

# Organisation Plain English Checklist

Use the forms and documents checklist too.

a b c d e f  
g h i j k l  
m n o p q r  
s t u v w x  
y z 0 1 2 3  
4 5 6 7 8 9

**26Ten**  
Get the tools for life

## Encouraging plain English

YES NO

- |   |   |                          |                          |
|---|---|--------------------------|--------------------------|
| 1 | Do senior staff and supervisors use and promote plain English and its benefits?                     | <input type="checkbox"/> | <input type="checkbox"/> |
| 2 | Is the use of plain English mandated in workplace policies and procedures?                          | <input type="checkbox"/> | <input type="checkbox"/> |
| 3 | Is plain English training provided for staff?   | <input type="checkbox"/> | <input type="checkbox"/> |
| 4 | Are plain English resources provided for staff, such as guides or checklists?                       | <input type="checkbox"/> | <input type="checkbox"/> |
| 5 | Do you have a plain English Go To person in your organisation who can provide advice and resources? | <input type="checkbox"/> | <input type="checkbox"/> |
| 6 | Do you have a culture that values seeking and giving feedback on plain English writing?             | <input type="checkbox"/> | <input type="checkbox"/> |

## Communicating clearly

YES NO

- |    |  |                          |                          |
|----|--|--------------------------|--------------------------|
| 7  | Are documents written in plain English, including policies, procedures, emails, notices, web content and forms?                                      | <input type="checkbox"/> | <input type="checkbox"/> |
| 8  | Are signs written in plain English?  | <input type="checkbox"/> | <input type="checkbox"/> |
| 9  | Do you check that your spoken communication is understood?   | <input type="checkbox"/> | <input type="checkbox"/> |
| 10 | Do you check your written communications have been understood by the intended audience?  | <input type="checkbox"/> | <input type="checkbox"/> |
| 11 | Do you encourage staff to report communication issues eg people regularly submit incomplete or incorrect forms or don't follow directions on a sign? | <input type="checkbox"/> | <input type="checkbox"/> |

## Evaluating and improving plain English use

YES NO

- |    |   |                          |                          |
|----|---|--------------------------|--------------------------|
| 12 | Do you regularly assess the need for training new staff and refresher training for staff? | <input type="checkbox"/> | <input type="checkbox"/> |
| 13 | Do you regularly evaluate and continually improve your written communication?             | <input type="checkbox"/> | <input type="checkbox"/> |