



Visiting U City Accessible Serviced Apartments
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.
- › Remember to check back with the person to be sure you have understood them and always ask **“is there anything else?”**.



YES

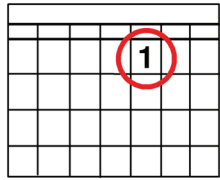


Welcome to U City Accessible Serviced Apartments

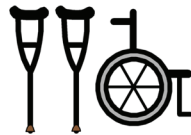
NO



I want to make a booking



equipment
(go to page 2)



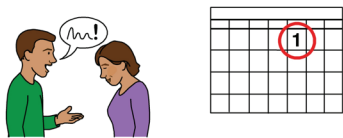
things to see and do
(go to page 5)



something else



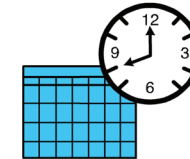
I want to talk about my
booking



apartments
(go to page 3)



dates and times
(go to page 6a)



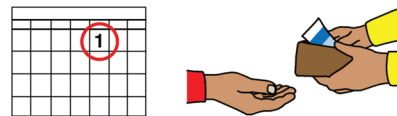
where is the toilet?



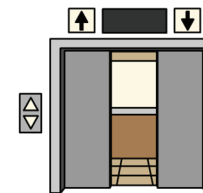
I would like information



booking and paying
(go to page 4)



I need help with the lift



alphabet and numbers
(go to page 7)

ABC

YES



Equipment

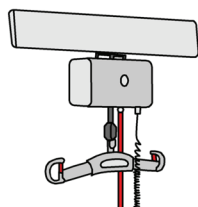
NO



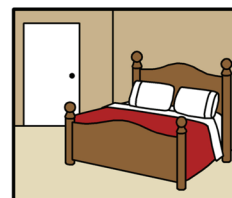
I need



hoist



bedroom



something else



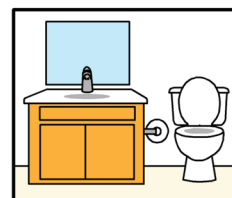
information



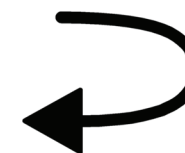
adjustable bed



bathroom



go back to page 1



shower chair



alphabet and numbers
(go to page 7)

ABC

YES

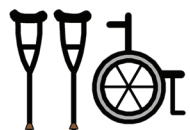


Apartments

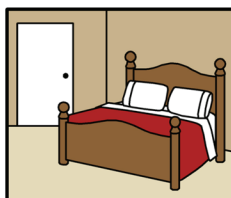
NO



I need a room with equipment

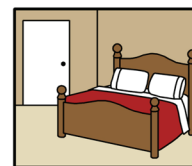


studio



3 bedroom

3



something else

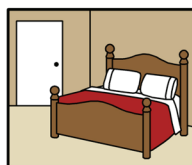


what is available?

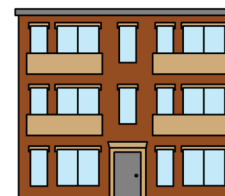


1 bedroom

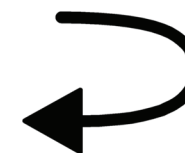
1



apartment



go back to page 1

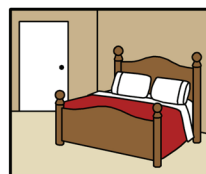


I would like information

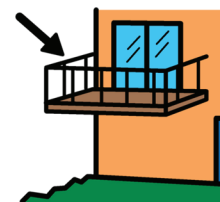


2 bedroom

2



balcony



alphabet and numbers
(go to page 7)

ABC

YES



Booking and paying

NO



what



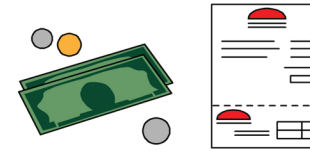
cost



deposit



I need a quote



something else



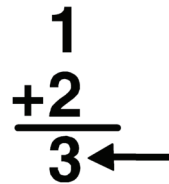
how



pay



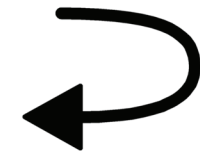
total



I want information



go back to page 1



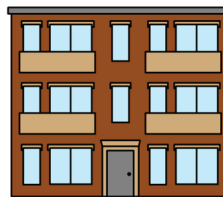
when



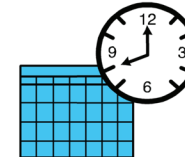
book



apartment



days and times
(go to page 6)



alphabet and
numbers
(go to page 7)

