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Customer Service

Accessibility Policy

Purpose

To ensure that all customers, regardless of ability or circumstance, can access and use the services and information provided by Goodies TV & Communications.

Scope

Applies to all customer service interactions, appointments, communications, and information shared online or in-person.

Policy Statement

Goodies TV & Communications is committed to providing inclusive, respectful, and accessible services for all individuals. We strive to remove barriers that may prevent people from accessing our products, support, or facilities.

Key Components

1. Communication Accessibility

- We offer multiple ways to contact us, including phone, SMS, email, and website contact forms.
- We aim to communicate clearly, avoiding jargon, and can provide written summaries of verbal information upon request.
- Where possible, alternative formats (e.g., large text, simplified instructions) can be provided.

2. Physical Accessibility

- Our field staff will make reasonable efforts to accommodate customers with mobility needs during on-site appointments.
- If additional access requirements exist (e.g., wheelchair access, communication support), customers are encouraged to notify us when booking.

3. Online Accessibility

- Our website is being developed and updated with accessibility in mind to improve compatibility with screen readers and mobile devices.
- We aim to follow best practices for online accessibility (WCAG guidelines) where possible.

4. Inclusive Customer Service

- a. Staff are trained to treat all individuals with respect, patience, and understanding.
- b. We aim to accommodate different needs without discrimination and to listen openly to customer requests.

5. Feedback and Adjustments

- a. Customers are encouraged to provide feedback if they experience barriers when accessing our services.
- b. We will take all accessibility-related concerns seriously and respond with appropriate adjustments where reasonable.

Review and Enforcement

This policy is reviewed annually to ensure relevance and alignment with accessibility standards. Staff are expected to understand and uphold accessibility commitments. Non-compliance may result in corrective action or retraining.

Goodies TV & Communications

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