

Communication Barriers

Future Ready Module 1 - Text-only accessible diagram

Core message

Information should be clear, respectful, and available in more than one way.

Communication can become a barrier when information is too complex, too fast, too long, unavailable in another format, or unclear about what to do next.

Text-only diagram structure

Communication barrier	Better communication support
Too complex	Use plain language. Use everyday words and simple sentences.
Too fast	Give more time. Pause. Let people process and respond.
Too long	Break information into short sections. Use headings and summaries.
No other format	Offer more than one format, such as Easy Read, captions, Auslan, transcript, audio, AAC, or visual steps.
Unclear next step	Use clear numbered steps. Say what happens next and who to contact.
Too much at once	Give one key message or choice at a time.

Plain text diagram

Barrier -> communication support -> better understanding -> more participation

Examples of missing supports

- No Easy Read version.
- No captions.
- No Auslan option.
- No transcript.

- No AAC-friendly option.
- Unclear instructions.
- Too much information at once.

Accessible description

A text-only diagram titled "Communication Barriers." It lists barriers such as information that is too complex, too fast, too long, unavailable in another format, unclear about the next step, or too much at once. Each barrier is matched with a better communication support, including plain language, more time, short sections, Easy Read, captions, Auslan, transcripts, AAC, clear steps, and one part at a time.