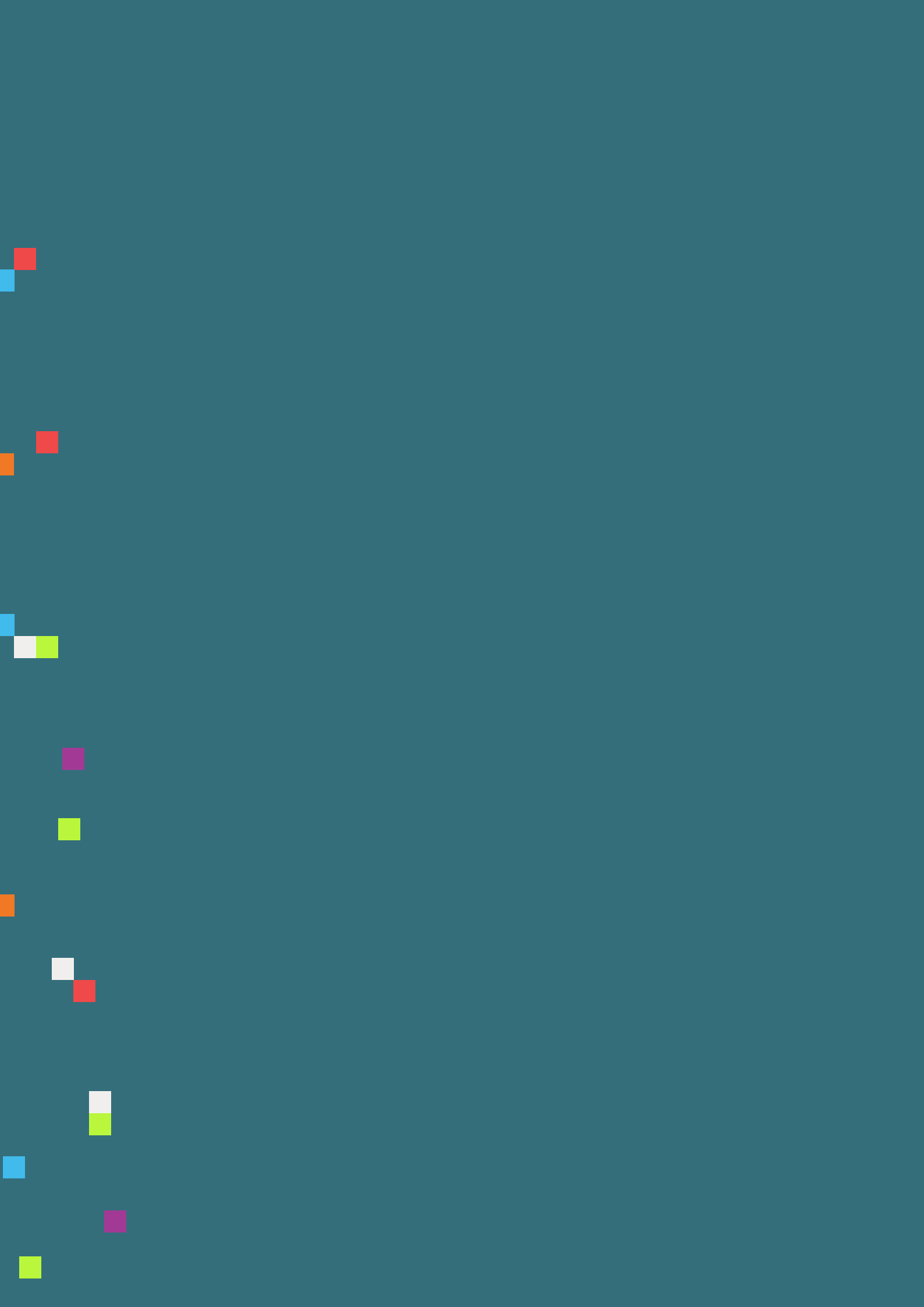




Annual Report

2024-2025





Centre for Accessibility Australia respectfully acknowledges the Traditional Owners of Country across Australia and pay our respects to Elders past, present and emerging.

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Chairperson's Report

Dawn McAleenan

It is my privilege to present the Chairperson's Report for 2025.

On behalf of the board, I am proud to present this year's report for Centre for Accessibility Australia (CFA Australia). Each year, we continue to see the organisation grow stronger—not just in what it achieves, but in how it thinks and delivers. Although still a young organisation, CFA Australia demonstrates a maturity that is reflected in its innovative approach, high-quality outcomes, and positive reputation across the sector.

It is a privilege to be part of an organisation so committed to making the world more accessible for people with disability. As a board, our role is to provide governance and strategic direction, yet it is always our pleasure to witness firsthand the outstanding work of Scott and his team.

This past year has been exceptional.

- **Laptop Program:** Over 100 laptops were distributed, opening doors to education, employment, and independence for people who otherwise may not have had access to these tools. The personal stories shared with us highlight the profound difference this program makes in people's lives.

- **Staff Development:** The team at CFA Australia continues to excel, growing in both confidence and expertise. With the majority of staff living with disability, they bring invaluable lived experience, delivering not only services but authentic, expert support that truly connects with those we serve, making us a truly unique organisation.

- **Systematic Advocacy Grant:** As the flagship program for the year, our team delivered website audits, training videos, and workshops across the state. In true CFA Australia style, the team exceeded contractual targets, earned recognition as best practice, and secured an extension of this vital program—clear evidence of the impact and effectiveness of their work.



We look ahead with great optimism. The organisation is well-positioned to build on this year's achievements and embrace new opportunities that further enhance accessibility and inclusion.

On behalf of the board, I extend our sincere thanks to Scott, the team, our funders, partners, and the community. Your dedication and support make everything we do possible, and together we will continue to create accessible change.

Dawn McAleenan
Chairperson



Message from our CEO

This year marks our 5th birthday since incorporating in June 2020, and as such it's been a time of reflecting on the incredible journey of what CFA Australia has achieved and what the future holds in supporting people with disability, their families, and careers in achieving independence online.

This year we've had a lot to celebrate with our free helpdesk service continuing to meet the needs of people with disability across Australia alongside our comprehensive online support to get accessibility features up and running, and our free laptop program that has made a significant difference in providing accessible technologies where they are most needed.

This year also marks the successful completion of our Systemic Advocacy project deliverables which has seen great improvements across Western Australia in systemic advocacy of digital access thanks to the generous support of the Department of Communities WA. We've been delighted to receive an extension to the project so we can continue to provide audits and training along with bringing critical guidance on digital best practice to regional and remote WA in new and exciting ways.

Our advocacy continues to grow thanks to the support of our Friends of CFA Australia members, and this year saw the launch of our Awards nomination as we get ready for our 4th Australian Access Awards later in the year. We are also grateful for organisations that continue to engage our services for auditing and workshops as we continue to support

passionate people and organisations across Australia in the pursuit of accessible digital content. It's also been rewarding to continue to directly support policy development including the adoption of updated version of the Web Content Accessibility Guidelines (WCAG) by the Australian Human Rights Commission. Our international work with W3C also continues with recent work around the accessibility of collaboration tools and generative artificial intelligence which has been very rewarding.

