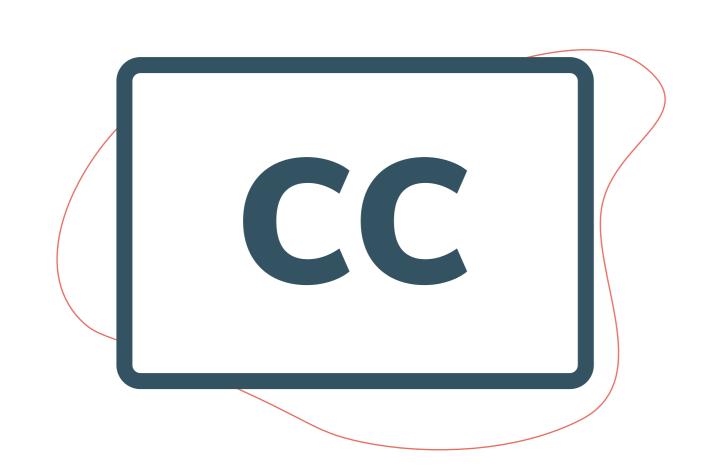
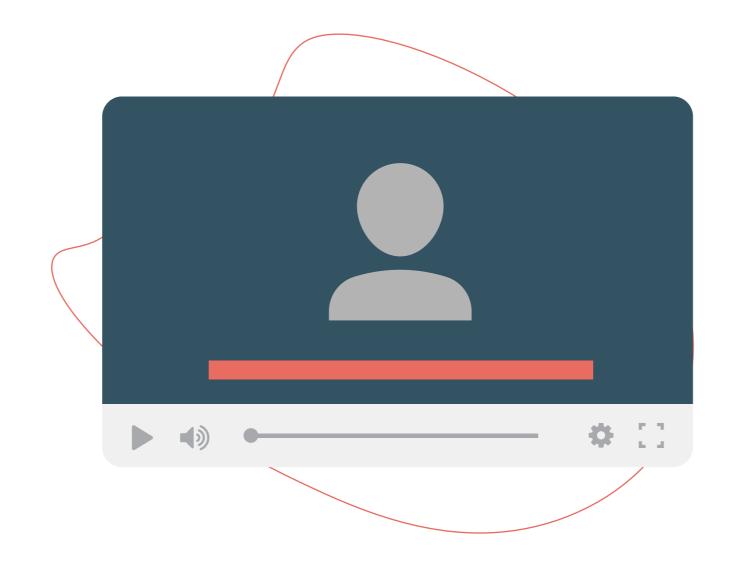
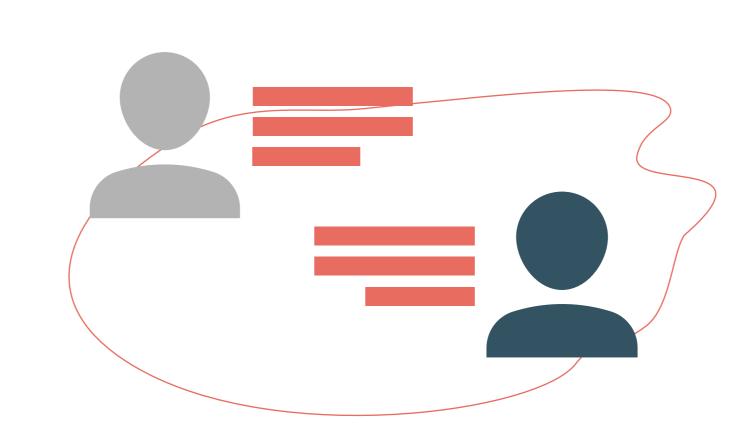
Designing for users that are deaf and hard-of-hearing.



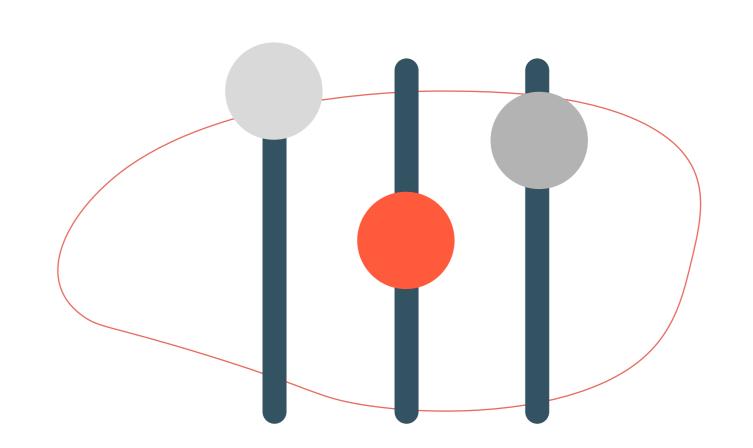
Include closed captioning on all video content, ensuring captions and audio are in sync.



