

Procedural Barriers

Future Ready - Module 1 text-only diagram

Purpose

This text-only diagram explains how rules, timeframes, processes and service routines can make participation harder than it needs to be.

Text-only diagram pathway

Procedural barrier	Why it can exclude people	Better access option
Strict deadlines	People may need more time because of disability, access needs, support availability, fatigue, communication access, transport or processing time.	Offer flexible deadlines, reminders, extension options, and early access to information.
Too many steps	A process with many forms, logins, approvals or repeated questions can stop people from taking part.	Reduce steps, combine forms, provide a checklist, and show the process clearly.
No clear contact person	People may not know who to ask for help or where to send an access request.	Name a contact person or team. Provide email, phone, text or web contact options.
Only one way to apply	If there is only one application method, some people may be excluded.	Offer more than one pathway, such as online, email, phone, supported conversation, or accessible document.
No flexibility for access needs	Rigid routines can make participation harder than needed.	Build in flexibility, reasonable adjustments, alternate formats, support people, breaks, and pacing options.
Unclear process or service routine	People may not know what happens next, what is required, or how decisions are made.	Use step-by-step information, timelines, plain language, visual schedules and accessible updates.

Core message

A process can become a barrier when it is too rigid, too confusing, too long, or only designed for one way of participating.

What to check first

Ask: Does the person know what to do next?

Ask: Is there more than one way to complete the process?

Ask: Is there a clear contact person?

Ask: Can access needs be supported flexibly?

One small improvement

Start with one practical change: name a contact person, add a simple checklist, offer more time, reduce steps, or provide another way to apply.

Accessible description

A text-only diagram titled Procedural Barriers. It lists common procedural barriers such as strict deadlines, too many steps, no clear contact person, only one way to apply, no flexibility for access needs, and unclear processes. Each barrier is paired with a better access option, such as flexible deadlines, clear checklists, named contact pathways, multiple application methods, reasonable adjustments, visual schedules and plain-language updates.

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.