Accessible Information & Communication Policy

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Objective

- A clear, consistent, transparent and fair approach to the provision of accessible, inclusive information and communication support to all.

- Presenting excellent practice

Accessibility for

- People with disability
- People who do not speak or read English at all or very well
- People with low literacy
- People in digital poverty or who don't have access to IT

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Tasks

- Identify excellent/best practice
- What do customers want/need – what do we know already/gaps?
- State what we will provide as standard service to customers
- Review current practices and tools
- Identify how we will make provision for additional needs

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