Accessibility

Clear information. Accessible communication. Greater choice.

At Safe & Smart Care, we believe everyone should have access to clear information, respectful communication and the opportunity to make informed decisions about the services and supports they receive.

Accessibility is part of our commitment to providing quality disability support services that recognise individual needs, preferences and circumstances.

We aim to make our website, information and communication as accessible and straightforward as possible.

Our website accessibility commitment

We are committed to improving the accessibility and usability of our website for people with different abilities, communication needs and technology requirements.

Our website accessibility approach is guided by the Web Content Accessibility Guidelines (WCAG) 2.2, with Level AA as our target.

We aim to:

- Use clear, straightforward language.
- Organise information logically and consistently.
- Make website navigation easy to understand.
- Support people who use keyboards and assistive technologies.
- Provide alternative text for informative images.
- Maintain readable text and appropriate colour contrast.
- Use descriptive links, headings and form labels.
- Identify and address accessibility barriers as our website develops.

We recognise that accessibility is an ongoing process and that some visitors may experience difficulties.

We welcome feedback that helps us improve.

Communication that works for you

We understand that people communicate in different ways.

Where reasonably possible, we will work with participants, families, carers and other stakeholders to accommodate individual communication preferences.

This may include providing information in plain language, explaining information verbally, allowing additional time for discussion or considering alternative accessible formats.

Our aim is to ensure that people can understand their options, ask questions and participate in decisions affecting their supports.

Experiencing an accessibility issue?

If you experience difficulty using our website or accessing information, we encourage you to contact us.

Please let us know what information you need and, where possible, the difficulty you encountered.

We will review your request and work with you to identify a practical solution.

Contact Safe & Smart Care

Phone: (08) 7200 0112

Email: info@safeandsmartcare.com.au

You can also contact us through our website's Contact page.

Our commitment

Accessibility is about more than technology. It is about ensuring people have the information, communication and opportunity th