

Accessibility

Our commitment to accessibility

Our services are available to all people and we are committed to ensuring that we are accessible to everyone.

Translating and Interpreting Service

Do you need an interpreter to talk with us? If you need help in your own language, contact the Translating and Interpreting Service (TIS) on 131 450 and tell them:

- the language you speak
- our name - Queensland Ombudsman
- our telephone number - 3005 7000

TIS will arrange an interpreter so you can talk with us. This service is free to you. For more information, visit the [TIS website](#).

Writing to us

You can write your complaint in your own language. We will arrange a translation of your complaint and respond to you in your requested language. This service is free to you.

National Relay Service

The National Relay Service (NRS) is a free phone service for people who are deaf or have a hearing or speech impairment. To contact us using the NRS, choose a contact method from the following list and provide our phone number when asked (3005 7000):

- [Make an Internet relay call](#)
- [Make a captioned relay call](#)
- Speak and Listen number 1300 555 727
- TTY number 133 677
- SMS relay number 0423 677 767

For more information, visit the [NRS website](#).

- If you are a carer, legal guardian, or acting on behalf of someone else, we can accept a complaint from you, with the complainant's permission.
- Prisoners can make a complaint using the free and confidential Prisoner PhoneLink telephone service, in writing using a confidential blue envelope, or in person when we visit a correctional centre.

Web accessibility

We are committed to making this website accessible to as many people as possible. We aim to meet AA accessibility checkpoints defined in the [W3C Web Content Accessibility Guidelines 2.0](#).

WCAG 2.0 is a technical standard developed under the Web Accessibility Initiative of the World Wide Web Consortium (W3C).

Compliance with web accessibility is an ongoing process which we are regularly working to improve. If you experience problems accessing any of the information on our site, please [contact us](#) and we will try our best to fix the problem or provide the information in an alternative format.

Listening to this website

You can listen to this website with BrowseAloud.

What is BrowseAloud?

BrowseAloud makes websites accessible to those who require online reading support or to translate the site content into a language of their choice.

What does BrowseAloud look like?

To activate this service, the user clicks on the 'b' icon within an orange circle usually placed in the top right corner of the screen. BrowseAloud features and options are accessed from an easy to use, floating toolbar. You can position this toolbar anywhere on your screen or hide from view, as you prefer.

What will BrowseAloud do for me?

- reads web pages aloud in a human-sounding voice (includes websites, intranets, extranets, html, accessible Flash, alt tags)
- reads secure web pages
- reads PDF and Word documents in their original format
- highlights each word as it is spoken to show you where you are on the page
- magnifies text to your chosen font size and font style
- translates word-for-word in 74 languages
- looks up accurate dictionary definitions
- converts text to MP3
- masks information on the screen to help you focus on a particular area

Who does BrowseAloud help?

BrowseAloud helps anyone who requires online reading support. This includes those with learning difficulties such as dyslexia, mild visual impairments and those with English as a second language. It works by reading web pages aloud in a human-sounding voice. The user simply hovers their mouse pointer over the text to hear it

read aloud.

It is not designed as a screen reader for people with a severe visual impairment. If you need this technology, there are commercial products available, such as [JAWS](#) and [NVDA](#).

PDF flyer for translated assistance to use BrowseAloud

This flyer supports community members who use languages other than English to access information about how to make an effective complaint, and when to contact the Queensland Ombudsman. The initial range of languages is: Arabic, Cantonese, Dinka, Greek, Hindi, Indonesian, Italian, Korean, Mandarin, Polish, Punjabi, Sinhalese, Spanish, Vietnamese.

- [Download A3 BrowseAloud PDF \(2 pages\) \(989.5KB\)](#)
- [Download A4 BrowseAloud PDF \(4 pages\) \(1.1MB\)](#)