



BlindSpot Solutions

Accessibility Policy

Last reviewed – 05 August 2025



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1. Introduction

At BlindSpot Solutions, accessibility is a core part of how we operate — not an afterthought. We are committed to creating an environment where everyone can participate fully, equally, and with dignity. This policy explains our approach to accessibility across our physical, digital, and procedural environments, and sets out the steps we take to remove barriers, make reasonable adjustments, and continuously improve.

Whether you are visiting our website, attending one of our events, working with us, or partnering on a project, you should feel confident that accessibility is considered and built into the way we work.

2. Purpose

The purpose of this Accessibility Policy is to outline our commitment to:

- Embedding accessibility into all aspects of our operations
- Meeting or exceeding relevant accessibility and anti-discrimination laws
- Providing equitable access to our spaces, services, communications, and opportunities
- Fostering a culture of inclusion where accessibility is everyone's responsibility

3. Who this policy applies to

This policy applies to:

- All BlindSpot Solutions staff, contractors, and volunteers
- Clients, visitors, and members of the public engaging with our services
- Third-party providers, venues, and suppliers we partner with



It covers all environments we control — including offices, event spaces, online platforms, workplace systems, and client-facing materials.

4. Physical accessibility

We aim to ensure that our premises and any venues we use are safe, welcoming, and accessible for people with mobility, sensory, or other physical disabilities. Where possible, this includes:

- Step-free or ramped entrances and exits
- Accessible toilets on each publicly accessible floor
- Clear, wide paths of travel free from obstructions
- High-contrast visual signage, with braille or tactile markers where feasible
- Adequate lighting and suitable acoustics in meeting spaces
- Chairs with and without armrests in waiting and communal areas
- Use of portable hearing loops where appropriate

If we use an external venue, we will make every effort to confirm its accessibility in advance and share any known limitations.

5. Digital accessibility

We are committed to making our online and digital content usable by as many people as possible, including those using assistive technologies such as screen readers, keyboard-only navigation, or voice input. Our commitments include:

- Designing to meet WCAG 2.1 AA accessibility standards
- Providing alternative text for images and descriptive link text



- Using clear navigation and structured content (e.g., proper headings)
 - Offering accessible file formats (e.g., tagged PDFs, Word documents)
 - Ensuring online forms are usable by screen readers and keyboards
 - Testing platforms with assistive technology where feasible
 - Offering alternative ways to access content if barriers are encountered
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6. Communication access

We recognise that people communicate in different ways. To support effective and inclusive communication, we will:

- Provide materials in alternative formats on request (large print, plain English, audio, or braille with reasonable notice)
 - Use clear and concise language in key communications
 - Caption pre-recorded video and provide transcripts where possible
 - Arrange Auslan or other interpreting services for events when requested in advance
 - Train our team in respectful, inclusive communication practices
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7. Inclusive work practices

We strive to create a workplace that supports and values team members with disability. This includes:

- Offering adjustments during recruitment and onboarding
- Providing reasonable accommodations in the workplace
- Ensuring internal systems are accessible to all staff



- Delivering regular training on accessibility and disability awareness
 - Encouraging open and respectful conversations about access needs while maintaining privacy
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8. Events and services

To make our events and services accessible, we will:

- Select venues with step-free access and accessible bathrooms
 - Ask participants about access needs during registration
 - Provide accessible materials in advance where possible
 - Offer remote or hybrid participation options when feasible
 - Brief facilitators and hosts on inclusive practices
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9. Feedback and continuous improvement

We value feedback as an essential part of improving accessibility. You can contact us via:

- **Email:** david@blindspot.solutions
- **Phone:** +61 413 723 333 (we welcome calls via the National Relay Service)
- **Online form:** [insert accessible form link]

We will acknowledge all feedback, investigate barriers promptly, and aim to implement practical, inclusive solutions.



10. Responsibilities

- **All staff** are expected to treat people with disability respectfully and support inclusive practices.
 - **Managers and team leaders** are responsible for applying this policy in their areas and responding to access needs.
 - **The leadership team** is accountable for ensuring accessibility is integrated into our systems, services, and strategy.
 - **Accessibility contact person:** [Feedback Form](#) – the first point of contact for accessibility queries or planning.
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11. Policy review

We will review this policy at least every two years, or sooner if:

- There are changes to relevant laws or standards
 - Significant accessibility feedback is received
 - Our operations or services change in ways that affect accessibility
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12. Closing statement

Accessibility is an ongoing commitment, not a one-time checklist. By embedding accessibility into our decisions, designs, and daily actions, we ensure inclusion is part of our culture — not just our compliance. We will continue to learn, listen, and adapt so that more people can participate fully in what we do.