 

# Toolkit: Easy English factsheets for consumers

Having a cognitive disability can affect a person’s ability to learn, concentrate on, process, remember or communicate information. Having a cognitive disability may also affect a person’s ability to make decisions. Information available online, over the phone, and in-store is often inaccessible to consumers with cognitive disabilities.

Providing written information in an Easy English format is one way to improve the accessibility of information. This can also help suppliers meet their obligations under the Telecommunications Consumer Protections Code.

This toolkit presents templates of Easy English factsheets on four key consumer issues:

1. Things to know when buying or signing up for a phone, tablet or internet service
2. Things to know about the cost and how to pay for a device and/or service
3. Things to know when you can’t pay for your phone, tablet or internet
4. Things to know when your phone, tablet or internet is not working

Each factsheet is accompanied by a glossary or ‘hard words’ section, which gives definitions of difficult terms.

The content and formatting of the factsheets was developed by Intellectual Disability Rights Service (‘IDRS’). IDRS also arranged testing of the factsheets by four people with intellectual disability. The research team also sought multiple rounds of feedback on the content and readability of the factsheets from People with Disability Australia, Victorian Mental Illness Awareness Council (‘VMIAC’) and members of the project Advisory Board.

## How to adapt the factsheets: four easy steps

The factsheets are designed to be adapted with the specific details and offerings of the company, and to the specific circumstances of the consumer.

1. **Add company-specific information**

Insert the appropriate telephone number, web address, and other company-specific information where marked with red font and square brackets.

1. **Seek image permission**

The factsheets use images that are licensed for use by Photosymbols and Shutterstock. Companies should apply directly to Photosymbols and Shutterstock for permission to use the images prior to publication.

For more information, visit <https://www.photosymbols.com/> or <https://www.shutterstock.com/> or contact the Melbourne Social Equity Institute at [social-equity@unimelb.edu.au](mailto:social-equity@unimelb.edu.au).

1. **Write customer-specific information on the factsheets at the point of sale or other contact with the customer**

For example, a salesperson can print factsheet 2 (‘how to pay’) and write in customised information about the total monthly cost to the customer and how and when they can pay.

1. **If making major changes to the content, consult an organisation that specialises in Easy English drafting**

Intellectual Disability Rights Service: <http://www.idrs.org.au/home/index.php>

Scope: <https://www.scopeaust.org.au/service/accessible-information/>

## Tips for making the factsheets as useful as possible

The following steps will ensure that factsheets are accessible and useful for consumers:

* Add useful information to the factsheets. For example, add phone numbers that lead directly to the appropriate team and/or a staff member with good communication skills and the authority to escalate matters.
* Add clear, easy-to-find links to the factsheets on your website.
* Advise all staff about the availability and purpose of the factsheets.
* Assign responsibility for updating the factsheets to a particular position in the organisation.
* Consult people with cognitive disabilities when making changes.

## Other accessibility measures

People with cognitive disabilities are a diverse group with an equally diverse range of needs and preferences. It is important to remember that Easy English information will not meet the needs and preferences of all consumers. For instance, some people might find Easy English information patronising or overly-simplistic. Others may not want written information at all. Alternative formats, such as captioned videos, audio versions and posters, should also be developed to cater to the widest possible audience.

## About the toolkit

This toolkit was created by a research team at the University of Melbourne to support good outcomes for consumers with cognitive disabilities by providing practical guidance for telecommunications suppliers to produce accessible information about selecting a phone, tablet or internet service, managing the cost, and what to do when problems arise.

Authored by Yvette Maker, Jeannie Marie Paterson, Bernadette McSherry, Lisa Brophy, Anna Arstein-Kerslake, Alex Callahan and Eugene Teo.

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Melbourne Social Equity Institute   
Website: <https://socialequity.unimelb.edu.au/>   
Email: [social-equity@unimelb.edu.au](mailto:social-equity@unimelb.edu.au)

Australian Communications Consumer Action Network   
Website: [www.accan.org.au](http://www.accan.org.au/)    
Email: [grants@accan.org.au](mailto:grants@accan.org.au)    
Telephone: 02 9288 4000   
If you are deaf, or have a hearing or speech impairment, contact us through the National Relay Service: [www.relayservice.gov.au](http://www.relayservice.gov.au/).

