

the
**SOCIAL
DECK**

Plain English in action

Professional training
for clear, accessible
communication

Certified



Corporation



Clear communication is no longer optional. Across government, community and corporate sectors, there is growing expectation that information is accessible, inclusive and easy to understand for all Australians.

Plain English in action is a practical training program designed to help staff write clearly, confidently and effectively for diverse audiences. It is based on the ISO standards for plain language and complies with the [Australian Government Style Manual](#).



The training supports organisations to meet accessibility expectations, improve engagement and reduce confusion caused by overly complex or technical language.

Outcomes for your team

After completing the training, participants will be able to:

- understand what plain language is and when to use it
- write clearly using straightforward words and sentences
- structure content so it is easy to scan and understand
- apply recognised international plain language standards
- feel more confident communicating with diverse audiences.

Outcomes for your organisation

- Improved accessibility and inclusion
- Stronger public engagement and trust
- Reduced risk associated with unclear or overly technical communication
- Consistent communication standards across teams

What the training covers

The course supports organisations meet accessibility expectations, improve engagement and reduce confusion caused by overly complex or technical language.

The core program runs for six hours, with flexible delivery choice (face to face or online). It includes:

- a short introduction to plain English and why it matters
- four structured learning modules.

The modules cover:

- plain English principles
- choosing clear and appropriate words
- writing for different audiences and contexts
- applying plain English in everyday work

Optional add-on sessions are available, including:

- practical writing workshops using your own content
- deeper focus on writing for specific audiences
- one-to-one coaching for staff who write regularly or handle complex material.



Regardless of literacy levels, all users want to be able to interact with government easily. Respect their time by writing in plain language. – Australian Government Style Manual



Packages

We understand that organisations have different goals, team sizes and delivery preferences. We can tailor the scope, format and timing to suit your needs and budget.

Pricing excludes travel, venue hire and catering for face-to-face delivery. Costs are on a case-by-case basis.

Core Plain English Training	Training + Applied Workshop	Implementation Mentoring
<p>Understand plain English principles and expectations and the basics of application in writing.</p>	<p>Support staff to apply plain English in the context of their own work and areas of specific content.</p>	<p>Builds on Training and Applied Workshop. Provides personal support and advice to use plain English in their day to day work.</p>
<p>Includes:</p> <ul style="list-style-type: none"> ✓ Delivery of plain English training modules (modules 1-4) ✓ Min.10 and max.15 participants (can be delivered as one group or split across sessions) ✓ Groups less than 10 pay per person rate ✓ Practical examples relevant to your industry and organisation type 	<p>Includes:</p> <ul style="list-style-type: none"> ✓ Everything in Core Plain English Training ✓ Facilitated applied workshop, with hands-on practice, guided feedback and discussion ✓ Max. 10 participants (small group workshop) ✓ Groups less than 10 pay per person rate 	<p>Includes:</p> <ul style="list-style-type: none"> ✓ One-on-one mentoring/ coaching to support implementation ✓ 4 sessions x 2 hours ✓ Focus on applying plain English in complex and individual contexts
<p>\$1,700 GST exc. per person \$16,860 GST exc.</p>	<p>\$2,200 GST exc. per person \$21,471 GST exc.</p>	<p>\$3,940 GST exc. per person</p>

Our trainers

The program was jointly developed and is delivered by [The Social Deck](#) and [Neat Copy](#) – a Supply Nation certified business. This partnership combines deep experience in community engagement, government communication and plain language practice. The training can be delivered as a standard program or tailored to suit your organisation, team or sector.



Vikki McIntyre, [The Social Deck](#)

Vikki is a published author and proud Aboriginal woman specialising in plain English and accessible communication.



Danika Davis, [Neat Copy](#)

Danika is a writer and editor with 19 years' experience in inclusive, accessible communication.

The Social Deck is an approved supplier on the Commonwealth Plain English Training and Related Services Panel.

Get in touch



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