

The 5 steps of the Accessible Information Standard



1. ASK

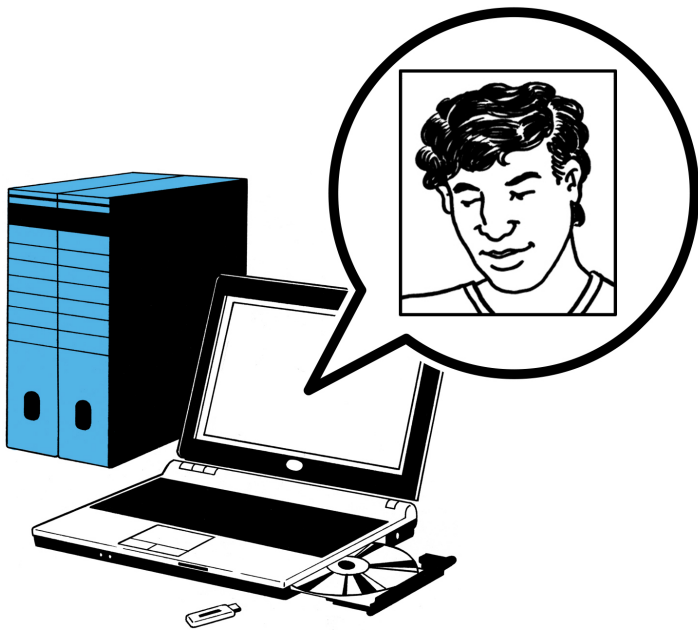
Find out if a person has any communication or information needs because of a disability or sensory loss and if so what they are.



2. RECORD

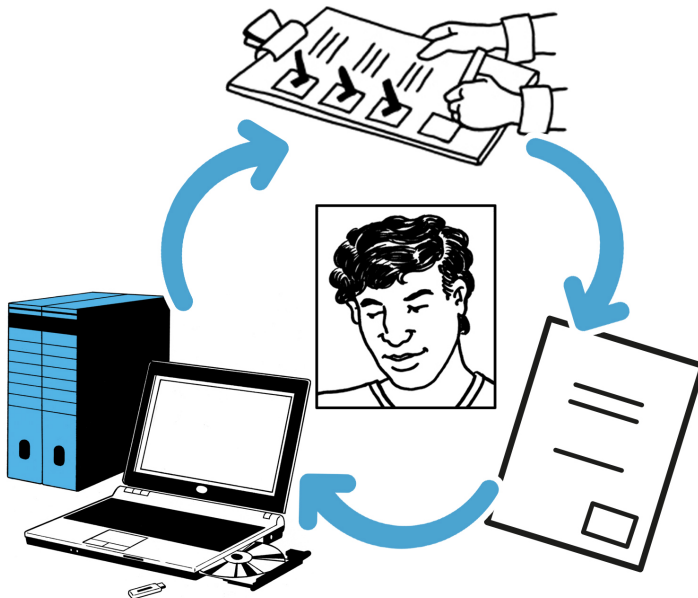
Record those needs in a clear way that everyone agrees with. This could be done on a computer or on paper.





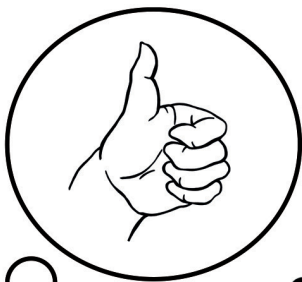
3. HIGHLIGHT

Make sure that a person's needs stand out whenever their records are checked. This means something can be done straight away.



4. SHARE

Include information about a person's needs as part of data sharing and make sure it is in line with other information you have.



5. ACT

Make sure that people get information which they can access and understand, and get communication support if they need it.