I'd like to take this opportunity to thank the fantastic staff of which three-quarters have lived experience of disability, the incredible Board and everyone that continues to support this incredible social movement. Thank you so much for the difference you make by supporting our work.

Dr. Scott Hollier
CEO of Centre for Accessibility Australia

Acknowledging Service, Welcome to New Leadership

We are pleased to welcome Dawn McAleenan as our new Chairperson, bringing a wealth of experience from her role as CEO of Crosslinks, an organisation supporting people with disability. With over 18 years of not-for-profit experience, Dawn is well-equipped to lead our organisation towards its mission.

We would like to extend our heartfelt gratitude to Marina Re, our inaugural Chairperson, who has stepped down after five years of dedicated service, having led CFA Australia from its inception. Marina's visionary leadership and extensive experience in the disability sector, both in Australia and the UK, have been instrumental in shaping our organisation and promoting inclusivity and social justice. We appreciate her tireless efforts in laying the foundation for our growth and success.

We also welcome Stewart Luxton as our new Deputy Chair, and look forward to working together as a team to achieve our goals.

We are grateful for Marina's contributions and wish her all the best in her future endeavours.



1

ABOUT
DIGITAL
ACCESSIBILITY



What is digital accessibility?

In the digital age, access to technology is essential for full participation in society. For individuals with disability, digital accessibility is vital for autonomy, social integration, and equal opportunities. Yet, numerous barriers persist, limiting the benefits of technology for millions.

Digital accessibility involves designing digital environments that are usable by people with disability. This encompasses websites, apps, and online platforms that are compatible with assistive technologies like screen readers, keyboard navigation, and closed captions. When digital spaces are inaccessible, everyday tasks such as online shopping, banking, and bill payments become significant challenges for those relying on assistive technologies.

**By removing digital
obstacles, we can ensure
equal access to information
and services, thereby
unlocking opportunities
for social interaction,
education, and employment**

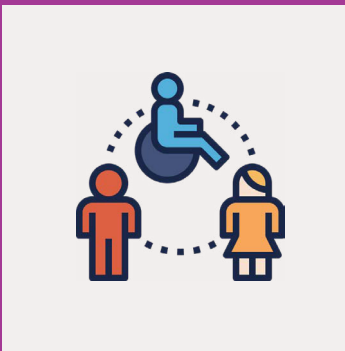


“Accessibility is a human right.”

Dr. Scott Hollier
CEO of Centre for Accessibility Australia

Digital Accessibility as a Human Right

Digital accessibility is a basic human right that enables equal participation in modern society. When digital spaces are inaccessible, people are at risk of being left behind, isolated, and excluded. By making digital accessibility a priority, we can create a fairer, more inclusive society where everyone has the opportunity to succeed and contribute.



Prevalence of Disability

According to the Australian Bureau of Statistics (ABS), in 2022, 5.5 million, approximately 21.4% of the population had a disability, up from 17.7% in 2018. In addition, over half (54.2%) or 3.0 million people in Australia used aids or equipment because of their condition.

This represents an increase in the already significant portion of the population, highlighting the importance of inclusivity and accessibility in all aspects of life.

Reference:

[Disability, Ageing and Carers, Australia: Summary of Findings, 2022 | Australian Bureau of Statistics](#)

Digital accessibility relies on two key pillars:

1

Assistive Technology:
Enabling Equal Opportunities

Assistive technology tools, such as software and hardware, empower people with disability to access digital content on their preferred devices

Inclusive Digital Design:
Creating a Seamless Digital Experience

Digital content needs to be designed with accessibility in mind, ensuring compatibility with assistive technology and meeting diverse user needs. This involves crafting digital materials that are usable by everyone

2

What the Experts Think

Sarah Gallardo **Disability Advocate**

“Some of us are extremely lucky to be able to read, see, and tell colours. Making the web and emails accessible to those who are not this lucky is the least we can do.”

Tim Berners-Lee **Inventor of the World Wide Web**

“The power of the Web is in its universality. Access by everyone regardless of disability is an essential aspect.”

Mike Paciello **Accessibility Analyst**

“Accessibility must be part of the natural evolution of technology.”



Christopher Edwards

Senior Accessibility Analyst and Technical Lead

"Accessibility can be an important tool for improving one's sense of independence and self-esteem; the latter a result of the former."



Kieran Hayward

Junior Digital Accessibility Analyst

"I like digital accessibility because it turns the internet from a gated community into an open party—with alt text and screen readers. Digital accessibility is important because everyone deserves to be included and be able to understand content in their own way."



Aarthi Gurunathan

Junior Digital Accessibility Analyst

"I acquired an eye condition called 'Retinitis Pigmentosa' when I was an adult. Until the use of JAWS in Windows and Talk Back in Android, I was in the dark days, so much depended on others for almost all things in my life. I went into depression for one decade. But thank God, with so many advancements in technology, I got this 'digital access' – I can do most of my things without assistance. My mother also had the same eye condition, but in those days, there were no advancements like today, so she wasn't able to survive on her own. Thanks to these advancements I can now live independently."

2

ABOUT CFA
AUSTRALIA



What is CFA Australia?

Who We Are

Centre for Accessibility Australia (CFA Australia) is a disability-led, award-winning not-for-profit organisation dedicated to accessibility. Under the leadership of CEO Dr. Scott Hollier, who is legally blind, our team is driven to close the accessibility gap.

With a majority of team members having disabilities or being neurodiverse, we bring authentic representation and expertise to our work, ensuring our efforts are guided by real-life experience and insight.

Mission

To empower the accessibility movement by advocating the implementation of universal equal access.

Vision

An inclusive world without accessibility barriers to content or spaces.

Promoting Digital Inclusion

At CFA Australia, we believe that equal access to technology is a fundamental right. We are committed to creating a world where everyone can fully participate in the digital landscape.

To achieve this vision, we focus on seven key objectives that bridge the digital divide and promote inclusive practices:

Objective 1: Empowering Accessibility at CFA Australia

Unlocking Potential: Our free tools and resources empower people with disability to harness mainstream products' built-in assistive features, bridging the digital divide and promoting equal opportunities.

Why it Matters: Equal access to digital information is vital for people with disability to fully participate in society, exercise their rights, and access essential services, education, and employment opportunities

Objective 2: Enhancing Audio Description and Captioning

Breaking Barriers: We provide vital resources on audio description and captioning, empowering individuals who are blind or with low vision, or who are deaf or hard of hearing, to fully engage with media and entertainment.

The Growing Need: With an estimated 7.8 million Australians expected to have some level of hearing loss by 2060, audio descriptions and captioning are crucial for providing equal access to culture and education, leading to increased social participation and cognitive growth.

Objective 3: Expert Assistive Technology Support

Personalised Guidance: Our Assistive Technology Helpdesk delivers tailored support, ensuring people with disability find and effectively use devices that meet their needs.

