

Senate Community Affairs Committee
ANSWERS TO ESTIMATES QUESTIONS ON NOTICE
SOCIAL SERVICES PORTFOLIO
2013-14 Additional Estimates Hearings

Outcome Number: Cross Outcome - Across Programs

Question No: 178

Topic: Freedom of Information

Hansard Page: Written

Senator Ludwig asked:

- 1) How does the department test it is complying with accessibility standards for its websites?
- 2) Does the department comply with accessibility standards for all its websites?
- 3) What would be the effect on the accessibility rating of the department's website if FOI PDFs were provided on the department websites?
- 4) What accessibility testing of the website was done and what were the points of failure prior to this change in access for FOI documents?
- 5) Have the website accessibility standards been solely or partly responsible for not putting FOI PDF documents on the department websites?

Answer:

1) The Department of Social Services (DSS) has completed significant work in relation to education and testing for WCAG 2.0 compliance. DSS has implemented a testing regime using a mixture of automated and manual assessment methods to identify accessibility issues and correct where necessary.

2) The Department's websites listed below are considered to meet WCAG 2.0 Level Double A as of December 2013:

- <http://www.dss.gov.au>
- <http://kevinandrews.dss.gov.au>
- <http://mitchfield.dss.gov.au>
- <http://concettafierravantiwells.dss.gov.au/>
- <http://formerministers.dss.gov.au>
- <http://www.companioncard.gov.au>
- <http://saif.govspace.gov.au>
- <http://www.ndis.gov.au>
- <http://www.problemgambling.gov.au>

3) DSS already provides all FOI documents in PDF format on its Departmental website. The Department followed a risk-management approach on the accessibility of FOI documents taking into consideration resources required to provide handwritten and redacted material in accessible formats.

4) DSS has provided all FOI document requests in PDF format on the Departmental website since the Information Publication Scheme came into effect on 1 May 2011. Prior to this date the website did not conform to WCAG guidelines due to its previous technology platform.

5) DSS has provided all FOI document requests in PDF format on the Departmental website since the Information Publication Scheme came into effect on 1 May 2011.