# 1 Shopping for a new phone, tablet or internet service

Things you need to know

In this fact sheet **hard words** are in **bold**

You can find the meaning of hard words at the end of the factsheet

|  |  |
| --- | --- |
| [Mobile Phone](https://www.photosymbols.com/collections/technology/products/mobile-phone)  [A person sitting down, and looking at an iPad](https://www.photosymbols.com/collections/technology/products/use-ipad-1)  [Computer Laptop](https://www.photosymbols.com/collections/technology/products/computer-laptop)  [Person with fingers blocking ears](https://www.photosymbols.com/collections/feelings/products/stress-3)  [Contract with a hand signing it](https://www.photosymbols.com/collections/information/products/contract) | It is important to get the right information  to get what you need  phone  **tablet**  **internet service**  You do not want to be stuck in a **plan** that costs too much  It can be hard to get out of a plan once you  sign for it |
| [A hand writing signature](https://www.photosymbols.com/collections/research/products/signature)  Person talking to manager  [Shops](https://www.photosymbols.com/collections/places/products/shops-2)  [Person looking at a computer](https://www.photosymbols.com/collections/people-adults/products/indiana-computer) | Before you sign up to a plan   * talk to more than 1 company * look around in different stores * look on different websites |
| [Person holding up hand to say Stop](https://www.photosymbols.com/collections/feelings/products/no-3)  [A person thinking](https://www.photosymbols.com/collections/choices/products/think-twice1)  [A person with a hand up to ask question](https://www.photosymbols.com/collections/people-adults/products/indiana-question)  Hands taking money out of a wallet  [Person with both hands out asking question](https://www.photosymbols.com/collections/people-adults/products/charles-7)  [Person thinking](https://www.photosymbols.com/collections/law/products/think-10)    [A person talking to support worker](https://www.photosymbols.com/collections/relationships/products/support-advice1) | You **do not** have to sign up for  something today  Before you decide   * ask questions like     how much will it cost  what will I get  how many calls  how much **data**   * think about it at home * talk about it with a **support person** |
| [Two people looking at an iPad](https://www.photosymbols.com/collections/technology/products/ipad-help-1)  [Two people talking](https://www.photosymbols.com/collections/research/products/market-research)  [Person pointing at you with question marks behind](https://www.photosymbols.com/collections/choices/products/you-choose) | You can ask your **support person** to   * help you look around at different stores or websites * help you ask questions * help you decide what you want to buy |
| [Person choosing between two support people](https://www.photosymbols.com/collections/people-children/products/choose-support3) | If your **support person** isn’t doing what you want you can   * choose someone else to   support you   * make the decision without any help |
| [A person feeling stress](https://www.photosymbols.com/collections/feelings/products/stress)  [Clock showing 20 mins](https://www.photosymbols.com/collections/time-date/products/time-duration)  [A person talking to support worker](https://www.photosymbols.com/collections/relationships/products/support-advice1)  [A piece of paper that says 'info' and below there is writing in Easy English](https://www.photosymbols.com/collections/information/products/info-easy-read)  [Person on the phone](https://www.photosymbols.com/collections/technology/products/phone-1-upset)  [A person walking away](https://www.photosymbols.com/collections/people-adults/products/zola-8) | If you feel stress, tell the sales person   * you need more time * you need to talk to your **support person**      * you need more information   If you still feel stress you can   * hang up * walk out |
| [Information sign](https://www.photosymbols.com/collections/information/products/information-sign)  [A person reading while another person stands next to them](https://www.photosymbols.com/collections/information/products/share-information-2)  Two people talking on the phone  [Computer Laptop](https://www.photosymbols.com/collections/technology/products/computer-laptop)  [An open laptop with the word 'email' and an open envelope on the screen](https://www.photosymbols.com/collections/technology/products/email)  [A piece of paper that says 'info' and below there is writing in Easy English](https://www.photosymbols.com/collections/information/products/info-easy-read)  Two women - one is the support person. | You can get information about what you want to buy   * talk to someone in our shop * phone us *[supplier to add how to get through to a helpful person]* * look at our internet site *[supplier to add internet link]* * send us an email or talk on our website *[supplier to add internet link]* * ask for a printed copy of any information that we tell you   You can ask us to contact your **support person** and explain things to them |
|  |  |

