



RESOURCE SERIES
CLARITY TOOLS

INFORMATION

Accessibility Audit

Can People Find What They
Need Without Having to Ask?

*A practical clarity tool for churches
and ministry teams*



*Information can exist and still be
inaccessible.*

everVine

Administrative & Operations Support for
Churches and Ministries

evrvine.com

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Thank you for downloading this everVine Clarity Tool.

At everVine, we believe thoughtful systems create space for meaningful ministry.

Whether you serve as a pastor, church administrator, ministry leader, or volunteer, administrative responsibilities can quickly consume the time and energy intended for shepherding people, developing leaders, and advancing your church's mission.

Our hope is that this resource gives you space to step back, gain clarity, and take practical steps toward healthier, more sustainable ministry.

Every church is unique, and every ministry has different needs. We hope this resource offers clarity, organization, and a helpful starting point for your next steps.

Our Mission

Helping churches steward their time, systems, and resources so pastors and ministry leaders have more margin for ministry.

About everVine

everVine partners with churches and ministries to provide administrative, operational, and organizational support that gives leaders more time to focus on people and ministry.

From executive pastor support and church administration to systems development, project management, and ministry operations, our goal is simple:

To help churches thrive through thoughtful support behind the scenes.

"Let the favor of the Lord our God be upon us, and establish the work of our hands upon us; yes, establish the work of our hands." Psalm 90:17



The Accessibility Check

Information is only useful when the people who need it can find it.

Your church may already have the information your staff and volunteers need. The schedule was created. The procedure was written down. The contact list exists. The event details were shared.

But where does that information live now?

When people repeatedly have to ask where, when, who, or how, the problem may not be missing information. The problem may be access.

HOW OFTEN DO YOU HEAR QUESTIONS LIKE THESE?

- | | |
|--|---|
| ☐ Where can I find that form or document? | ☐ Which version am I supposed to use? |
| ☐ When am I supposed to be there? | ☐ Where was that information shared? |
| ☐ Who is responsible for this? | ☐ Who do I contact if I have a question? |
| ☐ How do I handle or submit this? | ☐ Can you send me that link again? |

QUICK REFLECTION

Where do people most often have to come to you for information they should be able to access on their own?

The goal is not to eliminate questions.

It is to eliminate the questions caused by information that is difficult to find, scattered across too many places, outdated, or dependent on one person to provide.



What Are People Asking For?

Repeated questions can show you where information is difficult to access.

Think about the questions your staff and volunteers ask again and again. Do not worry yet about how to fix them. First, identify where people are getting stuck.

Repeated Question or Request	Who Asks?	How Often?	Where Does the Information Live Now?

LOOK FOR PATTERNS

As you review your list, what do you notice?

- ☐ The same questions are coming from multiple people
 ☐ Information is spread across several locations
 ☐ People rely on one person for answers
 ☐ Information was shared once but is difficult to find again
- ☐ Different versions of the same information exist
 ☐ People are unsure where they should look first
 ☐ Important information lives in multiple places
 ☐ Other: _____

What information would make the biggest difference if people could access it without asking?

Repeated questions are useful information.

- They can show you exactly where your system needs more clarity.

Can They Find It Without You?

Accessible information should not depend on one person being available.

Choose the most important or frequently requested information from the previous page. Then look at each item through the lens of the person who needs it, not the person who created or manages it.

Information / Resource	Easy to Find	Current	Right People Have Access	Clearly Labeled	One Reliable Location
	☐	☐	☐	☐	☐
	☐	☐	☐	☐	☐
	☐	☐	☐	☐	☐
	☐	☐	☐	☐	☐
	☐	☐	☐	☐	☐

THE FIVE-QUESTION TEST

For anything you marked incomplete above, ask:



Can they
FIND it?

Would someone know where to look without asking?



Can they
ACCESS it?

Do the people who need it actually have permission or access?



Can they
TRUST it?

Is it clear that this is the current, correct version?



Can they
UNDERSTAND it?

Is it named and organized in a way that makes sense to the person using it?



Can they
RETURN to it?

Will they know where to find it the next time they need it?

Where is your greatest accessibility gap?

Accessibility is more than having a file.

People need to know where it is, trust that it is current, and be able to reach it when they need it.

Close the Accessibility Gaps

Not every information problem needs a new system. Sometimes it simply needs a better home, clearer instructions, or an update.



CENTRALIZE

Bring information that is scattered across multiple places into one reliable location.

What needs one clear home?



DOCUMENT

Capture information that currently depends on someone remembering, explaining, or answering each time.

What needs to be written down?



UPDATE

Correct outdated information, replace old versions, and make it clear which information is current.

What needs attention?



SIMPLIFY

Make information easier to understand, navigate, or use.

What could be clearer?



REMOVE

Archive or remove duplicate, outdated, or unnecessary information that creates confusion.

What is getting in the way?

START WITH THE BIGGEST GAP

Which change would reduce the most questions, interruptions, or delays right now?

What is one step you can take this week?

You do not need more information everywhere.

You need the right information in the right place, accessible to the right people.

Your Information Accessibility Plan

Clarity comes from deciding what changes next.

You do not have to reorganize everything at once. Start with the information gaps creating the most questions, interruptions, confusion, or delays. Then give each one a clear home and a clear owner.

TURN YOUR FINDINGS INTO ACTION

What Needs To Change?	Where Will It Live	Who Needs Access?	Who Owns It?	By When?

BEFORE YOU CALL IT DONE

- ☐ The information has one clear, reliable location
- ☐ The people who need it can access it
- ☐ Old or duplicate versions have been removed or archived
- ☐ The information is clearly named and easy to understand
- ☐ Someone is responsible for keeping it current
- ☐ Staff and volunteers know where to look first



YOUR NEXT ACTION

What is the first change you will make?

When will you do it?

The goal is not simply organized information.

The goal is information people can find, trust, and use without depending on someone else to retrieve it.



Ready to Talk?

If creating healthier systems and more margin for ministry feels like the next step, we would be honored to help you find the right support for your church or ministry.

Schedule a complimentary Discovery Conversation



evrvine.com



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Helping churches steward their time, systems, and resources so they can focus on ministry.

Explore More Church & Ministry Resources:

everVine offers practical tools designed to help churches and ministry leaders create healthier systems, strengthen their teams, and make room for the people and priorities that matter most.

Explore resources for:

Leadership & Decision-Making — tools to bring clarity to priorities, responsibilities, and next steps

Planning & Healthy Rhythms — practical support for creating sustainable weekly and ministry rhythms

Delegation & Team Support — resources to help leaders share responsibility and equip others to serve well

Operations & Organization — tools for strengthening the systems that support ministry behind the scenes

Explore the Church & Ministry Resource Collection

evrvine.com/church-ministry-support

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