TELECOMMUNICATION STAFF TIP SHEET

What is the purpose of this tip sheet?

This tip sheet is designed to support telecommunications staff in developer, design and content production roles to make their website and app content more accessible.

What are the 'quick wins'?

Recent research by Centre for Accessibility Australia has shown that some accessibility issues that are well known to staff can be overlooked from time to time.

Issues that often get overlooked include:

» Adding alternative text to images, or marking them as decorative

» Making sure that colour is not used to indicate a change

» Making sure there's an easy way for consumers to navigate around the website such as moving between the user dashboard portal and the rest of the website.

What are some of the bigger issues that I need to know?

Some of the other issues that need to be considered are:

» Making sure that the colour contrast meets the 4.5:1 colour contrast ratio for general content, and 3:1 for user interface elements such as buttons

» Make sure that links are descriptive. If you read the link or button by itself, would it still make sense? Examples include buttons like 'buy' or 'read more'. These could be changed to 'buy $20 plan' and 'read more about the $20 plan' respectively.

» Improve the accessibility of headings and labels. Many people with disability use assistive technologies that rely on heading and labels for navigation. Check that these work okay so people with disability can more easily find what they need.

» Don't limit users to PDF files: always make sure that the same information that is in a PDF is also available on a webpage. This will help assistive technology users access the information if the PDF is inaccessible.

I'm a developer. Are there tools that I can use to check for accessibility?

Yes there are tools that can help. Please note though that tools can only detect some issues and having people with disability test content with their preferred assistive technologies is also important.

Two popular tools include:

» <u>W3C validator</u> to check that code works correctly

» <u>WAVE</u> extension for Chrome and Firefox to check issues.

Is there anything else I need to do?

It is a requirement of the Australian Human Rights Commission that all public facing content conforms to the W3C Web Content Accessibility Guidelines (WCAG) standard to the Level AA requirements. For further information on all the WCAG requirements, please visit the web accessibility <u>Guides on the Centre for Accessibility Australia</u> website.

ACCESSIBLE TELECOMMUNICATIONS