National Water Commission

Web Accessibility Action Plan

Summary

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Introduction

The National Water Commission requested a Web Accessibility Action Plan from AccessibilityOz in April 2012. This is to meet the requirements of the [Disability Discrimination Act 1992 (DDA)](#) and the Australian Government's Web Accessibility National Transition Strategy (NTS). The NTS requires all Government websites to comply with the World Wide Web Consortium's Web Content Accessibility Guidelines, Version 2 (WCAG2) http://www.w3.org/TR/WCAG/.

- Level A compliance is required by 31 December 2012
- Level AA compliance is required by December 2014

AccessibilityOz reviewed the Commission's online strategy, and meet with relevant staff to identify areas of priority. The main focus was on identifying strategies to meet WCAG2 requirements. Strategies were also identified for broader accessibility issues, such as raising awareness of accessibility throughout the Commission, ongoing maintenance of accessibility and responding to accessibility feedback, requests and complaints.

Background

What is an Action Plan?

The Australian Human Rights Commission describes a Disability Action Plan as "a strategy for changing those departmental practices which may discriminate against people with disabilities. An Action plan will help your department to identify these practices and will offer a blueprint for change."

An Action Plan will be effective in ensuring compliance with the DDA if it convinces complainants and ultimately a Hearing Commissioner or the Federal Court that it

- demonstrates commitment to eliminating discrimination
- shows clear evidence of effective consultation with stakeholders
- has priorities which are appropriate and relevant
- provides continuing consultation, evaluation and review
- has clear timelines and implementation strategies and
- is in fact being implemented.

More information on Disability Action Plans is available at: http://www.humanrights.gov.au/disability_rights/action_plans/Effective_Plan/effectiveplan.html

Scope

What will be included

This action plan focuses on web accessibility. It deals specifically with accessibility of content in websites and web applications of the National Water Commission. The strategies can be added to any wider Disability Action Plan devised by the Commission.

Websites

The current websites of the NWC included in this Action Plan are:

- NWC website (www.nwc.gov.au)
- NWC Intranet - Pipeline (http://nwc-web02/Pages/pipeline.aspx)

It also deals with Content Management Systems, specifically with website authoring and templates that are created for web content.

Web applications

Currently, the web applications used in the National Water Commission are:

- Darzin (https://www.darzin.com/Darzin3/Presentation/P Login.aspx)
    - Stakeholder management system
    - 3rd party product
- Aurion (https://aurioness.pmc.gov.au/aurprnwc/)
    - Stakeholder management system
    - 3rd party product

Not included

- Water Dictionary (http://dictionary.nwc.gov.au)
    - This website will be decommissioned is not included in this plan. The web site will be available on USB on request.
- Australian Water Resources 2005 (http://www.water.gov.au)
    - This website will be archived
- Clarity
    - This website will be archived and decommissioned
- Web sites hosted by external agencies under the jurisdiction of NWC.
    - In the event that these sites are deemed to fall under the jurisdiction of NWC, then NWC will approach previous owners regarding accessibility compliance and undertake fixes as necessary.

Goals and Strategies

1. Raising awareness of web accessibility

1.1. Staff members with web responsibilities have a basic understanding of the importance accessibility.
1.2. Web accessibility is included in policies and procedures relating to the online environment.
1.3. The NWC Web Publishing Guidelines are consistent with WCAG2.
1.4. Accessibility is monitored by senior management within the organisation.

2. Fixing accessibility errors in current web content

2.1. Current web content meets minimum Level A compliance to WCAG2
2.2. Web content is updated to comply with WCAG2 Level AA guidelines

3. Building new web sites and web applications

3.1. Newly developed web sites and applications comply with WCAG 2.0 level AA guidelines.
3.2. Accessibility requirements are identified early in the design process.
3.3. All new web sites/applications are checked for accessibility as part of their development.
3.4. Errors found in audits are addressed.
3.5. Users of assistive technology are involved in accessibility evaluations for high profile sites and applications
3.6. External developers are able to implement WCAG 2.0 guidelines

4. Developing content with a Content Management System

4.1. Content Management System produces accessible web content.
4.2. Templates for web content comply with WCAG 2.0 Level AA guidelines.
4.3. Templates for web content are checked for accessibility as part of their development.

5. Maintaining accessibility of web content

5.1. Accessibility level of web content is maintained.
5.2. Developers and content authors produce accessible web content.

6. Training developers and content authors

6.1. All web developers are trained in developing accessible code before given access to NWC web services.
6.2. All content authors are trained in producing accessible content before given access to NWC web sites.

7. Procuring new products for the online environment

7.1. Procurement policies relating to websites or web applications include web accessibility criteria

7.2. Any new Content Management System meets WCAG 2.0 Level AA Guidelines

8. Managing accessibility of web content in 3rd party products

8.1. Web based applications used internally (e.g. Darzin, Aurion) meet minimum Level A compliance to WCAG 2.0

8.2. Web developers understand how to implement WCAG guidelines for 3rd party/commercial products (e.g. Using SharePoint to develop Intranet)

9. Publishing documents online

9.1. Documents published on the web are provided in multiple formats.

9.2. All PDFs are tagged correctly tagged.

10. Publishing audio-visual content online

10.1. Audio content is accessible to users with hearing impairments.

10.2. Video content is accessible to users with hearing impairments.

10.3. Video is accessible to users with visual impairments.

10.4. Audio-visual content is accessible to users with other disabilities.

10.5. Media player is tested to ensure it is accessible.

11. Addressing accessibility feedback, requests and complaints

11.1. All web content can be used by people with disabilities

11.2. Staff with web responsibilities recognise accessibility issues

11.3. Staff acts on accessibility related user complaints, requests and questions.

11.4. Users can request an accessible format of a PDF (Word, MP3 or Text)

11.5. Users know who to contact for an accessibility issue.

12. Promoting the NWC's commitment to online accessibility

12.1. The Action Plan is available on the NWC website

12.2. The Action Plan is lodged with the Australian Human Rights Commission

12.3. The Plan is available in multiple formats.

13. Monitoring the implementation of the Action Plan

13.1. Action Plan is periodically reviewed and updated

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