



# PTV Hub Communication Board

## myki and Free Travel Pass

I've lost my myki

My myki is not working

I want to put money on my myki

I need help with the myki machine

I want to buy a myki

I've lost my Free Travel Pass

Where is the accessible tram stop?

I want to get an Access Travel Pass

I want to get a Scooter and Wheelchair Travel Pass

Please explain more about the forms

NO

YES

# 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.