

SkillFusionAI

Accessibility Policy

Effective Date: 24 April 2026 | Reviewed Annually

Our Commitment to Accessibility

SkillFusionAI (operated by ElevenCreative, Queensland, Australia) is committed to making our platform accessible to all users, including people with disability. We believe that digital training tools should work for everyone, regardless of ability, device, or circumstance. Accessibility is not a feature we add at the end. It is a standard we build toward from the beginning.

This policy sets out the accessibility standards we work toward, the legal framework that applies to us, our current state of compliance, our aims for improvement, and how you can contact us if you experience barriers on our platform.

1. Legal and Regulatory Framework

As an Australian business operating a digital platform, SkillFusionAI operates within the following legal and standards framework:

Disability Discrimination Act 1992 (Cth)

The DDA prohibits discrimination against people with disability in the provision of goods, services, and facilities. Digital platforms and websites are covered by the DDA. The Australian Human Rights Commission (AHRC) has confirmed that failure to provide accessible digital services can constitute unlawful discrimination under the DDA.

Web Content Accessibility Guidelines (WCAG) 2.2

In April 2025, the Australian Human Rights Commission formally adopted WCAG 2.2 Level AA as the minimum standard for digital accessibility in Australia, updating from WCAG 2.0 which had been the recommendation since 2014. WCAG 2.2 is also an approved ISO standard (ISO/IEC 40500:2025). SkillFusionAI uses WCAG 2.2 Level AA as its target accessibility standard.

AS EN 301 549:2024

Australia has adopted this international standard for accessibility requirements for ICT products and services. It applies to hardware, software, and digital interfaces across public, private, and not-for-profit sectors.

Digital Service Standard (DSS) 2.0

While mandatory only for Commonwealth government agencies, the DSS 2.0 (released December 2023) establishes best-practice principles including "leave no one behind" and "know your user" that SkillFusionAI adopts as guiding principles in its own platform design.

Authoring Tool Accessibility Guidelines (ATAG) 2.0

Because SkillFusionAI provides tools that enable users to create and publish content, we also work toward compliance with ATAG 2.0, which sets standards for tools that help people produce web content. This means our builder tools should be accessible to the people using them, and the content they produce should also support accessibility.

2. WCAG 2.2 Four Principles

WCAG 2.2 is built on four core principles that guide how we design and evaluate our platform. These are known as the POUR principles.

| Principle | What It Means for SkillFusionAI |
|-----------------------|--|
| Perceivable | Information and user interface components must be presented in ways that users can perceive. This includes providing text alternatives for images, captions for audio content, and ensuring content is not presented in ways that rely solely on colour to convey meaning. |
| Operable | User interface components and navigation must be operable by all users. This includes ensuring all functionality is available via keyboard, providing users enough time to read content, and not designing content that causes seizures or physical reactions. |
| Understandable | Information and operation of the user interface must be understandable. This includes using plain language, making pages behave predictably, and helping users avoid and correct mistakes. |
| Robust | Content must be robust enough to be interpreted by a wide variety of user agents including assistive technologies. This includes using valid, well-structured HTML and ARIA attributes where appropriate. |

3. International Context

Accessibility standards are largely harmonised internationally. Because SkillFusionAI serves users in Australia and potentially internationally, we acknowledge the following international frameworks:

- **United Nations Convention on the Rights of Persons with Disabilities (CRPD):** Australia ratified the CRPD in 2008. Article 9 requires states and organisations to ensure equal access to information and communications technology.
- **European Accessibility Act (EAA):** For any users or partner organisations in the European Union, the EAA requires accessibility of digital services. The EAA references EN 301 549, which aligns with WCAG 2.2.
- **Americans with Disabilities Act (ADA):** United States law requires digital accessibility for services offered to the public. SkillFusionAI's WCAG 2.2 Level AA target aligns with ADA compliance expectations.
- **ISO/IEC 40500:2025:** WCAG 2.2 is an approved ISO standard, meaning our accessibility target meets internationally recognised requirements across most jurisdictions.

4. Our Current Position

SkillFusionAI is a growing platform and we acknowledge that we are on a journey toward full WCAG 2.2 Level AA compliance. We do not claim full compliance at this time. What we do commit to is continuous improvement, honest reporting of known barriers, and prioritising accessibility in every new feature we build.

Current accessibility features of the platform include:

- Keyboard navigable interface for primary builder and navigation functions.
- Semantic HTML structure in page layouts.
- Alt text support for images uploaded to flipbooks.
- Colour contrast targets meeting or approaching WCAG AA ratios in primary UI components.
- Responsive design supporting mobile and tablet viewports.
- Text-based training content that is compatible with screen readers.
- No use of content that flashes more than three times per second.

5. Known Limitations

We are transparent about areas where our platform does not yet meet full WCAG 2.2 Level AA compliance. These are active areas of improvement:

- AI-generated voice narration audio does not yet have auto-generated captions or transcripts. Users who are deaf or hard of hearing cannot access audio-only content without a transcript.
- Some complex interactive builder components may not be fully keyboard navigable.
- PDF downloads generated by the platform may not meet full PDF accessibility standards (PDF/UA).
- Some image-heavy pages may have colour contrast ratios that fall below AA thresholds in certain contexts.
- Video content embedded from Vimeo relies on Vimeo's own accessibility implementation.

6. Our Accessibility Aims

SkillFusionAI commits to the following accessibility improvements over the next 12 to 24 months. These aims reflect our genuine commitment to inclusion, not just legal compliance.

Short Term (within 12 months)

- Add transcript output option for all SkillPlay narrated training videos.
- Conduct a formal WCAG 2.2 Level AA audit of primary user-facing pages using both automated tools and manual review.
- Improve keyboard navigation across all interactive builder components.
- Ensure all new features released are tested for accessibility before deployment.
- Add ARIA labels and roles to all interactive UI components that currently lack them.
- Improve colour contrast ratios across all secondary UI components to meet AA thresholds.

Medium Term (within 24 months)

- Achieve a verified WCAG 2.2 Level AA compliance rating for primary platform pages.
- Implement PDF/UA accessible PDF generation for flipbook and trainer guide downloads.
- Publish a formal Accessibility Conformance Report (ACR) using the VPAT format.
- Engage at least one person with lived experience of disability to review platform usability.
- Ensure all T4IMAGE library images include descriptive alt text metadata.
- Explore Australian Disability Access Symbol or equivalent recognition.

7. Feedback and Complaints

If you experience an accessibility barrier on our platform, we want to hear from you. Your feedback directly informs our improvement priorities.

Contact us at info@skillfusionai.com.au or through the Peer Connect section of the platform. Please describe the barrier you experienced, the page or feature involved, and the assistive technology or browser you were using if known. We will respond within 5 business days and aim to resolve reported barriers within 30 days where technically feasible.

If you are not satisfied with our response, you may lodge a complaint with the Australian Human Rights Commission at humanrights.gov.au or by calling 1300 656 419.

8. Policy Review

This Accessibility Policy is reviewed annually or sooner if there are significant changes to the platform or relevant accessibility standards. The current version is always available at www.skillfusionai.com.au/accessibility.