



GUIDE

Website Accessibility Statement

Guide no. MC-P006-G04 Version 1.0 Linked policy MC-P006 Governance and Operational Management

Makodah Care supports people with disability. It would be a poor look, and a worse service, if our own website were hard to use. This statement sets out what we are aiming for, where we are not there yet, and how to get our information another way.

1 What we are aiming for

We aim to meet the Web Content Accessibility Guidelines (WCAG) 2.1 at Level AA across www.makodahcare.com.au. That is the standard Australian government services are held to, and it is the one we hold ourselves to.

2 What we have done

- The site works on a phone as well as a computer.
- You can move through the whole site using a keyboard, without a mouse.
- Text and background colours are chosen so there is enough contrast to read comfortably.
- Images that carry meaning have text descriptions for screen readers.
- Headings are used in order, so a screen reader can move through a page properly.
- Our forms have labels, and they tell you clearly when something needs fixing.
- Long forms are broken into steps with a progress bar, and you can save a referral and come back to it.
- Key participant information is available in Easy Read.

3 Where we are not there yet

We would rather tell you than let you find out.

- Some of our documents are PDFs that were made for printing. Not all of them read perfectly with a screen reader yet. We are working through them, and we will send you any document in another format if you ask.
- Not every page has been tested with every screen reader and browser combination.
- Some older images may not yet have a text description.

4 Getting our information another way

If anything on the site does not work for you, we will give you the information another way. There is no cost to you for any of this.

If you need	What we can do
Easy Read	We have Easy Read versions of our main participant documents, and we can send you one
Something read to you	Phone a Director and we will go through it with you
Large print	We will print and post it
An interpreter	We book and pay for TIS National. Tell us the language you prefer



If you need	What we can do
Auslan	We arrange an Auslan interpreter
Help by phone if you are deaf or have a speech impairment	Use the National Relay Service at accesshub.gov.au and ask for either Director
A support person or advocate with you	Always welcome. We can help you find an advocate if you do not have one

5 Telling us about a problem

If you hit something on the site you cannot use, please tell us. It helps us fix it for the next person.

Contact either Director: Riley Myles 0402 629 538 riley@makodahcare.com.au or Kylie Myles 0403 553 474 kylie@makodahcare.com.au. We will reply within 2 business days, tell you what we can do straight away, and give you the information you were after in a format that works for you.

6 If we do not get it right

You can make a complaint to either Director, and nothing about your supports or your enquiry will change because you complained. You can also contact the NDIS Quality and Safeguards Commission on 1800 035 544 or at ndiscommission.gov.au, or the Australian Human Rights Commission on 1300 656 419 or at humanrights.gov.au. You do not have to come to us first.

7 Keeping this honest

We review this statement every 12 months, and whenever the website changes. If we fix something listed in section 3, we update this statement. If we find a new problem, we add it.