



**Ethnic Communities' Council of NSW**  
*Representing all communities*

## **Accessibility Statement for Ethnic Communities' Council of NSW - Representing all communities**

Ethnic Communities' Council of NSW Inc. is committed to ensuring digital accessibility for people with disabilities. We are continually improving the user experience for everyone and applying the relevant accessibility standards.

### **Measures to support accessibility**

Ethnic Communities' Council of NSW Inc. takes the following measures to ensure accessibility of Ethnic Communities' Council of NSW - Representing all communities:

- Include accessibility as part of our mission statement.
- Integrate accessibility into our procurement practices.
- Appoint an accessibility officer and/or ombudsperson.
- Provide continual accessibility training for our staff.
- Assign clear accessibility targets and responsibilities.
- New WCAG 2.1 compliant website under development with plans to test via a user group

### **Conformance status**

The [Web Content Accessibility Guidelines \(WCAG\)](#) defines requirements for designers and developers to improve accessibility for people with disabilities. It defines three levels of conformance: Level A, Level AA, and Level AAA. Ethnic Communities' Council of NSW - Representing all communities is currently non conformant with WCAG 2.1 level AA. Non conformant means that the content does not conform the accessibility standard.

However, Ethnic Communities Council of NSW (ECCNSW) has made a firm commitment to practically address accessibility and inclusion in all operations. ECCNSW has recently:

- Employed staff with disabilities
- Committed a substantial budget to create a new WCAG 2.1 compliant website.
- Planned for a user testing group of people with disabilities who use augmentative or alternative communication devices to assist the ECCNSW with co-design of the website.

### **Feedback**

We welcome your feedback on the accessibility of Ethnic Communities' Council of NSW - Representing all communities. Please let us know if you encounter accessibility barriers on Ethnic Communities' Council of NSW - Representing all communities:

- Phone: (02) 9319 0288
- E-mail: [Mary.Karras@eccnsw.org.au](mailto:Mary.Karras@eccnsw.org.au)
- Visitor address: 221 Cope St Waterloo NSW 2017
- Postal address: As Above

We try to respond to feedback within Within 2 business days.

### **Formal approval of this accessibility statement**

This Accessibility Statement is approved by:

Ethnic Communities' Council of NSW Inc.  
Mary Karras, Chief Executive Officer

### **Formal complaints**

Complaints can be received via:

- \* Phone: (02) 9319 0288
- \* Email: [Mary.Karras@eccnsw.org.au](mailto:Mary.Karras@eccnsw.org.au)
- \* Mail: Addressed to Chief Executive Officer, ECCNSW, 221 Cope St Waterloo NSW 2017
- \* In Person: 221 Cope St Waterloo, NSW (there is a lift on premises and accessible toilet)