**Hard words**

|  |  |
| --- | --- |
| [Computer Laptop](https://www.photosymbols.com/collections/technology/products/computer-laptop) | **internet service**  you pay for this so you can use the internet at home |
| [Contract with hand signing](https://www.photosymbols.com/collections/information/products/contract)  [Six calendar pages with different months  on them](https://www.photosymbols.com/collections/time-date/products/months) | **plan** is a **contract** you sign to agree to buy phone or internet   * usually paid monthly   you can ask to pay weekly or **fortnightly**  **fortnightly** is every 2 weeks |
| Two women - one is the support person | **support person** is someone you trust  to help you |
| [A person sitting down, and looking at an iPad](https://www.photosymbols.com/collections/technology/products/use-ipad-1)  [Person sitting on a chair, typing on a computer](https://www.photosymbols.com/collections/technology/products/james-15) | **tablet**  a flat, hand held device like   * iPad * Samsung Galaxy * Microsoft Surface   **data**  amount of internet you can use for   * watching TV or movies * listening to music * reading emails   like: 15GB of data |

# 2 Paying for a phone tablet or internet service

Things you need to know

In this fact sheet **hard words** are in **bold**

You can find the meaning of hard words at the end of the fact sheet

|  |  |
| --- | --- |
| [Contract with hand signing](https://www.photosymbols.com/collections/information/products/contract)  [Person on phone](https://www.photosymbols.com/collections/people-adults/products/phone-call-2)  [Mobile phone showing a text message](https://www.photosymbols.com/collections/technology/products/text-message)  [Mobile Phone](https://www.photosymbols.com/collections/technology/products/mobile-phone)  [A person sitting down, and looking at an iPad](https://www.photosymbols.com/collections/technology/products/use-ipad-1)  [A lap top with a telephone wire in front of it](https://www.photosymbols.com/collections/technology/products/internet) | When you sign up for a   * phone * **tablet** * **internet plan**   you have to pay for   * calls * texts * **data**   You may also have to pay for   * phone * **tablet** * **internet modem** |
| [Six calendar pages with different months on them](https://www.photosymbols.com/collections/time-date/products/months)  A Mobile Bill that says Please Pay Now. There is a phone next to it. | When do I pay   * most people have to pay every month   We will send you a   * bill * email * text   so you know when to pay  Paper bills cost extra money |
| Hand holding money  [Debit card](https://www.photosymbols.com/collections/money/products/debit-card)  [Website on computer](https://www.photosymbols.com/collections/technology/products/website)  [The BPay logo](http://www.google.com/url?sa=i&rct=j&q=&esrc=s&source=images&cd=&cad=rja&uact=8&ved=2ahUKEwiIucbfzObdAhWG7mEKHffXB9QQjRx6BAgBEAU&url=http://www.brandsoftheworld.com/logo/bpay&psig=AOvVaw30ttObqnRRwcBJi2GFSh07&ust=1538529794191972)  [Mobile Phone](https://www.photosymbols.com/collections/technology/products/mobile-phone)    [A person at the post office](https://www.photosymbols.com/collections/places/products/place-post-office)  Person talking to manager  [Two men in suits talking on the phone](https://www.photosymbols.com/collections/relationships/products/phone-conversation3) | How do I pay  You can pay in different ways *[supplier to include all available options.]*   * **Direct Debit** – we will take money from your account every month   direct debit only works if you have enough money in your account to pay   * pay through our *supplier* website or app * **BPay** – online banking * phone *[supplier to add phone number]* * at the post office * other ways – check withus   If a **guardian** or **administrator** manages  your money you will need to talk to them |
| [A person looking in their wallet](https://www.photosymbols.com/collections/people-adults/products/check-wallet)  [List with three things on it](https://www.photosymbols.com/collections/meetings/products/list)  Money and a calculator | How much can I pay  Before you decide to buy an item or sign up for a **plan**, it is a good idea to make a **budget**  A **budget** is a list of things you need to pay for like   * food * clothes * rent * bills   A **budget** also says how much money you get each month so you know how much to spend |
| A person with their hand up to ask a question  [A person looking in their wallet](https://www.photosymbols.com/collections/people-adults/products/check-wallet)  [A man sitting at a desk writing on a piece of paper](https://www.photosymbols.com/collections/people-adults/products/william-7)  [Person on phone holding a folder](https://www.photosymbols.com/collections/work/products/james-5) | If you have questions about   * how much money you can spend * your **guardian**   or **administrator**  call **Financial Counselling** Australia on  1800 007 007 |
| [Information sign](https://www.photosymbols.com/collections/information/products/information-sign)  [A person reading while another person stands next to them](https://www.photosymbols.com/collections/information/products/share-information-2)  Two people talking on the phone  [Website open on a computer](https://www.photosymbols.com/collections/technology/products/website)  [An open laptop with the word 'email' and an open envelope on the screen](https://www.photosymbols.com/collections/technology/products/email)  [A piece of paper that says 'info' and below there is writing in Easy English](https://www.photosymbols.com/collections/information/products/info-easy-read) | You can get information about how to pay in many ways   * talk to someone in our shop * phone us *[supplier to add how to get through to a helpful person]* * look at our internet site *[supplier to add internet link]* * send us an email or talk on our website *[supplier to add internet link]* * ask for a printed copy of any information that we tell you |
| Two women - one is the support person | You can ask us to contact your **support person** and explain things to them |

