

Financial Rights
LEGAL CENTRE

Web-ABILITY: Developing Inclusive Design


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Accessible Websites

What do we mean?

Web accessibility means that websites, tools, and technologies are designed and developed so that people with a range of disabilities can use them.


Web accessibility encompasses all disabilities that affect access to the Web, including:

- auditory
 - cognitive
 - physical
 - neurological
 - speech
 - visual
- 

Accessible Websites

What do we mean?

Web accessibility also benefits **people without disabilities**, for example:

- people using a **slow Internet connection**, or limited bandwidth (remote communities)
 - people using **mobile phones** and other devices with small screens
 - **older people** with changing abilities due to ageing
 - people with **lower literacy** levels
 - **Non-English speaking** people or people for whom English is a second language
 - people with **“situational limitations”** such as in bright sunlight or in an environment where they cannot listen to audio
- 

Best Practice

Website Content Accessibility Guidelines (WCAG)

International Standard

- [WCAG 2.0](#) was published in 2008.
- [WCAG 2.1](#) was published in 2018.
- [WCAG 2.2](#) is scheduled to be finalised in 2023

Perceivable

- Provide [text alternatives](#) for non-text content.
- Provide [captions](#) for multimedia.
- Create content that can be [presented in different ways](#), including by assistive technologies, without losing meaning.
- Make it easier for users to [see and hear content](#).

Operable

- Make all functionality available from a keyboard.
- Give users enough time to read and use content.
- Do not use content that causes seizures or physical reactions.
- Help users navigate and find content.
- Make it easier to use inputs other than keyboard.

Understandable

- Make text readable and understandable.
- Make content appear and operate in predictable ways.
- Help users avoid and correct mistakes.

Robust

- Maximize compatibility with current and future user tools.

We focused on our audience

- Who is the target audience for our website?
- Who did we think was missing out?
- What did we want to achieve with our online resources?
- We couldn't - and didn't - achieve everything.