Boosting Confidence: Specialist support fosters digital confidence, independence, and effective technology use, leading to better education, employment, and daily life outcomes.

Objective 4: Training for Digital Empowerment

Empowering Through Training: Our comprehensive training programs equip people with disability to unlock the potential of assistive technologies, enabling full participation in the digital landscape.

Objective 5: Advocating for Inclusive Practices

Driving Change: CFA Australia advocates for digital and physical accessibility, educating organisations and individuals on inclusive processes and practices that fuel systemic change and shape policy reforms.

Objective 6: Research and Innovation

Proactive Solutions: We investigate emerging accessibility challenges, developing solutions and influencing policy reforms to ensure equal access to emerging technologies and foster inclusive social progress.

Objective 7: Representation and Governance

Diverse Perspectives: Our commitment to representation ensures people with disability are integral to our decision-making processes, driving better governance, leadership, and community outcomes.

What We Do:

Our Key Initiatives	
<p>Advocacy (Objective 5)</p> <p>We champion digital accessibility through policy, research, and community engagement.</p>	<p>Research (Objectives 1, 2, 5, 6, 7)</p> <p>We conduct studies and publish insights to inform accessibility best practices.</p>
Support and Resources	Awards and Recognition
<p>Helpdesk (Objectives 1, 2, 3)</p> <p>Providing expert guidance and resources to individuals and organisations seeking to improve digital accessibility, offering personalised support to address unique challenges and concerns.</p>	<p>Australian Access Awards (Objective 5)</p> <p>We proudly present these prestigious awards to recognise and celebrate outstanding achievements in digital accessibility, promoting excellence and innovation in the field.</p>
Services	
<p>Training Services (Objectives 2, 4)</p> <p>We provide education and training to organisations and individuals.</p>	<p>Auditing Services (Objectives 5)</p> <p>We assess digital products for accessibility and provide recommendations.</p>

Our Team

The Board at CFA Australia is comprised of a passionate and experienced team of staff and volunteers, who collectively bring a wealth of knowledge and expertise in digital accessibility and disability services, driving our mission forward.

Board Members

Dawn McAleenan (Chair)
 Stewart Luxton (Deputy Chair)
 Stanley Lai (Treasurer)
 Dr. Michelle Bunn (Secretary)
 Scott La Vertu
 Yuemei Lim
 Jackie Weinman
 Marina Re

CFA Australia Team

Dr. Scott Hollier
 Aarthi Gurunathan
 Christopher Edwards
 Laetitia Thompson
 Bryan Benjamin
 Nicholas Kapirnas
 Colleen Hunter
 Jasmine Lee
 Kieran Hayward
 Alyssa Velasco
 Chris Pryor
 Owen Raspa
 Mitsuyo Nakamura
 Rina Matsubara

“Accessibility isn’t just about compliance. For myself being legally blind, accessibility is the difference between independently achieving my goals or struggling and relying heavily on others.”

Dr. Scott Hollier, CEO of CFA Australia

Workshops We Offer

Accessibility Essentials

Web and App Accessibility (Half-Day):

- Essentials and Quick Wins: Basic overview of accessibility concepts and applications for different organisational roles.

Document Accessibility Essential (Half-Day):

- Creating accessible documents using Microsoft Office/365 Suite (Word and PowerPoint).

Digital Access Management Overview (Half-Day):

- Kickstarting digital access implementation for managers and decision-makers.

In-Depth Training

Escaping the Accessibility Island (1 Day):

- Hands-on experience on creating accessible content for people with disability, featuring WCAG 2.2 standard.

Document Accessibility Cross-Platform (1 Day):

- Practical guidance on accessible features in Microsoft Office/365, Adobe Acrobat, and InDesign.

Digital Accessibility: From Audit to Implementation (1.5 Day):

- Detailed guidance on web and app development, WCAG 2.2 standard, and auditing tools for ICT professionals.

Specialised Topics

Plain Language and Easy English (Half-Day):

- Optimising writing for all audiences and supporting people with low literacy and cognitive/intellectual disability.

E-Learning Accessibility (1 Day):

- Accessibility features within Learning Management System (LMS) platforms and creating accessible LMS content.

Cyber Security A Digital Access Perspective (Half-Day):

- Supporting people with disability in their privacy and security while using Assistive Technologies.

Motivational Speaking

- Inspiring talks on digital accessibility by Dr. Scott Hollier, covering topics like "Digital Access: Where We've Been and Where We're Going".

Industry-Specific Solutions

Marketing and Communications (Half-Day):

- Digital Access Essentials: Creating inclusive digital content, writing in plain language, and accessible social media strategies.

Accessibility in Hybrid Content Delivery (Half-Day):

- Delivering accessible content in face-to-face, hybrid, and online environments.

Disability and NDIS Accessibility Support (1 Day):

- Guidance on catering for digital access needs of people with disability, especially for NDIS providers.

Accessible Worship (Half-Day):

- Addressing accessibility issues in religious organisations.

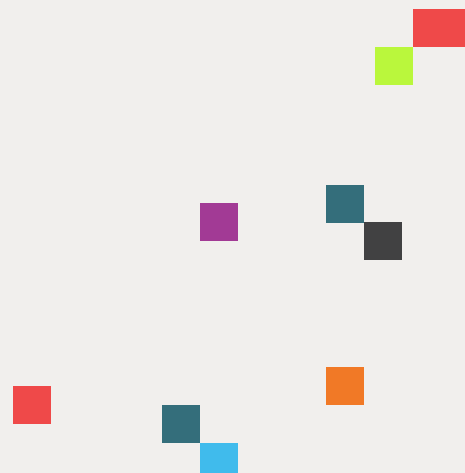
CFA Australia: The Continuing Story

We've grown our team at CFA Australia over the past year, adding new staff members and expanding our skills and expertise.

Many team members have taken on new roles that play to their strengths, helping us build a more diverse and capable team. Notable examples include Jasmine Lee's transition from Junior Digital Accessibility Analyst to Events and Marketing Strategist, and Laetitia Thompson's new responsibilities, which combines her existing role with Training Workshops.

We've also been thrilled to welcome new team members to our fold, including Alyssa Velasco, Owen Raspa, Mitsuyo Nakamura, and Rina Matsubara.

As a disability-led organisation, we're proud to be guided by the perspectives and expertise of people with disability who lead our team. Our approach prioritises the voices and experiences of individuals with lived experience of disability, enabling us to develop more effective and inclusive solutions that drive meaningful change in the lives of people with disability.



The Australian Access Awards

The Australian Access Awards and the Golden Carrot are back by popular demand! We're excited to announce that the 2025 awards will take place on Wednesday, November 12, at Optus Stadium.

Nominations opened on Global Accessibility Awareness Day in May.

About the Awards

The Australian Access Awards, established in 2019, recognise and honour outstanding achievements in digital accessibility. These awards acknowledge best practices in creating inclusive digital spaces, including websites, apps, and advocacy efforts.