**Hard words**

|  |  |
| --- | --- |
| [The BPay logo](http://www.google.com/url?sa=i&rct=j&q=&esrc=s&source=images&cd=&cad=rja&uact=8&ved=2ahUKEwiIucbfzObdAhWG7mEKHffXB9QQjRx6BAgBEAU&url=http://www.brandsoftheworld.com/logo/bpay&psig=AOvVaw30ttObqnRRwcBJi2GFSh07&ust=1538529794191972) | **BPay**  online bill payment with  bank  you have to pay every time  this is different from direct debit |
| [Person sitting on a chair typing on a computer](https://www.photosymbols.com/collections/technology/products/james-15) | **data**  amount of internet you can use for   * watching TV or movies * listening to music * reading emails   like: 15GB of data |
| [A debit card](https://www.photosymbols.com/collections/money/products/debit-card) | **direct debit**  we take money out of your bank account every month  direct debit only works if you have enough money in your account to pay  this is different from BPay |
| Two people sitting down talking. They are both looking at the same piece of paper.  Money and a calculator | **financial counsellor**  someone who helps you manage money   * budgets * spending money * saving money |
| [A man sitting at a desk writing on a piece of paper.](https://www.photosymbols.com/collections/people-adults/products/william-7) | **guardian or administrator**  a person who can legally make decisions for you including about money |
| [A lap top with a telephone wire in front of it](https://www.photosymbols.com/collections/technology/products/internet) | **internet modem**  a device that lets you connect to the internet using telephone wire |
| [Computer Laptop](https://www.photosymbols.com/collections/technology/products/computer-laptop) | **internet service**  you pay for this so you can use  the internet at home |
| [Contract with a hand signing it](https://www.photosymbols.com/collections/information/products/contract)  Six calender pages for different months | **plan** is a **contract** you sign  to agree to buy phone or internet   * usually paid monthly   you can ask to pay weekly or **fortnightly**  **fortnightly** is every 2 weeks |
| Two women - one is the support person | **support person**  someone you trust to help you |
| [A person sitting down, looking at an iPad](https://www.photosymbols.com/collections/technology/products/use-ipad-1) | **tablet**  a flat hand held device like   * iPad * Samsung Galaxy * Microsoft Surface |