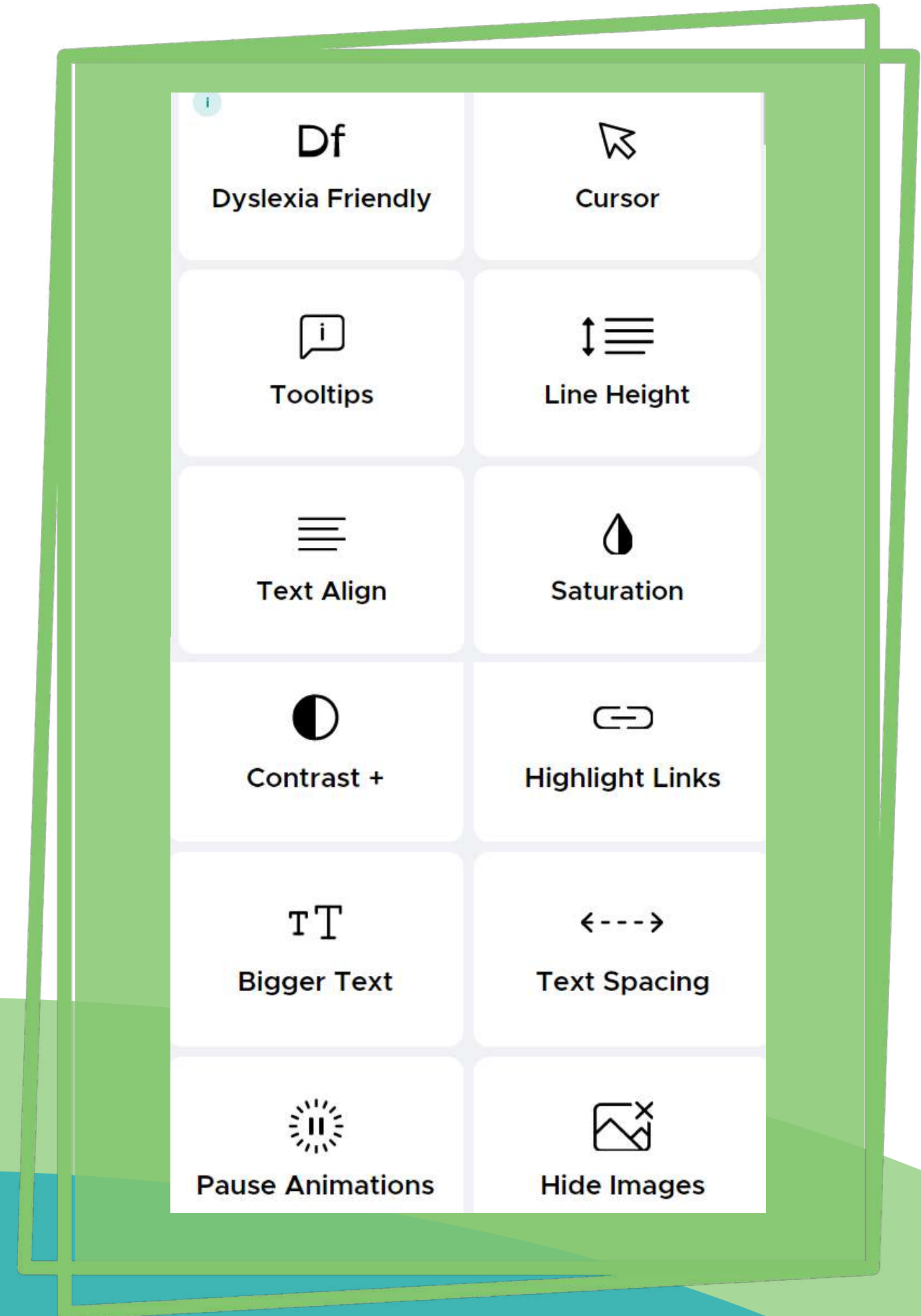


New Features for Financial Rights



- USER Way Plug-in
- TIS info in language
- Plain language fact sheets
- Debt problem solver
- First Nations content
- Hyperlinks and Alt Text
- Low bandwidth features
- Email enquiry forms

UserWay Plug-in



TIS info in language



Please tell us what language you speak when you call. We can organise an interpreter to talk to you over the phone.

For help with debts or loans or if you are in financial hardship, call 1800 007 007 to speak to a free financial counsellor in your state. A financial counsellor can talk to you about financial options and the support services available (such as energy vouchers and community programs)...



