

# A submission relating to the draft Telecommunications Consumer Protections Code

Centre for Inclusive Design

August 2018

Centre for Inclusive Design (CfID) is a centre of excellence for inclusive design in Australia. Our network of industry experts and global partners bring innovation and global best practice ID so everyone has the opportunity to connect and be a part of our society. CfID delivers innovation and insight, events and partnerships and a practice that helps people reach you. We build inclusive platforms to create more value for industry, government and most importantly meaningful connection for and with the people who are marginalised.

CfID believes that the Telecommunications Consumer Protections (TCP) Code should reflect the importance of accessibility features on equipment. Telcos should be required to provide accessibility information about any equipment such as phones that they sell to consumers as part of packages. Consumers with disability use this information to choose products which will best suit their needs. The information also needs to be made available in an accessible format (e.g. a website that conforms to WCAG2.1 guidelines, which were published in June 2018).

Manisha Amin  
Chief Executive  
Centre for Inclusive Design  
Email: [Manisha.Amin@cfid.org.au](mailto:Manisha.Amin@cfid.org.au)