The awards encompass a wide range of sectors, such as:

- Government
- Education
- Corporate
- Not-for-Profit

By celebrating excellence in digital accessibility, we aim to inspire organisations to strive for inclusion and equality, ultimately creating a more accessible and equitable digital landscape for all Australians.



3

FRIENDS OF
CFA AUSTRALIA

Membership

Join the movement towards a more inclusive digital world with CFA Australia! Despite progress, digital barriers still hinder people with disability.

Our Friends of CFA Australia program allows individuals and companies to support accessibility initiatives while enjoying benefits like discounted audits, training, and consultancy services.

Your contribution empowers our free Helpdesk and brings us closer to a digitally inclusive world.

Visit our membership page to learn more and join us in promoting digital inclusion for all.

As a member, you'll not only support employment opportunities for people with disability and drive long-term change, but also receive exclusive perks!



Membership Benefits

- Accessibility Support Pack featuring 5 hours of support for members yearly (includes access to our disability-led hotline and general consultancy)
- Free attendance to 1 half-day online or face-to-face CFA Australia training session (1 person per organisation) - with a 10% discount on subsequent training sessions or for additional staff
- 10% discount on all CFA Australia services such as audits, training and consultancy
- 10% discount on speaking engagements
- 20% discount on events
- Friend badges that can be displayed in tender documents, marketing material and on your website
- An exclusive invite to our State of Accessibility Digital Address (twice a year)
- Access to the CFA Australia Newsletter 'Accessibility Tips and Tricks'

For more information about our membership packages:

Visit our website
accessibility.org.au/membership

Contact us
admin@accessibility.org.au

Get social with CFA Australia!

Another way you could be a part of the social movement that is digital inclusivity is by joining the conversation on digital accessibility on CFA Australia's socials!



Free Digital Accessibility Helpdesk

At CFA Australia, we're committed to empowering individuals with disability and supporting organisations on their journey to digital accessibility.

Our Helpdesk service, led by accessibility specialists with disability, provides personalised guidance and assistance to help navigate the digital world with confidence.

How We Can Help

Our free Helpdesk service is designed to support people with disability, their families, and carers in:

- Enabling accessibility features on devices
- Navigating everyday online services
- Finding alternative accessible websites and apps

In addition to direct support, we provide access to a wealth of tutorials and online resources to enhance knowledge and independence.

4

CASE STUDIES



CASE STUDY

Video Highlights Telco Accessibility Issues in Australia: “Cancellations for All” Report Supported by ACCAN

In the past year we released a video highlighting the key findings of our "Cancellations for All" report, which was supported by the Australian Communications Consumer Action Network (ACCAN). The report tested 44 telco apps and websites and found that none fully support consumers with disability in cancelling their mobile service. While some providers performed better than others, the report shows that improvements are needed across the board.



The video, which includes Auslan, aims to raise awareness about the need for telcos to prioritise accessibility. We've also been working with telcos to provide training on practical steps to make their apps and sites more accessible. ACCAN supported the report through its Independent Grants Program, and we appreciate their collaboration in promoting digital accessibility.

This initiative is part of our ongoing efforts to promote digital accessibility and inclusion for people with disability. We're committed to working with industry partners to drive positive change and create a more accessible digital landscape for all Australians.



Systemic Advocacy Grant

In 2022, CFA Australia was provided grant funding by the Department of Communities of Western Australia (DoC) for a new state-wide initiative called The Digital Access WA Project.

We're pleased to announce that we've received notification of a grant extension for a fourth year, allowing us to continue our vital work in promoting digital access and inclusion for people with disability.

As part of this initiative, CFA Australia aimed to influence policy and produce outcomes which embed awareness of and the need for digital accessibility as a standard in the WA government, education, and disability sectors. The initiative was split into 7 parts, with the goal to ensure that all people with disability have equal access to information and opportunity.

Part 1 - Discovery Project

CFA Australia engaged, listened to and amplified the views of people with disability to understand and advocate directly for the changes needed to enhance digital access in WA. In line with this, CFA Australia produced 3 digital accessibility 'explainer-series' videos led by people with disability who identified obstacles to digital access and offered practical solutions to overcome them.

These videos included both Auslan interpretation as well as captioning, ensuring accessibility for all. The 3 videos are:

1. **What is Digital Accessibility?**
2. **How Digital Accessibility Affects Me**
3. **Why Digital Access is Access for All**

Part 2 - Engage, Survey, Report

CFA Australia produced benchmarks and surveys that determined the current state of accessibility service provision in WA reporting sector by sector, in particular, the not-for-profit and primary and secondary education sectors. CFA Australia conducted an Enquiry of Interest (EOI) for the not-for-profit sector and primary and secondary schools in WA to identify potential organisations to provide digital accessibility audits and roadmaps.

Part 3 - Discovery Workshops

CFA Australia created practical and disability-led digital access education and outreach programs, delivered as workshops. All of the workshops were delivered by staff members of CFA Australia with lived experience of disability alongside expert knowledge in the space of digital accessibility.

This part of the project also featured the creation of an online course for introductory and advanced digital accessibility training to upskill organisations across WA. The course was curated and produced for people who could not attend the regional workshops, ensuring everyone across WA could have access to digital accessibility education.

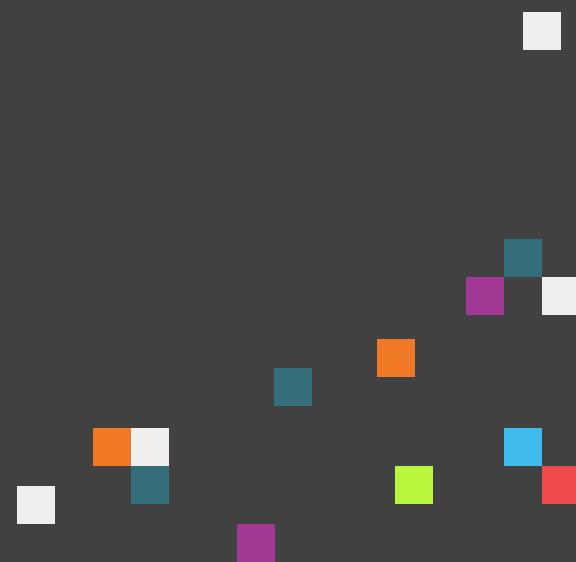
The curriculum was developed in collaboration with the University of the Sunshine Coast, a recognised leader in regional education in Australia, and Dr. Scott Hollier, a renowned accessibility expert with lived experience of disability and practical experience in authoring similar courses. Although only 2 modules were initially planned as part of the grant funding, we were able to produce 6 modules which continue to be available free-of-charge.

Part 4 - Audit to Implementation Roadmaps

CFA Australia provided free digital accessibility audits to 21 not-for-profit organisations and 7 primary and secondary schools in WA. This went beyond the initial grant expectations of 25 audits. Audit-to-implementation roadmaps were developed to outline the digital accessibility issues and to recommend the steps needed to improve and maintain accessibility as well as guidance to making the required accessibility changes on their website.