Languages

English

عربي /Arabic

Ελληνικά /Greek

فارسی /Persian

हिंदी /Hindi

Bahasa Indonesia /Indonesian

Italiano /Italian

한국어 /Korean

नेपाली /Nepali

ਪੰਜਾਬੀ /Punjabi

Español /Spanish

Filipino / Filipino

ภาษาไทย /Thai

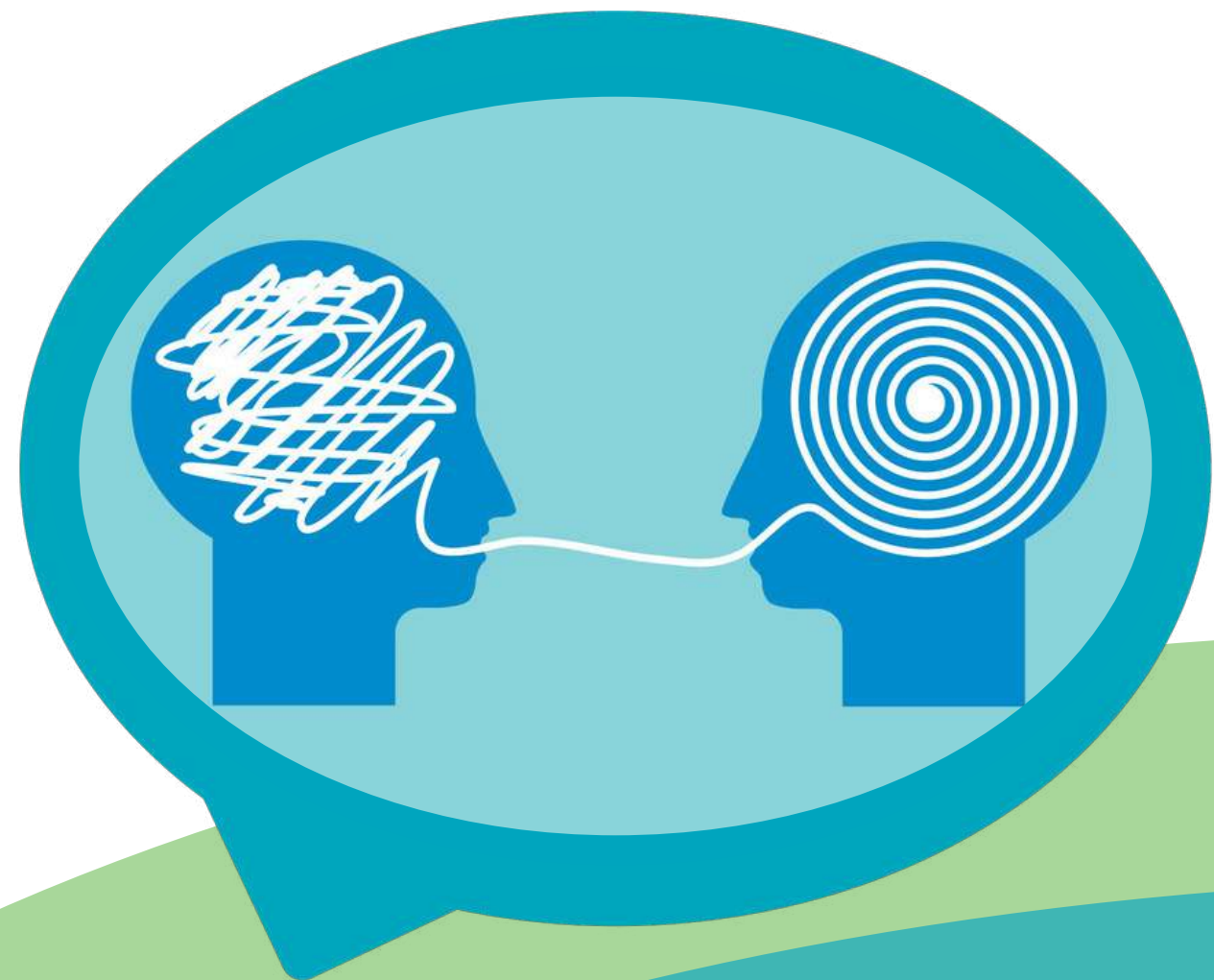
Tiếng Việt /Vietnamese

简体中文 /Simplified Chinese

繁體中文 /Traditional Chinese