# 3 When you can’t pay for your phone tablet or internet

Things you need to know

In this fact sheet **hard words** are in **bold**

You can find the meaning of hard words at the end of the fact sheet

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| --- | --- | --- |
| [A person on the phone who looks upset](https://www.photosymbols.com/collections/technology/products/phone-1-upset)  Stop sign | You should tell us if you are having  money problems  if you don’t tell us we might cut off  your phone or internet | |
| [Two people looking at the same piece of paper](https://www.photosymbols.com/collections/ideas/products/explain-2)  Six calender pages for different months  [Contract with a hand signing](https://www.photosymbols.com/collections/information/products/contract)  A phone with a stop sign over it  Two people shaking hands. One is talking. | We might be able to help you   * + put you on a **payment plan**   this means you pay little amounts each week   * + change your **plan**   + put limits on your phone or internet   this might mean people can only call you   * + give you the name of a group   who can pay part of your bill | |
| [A person on the phone holding a folder](https://www.photosymbols.com/collections/work/products/james-5)  [A person on the phone who looks upset](https://www.photosymbols.com/collections/technology/products/phone-1-upset) | If you need more help call  **Financial Counselling** Australia  1800 007 007  They might be able to   * tell you what to do if you have money problems | |
| [Information sign](https://www.photosymbols.com/collections/information/products/information-sign)  [A person reading while another person stands near them](https://www.photosymbols.com/collections/information/products/share-information-2)  Two people talking on the phone  [Website open on a computer](https://www.photosymbols.com/collections/technology/products/website)  [An open laptop with the word 'email' and an open envelope on the screen](https://www.photosymbols.com/collections/technology/products/email)  [A piece of paper that says 'info' and below there is writing in Easy English](https://www.photosymbols.com/collections/information/products/info-easy-read)  Two women - one is the support person | You can get information about money problems and how to pay in many ways   * talk to someone in our shop * phone us *[supplier to add how to get through to a helpful person]* * look at our internet site *[supplier to add internet link]* * send us an email or talk to us on the website *[supplier to add internet link]* * ask for a printed copy of any information that we tell you   You can ask us to contact your  **support person** and explain things to them | |
| [Two people talking. One person is writing notes. The other person is making a complaint.](https://www.photosymbols.com/collections/socialcare/products/appeal)  Telecommunications Industry Ombudsman logo  [Mobile Phone](https://www.photosymbols.com/collections/technology/products/mobile-phone)  [Website open on a computer](https://www.photosymbols.com/collections/technology/products/website)  [A hand writing on an envelope](https://www.photosymbols.com/collections/information/products/envelope-write)  [Hands writing an email on a tablet](https://www.photosymbols.com/collections/technology/products/email-write) | | If you are not happy with our help  you can contact  **Telecommunications Industry Ombudsman**  phone 1800 062 058  You can make a complaint about  phone or internet suppliers   * phone 1800 062 058 * use the **National Relay Service** if you are deaf or have a hearing or speech impairment   <http://www.relayservice.gov.au>   * write a letter   **PO Box 276**  **Collins Street West**  **Victoria 8007**   * online   <http://www.tio.com.au/making-a-complaint> |

|  |  |
| --- | --- |
| **Hard words**  Two people sitting down talking. They are looking at the same piece of paper.  Money and a calculator | **financial counsellor**  someone who helps you manage money   * budgets * spending money * saving money |
| [Computer Laptop](https://www.photosymbols.com/collections/technology/products/computer-laptop) | **internet service**  you pay for this so you can use  the internet at home |
| Six calender pages for different months | **payment plan**  you only pay little amounts each week  and only what you can afford |
| [Contract with hand signing](https://www.photosymbols.com/collections/information/products/contract)  Six calender pages for different months | **plan**  **plan** is a **contract** you sign  to agree to buy phone or internet   * usually paid monthly   you can ask to pay weekly or **fortnightly**  **fortnightly** is every 2 weeks |
| Two women - one is the support person | **support person**  someone you trust to help you |
| [A person sitting down, holding an iPad](https://www.photosymbols.com/collections/technology/products/use-ipad-1) | **tablet**  a flat hand held device like   * iPad * Samsung Galaxy * Microsoft Surface |
| [Two people talking. One person is writing notes. The other person is making a complaint.](https://www.photosymbols.com/collections/socialcare/products/appeal) | **Telecommunications Industry Ombudsman**  where you can make a complaint  about phone or internet suppliers |

