

# Accessibility and Inclusion



## 1. Purpose

Mindshift 4 Life is committed to fostering an inclusive and accessible learning environment for all individuals, regardless of ability, background, or identity. This policy outlines our approach to ensuring equitable access to Mental Health First Aid training and related services.

## 2. Scope

This policy applies to all courses, workshops, communications, and interactions conducted by Mindshift 4 Life, including public and private sessions delivered in Cairns, QLD and across Australia upon request.

## 3. Our Commitment

We strive to uphold the principles of:

- Equity: Fair treatment and opportunity for all.
- Accessibility: Removing barriers to participation.
- Inclusion: Creating spaces where everyone feels respected and valued.
- Respect: Honouring diverse lived experiences and identities.

## 4. Accessibility Measures

We will:

- Provide course materials in accessible formats upon request (e.g. large print).
- Offer flexible delivery modes (in-person, online, hybrid) where feasible upon request.
- Ensure physical venues are wheelchair accessible or provide alternatives.
- Use plain language and inclusive communication practices.
- Accommodate assistive technologies and support persons (upon request).

## 5. Inclusive Practices

We actively:

- Welcome participants of all cultural backgrounds, genders, sexual orientations, ages, and abilities.
- Respect neurodiversity and mental health lived experience.
- Encourage feedback to improve inclusivity.
- Avoid discriminatory language or practices in all course content and interactions.

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## 6. Support & Adjustments

Participants are encouraged to contact us prior to a course to discuss any specific needs.

We will make reasonable adjustments to support full participation, including:

- Modified schedules or breaks
- Quiet spaces or sensory accommodations
- Captioning or interpretation services (where possible)

## 7. Continuous Improvement

Mindshift 4 Life regularly reviews this policy in line with:

- The Disability Discrimination Act 1992 (Cth)
- The Australian Human Rights Commission's Disability and Mental Health Action Plan
- Mental Health First Aid Australia's Equity and Diversity Policy

## 8. Feedback & Complaints

We welcome feedback to improve our accessibility and inclusion efforts. Complaints or concerns can be submitted via our Contact Form. All feedback will be handled confidentially and respectfully.

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