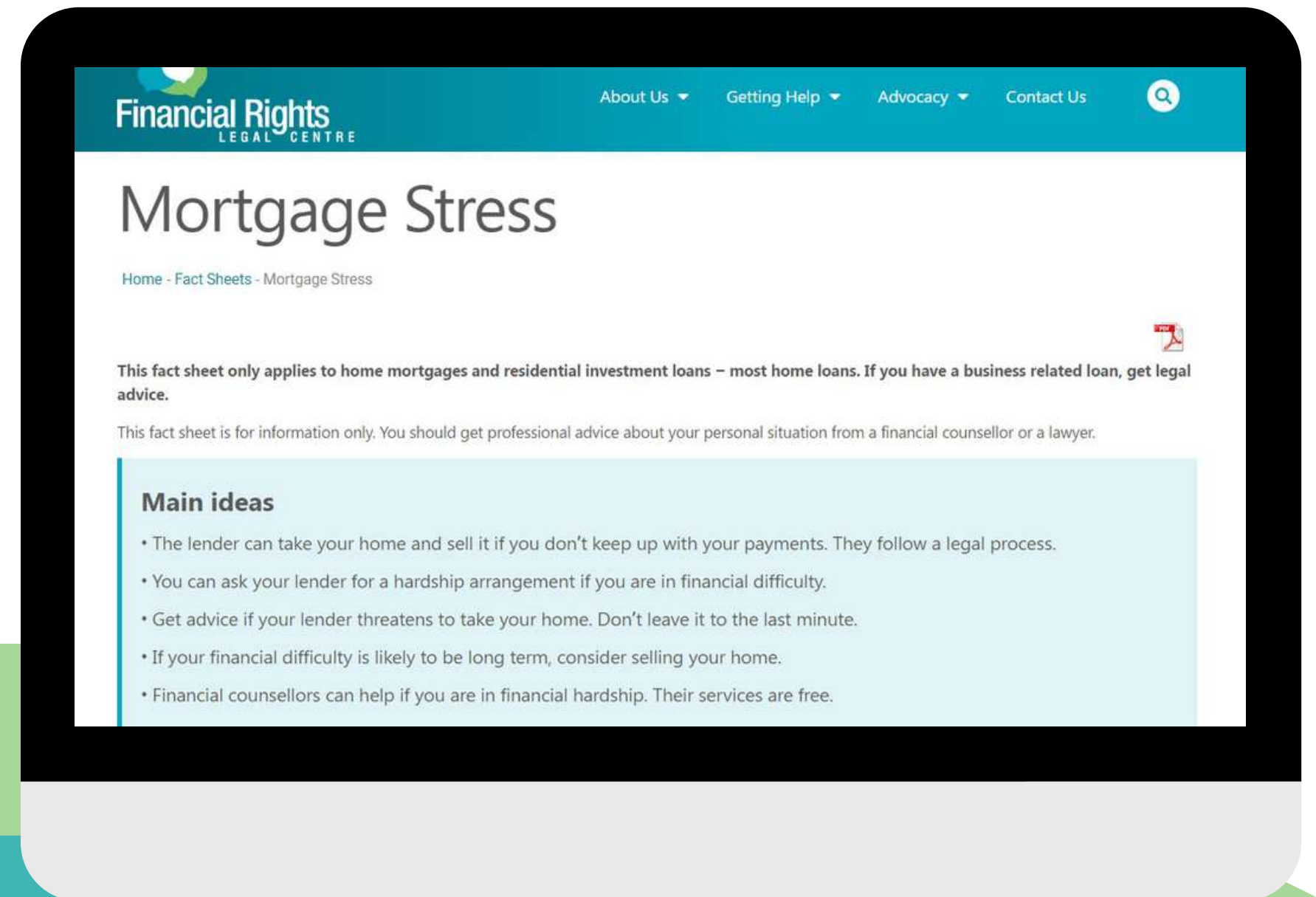
Plain language fact sheets

Clear, concise and well-organised

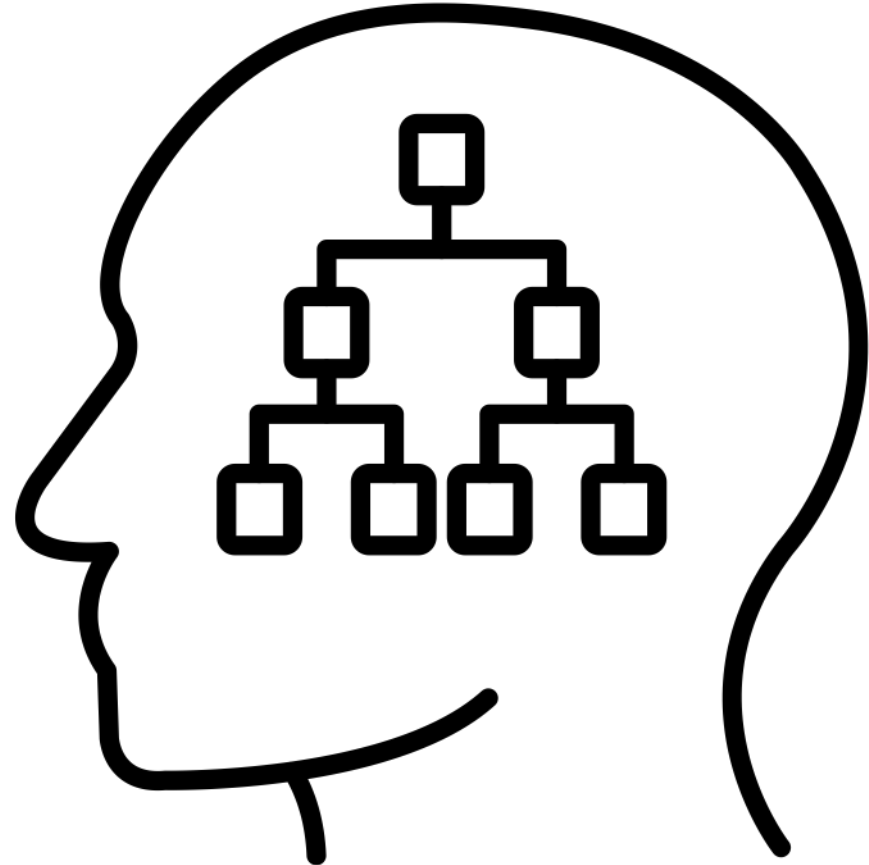


Fact sheets written and organised to help users:

- Find what they need to help with their problem
- Understand the information the first time they read it, and
- Use what they find to take action.



