



Social Development Centre  
WATERLOO REGION

## COMMUNITY INFORMATION ACCESS AUDIT

### Why is information access important?

- Often, people don't know where to turn when they need help.
- Sometimes there are few options of where to turn so these may be easily missed.
- Technology changes have resulted in an overwhelming volume of information that is not necessarily helpful and may be misleading.
- Those who do not have access to the information are at risk to become educationally disadvantaged and isolated from the community.

### How Information Access Audits will help the Social Development Centre

The results of this project will provide valuable feedback to help the Social Development Centre improve its own information services and products. We can also share the results of audits of community information access points, phone lines and websites so other parties can also have a better understanding of what the community needs.

Information Access Audits are a tool to help community members from all walks of life to review community information resources and give a user's perspective on how well community information resources are meeting their needs. No experience is needed, just an interest in helping to remove barriers for everyone in the community. All training and materials will be supplied.

#### INFORMATION ACCESS AUDIT VOLUNTEERS

Volunteer Orientation and Training:  
Tuesday August 9<sup>th</sup> at 6:30 p.m. or  
Friday August 12<sup>th</sup> at 1:00 p.m.

Audits will take place during the  
week of August 10<sup>th</sup> – August 17<sup>th</sup>

Volunteer Debrief and Feedback  
Wednesday August 17<sup>th</sup>

Join the project team and give your perspective about such things as the helpfulness of the call centres, the ease of use of the systems and usefulness of website information.

To find out how you can participate in the Information Access Audit, contact Jessica at:

Social Development Centre Waterloo Region

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