



Government of **Western Australia**  
Office of the **Government**  
**Chief Information Officer**

# Digital Services Policy Framework

## Website Accessibility Standards

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## Document Control

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### Document version history

Date	Author	Version	Revision Notes
2011	Public Sector Commission	1	First Release
2014	Department of Finance	1	Rebranded to Department of Finance
2017	Office of the GCIO	1.1	Applied Office of the GCIO brand; Edits to facilitate moving the content under the Digital Services Policy Framework, including removing references to WGF PSC Circular and the National Transition Strategy, added more references to Further Guidance section



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## Introduction

Website accessibility is about ensuring that web content can be accessed by as many people as possible. This includes people with disabilities, older people, people who can't use or struggle with digital services, people living in remote locations and people using alternative online technologies such as mobile devices.

While accessible websites are focused mainly on users with disabilities, other benefits include:

- Making it easier for customers to use the website.
- Provision of services and information that is accessible to everyone.
- Adhering to anti-discrimination legislation.

## Scope

These standards apply to all public sector entities that are within the scope of *Digital WA*.

These standards are to be applied to:

- Public facing websites
- Intranets
- Extranets
- Web applications
- Social media sites and tools

## Requirement

All digital content must adopt the WCAG 2.0 standard to meet minimum Level A, or the preferred Level AA.

Cross-jurisdictional websites and websites created through public-private partnerships should meet the accessibility requirement applicable to the main authoring agency.

Web content relating to government funded programs (including grants) or initiatives delivered through third-party providers should meet the website accessibility requirement if the information provided is portrayed as, or is considered to be, 'government information'.

## Reporting

Agencies are required to report on their website accessibility levels on a yearly basis as part of the Digital Services Policy Framework reporting requirements, and/or by other means which may be identified by the OGCIO in the future.

## Authority

The Website Accessibility standards form part of the Digital Services Policy Framework underpinning the Digital Services Policy, which was released under [Premier's Circular 2016/03: Mandatory Implementation of Whole-of-government Information and Communications Technology \(ICT\) Strategy and Associated Policies](#).

## Relevant Legislation

### Commonwealth Legislation

*Commonwealth Disability Discrimination Act 1992* requires the provision of equitable access to people with disabilities. Under the Act, it is unlawful to discriminate against a person with a disability by excluding access to information and services, which includes those delivered online.

### Western Australia Legislation

*Disability Services Act 1993* requires Western Australian state and local governments to develop and implement a Disability Access and Inclusion Plan (DAIP). DAIPs aid in planning services, facilities and information to assist people with disabilities access to public authorities.

*Equal Opportunity Act WA 1984* assists to ensure that people are equally able to access services, facilities, information and buildings in WA.

## Further Guidance

### Web Accessibility

Web accessibility relies on several components working together, including<sup>1</sup>:

- 'Web content – refers to any part of a website, including text, images, forms and multimedia, as well as markup code, scripts, applications, and such.
- User agents – software that people use to access web content, including desktop graphical browsers, voice browsers, mobile phone browsers, multimedia players, plug-ins, and some assistive technologies.
- Authoring tools – software or services that people use to produce web content, including code editors, document conversion tools, content management systems, blogs, database scripts and other tools.'

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<sup>1</sup> <https://www.w3.org/WAI/intro/people-use-web/principles>

Explanation and guidelines for these components are available from WAI:

- [Essential components of Web Accessibility](#) – explains the relationships between these different components.
- [Authoring Tool Accessibility Guidelines](#) – addresses authoring tools
- [User Agent Accessibility Guidelines](#) – addresses user agents and some assistive technologies.

A [Web Accessibility Guide and Checklist for the WA public sector](#) (available in Excel format) is provided to assist web content editors apply WCAG 2.0 requirements. This guide provides additional explanation and enables quicker implementation. It is not intended to supersede or amend or add to WCAG 2.0 in any way. A copy of the Guide is available from the OGCIO website.

Guidance on [Video and Audio Captioning Requirements](#) is also available.

Additional guidance and resources to help make your website and web tool accessible are available from the W3C Web Accessibility Initiative (WAI):

- [Understanding WCAG 2.0](#) – provides additional guidance on learning and implementing WCAG 2.0.
- [How to meet WCAG 2.0](#) – a quick reference guide to WCAG 2.0 success criteria and techniques.
- [Techniques for WCAG 2.0](#) – provides details on how to develop accessible web content.