Part 5 - Policy Development Advocacy

CFA Australia played a vital role in providing policy support and consultation to support the WA government's move to making WCAG 2.2 the required digital standard in WA.



Part 6 - Celebrating Success in Digital Access

The Digital Access WA Project was concluded by a celebratory event held in-person at the Disability in the Arts, Disadvantage in the Arts, Australia's (DADAA) venue in Fremantle, WA, in June 2025. In line with the summation and conclusion of the grant deliverables over its successful 3-year span, CFA Australia produced 2 videos in-house to present the impact made throughout the initiative as well as to highlight success stories and show the benefits of reducing the digital divide to decision makers, workplaces, and communities.

Part 7 - Impact Measurement and Recommendations

As part of the Digital Access WA project, CFA Australia approached The Behaviour Change Collaborative (BCC) to lead the impact measurement and evaluation of the initiative from a third-party perspective. In particular, CFA Australia looked to measure the impact of the Discovery Workshops, the online course, and the accessibility audits and roadmaps. Impact measurements included pre-and post-surveys for all initiative deliverables.

Accessibility audits and roadmaps

- Those who participated in CFA Australia's website accessibility audit almost universally felt it to be highly useful for their organisation, with 95% reporting that the process was informative and 90% agreeing that it provided clear guidance about how to increase their organisation's digital accessibility.
- The usefulness of the audit process was evidenced by the impacts it had, with participants recording a substantial uplift in their knowledge about digital accessibility post-audit.
- Notably, close to two-thirds of those who completed the audit process felt they subsequently had moderate or high *technical knowledge* about how to make their organisations' website accessible.
- The evaluation indicated that the audit process had a positive impact on the accessibility of participating organisations' websites. For example, half of the participants indicated that at least three-quarters of their website was accessible following implementation of the audit actions, compared to only 20% prior to the audits.
- Following completion of CFA Australia's website audit process, representatives from participating organisations were highly likely to believe that website accessibility is *important*, showed very high levels of *satisfaction* with the audit process, and were almost universally likely to *recommend* the audit process to other organisations.

- Participants' verbatim feedback illustrates the high regard to the audit process and CFA Australia's disability-led team were held in by those who took part.

- Here are some quotes from participating organisations:

- *"The results, report and roadmap (of the accessibility audit) were and are extremely useful in providing an evidence-based platform for us to use to make changes and prioritise further updates and ongoing reviews. Thank you"*

- *"The audit process for our website was very simple for our organisation and has been invaluable. To have an accessibility expert from the Centre for Accessibility review of website and receiving a clear and concise report, has allowed us to identify what adjustments are necessary to make our website accessible for all users which is a priority for us as an organisation supporting parents and carers of children with disability."*

- *"The audit process was designed by a person with lived experience. This is distinctly different from a process designed by someone with only academic and technical knowledge."*

Discovery Workshops

- More than 90% of attendees felt that the workshops helped them understand the usefulness of assistive technologies, gave them insights into the WCAG standards and informed them about how to use automated checking tools.

- Most importantly, 93% of those who attended a workshop said that they were more likely to act to improve their organisation's digital accessibility. This last indicator suggests that the learnings from the workshops are likely to be applied by attendees and therefore create a meaningful improvement in digital accessibility for people with disability.

- There were also very high levels of agreement that the videos that were created as part of the DoC grant deliverables were a valuable addition to the workshops, with over 90% finding the videos informative, understanding, and enhancing of their understanding of digital accessibility from the perspective of people with a disability.

- The positive impacts of the workshops are evidenced by the wonderful feedback received as part of the post-audit survey:

- *"As a communications and engagement officer, it was fantastic to have the opportunity to learn about Digital Accessibility. My prior knowledge was minimal so I was very keen to learn more about how I can improve both personally and professionally online. Since the workshop, I have also been able to share what I learned with my colleagues. Through spreading the word about my learnings, I hope to drive improvement in accessibility in my organisation. I cannot thank the Centre for Accessibility enough for the fantastic opportunity to attend these workshops. I learned so much."*

- *"I recently attended the Digital Access workshop in Esperance, and I was truly impressed by the wealth of insightful information shared. As someone in a wheelchair with significant involvement in the disability sector, I thought I already had a good understanding, but the workshop taught me so much more. The knowledge I gained is already helping us improve our website, making it more accessible for people with vision impairments and other disabilities. I'm extremely grateful for the opportunity to attend locally in Esperance, rather than having to travel elsewhere."*

- *"The workshops were specific and practical. The topics were broken up into theory, hands on practical experiences e.g. using speech support tools on your phone or laptop as well showing case studies/examples of facilities that had issues and how they could be improved. This workshop made the learning relatable and being able to complete within the southwest meant that the other attendees from other organisations were experiencing similar issues and we could relate to each other"*

Online Course

- Among those who completed the course, their reported experiences of it were overwhelmingly positive, with all aspects of the course content and format rated extremely highly.

- All respondents felt that the course content was useful and the online format easy to navigate.
- The effects of the course on topic knowledge and understanding were very highly rated, with more than 90% of those who completed the course feeling that it had increased their understanding of all content areas.
- The course had very positive impacts on participants' self-reported knowledge of digital accessibility overall, with this increasing significantly pre vs post course completion (62% to 82%).
- The course was even more effective in raising participants' confidence in their skills to improve digital accessibility for people with disability. Prior to the course, less than half of those enrolled felt confident in their skills (46%). Among course graduates, this rose significantly and substantially to 97% who felt confident in their skills in digital accessibility.
- These results were extremely positive as an improvement in both knowledge and confidence suggested that graduates would be effective in implementing course learnings going forward.

• When asked about the most valuable insight or skill gained from the course, participants provided the following feedback:

- *“The practical tips to ensure documents are accessible, as well as the break down of the WCAG into simple principles. I also really like the explanation of the difference between inclusive design, accessibility and universal design. Makes sense!”*
- *“It was very useful to have screen recordings walking through how to correct accessibility issues in Word and Adobe Acrobat Pro. This helped explain the tag tree and how to edit elements”*

CFA Australia would like to sincerely thank the DoC for the incredible opportunity that the Systemic Advocacy grant provided for this initiative and bridging the divide for people with disability in WA.

