



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



YES



Welcome to the U City Function Centre

NO



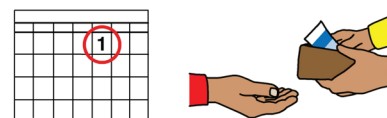
I want to book a new event



event details
(go to page 3)



booking and paying
(go to page 6)



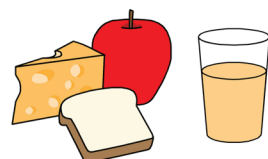
something else



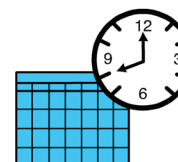
I want to talk about a planned event



food and drink
(go to page 4a)



dates and times
(go to page 7a)



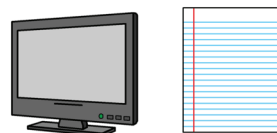
where is the toilet?



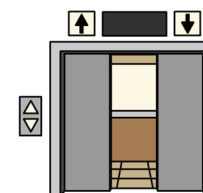
I would like information
(go to page 2)



equipment
(go to page 5)



I need help with the lift



alphabet and numbers
(go to page 8)

ABC

YES



Information

NO



I would like information about



capacity



something else



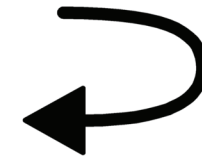
rooms and layouts



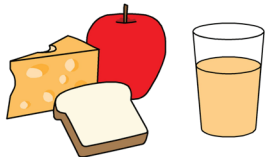
costs



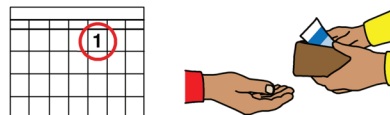
go back to page 1



food and drink
(go to page 4)



booking and paying
(go to page 6)



alphabet and numbers
(go to page 8)

ABC

YES



Event details

NO



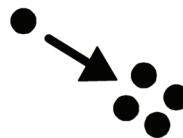
I would like to have a



party



with



a sit-down meal



something else



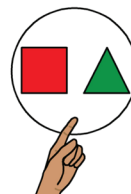
what is the cost?



wedding



and



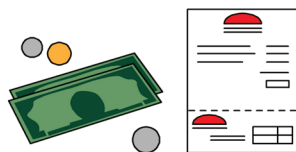
cocktail food



I want to know about
rooms and layouts



can I have a quote?



meeting / conference



drinks



alphabet and
numbers
(go to page 8)

ABC

YES



Food and drink

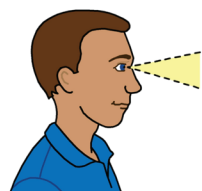
NO



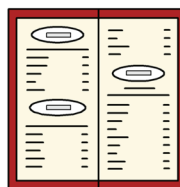
I want



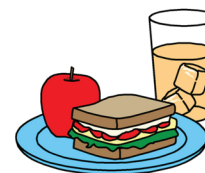
see, look



menu



lunch



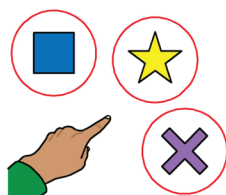
something else



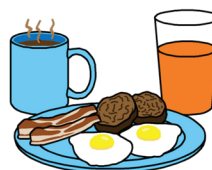
what is the cost?



choose



breakfast



dinner



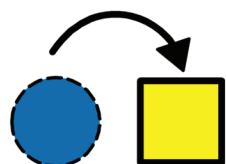
dietary requirements
(go to page 4b)



how many



change



morning / afternoon
tea



drinks



alphabet and
numbers
(go to page 8)

ABC

YES



Dietary requirements

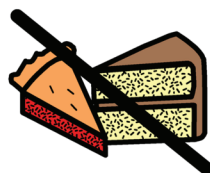
NO



I need to add / update dietary requirements



dietary requirements



gluten free



something else



what are the options for



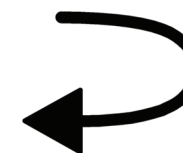
vegetarian



sugar free



go back to page 1



how many



vegan



dairy free



alphabet and numbers
(go to page 8)

ABC

YES



Equipment

NO



I need



TV screen



water jugs and glasses



something else



what is the cost?



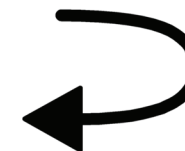
hearing loop



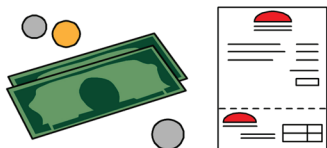
lectern



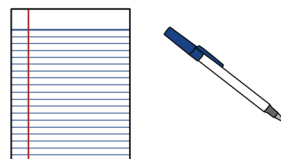
go back to page 1



can I have a quote?



paper and pens



alphabet and numbers
(go to page 8)