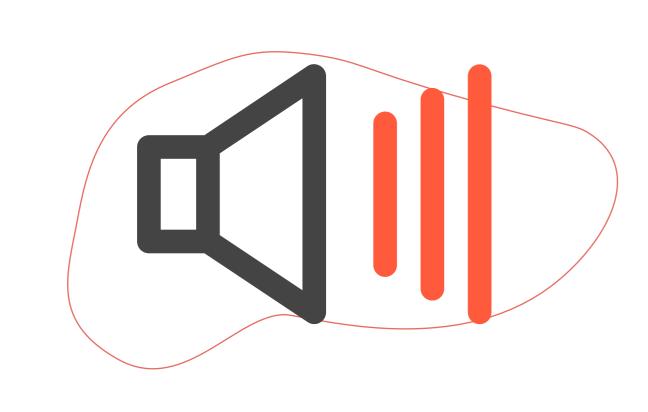
Focus on thoughtful placement of captioning so it does not obscure content on the page.



Always identify different speakers in video subtitles or transcripts.



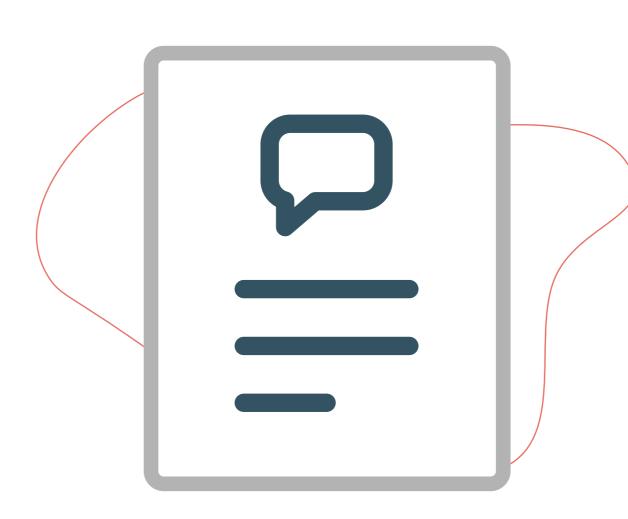
Allow users to change caption font size, colour and background. Make it clear that caption controls are available by placing them in a consistent location.



Make volume control available on video, including mute and unmute.



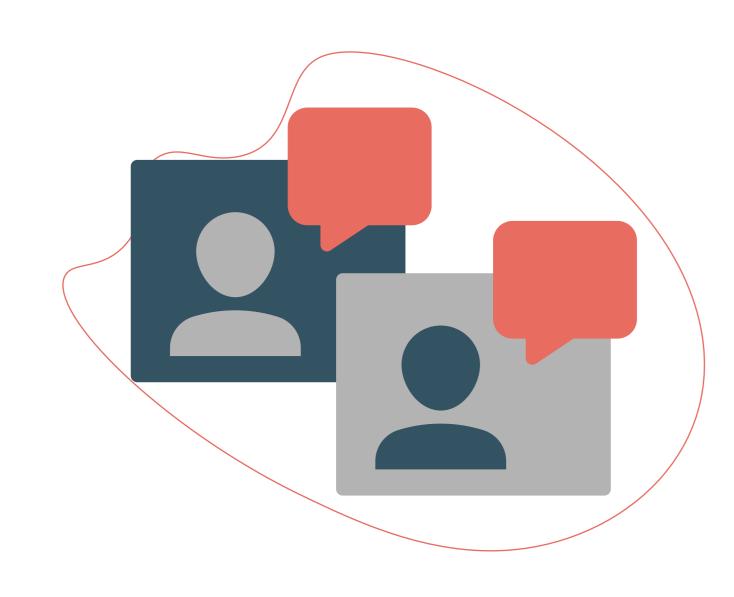
Deliver high-quality audio by using good microphones and reducing background noise.



