

Disability discrimination on Coles shopping website

IMF is providing Gisele Mesnage with financial assistance in relation to her proceedings against the Coles Supermarket website. IMF identified this pro-bono opportunity with the assistance of the Public Interest Advocacy Centre Ltd (PIAC).

Ms Mesnage launched a claim of unlawful discrimination against the Coles supermarket website on 5 November 2014. Ms Mesnage, who is blind, is seeking changes to the website to make it accessible for people who are blind or vision impaired. The Public Interest Advocacy Centre (PIAC) represents her in this case.

Ms Mesnage relies on a screen-reader to use the internet and, like many vision-impaired people, she has had ongoing problems accessing the Coles website to do her shopping since 2008.

For Ms Mesnage, this legal action is a last resort, after years of negotiations with Coles failed to bring about a lasting solution.

Although Coles has tried to fix problems with the site over the years, the site is not consistently accessible. Each time the site is upgraded, accessibility issues recur, or new ones arise.

IMF Bentham is backing Ms Mesnage's case as part of its pro bono program. 'Hopefully our assistance will help Ms Mesnage have her claim against Coles heard and successfully resolved,' said Clive Bowman, Director.