ABC

YES



Things to see and do

NO



I would like information about



parks and recreation



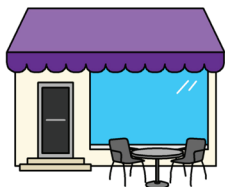
attractions



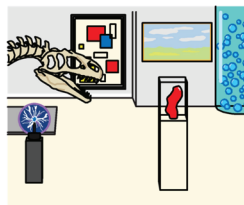
something else



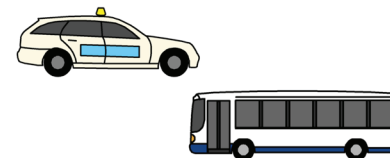
restaurants and bars



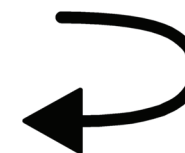
museums and galleries



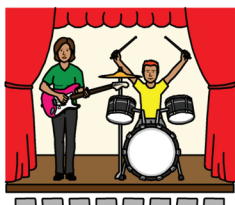
transport options



go back to page 1



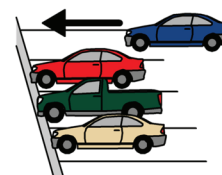
entertainment



shopping



parking



alphabet and numbers
(go to page 7)

ABC

YES



Days and times

NO



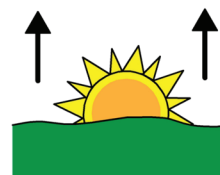
I have a date in mind



days of the week
(go to page 6b)

Su M T W
Th F Sa

morning



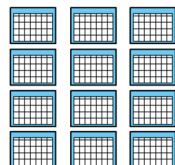
something else



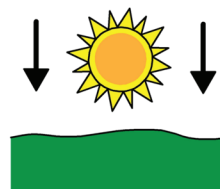
I don't have a date yet



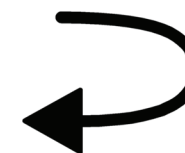
months
(go to page 6c)



afternoon



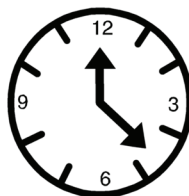
go back to page 1



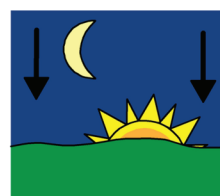
what is available?



time



evening



alphabet and numbers
(go to page 7)

ABC

YES



Days and times

NO



Monday

Mo 



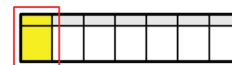
Thursday

Th 



Sunday

Su 

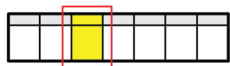


something else



Tuesday

Tu 

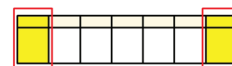


Friday

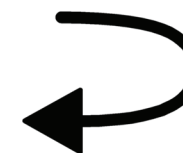
Fri 



weekend

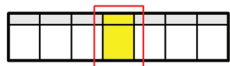


go back to page 1



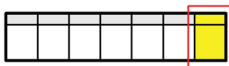
Wednesday

W 



Saturday

Sa 



alphabet and numbers
(go to page 7)

ABC

YES

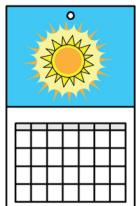


Days and times

NO



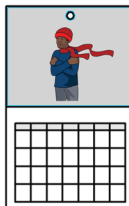
January



April



July



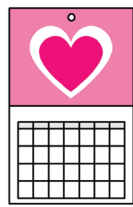
October



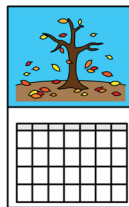
something else



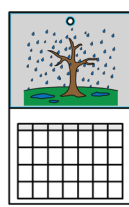
February



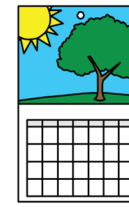
May



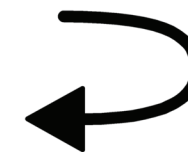
August



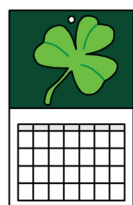
November



go back to page 1



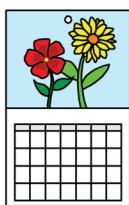
March



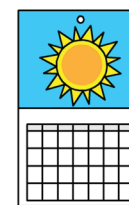
June



September



December



alphabet and
numbers
(go to page 8)

ABC



1

2

3

4

5

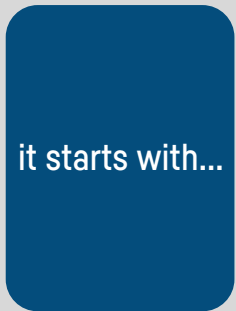
6

7

8

9

0



Q

W

E

R

T

Y

U

I

O

P



A

S

D

F

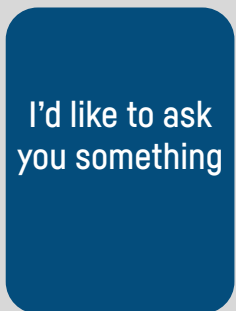
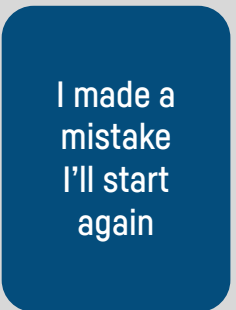
G

H

J

K

L



Z

X

C

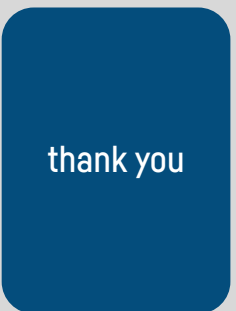
V

B

N

M

?



Supported by



**Government
of South Australia**

Department of Human Services