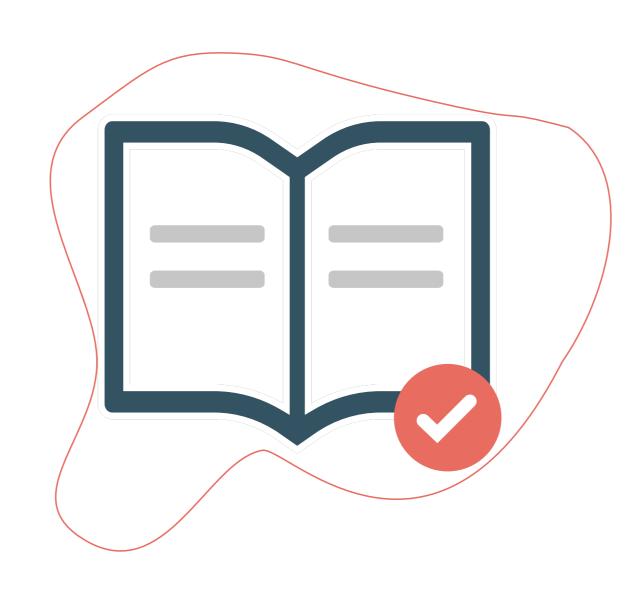
Consider providing transcripts to video content.



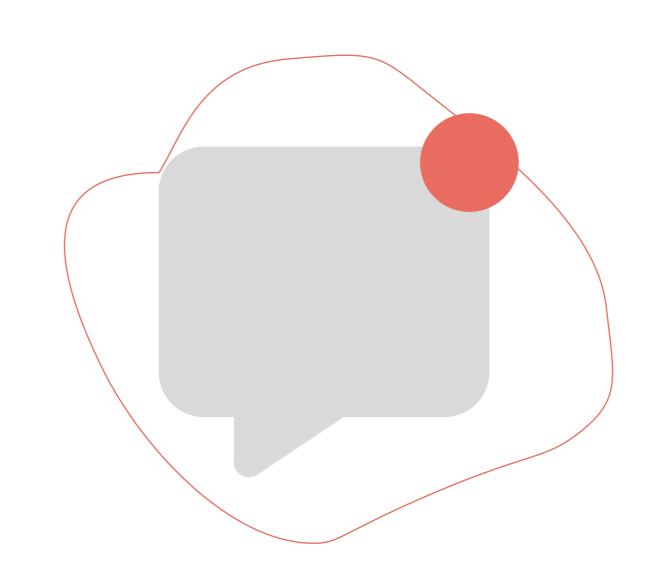
Don't make the telephone the only method of contact.
Allow users to specify how they want to be contacted.



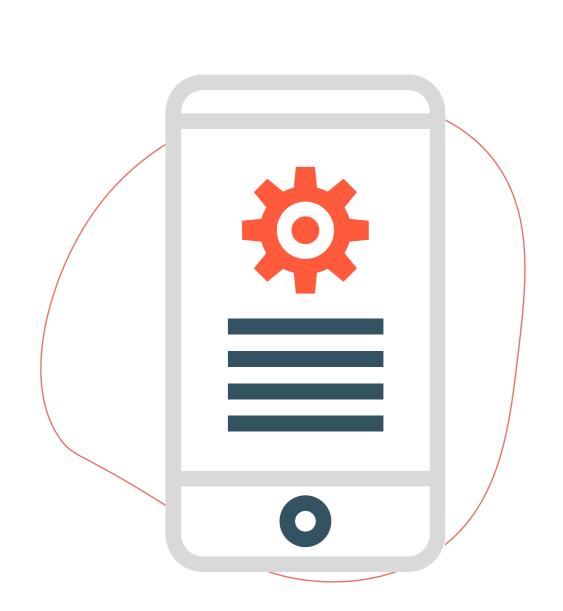
If a face-to-face interaction is required, allow users to request communication support or advise if they are bringing their own support.



Write in plain or easy
English as it's
sometimes a second
language to sign
language users.



Provide alternatives to audio-only notifications or alerts.



When designing for mobile, ensure you cater for device accessibility options to leverage the phone's functionality.

