



Uniting Communities Law Centre:
Communication Aid

How to use this booklet.

This booklet can be useful for all visitors, but will be particularly helpful if someone is experiencing communication challenges.

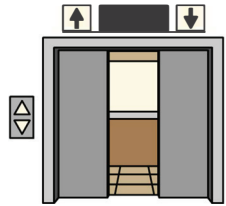
- ▷ When a person with a communication difficulty approaches you, greet them in a friendly way, then reach for this booklet and open it to page 1.
- ▷ Ask the visitor **“what can I help you with today?”** and pause to give them time to look at the symbols.
- ▷ If the person points to a symbol, repeat what they have selected to clarify their message. For example, if the person points to ‘I have an appointment’ you could say **“Oh you are here for an appointment. Is that right?”**. The person may use the ‘yes’ and ‘no’ buttons at the top of the page or another method to respond.
- ▷ If they respond ‘yes’, follow the instructions above the symbol (e.g. “go to page 3”). If there are no instructions, you can respond using your voice only. You may also use a brochure or sign to give the visitor extra information.
- ▷ If the person does not point to anything and does not appear to have another method to communicate you can make suggestions by pointing to different symbols on the page and reading out the text e.g. **“maybe you’re here to see someone?”**.
- ▷ You will notice some messages shown in green boxes. These are staff messages you could say to the visitor.
- ▷ Once you identify what the person needs you can use the information card to write down key points.
- ▷ Remember to check back with the person to be sure you have understood them and always ask **“is there anything else?”**.

YES 

Welcome to Uniting Communities Law Centre

NO 

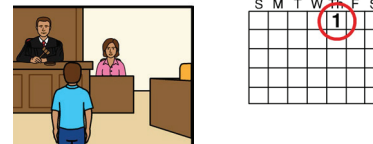
I need help with the lift



I need information



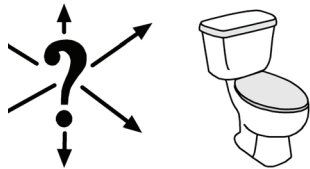
I have a court date



something else



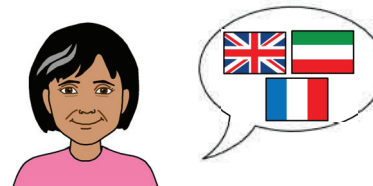
where is the toilet?



I have an appointment



I need an interpreter



I don't know



what can you help with?



I would like to see a
lawyer



alphabet and numbers
(go to page 8)

ABC

I need to get some
information
(turn the page)



la

YES

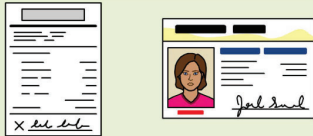


Uniting Communities Law Centre

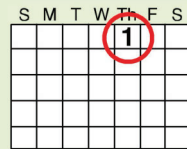
NO



do you have any paperwork or ID?



what is your date of birth?



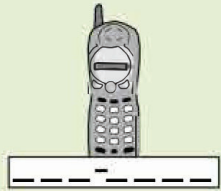
what matter do you need help with?
(go to page 2)



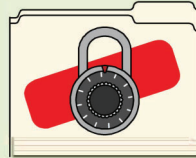
something else



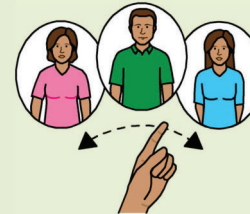
what is your phone number?



we will not share your information



is anyone else involved?



I don't know



what is your address?



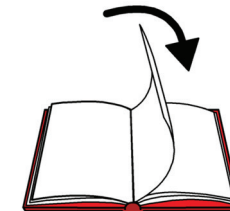
do you have a legal/court letter?



what is their name?



turn the page



YES 

Uniting Communities Law Centre

NO 

please take a seat



you need to contact
another law service



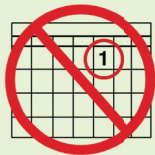
let me get some
information for you



something else



we don't have any
appointments today



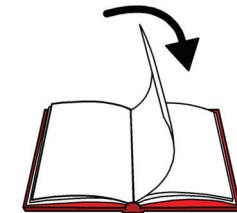
we can't help with that



I don't know



go to page 1



YES 

Law matters

NO 

family law
(go to page 3)



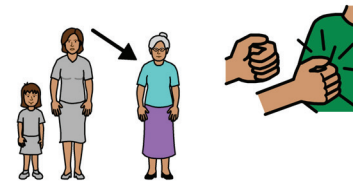
money and debt
(go to page 6a)



criminal matters



elder abuse



something else



Centrelink
(go to page 4)



neighbourhood dispute
(go to page 7)



tenancy



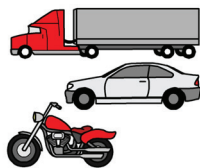
legal advice



I don't know



vehicle related
(go to page 5)



employment



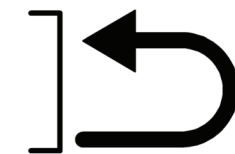
consumer complaints



alphabet and numbers
(go to page 8)

ABC

go back to page 1



YES 

Family Law

NO 

separation



domestic violence



something else



divorce



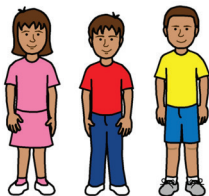
property settlement



I don't know



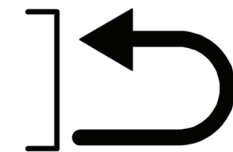
children



debt



go back to page 1



YES 

Centrelink

NO 

disability support pension



Authorised Review (A. R. 0)



doctor's report



something else



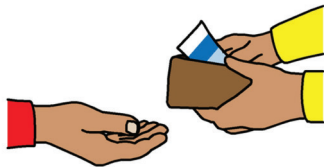
Administrative Appeals
Tribunal (A.A.T.)



