(Enter name of organisation/company)

Date: (enter today’s date)

**Inaccessible CAPTCHA on your website**

Dear (enter recipient’s name),

I am writing to let you know that the CAPTCHA on your website (enter the web page URL) is inaccessible to many people, in particular people who are blind or have vision impairment.

CAPTCHA images cannot be read by screen reading software – software used by people who are blind to navigate the web. CAPTCHA images, such as the one on your website, are also difficult to read for many people with a vision impairment and people who have a cognitive impairment. As the population ages this will mean increasing numbers of people will be unable to access your website.

I understand that CAPTCHAs are used to protect websites from spam and bots, however there are a number of alternative security measures which do not exclude people with disability. The Australian Communications Consumer Action Network (ACCAN) has information on their website <https://accan.org.au/our-work/policy/728-community-position-statement-on-captcha> about alternative security measures which can protect your website while allowing all users to access the site.

Websites which are inaccessible risk disability discrimination complaints under Australian legislation. Please consider changing the security on your website by removing the inaccessible CAPTCHA and replacing it with an accessible alternative.

Kind regards

(your name)