Supported by



Government of **Western Australia**
Department of **Communities**



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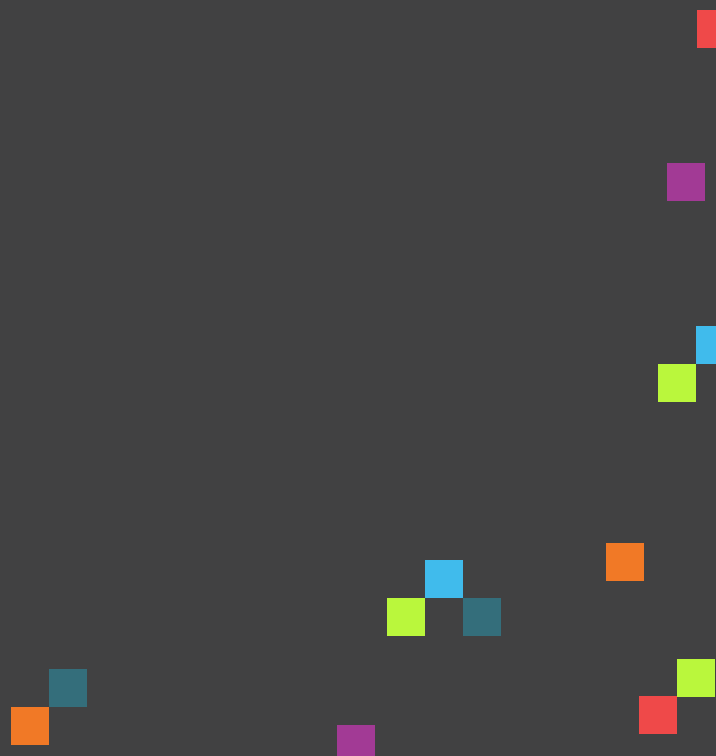
CFA Australia Continues to Support Western Australian Museum's Accessibility Efforts

We're proud to continue to collaborate with the Western Australian Boola Bardip Museum on various projects to enhance the museum's digital accessibility.

Our team of specialists has delivered the following key outcomes:

- **Accessibility Reports:** Developed comprehensive reports for exhibitions like "Terracotta Warriors" and "Empress Joséphine's Garden", providing actionable recommendations for improvement.
- **Accessibility Visual Stories:** Created step-by-step visual guides for the layouts of both the Boola Bardip Museum and the Maritime Museum in Fremantle, designed to alleviate stress and support neurodiverse visitors by providing a clear understanding of what to expect.

At CFA Australia, we're committed to supporting organisations in their efforts to become more accessible and inclusive. We're excited to continue our work with the Western Australian Museum, driving positive change and making digital experiences more accessible for everyone.





CFA Australia and Brayco Partner to Donate 100 Laptops to People with Disability

In an exciting new initiative, CFA Australia partnered with Brayco to donate 100 laptops to individuals with disability, promoting digital inclusion and enhancing their daily lives.

Thanks to Brayco's generous funding, the laptops came equipped with:

- Windows 11 operating system, featuring the latest accessibility features
- Essential Microsoft applications like Word, PowerPoint, and Excel, supporting productivity and independence

To date, CFA Australia has donated 100 laptops to people with disability in need throughout Australia.

Dr. Scott Hollier, CEO of CFA Australia, emphasises the significance of this donation:

"This generous support will make a real and profound difference in the lives of people with disability, enabling them to harness the power of accessibility technologies and gain greater independence."

TIMELY TOPIC

Digital Access Trends from 2024-2025

The past year has seen significant progress in digital accessibility, with various organisations and governments working to create more inclusive digital space

One notable trend is the increasing use of artificial intelligence (AI) to improve digital accessibility. AI-powered tools and features, such as image description, live transcribe, and captioning, are being used to make digital content more accessible to people with disability.

Mobile devices have also become more accessible, with features like eye tracking, voice control, and colour filters. These features allow users to interact with their devices in ways that are more comfortable and convenient for them. Additionally, digital media platforms, such as streaming services and social media, are adding accessibility features like alt-text options, auto-generated captions, and Auslan on-screen content.

The gaming industry is also working to improve accessibility, with features like customisable controls and audio descriptions. These features allow gamers with disability to play games more easily and enjoy a more inclusive gaming experience. Furthermore, governments are promoting digital accessibility through initiatives like adopting accessibility standards and ensuring digital services are usable by everyone.

Overall, these developments show that digital accessibility is becoming more of a priority. As technology continues to evolve, it's essential to keep working towards making digital spaces more inclusive and accessible to everyone. By doing so, we can create a more equitable and accessible digital landscape for all.



TIMELY TOPIC

Australia Formally Adopts WCAG 2.2 Level AA!

The Australian Human Rights Commission (AHRC) have published a media release on the 2nd of April 2025 providing “new guidelines to assist organisations and businesses to meet their legal obligations under the Disability Discrimination Act 1992 (Cth) when providing digital products and services”.

These advisory notes are issued by the AHRC under section 67(1)(k) of the Disability Discrimination Act 1992, which authorises the AHRC to issue guidelines for the purpose of avoiding discrimination.

As part of these new guidelines, Centre for Accessibility Australia is excited to share that Australia has now formally adopted WCAG 2.2 Level AA compliance as a minimum, updating from the former WCAG 2.0 that has been the Australian recommendation since 2014. This marks a significant improvement in digital accessibility within Australia, as the updated guidelines includes support for mobile accessibility and additional guidance for people with a cognitive disability.

Some other major advancements include:

When developing tools that enable user contributions, organisations should adhere to ATAG 2.0 by using WCAG 2.2 rather than WCAG 2.0 as appropriate. AS EN 301 549 requirements must be fulfilled by all digital products, including hardware. However, WCAG 2.2 should be used where appropriate, as AS EN 301 549 refers to WCAG 2.1.

“This marks a major opportunity for Australia to embrace emerging technology and their accessibility requirements. We look forward to States, Territories, and local governments following suit with their policy updates to improve the lives of people with disability all around the nation”

*– Dr. Scott Hollier, CEO and
Co-founder of Centre for Accessibility Australia.*



CFA Australia Supports Global Web Standards as W3C Member

CFA Australia is proud to be a member of the World Wide Web Consortium (W3C), the international community that develops and maintains web standards to ensure the long-term growth and stability of the web. As a W3C member, CFA Australia is committed to advancing web accessibility and promoting the development of web standards that benefit all users.



6

REPORT

Treasurer's Report

It is with great pleasure that I present the 2025 Treasurer's Report.

I would like to take this opportunity to acknowledge the outstanding leadership of our CEO, Scott Hollier, the dedication of all staff members, and the continued guidance and excellence provided by the Board.

Centre for Accessibility Australia (CFA Australia) has experienced a highly successful 2025 year, marked by significant achievements and continued growth. A key highlight was the completion of the first three years of the Systemic Advocacy Grant, which encompassed accessibility audits, workshops across Australia, and the development of an online training course.

Other highlights include the Helpdesk continuing to expand its reach and impact, while the rollout of the Laptop Donation Program provided essential technology to individuals in need. CFA Australia also maintained its active international engagement through ongoing collaboration with the W3C.

Our audit program has further strengthened, with CFA Australia providing consultancy and training support to a growing number of organisations across Australia.

The financial statements demonstrate a consistent increase in activity across all areas of the organisation, reflecting strong organisational growth throughout the year. Total turnover increased by **21%**, with overall income reaching **\$1,390,159**.

Expenses rose to **\$1,094,187**, primarily due to increased advertising and travel costs due to the investment in brand awareness, marketing, and national workshops. The recruitment of skilled staff across a wide range of disciplines contributed to wage expenses. However, this investment in staff has reduced the need for external consultants and contractors, resulting in greater in-house capability.

CFA Australia also expanded its inventory of computers to support staff operations and community donation initiatives.

