
Community.OS - Mosa Accessibility Statement

Document	Mosa Accessibility Statement
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Parent Company	Sidekick Platforms
Platform Brand	Community.OS
Consumer Product	Mosa
Brand Promise	Making Participation Visible
Core Message	When participation becomes visible, communities become stronger.
Supporting Line	Every little bit helps.
Guide	Pitch

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1. Our Commitment to Accessibility

Mosa exists to make participation easier.

People participate in communities with different abilities, circumstances, devices, levels of confidence and ways of interacting with technology.

Our position is simple:

Participation should not depend on somebody being able to see, hear, move, read or interact with technology in one particular way.

We want Mosa and Community.OS to become increasingly accessible as the platform develops.

Accessibility is therefore something we consider across the design and development of Mosa, rather than something we intend to add only after the product is complete.

2. Who We Design For

There is no single way that people experience or use technology.

People may experience barriers relating to:

- vision;
- hearing;
- mobility or dexterity;
- speech;
- cognition, learning or memory;
- neurological difference;
- or another disability.

Accessibility can also matter because of temporary injury, ageing, environmental conditions, device limitations, language, literacy or different levels of digital confidence.

Mosa should support different ways of participating wherever reasonably possible.

3. Our Accessibility Approach

Mosa is still being developed.

As we design and build the platform, accessibility considerations include areas such as:

- keyboard navigation;
- screen-reader and assistive-technology compatibility;
- meaningful page and interface structure;
- readable typography;
- colour contrast;
- visible focus states;
- clear form labels and instructions;

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- understandable error messages;
 - alternatives for meaningful visual content;
 - responsive layouts;
 - browser zoom and text resizing;
 - avoiding unnecessary reliance on colour alone;
 - and making important actions understandable.

These are areas we are designing toward and will progressively test as the platform matures.

We do not currently claim that every Mosa experience meets each of these objectives or is free from accessibility barriers.

4. Our Accessibility Target

We use the **Web Content Accessibility Guidelines (WCAG)** as an important reference for designing and improving Mosa.

Our intended accessibility baseline for relevant web experiences is:

WCAG 2.2 Level AA

This gives our designers and developers a consistent standard to work toward as Community.OS develops.

Mosa has not yet completed the testing required to claim WCAG 2.2 Level AA conformance.

We would rather be clear about the standard we are working toward than make a compliance claim before we have sufficient evidence to support it.

5. Where Mosa Is Today

Mosa is an evolving platform.

Some capabilities are still being designed, built or refined, and our accessibility testing and assurance processes are developing alongside the product.

At this stage:

- accessibility forms part of our design and development considerations;
- WCAG 2.2 Level AA is our intended baseline for relevant web experiences;
- accessibility testing will increase as capabilities mature and approach production;
- and we expect to identify things that need improvement as that testing becomes more comprehensive.

Some experiences may not yet work equally well for every Person, assistive technology, browser, device or accessibility configuration.

We consider that an important reason to keep improving the platform, rather than a reason to overstate where we are today.

6. Public Website and Signed-In Mosa

Accessibility matters across both our public website and the signed-in Mosa experience.

Our public website includes information about Mosa, help and support content, public participation experiences, legal and trust information and other public content.

The signed-in Mosa experience includes more interactive participation capabilities such as Accounts, Organisation relationships, registrations, activities, communications and administration.

These experiences create different accessibility challenges.

As each develops, we aim to make important information and actions understandable and usable across different devices and ways of interacting with technology.

7. Clear and Understandable Experiences

Accessibility is not only about whether somebody can technically operate a button.

People also need to understand what they are being asked to do.

This is particularly important in Mosa where somebody may need to understand:

- what they are being invited to;
- what an Opportunity involves;
- where and when something happens;
- what is expected of them;
- what information is being requested;
- why something is required;
- what action they are taking;
- whether that action succeeded;
- and what happens next.

We aim to use clear, direct language and avoid unnecessary complexity in everyday participant experiences.

For Mosa, clarity is part of accessibility.

8. Different Ways of Using Mosa

People may interact with Mosa in different ways.

This may include using:

- a mouse or touchscreen;
- keyboard navigation;
- screen readers;
- voice input;
- screen magnification;
- browser zoom;

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- device accessibility settings;
 - text-to-speech;
 - or other assistive technologies.

As Mosa develops, we want important journeys to work across different ways of interacting with the platform wherever reasonably possible.

Because browsers, devices, operating systems and assistive technologies vary considerably, we cannot promise that every possible combination will behave identically.

Testing across these different environments will expand as the platform matures.

9. Children and Young People

Mosa supports participation by children and young people as well as adults.

Accessibility for young people can include physical and technical accessibility, but also age, comprehension and developing digital capability.

We aim to make important information understandable, particularly where it relates to:

- participation;
- privacy;
- safety;
- communication;
- important choices;
- and asking for help.

Young people may also participate through a parent, guardian or other authorised representative.

Those different participation pathways should support safe participation without unnecessarily removing the young Person from their own participation experience.

10. Content Created by Organisations and Participants

Organisations and participants may create or upload their own content through Mosa.

This could include:

- activity descriptions;
- messages;
- images;
- documents;
- videos;
- links;
- and other information.

