Accessibility Statement
ST-005

At Disability Matters, accessibility and inclusion are at the heart of everything we do. We are committed to creating environments, services, resources, and digital experiences that are accessible, welcoming, and inclusive for people of all abilities.

We believe that everyone has the right to access information, participate fully in their community, and engage with our services without barriers. As an organisation dedicated to supporting people with disability, we strive to demonstrate best practice in accessibility across all areas of our work.

Our Commitment

Disability Matters is committed to:

- Promoting equity, inclusion, and meaningful participation for people with disability.
- Providing information and services in ways that are accessible and easy to understand.
- Identifying and removing barriers that may prevent people from accessing our services or information.
- Supporting the use of assistive technologies and accessible communication methods.
- Continuously improving accessibility through consultation, feedback, and ongoing review.

Digital Accessibility

We aim to ensure our website and digital content are accessible to the widest possible audience by:

- Using clear and consistent navigation.
- Providing alternative text for images where appropriate.
- Supporting keyboard navigation.
- Maintaining suitable colour contrast and readable fonts.
- Designing content to be compatible with commonly used assistive technologies, including screen readers and speech recognition software.
- Working towards compliance with recognised accessibility standards, including the Web Content Accessibility Guidelines (WCAG).

Although some third-party content or systems may not yet meet our accessibility standards, we are committed to addressing any issues as they are identified.

Communication and Alternative Formats

Where possible, we provide information in large print, accessible PDF, Plain (Easy) English, formats compatible with assistive technology, or other formats on request. If you need an alternative format or help accessing our services, please contact us.

Feedback and Continuous Improvement

We welcome feedback on the accessibility of our website, services and communications. We continually review and improve our practices so people with disability can access our services, resources and information with dignity, independence and confidence.