

NO



PTV Hub Communication Board

YES

I need help with

- myki
- Travel Pass



What platform does the train leave from?



What time does the train leave?



... ..

Please write it down



I need help with something else



Where is the NSW TrainLink office?



Where is the accessible tram stop?



Where can I get a bus?



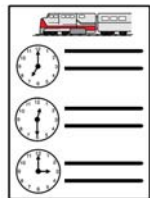
Where can I get a taxi?



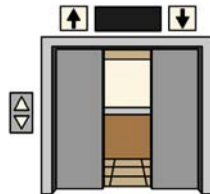
Where can I charge my wheelchair?



I'd like a timetable



Where is the lift?



Where is the escalator?



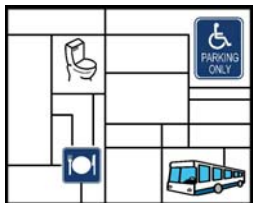
Where are the toilets?



Where is Travellers Aid?



I'd like a map



Can you give me directions?



I want to get a concession card



I want to make a complaint



I've lost something



I've had something stolen

How to use a communication board

Communication boards can help people who cannot talk or have speech that is difficult to understand.

1. Introduce yourself

Ask: *Do you need help? How can I help you?*

If someone has a communication difficulty and you don't understand their message – offer a communication board.

2. Choose the right board

Show the picture board, word board and spelling board.

Say: *I'm having difficulty understanding you. Would you like to use a board? Which one would you like to use?*

3. Instructions for using a picture board or word board

- Place the communication board on a stable surface in front of the person so they can easily see it *and* reach it.
- When the person can point independently
 - Ask the person to point to what he or she wants to say.
 - Check you understood the message, e.g. *Are you asking about....?*
 - Look for a *Yes* or *No* response.
- When the person cannot point independently
 - Ask the person to show you how they say *Yes* and *No*.
 - Say: *I will point to each message. Say 'Yes' when it is the message that you want.*
 - Point to one picture at a time, along each row, and read each message aloud.
 - When the person indicates *Yes*, confirm that you have understood the message.
- If the person cannot use the communication board, you may need to ask someone who knows the person well to assist.