Problem Solvers



Debt Problem Solver

Answer a few questions to understand what steps you can take and where to find help when debts are piling up.

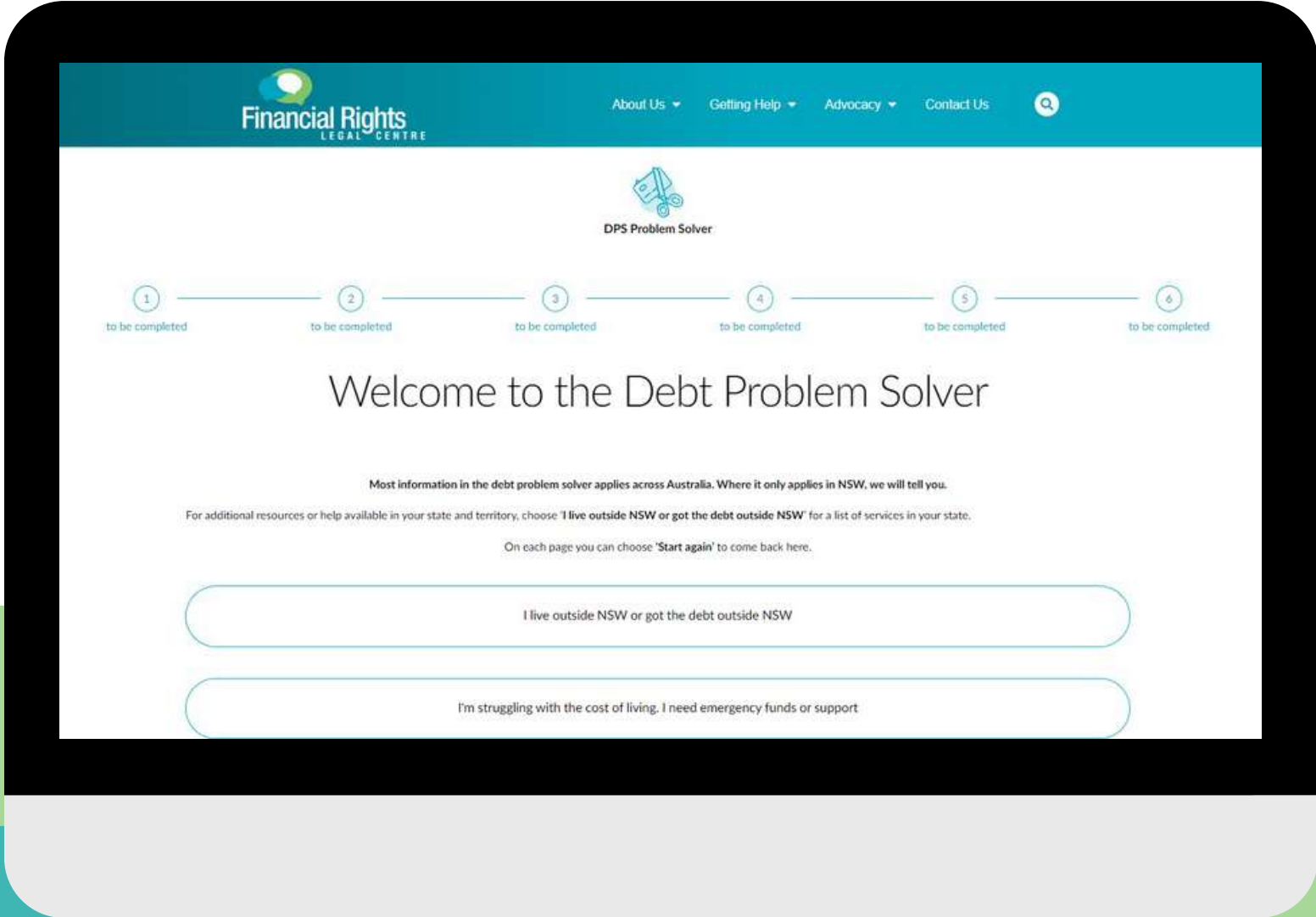
Discover how we can help



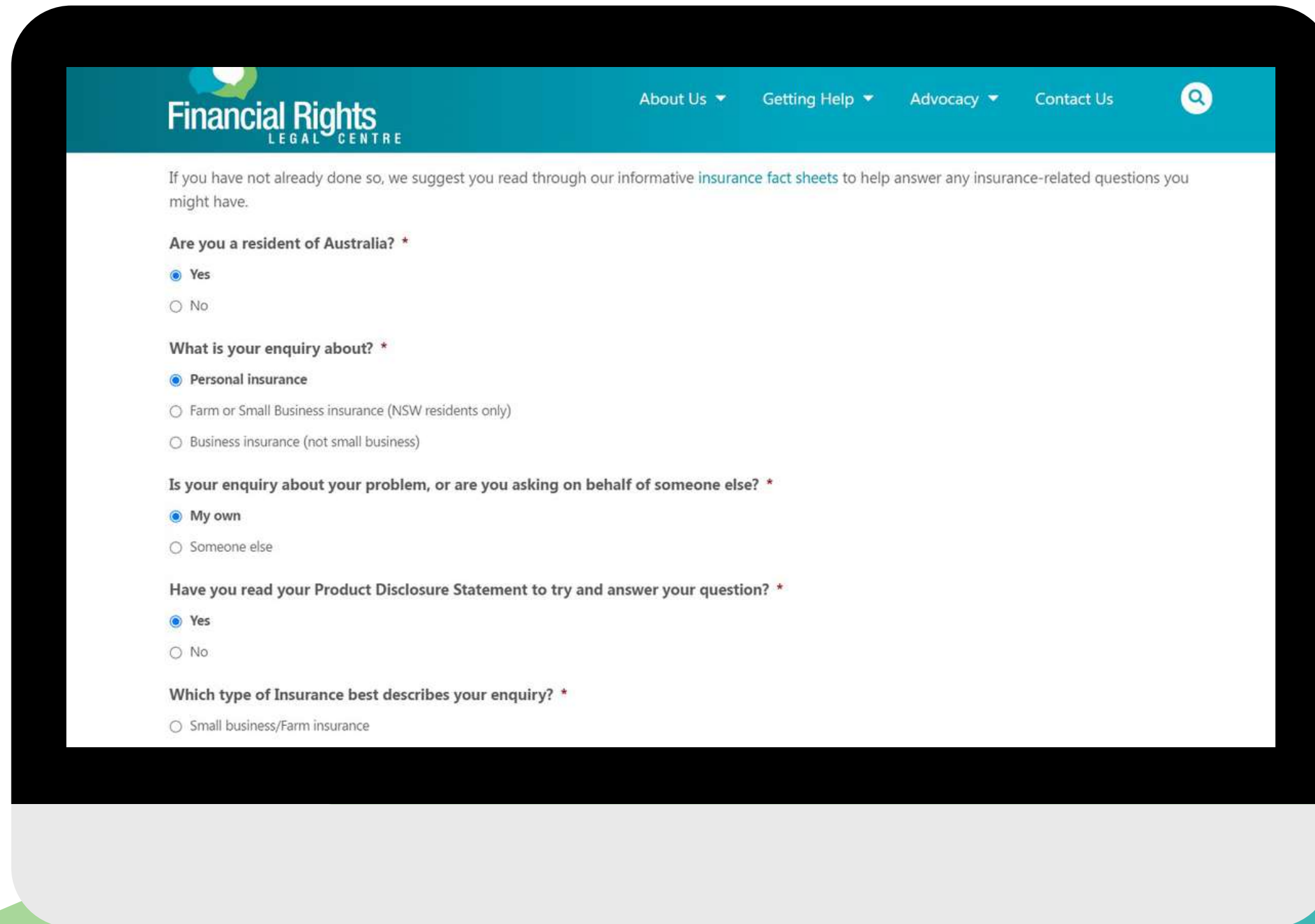
Motor Vehicle Accident Problem Solver

Answer a few questions to identify your rights and what steps to take after a car accident.

Discover how we can help



Email Enquiry Forms



The screenshot shows the Financial Rights Legal Centre website. The header includes the logo and navigation links: About Us, Getting Help, Advocacy, and Contact Us. The main content area contains an email enquiry form with the following questions and options:

If you have not already done so, we suggest you read through our informative [insurance fact sheets](#) to help answer any insurance-related questions you might have.

