

Practitioner's Guide

Bite-sized

TIPS



**Communicating with families with
inclusion in mind**

1. Get to know the children's families. Touch base for a chat, build rapport, and show that there is at least one person in your service who knows their child really well.



2. Be flexible in how you communicate knowing that no one method suits everyone. Think about what's needed - a phone call, email, online forms, text message, social media posts, letters, a video message, a video tour, posters or leaflets.



3. Meet in person. Offer site visits, meet for a chat or gather together for a family picnic or stay and play session.



4. Think about how you present information. Use visuals and photos, keep the format short and clear, not too wordy and not too often. Remember that text on images which may not be compatible with e-readers so always provide the text too



5. Don't be afraid to ask questions to make sure families and staff are aware of specific needs. Answer any questions families have and give reassurance where you can, if needed.



**Guest Contributors : Under the Trees; Scottish Autism;
Include Me 2 Club; The Yard; East Lothian Play
Association; Can Do Scot**



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