Overall, the organisation achieved a net profit of **\$295,971**.

The balance sheet continues to demonstrate strong growth in assets, including cash reserves and computer and office equipment. Tax liabilities have also increased in line with organisational growth. CFA Australia remains in a robust financial position, with total net assets of **\$729,084**.



The organisation is financially sound and well-positioned for the future.

For the coming financial year, I expect CFA Australia to continue operating profitably and to maintain its commitment to accessibility, inclusion, and community impact.

In summary, the organisation remains in excellent health, and we can all be proud of the accomplishments achieved throughout the year.

Stanley Lai
Treasurer

Financial Report

Statement by Directors of the Board

In the opinion of the board the financial report:

1. Centre for Accessibility Australia Ltd (Company) is not a reporting entity because there are no users dependent on general purpose financial statements. Accordingly, as described in note 1 to the financial statements, the attached special purpose financial statements have been prepared for the purposes of complying with the reporting requirements of the Company's constitution and the Australian Charities and Not-for-Profit Commissions Act 2012
2. The attached financial statements and notes thereto have been prepared in accordance with the accounting policies prescribed in note 1 to the financial statements and to comply with the Australian Charities and Not-for-Profit Commissions Act 2012, the Australian Charities and Not-for-Profit Commissions Regulations 2013 and other mandatory professional reporting requirements;
3. At the date of this statement, there are reasonable grounds to believe that the company will be able to pay its debts as and when they fall due and
4. The attached financial statements and notes thereto give a true and fair view of the Company's financial position as at 30 June 2025 and its performance for the financial year ended on that date.

Signed in accordance with a resolution of the directors made pursuant to section 60. 15(2) of the Australian Charities and Not-for-Profit Commissions Regulation 2013.



Dawn McAleenan
Chairperson

September 25 2025

Date

Centre for Accessibility Australia Ltd
Statement of Profit and Loss
For the year ended 30 June 2025

Type	2025	2024
Trading Income		
Donations	41,100	1,330
Grants	788,904	701,706
Interest Income	16,067	8,423
Sales	536,937	410,403
Wage Subsidy	7,150	20,660
Total Trading Income	1,390,159	1,142,522
Gross Profit	1,390,159	1,142,522
Operating Expenses		
Accounting and Auditing	17,400	-
Advertising	18,722	8,247
Annual Leave	8,380	6,530
Awards Expense	14,057	-
Bank Fees	259	89
Bank Revaluations	2,088	161
Conference	8,338	6,519
Consulting	133,406	270,918
Depreciation	12,423	12,057
Donations	-	2,000
Entertainment	-	75
Freight & Courier	394	1,243
General Expenses	-	8,775
Insurance	8,180	5,948
Interest Expense	-	2,073
Legal Expenses	-	500
Light, Power, Heating	1,101	1,019
Motor Vehicle Expenses	481	931
Office Expenses	19,111	45,145
PayPal Fees	17	163
Printing & Stationery	-	860
Rent	49,041	31,107
Software	-	455
Staff Training Expense	53	2,400
Stripe Fees	593	613
Subscriptions	35,532	7,924
Superannuation	63,524	50,861
Telephone & Internet	2,631	5,735
Travel - International	-	(471)
Travel - National	40,404	21,928
Wages and Salaries	658,050	549,708
Total Operating Expenses	1,094,187	1,043,513
Net Profit	295,971	99,009

Centre for Accessibility Australia Ltd
Statement of Financial Position
As at 30 June 2025

Type	2025	2024
Assets		
Bank		
Cash at Bank	1,116,542	615,417
PayPal	-	4,846
Stripe AUD	541	4
Total Bank	1,117,083	620,267
Current Assets		
Accounts Receivable	37,746	35,530
Prepaid Expenses	-	1,900
Total Current Assets	37,746	37,430
Non-Current Assets		
Computer Equipment	43,206	35,402
Accumulated Dep - Computer Equipment	(43,207)	(35,402)
Office Equipment	30,968	29,060
Accumulated Dep - Office Equipment	(9,872)	(5,254)
Total Non-Current Assets	21,094	23,805
	1,175,924	681,503
Liabilities		
Current Liabilities		
Accounts Payable	1,714	1,610
GST	53,965	22,778
PAYG Withholdings Payable	6,190	16,706
Provision for Annual Leave	37,563	29,183
Superannuation Payable	15,579	12,540
Wages Payable - Payroll	24,575	20,403
Unspent Grant	307,254	145,170
Total Current Liabilities	446,840	248,390
Net Assets	729,084	433,113
Equity		
Current Year Earnings	295,971	99,009
Retained Earnings	433,113	334,104
	729,084	433,113

Centre for Accessibility Australia Ltd
Statement of Cash Flows
For the year ended 30 June 2025

Type	2025	2024
Operating Activities		
Receipts from customers	1,550,027	1,175,580
Payments to suppliers and employees	(1,043,499)	(1,029,480)
Net Cash Flows from Operating Activities	506,528	146,100
Investing Activities		
Payment for property, plant and equipment	(9,712)	(15,635)
Net Cash Flows from Investing Activities	(9,712)	(15,635)
Net Cash Flows	496,816	130,465
Cash and Cash Equivalents		
Cash and cash equivalents at beginning of period	620,267	489,802
Cash and cash equivalents at end of period	1,117,083	620,267
Net change in cash for period	496,816	130,465

Centre for Accessibility Australia Ltd
Statement of Change in Equity
For the year ended 30 June 2025

Type	2025	2024
Equity		
Opening Balance	433,113	334,104
Current Year Earnings	295,971	99,009
Total Equity	729,084	433,113

Notes to financial statements

For the year ended 30 June 2023

Note 1: Statement of significant accounting policies

The Directors have prepared the financial report on the basis that the Centre for Accessibility Australia Ltd (Company) is not a reporting entity as there are unlikely to exist users who are unable to command the preparation of reports tailored so as to satisfy specifically all of their information needs. Accordingly, this Special Purpose Financial Report has been prepared for the purposes of complying with the reporting requirements of the Company's constitution and the Australian Charities and Not-for-Profit Commissions Act 2012.

The financial report has been prepared on an accruals basis and is based on historical costs and does not take into account changing money values or, except where specifically stated, current valuations of non-current assets.

AASB 101 - Presentation of Financial Statements

AASB 107 - Statement of Cash Flows

AASB 108 - Accounting Policies, Changes in Accounting Estimates and Errors

AASB 1048 - Interpretation of Standards

AASB 1054 - Australian Additional Disclosures

The accounting policy adopted below relating to income and employee entitlements are not entirely consistent with the Australian Accounting Standards (AAS). Hence, the financial statements overall do not comply with the recognition and measurement requirements of some of the AAS. The organisation is yet to assess the AAS, which the financial statements do not comply.

The financial report has been prepared on an accruals basis and is based on historic costs and does not take into account changing money values.