carer's pension



debt



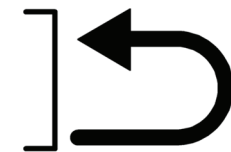
jobseeker



I don't know



go back to page 1

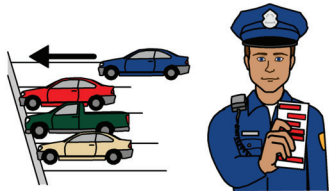


YES 

Vehicle related law

NO 

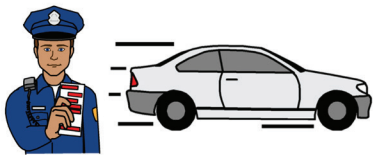
parking ticket



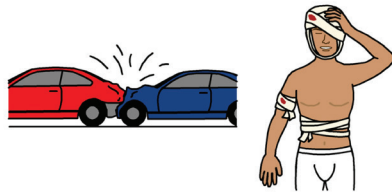
car accident damage



speeding fine



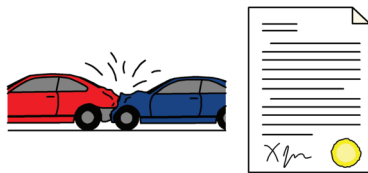
car accident injury



other traffic infringement



insurance



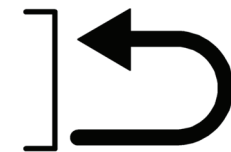
something else



I don't know



go back to page 1

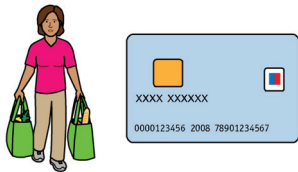


YES 

Money and debt

NO 

consumer credit



personal loans



consumer leases



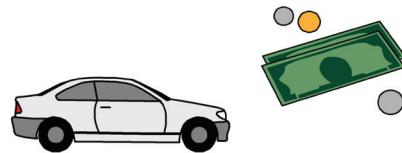
something else



debt



car loan



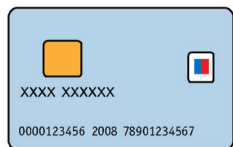
repossessions



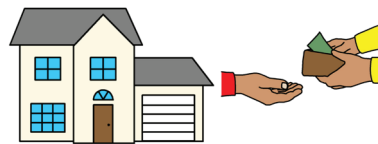
I don't know



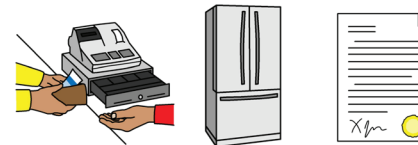
credit cards



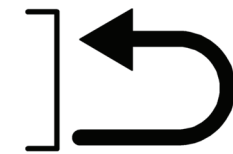
mortgage



rent-to-buy agreements



go back to page 1



6a

YES



Money and debt

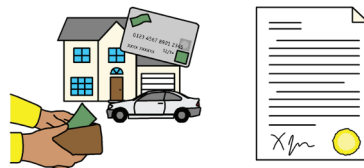
NO



financial counselling



debt agreements



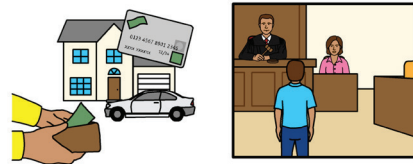
something else



debt management



debtor's court



I don't know



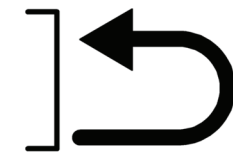
bankruptcy



debt disputes



go back to page 1



6b

YES 

Neighbour dispute

NO 

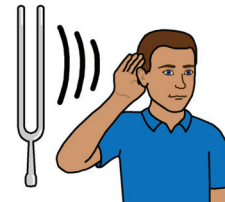
neighbour



argument



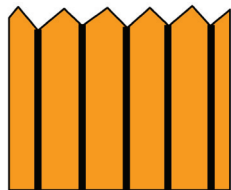
noise



something else



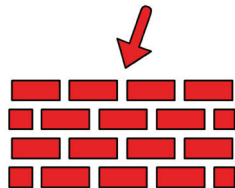
fence



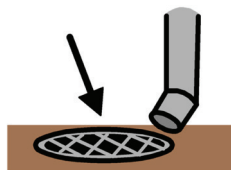
strata



wall



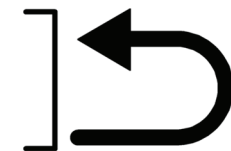
water and drains



I don't know

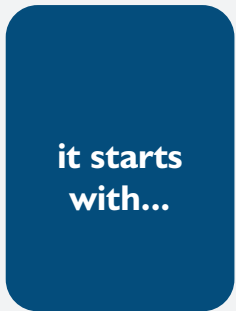


go back to page 1





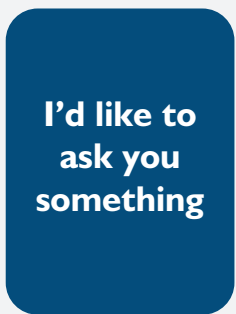
1 2 3 4 5 6 7 8 9 0



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 ?



Supported by



**Government
of South Australia**

Department of Human Services

