

be kind
to others



Moreland
City Council

Important tips when communicating with a mask

Face masks are important to stop the spread of coronavirus. But some people, such as people who are hard of hearing, or deaf, rely on lip reading and facial expressions for communicating.

The government has allowed the lowering of masks if you are communicating with a person who may rely on lip-reading, such as those who are deaf or hard of hearing.

If you cannot lower your mask, here's some tips for everyone to consider when communicating with a mask:

- Do not yell, but **talk a little louder**
- **Articulate** your words clearly, rather than mumble
- **Slow** down, don't talk too fast
- Use more **body language**, including hands, eyes, and gestures
- Move to a **quiet** place if you can
- **Write it down**, or use speech-to-text apps on your phone such as **Live Transcribe** (Android) or **Ava: Best Live Captions** (Apple)
- Be **patient**. This is hard for everyone

Additional tips for the Deaf or hard-of-hearing community:

- **Gesture** to let people know that you cannot hear. There's nothing wrong letting someone know you are deaf or hard of hearing
- **Ask** for repetition or clarification
- Deaf Victoria and Expression Australia have created communication cards that may be of assistance to you. Click on links below:
 - **Deaf Victoria**
 - **Expression Australia**

