

Talk for Scotland: a practical toolkit for engaging with people with communication support needs

Key messages

- All communities and interest groups include individuals with communication support needs.
- Use inclusive communication. This will help you meet your equality, legislative and financial commitments.
- Communication support is more than large font and offering alternative formats.
- A communication disability can be a hidden disability.
- Consider communication access from the beginning of any service development or public engagement activity.
- Consider communication access through the whole process.
- Develop a strategic approach to inclusive communication involving all departments and all methods of communication i.e. face to face, telephone, online, print.
- Follow the 6 Communication Support Principles in all communication with the public.
- Keep trying!