



SmartyGrants

Software, data science & grantmaking intelligence

SmartyGrants

Accessibility Statement

Our Community Pty Ltd (ABN 24 094 608 705)

Version 2

Last updated 27 July 2026

Accessibility:

If you need this document in an alternative accessible format, please contact service@smartygrants.com

This policy applies to:

SmartyGrants, as operated by Our Community (ABN 24 094 608 705) in Australia, and Our Community International (CRN 15906965) in the United Kingdom.

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1 Accessibility statement

SmartyGrants sits between funders and the people seeking funds. When a form, a portal or a help page is hard to use, someone misses out on money intended for their community. We treat accessibility as a core function of the software and resource it accordingly.

2 Our commitment

We commit to designing, building and testing SmartyGrants so that people with disability can use it independently, whatever technology they use. We measure ourselves against industry best practices, we have our claims independently audited, and we publish our known limitations so you can see where we are up to. Where a barrier exists, we will tell you what we are doing about it.

This statement applies to SmartyGrants as operated by Our Community in Australia and by Our Community International in the United Kingdom.

3 What we're doing

- WCAG 2.2 AA: The SmartyGrants Applicant Site was independently audited by Digital Access at Vision Australia on 20 July 2026, which confirmed the site satisfies all Level A and AA success criteria under the Web Content Accessibility Guidelines (WCAG) version 2.2.
- The Applicant Site is compatible with screen readers, keyboard navigation and other assistive technologies.
- We add captions to videos to support users who are deaf or hard of hearing, or who prefer to view content without audio.
- We invite users to report any accessibility issues they encounter. We prioritise fixes and, where an immediate fix isn't possible, provide a workaround.
- We regularly review and improve our accessibility features based on user feedback and industry standards.
- At time of writing (July 27, 2026):
 - Our Applicant Help Site and SmartyFile are undergoing an accessibility audit; and
 - We are developing a new Help Hub for Manage Site users, which will include a full accessibility audit as part of its build.

4 Known limitations

Some parts of the platform have not been independently audited, and some have known gaps, as outlined below. We welcome feedback to help prioritise the work.

- **The Manage Site has not been audited:** SmartyGrants accessibility initiatives to date have centred grant applicants, so audits and improvements have focused on our Applicant Sites and SmartyFile. The Manage Site will be the focus of a future audit.
- **Help and support content has not been audited:** Our help and support content, including the current Manage Site help resources, has not yet been independently

audited for accessibility. This will be addressed through the Applicant Help Site audit and the new Manage Site Help Hub.

- **Mobile responsiveness:** We are rebuilding our Applicant Site to deliver full mobile responsiveness. All areas can be accessed on mobile, however, until this work is complete, some pages may not function optimally on mobile devices.

5 Reporting accessibility issues

If you encounter an accessibility barrier while using SmartyGrants, please let us know. We value your feedback and will do our best to address your concerns. You can contact us at service@smartygrants.com