



## Foundation Inclusive Communication Toolkit

People need to or prefer to communicate in diverse ways. Inclusive communication good practice allows more people to understand others and express themselves easily. It helps everyone. It is not just for people with special communication support needs.

People who experience communication exclusion, experts and public bodies co-produced the new toolkit. The toolkit -

- Explains why inclusive communication matters
- Sets out an updated definition of good practice standards and indicators
- Provides step-by-step guides and practical tools

The toolkit is for all staff in all public bodies. It will help them to;

- Engage better with more people from more diverse communities
- Achieve better outcomes. And improve public trust and engagement
- Save time and reduce the costs of communication breakdown
- Be kinder, fairer, and more person-centered

We are committed to providing adjustments. We will consider requests for alternative formats or translations of any toolkit materials. Contact us at [mainstreamingstrategy@gov.scot](mailto:mainstreamingstrategy@gov.scot) to request these.

Find the whole toolkit at [gov.scot](https://www.gov.scot)