**Outcome 3: Information**   
Accessible and inclusive information is a human right and ensures everyone has access to the information needed for informed decision making and to participate fully in society.The Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability highlighted the importance of accessible information and communications for people with disability. Accessibility ensures a “person with disability can use and understand the information and communication in a way that suits their needs[[1]](#footnote-1).”

**Disability Access and Inclusion Plan Outcome 3**

* People with disability receive information from a public authority in a format that will enable them to access the information as readily as other people are able to access it.

Inclusive and accessible information and communication is a critical contributor to an individual’s sense of independence and capacity to participate fully in community life.

Public authority websites and digital infrastructure should comply with the [Web Content Accessibility Guidelines](https://www.w3.org/TR/WCAG21/). Information, including printed and electronic documents, forms, signage, podcasts, video, and content for websites and social media, should use inclusive language and be available in alternative formats.

### Inclusive language

Language reflects and shapes the way we view the world. How we write and speak about disability has a profound impact on individual and community attitudes. Inclusive and contemporary language empowers and can offset negative stereotypes and assumptions. Refer to useful resources on page 2.

### Supporting a diversity of needs

Everyone is unique and some formats will suit one person more than another. Public authorities must consider the preferences of a diversity of people with disability when developing and producing information. At a very least, public authority staff should understand and feel confident using the [Microsoft Accessibility Checker](https://support.microsoft.com/en-us/office/improve-accessibility-with-the-accessibility-checker-a16f6de0-2f39-4a2b-8bd8-5ad801426c7f#bkmk_use) when creating Word documents and PowerPoints.

It is important to consider flexible options when communicating with people with disability. Some people may choose not to use an online environment, preferring to receive paper-based information and/or communicate over the phone or in person. Being flexible when providing information will benefit people with disability and your public authority.

Alternative formats include:

* [Accessible](https://www.adcet.edu.au/inclusive-teaching/accessible-content/accessible-documents/microsoft-word/accessible-word-videos) word document and pdf materials.
* [Audio](https://www.w3.org/WAI/media/av/) recordings of printed materials, video, and social media.
* [Braille](https://www.visionaustralia.org/news/2019-08-23/braille-what-you-need-know) hardcopy and electronic.
* [Easy Read](https://www.stylemanual.gov.au/content-types/easy-read) content for print, electronic, video and animated materials.
* [Live or closed captions, and transcripts](https://www.accessibility.sa.gov.au/your-role/content/video-and-multimedia) for video and multimedia.
* [Plain language](https://www.stylemanual.gov.au/writing-and-designing-content/clear-language-and-writing-style/plain-language-and-word-choice) for print, websites, social media, video, and animation.
* [Visuals and social stories](https://www.autismawareness.com.au/navigating-autism/using-visuals-and-social-stories-for-autism) and communication books and boards.

Interpreter supports include:

* [Australian Sign Language](https://auslan.org.au/dictionary/) (Auslan)
* [National Relay Service](https://www.accesshub.gov.au/about-the-nrs)
* [Tactile Sign Language](https://www.deafblindinformation.org.au/living-with-deafblindness/deafblind-communication/tactile-literacy-and-braille/)
* [Translating and Interpreter Service](https://www.tisnational.gov.au/).

### Useful resources:

Western Australian Government’s [Accessibility and Inclusivity Guidelines](https://www.wa.gov.au/government/publications/accessibility-and-inclusivity-guidelines)

World Wide Web Consortium’s [Accessibility Fundamentals](https://www.w3.org/WAI/fundamentals/)

People with Disability [Australia’s Language Guide](https://pwd.org.au/resources/language-guide/)

Australian Government’s [Inclusive language style manual](https://www.stylemanual.gov.au/accessible-and-inclusive-content/inclusive-language)

Human Rights Commission, Include Ability’s [Guide: Creating accessible and inclusive communications](https://humanrights.gov.au/sites/default/files/2021-07/03_-_includeability_-_guide_-_creating_accessible_and_inclusive_communications.pdf)

Vision Australia’s [Document Accessibility Toolbar](https://www.visionaustralia.org/business-consulting/digital-access/resources/document-accessibility-toolbar#download) and [Colour accessibility tools and resources](https://www.visionaustralia.org/business-consulting/digital-access/resources/colour-contrast-analyser)

Centre of Universal Design Australia’s [ICT Guidelines for practice](https://universaldesignaustralia.net.au/category/ud-and-ict/ict-guidelines-for-practice/)

1. [Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability](https://disability.royalcommission.gov.au/system/files/2023-09/Final%20Report%20-%20Volume%206%2C%20Enabling%20autonomy%20and%20access.pdf) (Final Report, September 2023) vol 4., p39. [↑](#footnote-ref-1)