Sidekick Platforms does not create or control every piece of content supplied by an Organisation or participant.

We therefore cannot guarantee that every item of user-provided content will be accessible.

As Community.OS develops, we want the platform itself to make accessible behaviour easier through good defaults and structured tools.

For example, where information can be provided as structured text rather than only through an image or attachment, that can make it easier for more people to access.

We also encourage Organisations and participants to consider the accessibility of the content they create and share.

11. Third-Party Services

Mosa may rely on or connect to third-party services for capabilities such as payments, communications, documents, authentication or other specialist functionality.

We do not control every aspect of an independent third-party service.

Where a third-party service forms an important part of a Mosa journey, accessibility is something we will consider when selecting and configuring that service where reasonably possible.

If an external service creates a significant barrier to an important participation outcome, we will consider whether another reasonable path or form of assistance is available.

12. Known Limitations

Mosa is still evolving, and we expect accessibility testing to identify things that need improvement.

Some experiences may not yet work equally well:

- for every Person;
- with every assistive technology;
- across every browser or device;
- or in every accessibility configuration.

We do not currently maintain a public list of every accessibility limitation while the product remains under active development.

As the production platform matures, material known limitations may be documented where doing so helps people understand or work around a barrier.

Accessibility issues that prevent somebody from completing an important participation journey or accessing important information should generally receive greater priority than minor presentation issues.

13. Accessibility Testing and Improvement

Mosa has not yet completed a formal accessibility conformance assessment.

As the product approaches production and individual capabilities mature, we expect accessibility testing to become progressively more comprehensive.

This may include a combination of:

- automated accessibility testing;
- manual review;
- keyboard testing;
- screen-reader or other assistive-technology testing;
- browser and device testing;
- and independent accessibility review where appropriate.

We will not claim that a particular assessment, certification or testing process has been completed unless it actually has.

If future testing provides sufficient evidence to support a more specific accessibility conformance statement, we will update this Statement accordingly.

14. If You Cannot Access Something

If an accessibility barrier prevents you from using Mosa, we want to know.

You can contact us if you:

- cannot access important information;
- cannot complete an important action;
- cannot use a feature with your assistive technology;
- cannot understand something;
- or encounter another accessibility problem.

Where reasonably possible, we will try to help you access the information or complete the relevant Mosa action in another reasonable way while we understand the underlying problem.

The immediate goal is not only to record an accessibility issue.

It is also to help you participate.

15. Reporting an Accessibility Problem

Accessibility issues can be reported to:

hello@oncommunityos.com

If you can, it may help to tell us:

-
- what you were trying to do;
 - where the problem occurred;
 - what happened;
 - the device or browser you were using;
 - and any assistive technology involved.

You do not need to provide technical information you do not know.

You should not need accessibility expertise to tell us that something is difficult or impossible to use.

16. How We Respond

When we receive an accessibility concern, we aim to understand:

- what the Person was trying to achieve;
- what created the barrier;
- how significant the impact is;
- whether there is another reasonable way to achieve the immediate outcome;
- and whether the underlying experience should be improved.

We do not currently promise a fixed remediation timeframe for every accessibility issue.

The appropriate response will depend on the nature and impact of the problem, the capability involved and whether the issue is within our control.

Serious barriers preventing access to important functionality should generally receive greater priority than lower-consequence issues.

17. Continuous Improvement

Accessibility will continue to develop with Mosa.

Our approach will mature as:

- the platform grows;
- accessibility testing expands;
- Community Spaces introduce new experiences;
- technology changes;
- accessibility standards develop;
- and people tell us about barriers they encounter.

Publishing this Statement does not mean the accessibility work is complete.

It establishes the direction we are working toward and gives people a way to tell us when Mosa is getting in their way.

18. Changes to This Statement

We may update this Statement as Mosa develops.

This may happen when:

- our accessibility practices mature;
- material capabilities change;
- testing provides new information;
- accessibility standards change;
- known limitations change;
- or we are able to make more specific accessibility claims.

The current version and last-updated date will be identified.

19. Contact Us

Mosa and Community.OS are operated by:

OSA Management Pty Ltd
ABN 62 677 945 863
Trading as Sidekick Platforms

For accessibility questions, feedback or assistance:

hello@oncommunityos.com

Our Accessibility Commitment

People see differently.

People hear differently.

People move differently.

People process information differently.

People communicate differently.

And people use technology differently.

Mosa should adapt to people wherever reasonably possible rather than expecting every Person to adapt to Mosa.

We believe:

Participation should be possible in more than one way.

Important information should be understandable, not merely technically available.

People should not need specialist technology skills simply to participate in their community.

Accessibility should be considered while Mosa is being designed and built, not only after somebody encounters a barrier.

Community Organisations should benefit from accessible defaults rather than needing to become accessibility experts themselves.

When somebody tells us that Mosa is preventing them from participating, that information matters.

Accessibility is not simply a technical standard.

It is part of making participation genuinely available.

We are still building toward that goal, and we will not pretend to have reached it before we have.

When something gets in the way, our first question should not only be:

How do we fix the interface?

It should also be:

How do we help this Person participate?

That is the standard we want Mosa to keep working toward.