

Digital Barriers

Future Ready - Module 1 text-only diagram

Purpose

This text-only diagram explains how forms, websites, files, videos, emails and online systems can become access barriers when they are hard to navigate, read, complete or understand.

Text-only diagram pathway

Digital barrier	Why it can exclude people	Better access option
Image-only PDF	A file looks like text but is really an image. Screen readers may not read it, and learners may not be able to search or copy the words.	Provide an accessible PDF, HTML page, DOCX file, or text version. Check reading order and headings.
Missing alt text	Images, diagrams, icons or buttons are not described. People may miss important meaning.	Add clear alt text or image descriptions for meaningful visuals. Mark decorative images correctly.
Confusing forms	Forms may have unclear questions, missing labels, too many required fields, or errors that are hard to fix.	Use clear labels, plain language, fewer steps, helpful error messages, and an access support contact.
Poor headings	Pages or documents may be hard to scan or navigate, especially for screen-reader users.	Use clear heading levels, short section titles, and predictable structure.
Videos without captions or transcripts	People who are Deaf, hard of hearing, processing audio differently, or watching without sound may be excluded.	Provide accurate captions, transcripts, and short summaries.
Hard-to-navigate systems	Websites, emails or online systems may be hard to read, complete, understand or use.	Make the main action clear, reduce steps, use plain language, and provide more than one way to ask for help.

Core message

Digital access is participation access. If a digital tool is hard to use, people may be blocked from reading information, completing forms, responding to messages, or joining services online.

What to check first

Ask: Can people find the main action?

Ask: Can people read and understand the information?

Ask: Can people use the form, file or video with the supports they need?

Ask: Is there a clear access support contact?

One small improvement

Start with one practical change: add alt text, add captions, create a text version, improve headings, simplify a form, or add an access contact option.

Accessible description

A text-only diagram titled Digital Barriers. It lists common digital barriers such as image-only PDFs, missing alt text, confusing forms, poor headings, videos without captions or transcripts, and hard-to-navigate online systems. Each barrier is paired with a better access option, such as accessible text versions, alt text, clear labels, headings, captions, transcripts, plain language, and access support contacts.

Access note

This is a text-only version of the diagram. It is designed to support learners who prefer selectable text, screen-reader-friendly structure, or simplified written explanations. If you need this information in another format, contact EduLinked at founder@edulinked.com.au.