

# Civic Participation Network Project

## Communications Policy

### **Communication Support Principles**

All communication are based on the six Communication Support Principles in the Talk for Scotland toolkit.

### **Face to face communication**

We organise all our meetings and events to enable people to participate as much as they want.

We raise the issue of communication access when planning meetings and events with other people.

### **Written and online information**

Written and online information is produced following basic good practice in terms of:

- Clear language
- Abbreviations explained
- No jargon
- Visual cues to support headings
- Font size (minimum 12 point)
- Clear font (arial)
- Strong colours on white or pastel shades
- Matt paper
- Produced to allow for use of assistive technology
- Alternative formats will be offered. We will try to accommodate all requests.

### **Evaluation**

Communication Support Principle 6 is Keep Trying.

We know that we do not get it right all the time.

We encourage feedback.

We act on feedback. This may not be immediately. It will be timetabled.