The following material accounting policies, which are consistent with the previous period unless otherwise stated, have been adopted in the preparation of this financial report.

a) Revenue Recognition

All revenue is stated net of the amount of goods and services (GST)

Audit and Consulting Fees

Revenue from services delivered are recognised as income once the services had been delivered.

Income received for services not delivered at year-end are recorded as income received in advance on the statement of financial position.

b) Income Tax

The Company is a non-profit organisation and thus exempt from income tax under Division 50 of the Income Tax Assessment Act 1997.

c) Goods and Services Tax (GST)

Revenues, expenses and assets are recognised net of the amount of GST, except where the amount of GST incurred is not recoverable from the Australian Taxation Office. In these circumstances the GST is recognised as part of the cost of acquisition of the asset or as part of the expense.

d) Cash and Cash Equivalents

Cash & Cash equivalents in the statement of financial position comprise cash at bank and in hand and short term deposits with an original maturity of three months or less where the investments is convertible to know amounts of cash and is subject to insignificant risk of changes in value.

e) Property, Plant and Equipment

Plant and equipment is stated at historical cost less accumulated depreciation and impairment. Historical cost includes expenditure that is directly attributable to the acquisition of the items.

Depreciation is calculated on either a diminishing value or straight-line basis to write off the net cost of each item of property, plant and equipment over their expected useful lives as follows:

Office equipment 10% - 100%

Computer Equipment - 100%

The residual values, useful lives and depreciation methods are reviewed, and adjusted if appropriate, at each reporting date.

An item of property, plant and equipment is derecognised upon disposal or when there is no future economic benefit to the incorporated association. Gains and losses between the carrying amount and the disposal proceeds are taken to profit or loss.

Notes to financial statements

For the year ended 30 June 2025

Note 2: Reconciliation of Net Cash Provided By/ Used in Operating Activities to Net Profit

Operating Profit (Loss)	295,971	99,009
Adjustments for:		
Depreciation	12,423	12,057
(Increase) / Decrease in Trade & Other receivables	(2,216)	(27,465)
(Increase) / Decrease Prepaid Expenses	1,900	(1,900)
Increase / (Decrease) in Unspent Grants	162,084	62,523
Increase / (Decrease) in Trade and Other Payables	27,986	(4,654)
Increase/(Decrease) in Annual Leave Provision	8,380	6,530
Cash used / provided by operating activities	506,528	146,100

Note 3: Members Guarantee

The Company is a registered as a company limited by guarantee. If the Company is wound up, the constitution states that each member is required to contribute a maximum of \$1 each towards meeting any outstanding obligations on the Company.



MANAGING DIRECTOR: Leanne Oliver
DIRECTOR: Christopher Tan

4/896 Albany Highway, East Victoria Park 6101
PO Box 386, Victoria Park 6979
0460 040 900
admin@auditpa.com.au

Auditor's Independence Declaration

To the Board of Centre for Accessibility Australia Ltd

In accordance with the requirements of section 60-40 of the Australian Charities and Not for Profit Commission Act 2012, as lead auditor for the audit of Centre for Accessibility Australia Ltd for the year ended 30 June 2025, I declare that, to the best of my knowledge and belief, there have been:

- a) No contraventions of the auditor independence requirements of the Australian Charities and Not for Profit Commission Act 2012 in relation to the audit; and
- b) No contraventions of any applicable code of professional conduct in relation to the audit.

A handwritten signature in black ink, appearing to be 'L Oliver', written in a cursive style.

LEANNE OLIVER CPA RCA
DIRECTOR
RCA 463021

AUDIT PARTNERS AUSTRALIA
EAST VICTORIA PARK

Dated at Perth, Western Australia this 26th September 2025



MANAGING DIRECTOR: Leanne Oliver
DIRECTOR: Christopher Tan

4/896 Albany Highway, East Victoria Park 6101
PO Box 386, Victoria Park 6979
0460 040 900
admin@auditpa.com.au

INDEPENDENT AUDITOR'S REPORT

TO THE MEMBERS OF CENTRE FOR ACCESSIBILITY AUSTRALIA LTD

Report on the Audit of the Financial Report

Opinion

We have audited the accompanying financial report, being a special purpose financial report, of Centre for Accessibility Australia Ltd (the Company), which comprises the balance sheet as at 30 June 2025, the profit and loss statement, the statement of cash flow, statement of change in equity, a summary of significant accounting policies, other explanatory notes and the statement by members of the board.

In our opinion, the accompanying financial report of Centre for Accessibility Australia Ltd is in accordance with the Division 60 of the *Australian Charities and Not-for-profits Commission Act 2012*, including:

- (a) giving a true and fair view of the Company's financial position as at 30 June 2025 and of its financial performance for the year ended; and
- (b) complying with Australian Accounting Standards to the extent described in Note 1, and Division 60 of the *Australian Charities and Not-for-profits Commission Regulation 2013*.

Basis for Opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Report* section of our report. We are independent of the Company in accordance with the auditor independence requirements of the *Australian Charities and Not-for-profits Commission Act 2012* and the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 Code of Ethics for Professional Accountants (the Code) that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

We believe the audit evidence we have obtained is sufficient and appropriate to provide a basis for our qualified opinion.

Emphasis of Matter - Basis of Accounting

We draw attention to Note 1 to the financial report, which describes the basis of accounting. The financial report has been prepared for the purpose of fulfilling the Company's financial reporting responsibilities under the Company's constitution and the Australian Charities and Not-for-profits Commission Act 2012. As a result, the financial report may not be suitable for another purpose. Our opinion is not modified in respect of this matter.

Responsibilities of the Board for the Financial Report

The board is responsible for the preparation of the financial report that gives a true and fair view and has determined that the basis of preparation described in Note 1 to the financial report is appropriate to meet the requirements of the *Company's constitution*, the *Australian Charities and Not-for-profits Commission Act 2012* and the needs of the members. The board's responsibility also includes such internal control as the board determines is necessary to enable the preparation of a financial report that gives a true and fair view and is free from material misstatement, whether due to fraud or error.

In preparing the financial report, the board is responsible for assessing the Company's ability to continue as a going concern, disclosing, as applicable, matters relating to going concern and using the going concern basis of accounting unless the board either intend to liquidate the Company or to cease operations, or have no realistic alternative but to do so.

Auditor's Responsibilities for the Audit of the Financial Report

Our objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of the financial report.

A further description of our responsibilities for the audit of the financial report is located at the Auditing and Assurance Standards Board website at: <http://www.auasb.gov.au/Home.aspx>. This description forms part of our auditor's report.



LEANNE K OLIVER CPA RCA
Director

AUDIT PARTNERS AUSTRALIA
EAST VICTORIA PARK WA
Dated at Perth, Western Australia this 26th day of September 2025

A decorative graphic on the left side of the page, consisting of a vertical column of small, colored squares in various colors including red, blue, orange, green, and purple, arranged in a staggered, pixelated pattern.

**Centre for Accessibility Australia is an
award-winning not-for-profit that promotes
accessibility throughout Australia. We believe
accessibility is about more than compliance;
it's about people.**

accessibility.org.au

