



How does your organisation assist clients with literacy / numeracy / language difficulties?

ACCESS

1. Our Organisation emphasizes non-print media (e.g., radio, TV, video, and personal communication) in promoting its services.
YES ____ NO ____.
2. Our print material is written in plain language.
YES ____ NO ____
3. Our telephone number is listed clearly under the Organisation's name and logo.
YES ____ NO ____
4. Directions on how to find the Organisation mention landmarks and bus stops.
YES ____ NO ____
5. The Organisation's name and logo are clearly displayed on the building.
YES ____ NO ____
6. Clear signs and symbols direct people from the front door to the different areas of your Organisation.