chelsea Adult Learning Disability Team. Merrin will be working on translating accessible information documents.

## **Contact us**



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