



Accessibility and Inclusion Policy

Website edition | Prepared 30 September 2026

1. Our commitment

Ability Beyond Boundaries Ltd (ABB) is committed to welcoming people across generations, abilities, languages and cultures. We work to remove barriers so people can access information, make their own choices and participate with dignity in our services, programs and events.

This policy covers our website, enquiries, NDIS supports, community and cultural programs, arts activities, training, social enterprises and events. It also guides the way our personnel, volunteers and students welcome and support people. ABB will meet applicable disability discrimination and NDIS obligations.

2. Respecting individual needs and choices

We ask about access and communication preferences without making assumptions based on disability, age, appearance or language. We speak directly to the person, respect their choices and ask permission before providing assistance or involving others.

People may choose a support person, family member or advocate to assist them. Disability does not remove a person's right to make decisions. We offer time, clear explanations and communication support to help people understand their options.

3. Accessible information and communication

We use clear, respectful language and offer assistance to understand information about programs, services, fees, consent, rights and complaints. Depending on individual needs, this may include:

- Plain English, verbal explanations, large print or accessible electronic information.
- Persian or English communication, and help to arrange interpreting or other language support where needed.
- Additional time, information in advance and a person's preferred communication method.

We will discuss requested formats and assistance with you, explain what we can arrange and agree on a suitable alternative if a particular option is unavailable.

4. Website accessibility and multilingual features

ABB's website includes accessibility and multilingual plugins to support visitors in accessing content and using available language options. These tools form part of our approach to improving access. We also work to make the underlying website, content and online processes accessible.

Our aim is to work towards the Web Content Accessibility Guidelines (WCAG) 2.2 Level AA. Our priorities include screen reader and keyboard access, clear headings and links, readable text and colour contrast, meaningful image descriptions, accessible forms and appropriate captions or transcripts for media.

Plugins and automated translation may have limitations. If a translated passage is unclear, especially information about services, fees, safety, rights or consent, please contact ABB for clarification or language assistance. You can also ask for another way to access information or complete a task.

We welcome feedback from people using assistive technology and will address identified barriers through website and content improvements. We will explain known limitations when relevant and provide an alternative way to access the affected information or service.

5. Forms, bookings and payments

We aim to make enquiry, registration, consent and payment processes clear and accessible. If an online form, plugin or external payment service creates a barrier, contact ABB for assistance or another suitable way to complete the process.

Staff will explain relevant choices, fees and conditions before seeking agreement. Assistance must preserve your privacy and control over decisions. Do not send full payment card details through enquiry forms, email or messages.

6. Inclusive events, venues and activities

ABB takes care to consider accessibility when planning every event and activity. We consider the venue, the program and how people receive information, register and participate. Our planning includes, as relevant:

- Step-free routes, entrances, accessible toilets, seating and space for mobility aids.
- Clear arrival and transport information, signage and assistance finding the venue.
- Communication needs, microphones, visibility, readable materials and advance program information.
- Rest breaks, sensory needs and a quieter space where practical.
- Safe participation, emergency exits and evacuation assistance arrangements.
- Support people, assistance animals and cultural, language or dietary needs.

We check arrangements with venue operators and explain relevant access features and known limitations before an event wherever practical. Where an access barrier is identified, we discuss adjustments or suitable alternatives with the person rather than assuming they cannot participate.

7. Requesting reasonable adjustments

You can tell us about an access need when enquiring, registering or at any stage of your involvement. Advance notice helps us arrange support, but you can also raise a need on the day. We will listen and respond to requests promptly.

Reasonable adjustments may include a different information format, an accessible meeting location, changes to seating or activity arrangements, extra time, communication assistance or another registration method. We will discuss what is needed, assess practical options and explain the arrangement and any relevant costs before you agree.

We do not impose a blanket requirement that people with disability bring a carer. Where individual support is needed for safe participation, we discuss the person's circumstances and agree on appropriate arrangements. If a requested adjustment cannot be provided, we will explain why, consider alternatives and offer a review through our complaints process. Decisions must comply with applicable law.

8. Privacy and dignity

You only need to share information relevant to arranging access, support and safety. We do not routinely require a diagnosis to discuss an adjustment. Access information is handled under ABB's Privacy Policy and shared only with people who need it for the agreed purpose or where legally required.

We will not disclose your disability or access needs to other participants without consent or another lawful basis. Assistance must be respectful and protect personal dignity.

9. Contact, feedback and complaints

To request assistance or report an accessibility barrier, use the contact details or enquiry form on ABB's website Contact page, or speak to an ABB staff member. If the form itself is inaccessible, use another listed contact method or ask a trusted person to contact us on your behalf.

Tell us what you were trying to access, the barrier you experienced and your preferred way for us to respond. You do not need to provide technical details or disclose more personal information than necessary.

ABB will acknowledge the issue, discuss immediate assistance and explain the next steps. Complaints are managed under our Feedback and Complaints Policy. We aim to provide a substantive response within 30 days, and will explain any delay. Raising an accessibility concern will not lead to unfair treatment. You may use an advocate or contact a relevant external complaints body.

10. Responsibility and review

The Executive Director oversees this policy, with Board oversight. Staff, volunteers and students receive guidance relevant to their roles. Event organisers and website contributors are responsible for considering access in their work and raising barriers that need attention.

ABB will review this policy annually and earlier when feedback, changes to our programs or systems, or legal requirements show a need. We use participant and community feedback to improve access. This policy is available free of charge; you may request an accessible format or an explanation.

Related policies: Rights and Responsibilities; Privacy; Feedback and Complaints; Code of Conduct; Child Safety and Wellbeing.