# 4 When your phone tablet or internet is not working

Things you need to know

In this fact sheet **hard words** are in **bold**

You can find the meaning of hard words at the end of the fact sheet

|  |  |
| --- | --- |
| [Person on the phone who looks upset](https://www.photosymbols.com/collections/work/products/james-6)  A person talking to the manager | If your phone **tablet** or internet is not working  call us on *[supplier to add phone number]* and we will try to   * fix the problem * give you a new phone or **tablet** * give you your money back |
| [A person on the phone who looks upset](https://www.photosymbols.com/collections/technology/products/phone-1-upset)  [A person reading a book that says 'easy read' on it](https://www.photosymbols.com/collections/information/products/easy-read-logo) | If you need more help call  **Australian Competition and Consumer Commission (ACCC)**  1300 302 502  they have an Easy English fact sheet  **Your Rights When You Buy Something**  <https://www.accc.gov.au/publications/your-rights-when-you-buy-something> |

|  |  |
| --- | --- |
| [A person who is frowning](https://www.photosymbols.com/collections/people-children/products/robbie-10)  [A person reading while another person stands near them](https://www.photosymbols.com/collections/information/products/share-information-2)  Two people talking on the phone  [Website open on computer](https://www.photosymbols.com/collections/technology/products/website)  [An open laptop with the word 'email' and an open envelope on the screen](https://www.photosymbols.com/collections/technology/products/email)  [A piece of paper that says 'info' and below there is writing in Easy English](https://www.photosymbols.com/collections/information/products/info-easy-read)  Two women - one is the support person | If you have a problem   * talk to someone in our shop * phone us *[supplier to add how to get through to a helpful person]* * look at our internet site *[supplier to add internet link]* * send us an email or talk to us on the website *[supplier to add internet link]* * ask for a printed copy of any information that we tell you   You can ask us to contact your  **support person** and explain things to them |

|  |  |
| --- | --- |
| [Person with arms crossed and frowning](https://www.photosymbols.com/collections/people-adults/products/gavin-4)  Telecommunications Industry Ombudsman logo  [Two people talking. One person is writing notes. The other person is making a complaint.](https://www.photosymbols.com/collections/socialcare/products/appeal)  [Mobile Phone](https://www.photosymbols.com/collections/technology/products/mobile-phone)  [Website open on a computer](https://www.photosymbols.com/collections/technology/products/website)  [A hand writing on an envelope](https://www.photosymbols.com/collections/information/products/envelope-write)  [Hands writing an email on a tablet](https://www.photosymbols.com/collections/technology/products/email-write) | If you are not happy with our help  you can contact  **Telecommunications Industry Ombudsman**  you can make a complaint about  phone or internet suppliers   * phone 1800 062 058 * use the **National Relay Service** if you are deaf or have a hearing or speech impairment   <http://www.relayservice.gov.au>   * write a letter   **PO Box 276**  **Collins Street West**  **Victoria 8007**   * online   <http://www.tio.com.au/making-a-complaint> |

|  |  |
| --- | --- |
| **Hard words**  [A person reading a book that says 'easy read' on it](https://www.photosymbols.com/collections/information/products/easy-read-logo)  [Computer Laptop](https://www.photosymbols.com/collections/technology/products/computer-laptop) | **Australian Competition and Consumer Commission (ACCC)**  where you can get information about your rights when you buy something  **internet service**  you pay for this so you can use  the internet at home |
| [Contract with hand signing](https://www.photosymbols.com/collections/information/products/contract)  Six calender pages for different months | **plan**  **plan** is a **contract** you sign  to agree to buy phone or internet   * usually paid monthly   you can ask to pay weekly or **fortnightly**  **fortnightly** is every 2 weeks |
| Two women - one is the support person | **support person**  someone you trust to help you |
| [A person sitting down, holding an iPad](https://www.photosymbols.com/collections/technology/products/use-ipad-1) | **tablet**  a flat hand held device like   * iPad * Samsung Galaxy * Microsoft Surface |
| [Two people talking. One person is writing notes. The other person is making a complaint.](https://www.photosymbols.com/collections/socialcare/products/appeal) | **Telecommunications Industry Ombudsman**  where you can make a complaint  about phone or internet suppliers |