ABC

YES 

Booking and paying

NO 

what



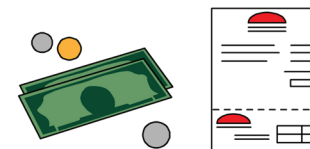
cost



deposit



I need a quote



something else



how



pay



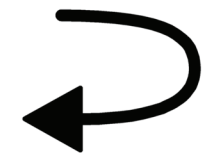
total

$$\begin{array}{r} 1 \\ +2 \\ \hline 3 \end{array} \leftarrow$$

I want information



go back to page 1



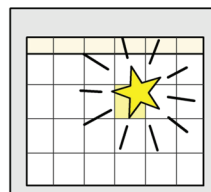
when



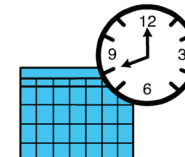
book



event



days and times
(go to page 7a)



alphabet and
numbers
(go to page 8)

ABC

YES



Days and times

NO



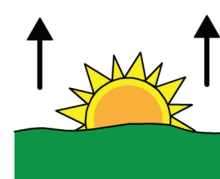
I have a date in mind



days of the week
(go to page 6b)

Su M T W
Th F Sa

morning



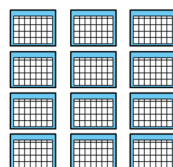
something else



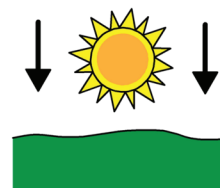
I don't have a date yet



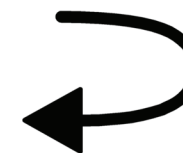
months
(go to page 6c)



afternoon



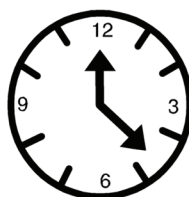
go back to page 1



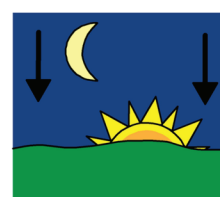
what is available?



time



evening



alphabet and numbers
(go to page 8)

ABC

YES 

Days and times

NO 

Monday

Mo 



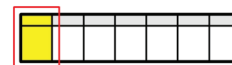
Thursday

Th 



Sunday

Su 

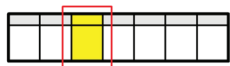


something else



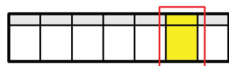
Tuesday

Tu 

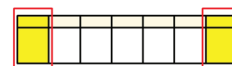


Friday

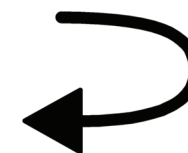
Fri 



weekend

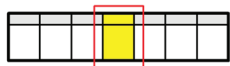


go back to page 1



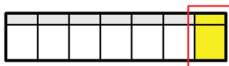
Wednesday

W 



Saturday

Sa 



alphabet and numbers
(go to page 8)

ABC

YES

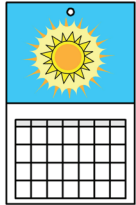


Days and times

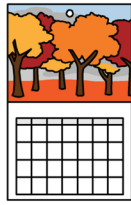
NO



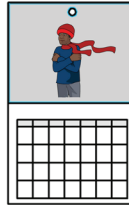
January



April



July



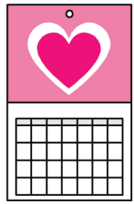
October



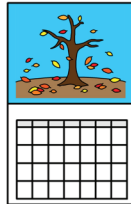
something else



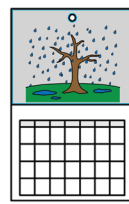
February



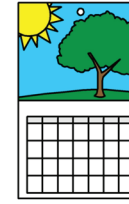
May



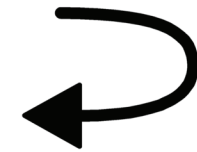
August



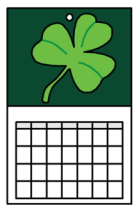
November



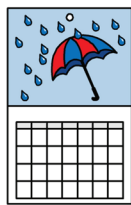
go back to page 1



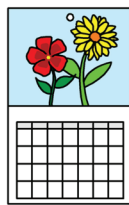
March



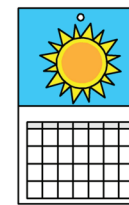
June



September



December

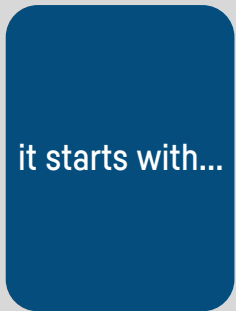


alphabet and numbers
(go to page 8)

ABC



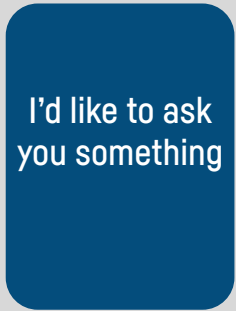
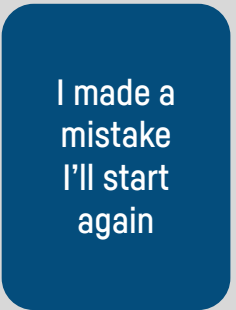
1 2 3 4 5 6 7 8 9 0



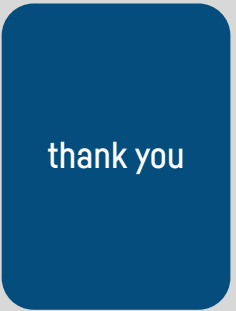
Q W E R T Y U I O P



A S D F G H J K L



Z X C V B N M ?



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Department of Human Services

