how to

DROP THE JARGON

Use plain language

1. Understand your audience
2. Swap jargon for plain language
3. Avoid clichés and cultural sayings
4. Avoid abbreviations and acronyms
5. Explain any jargon you need to use
6. Be direct, using ‘you’, ‘we’ and ‘us’
7. Keep sentences and paragraphs short

Have plain language descriptions ready to use

Use plain language dictionaries and glossaries to help you convert jargon into language that is easy to understand.

Check understanding

Test how well you’ve communicated. Ask the person to explain or demonstrate what you said. If they don’t explain it correctly, or miss vital points, re-teach the information.

Consider language services

When you are working with people with limited English proficiency, you should use interpreters and/or translations services.

centre for Culture, Equity & Health

Scan the QR code or visit
ceh.org.au/dropthejargon
to learn more