Case Study: NSW Government

Centre for Inclusive Design

The Project

Challenge

Prior to the public launch of their new nsw.gov.au website, this NSW government department partnered with Centre for Inclusive Design (CfID) to review their new website against W3C WCAG 2.1 guidelines and to complete a Web Accessibility Audit.

They sought to identify and remediate any issues quickly and efficiently to ensure their service offering was to the highest standards before being released to the Australian public.

Solution

Partnering with the Department, the CFID team began with a consultation to identify the representative sample including pages, processes, and documents. The accessibility audit was then completed, aligning the audit and the subsequent report with the 50 success criteria of the globally recognised WCAG 2.1 Level AA standards. CFID used both automatic tools and manual testing, across 4 commonly used browsers and on both desktop, mobile and tablet devices.

In addition to the accessibility audit, the Department also procured an Accessibility Implementation Review including an accessibility statement. This secondary test cycle ensured that all identified issues had been fixed.

Impact

After the completion of the implementation review the websites compliance score was 98%.

The Department can confidently report that their website is WCAG 2.1 level 'AA' compliant.

Solution

This website, containing important information for the public on government initiatives, is accessible to as many people as possible.

The department has complied with EN301 - Accessibility requirements suitable for public procurement of ICT products and services.

The department was extremely pleased with the results.

"CFID provided us with critical insights into our accessibility errors which allowed us to make fast decisions and develop a product that aims to provide accessible content for all users and meet and exceed WCAG 2.1 AA."

If you have any questions or feedback, please call or email us.

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Centre for Inclusive Design