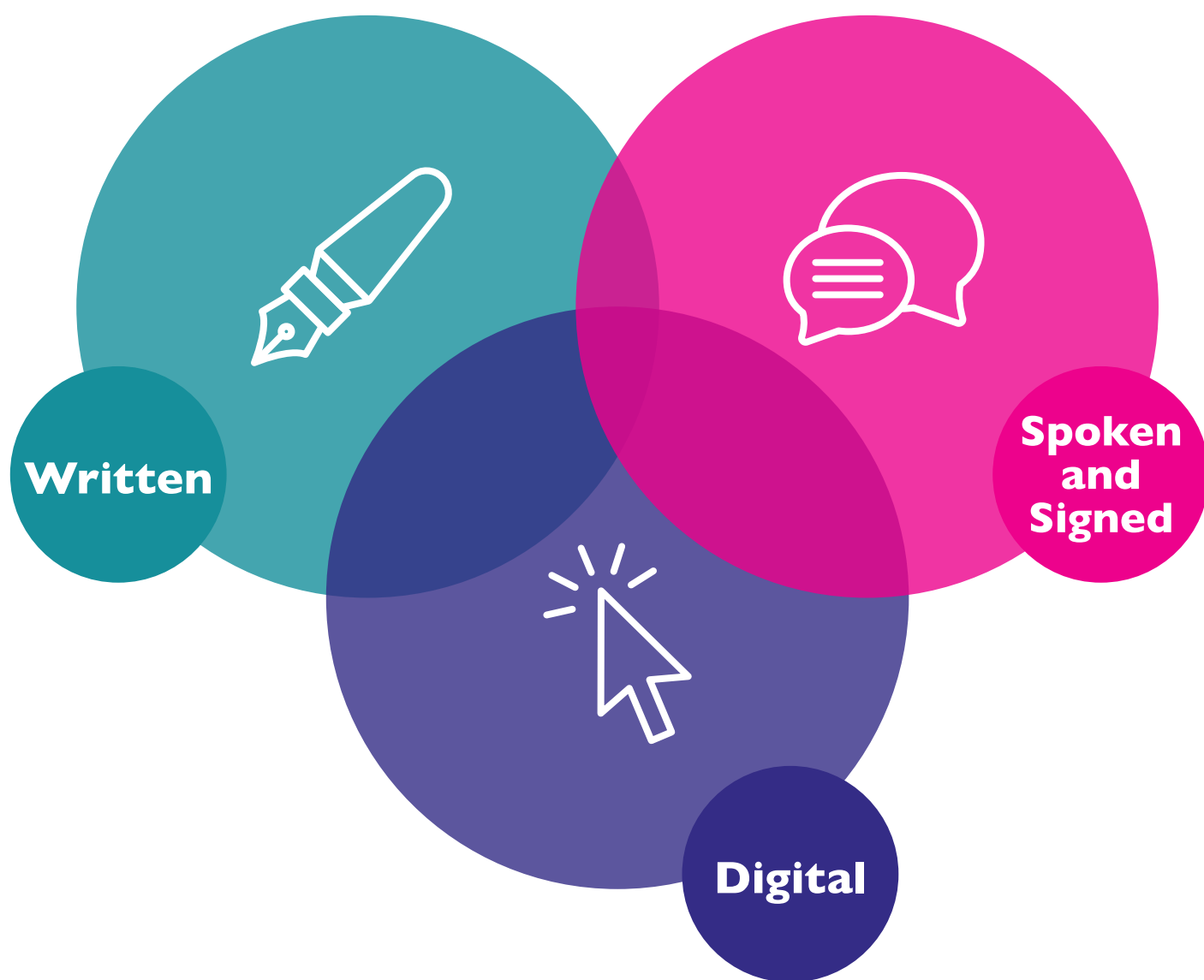


# Customer Communications Toolkit for Services to the Public — A Universal Design Approach



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Department of Public Expenditure  
NDP Delivery and Reform



Centre for Excellence  
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