## PDF accessibility

PDF documents must be accessible. [Guidance on PDF accessibility](#) is available from the Digital Transformation Office.

Other PDF accessibility guidance include:

- [Creating accessible PDF files FAQs](#)
- [PDF Techniques for WCAG 2.0](#)
- [Listing of accessibility checking and repair tools](#)
- [WCAG 2.0 A and AA Success Criteria and Applicable Techniques for PDF for Adobe accessibility blog](#)
- [Creating accessible PDFs - Microsoft](#)
- [The Australian Government's study into the Accessibility of the Portable Document Format for people with a disability](#)

## Mobile Web

If you are designing mobile first sites, WAI has guidelines that support websites that are both accessible for people with disabilities and for mobile devices.

- [Mobile Accessibility](#) – refers to making websites and applications more accessible to people with disabilities when they are using mobile phone and other devices.
- [Mobile Web Best Practices](#) – specifies best practices for delivering web content to mobile devices.
- [Relationship between Mobile Web Best Practices and Web Content Accessibility Guidelines](#) – similarities and differences between the two.

## Social Media

Social media enables people to interact through the creation and sharing of content online. However most social media applications do not adequately address accessibility and are difficult to use with assistive technology. Resources on social media accessibility include:

- [The Sociability](#) - an insight into how people with disabilities can best use popular social media tools.
- [Social Media Accessibility Guidelines](#) – developed to empower people with disabilities to use social media for disaster preparedness, response and recovery.
- [Improving the Accessibility of Social Media in Government](#) – US Government based toolkit.

## External Resources

- Web accessibility quick wins – references to options and techniques that will help you prioritise work that can be quickly implemented and enable the biggest impact.
  - [Web Accessibility WCAG 2.0 Level A Primer](#) – AccessiQ
  - [Accessible websites checklist](#) [PDF] - Disability Services Commission
  - [10 Simple Web Accessibility Tips You Can Do Today](#)
  - [Insight into website accessibility and its evaluation tools](#)
- W3C WCAG 2.0
  - [Web Content Accessibility Guidelines 2.0 \(WCAG 2.0\)](#)
  - [How to meet WCAG 2.0 \(quick reference guide\)](#)
  - [Techniques and failures for WCAG 2.0](#)
  - [WCAG 2 FAQ](#)

- [Introduction to Techniques for WCAG 2.0](#)
  
- W3C Web Content Accessibility Guidelines 2.0 – provides references to W3C WCAG information.
  - [Introduction to web accessibility](#)
  - [Essential components](#)
  - [Designing for inclusion](#)
  - [Planning and implementing web accessibility](#)
  - [Before and after demonstration \(BAD\)](#) – shows an inaccessible website and a retrofitted version of the same website.
  - [Understanding WCAG 2.0](#)
  - [How WCAG 2.0 differs from WCAG 1.0](#)
  
- Web Accessibility evaluation – references to web accessibility evaluation methodologies and evaluation tools.
  - [Accessibility Evaluation Resources – WAI](#); provides useful resources that describe approaches on: identifying accessibility issues, evaluation methodology, evaluation at various website stages (development, monitoring, etc) and evaluation tools.
  - [Website Accessibility Conformance Evaluation Methodology \(WCG-EM\)](#); describes a possible approach for evaluating website conformance to WCAG 2.0
  - [Accessibility conformance testing](#)
  - [Website infrastructure assessment](#)
  - [Capability assessment](#)
  
- [Vision Australia](#) – information on accessibility workshops and resources.
- [Acrobat accessibility guides from Adobe](#)
- Creating accessible Office files – [Microsoft](#) .
- [Access iQ](#) – references to web accessibility guides and tools.
  
- Pre-recorded audio / video
  - [Guidelines for audio description on videos](#) – AccessiQ
  - [Five ways to increase video accessibility and minimise cost](#) – AccessiQ
  - [Captioning, audio description and transcription suppliers](#) – Media Access Australia



- HTML and CSS checklist for developers – AccessiQ.
  - [The ultimate accessible HTML and CSS checklist for developers](#): part 1
  - [The ultimate accessible HTML and CSS checklist for developers](#): part 2
  - [The ultimate accessible HTML and CSS checklist for developers](#): part 3
- [Web Accessibility wizard](#) – AccessiQ.

## Further Information

The Office of the Government Chief Information Officer (OGCIO) will support agencies by providing general advice and supporting information to assist agencies.

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