Are you a resident of Australia? *

- Yes
- No

What is your enquiry about? *

- Personal insurance
- Farm or Small Business insurance (NSW residents only)
- Business insurance (not small business)

Is your enquiry about your problem, or are you asking on behalf of someone else? *

- My own
- Someone else

Have you read your Product Disclosure Statement to try and answer your question? *

- Yes
- No

Which type of Insurance best describes your enquiry? *

- Small business/Farm insurance





Energy & Water



Phone & Internet



Money Problems



Debt



Funeral Products



Car Problems

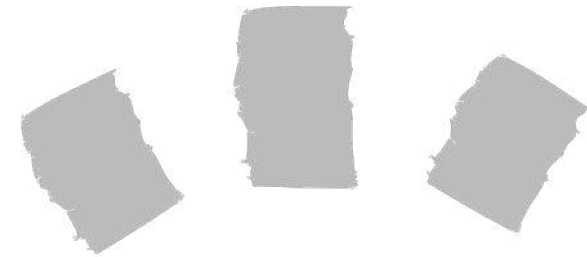


Housing



Super & Insurance

Hyperlinks and Alt Text



Please find a security questionnaire [here](#)

Fill out a form by the [link](#)

[This](#) is where you can create a new ticket

Always follow [this](#) guideline

Please find a [security questionnaire](#)

Fill out a [new equipment request](#)

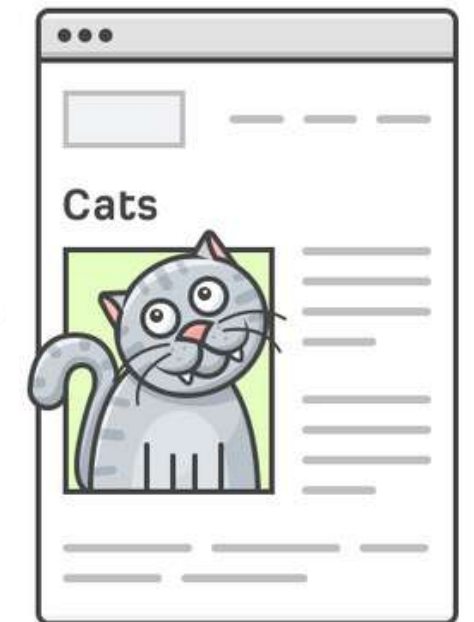
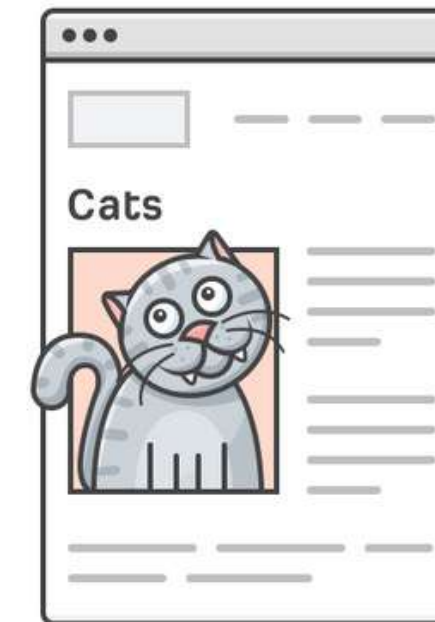
[Create a new ticket](#) in the corporate Jira

Always follow the [UI text guideline](#)

Screen Readers May Read Out Ugly Filenames for Images Without Alt Text

✗ Without Alt Text

✓ With Alt Text



<https://ahrefs.com/blog/alt-text/>

ahrefs

How do we get started?!

Should I get an audit?

- W3C (World Wide Web Consortium) Web Accessibility Initiative
 - www.w3.org/WAI/ - Easy Checks, Getting Started & tutorials
- Free websites & browser extensions to check your own pages
 - Page Speed Insights & Lera Chrome Extension
 - Both pinpoint problems and suggest fixes



Focus on your audience

- Who is your target audience for your website?
- Who do you think is missing out?
- What do you want to achieve with your online resources?
- You can't do everything.



Free Tools available

- Designing for accessibility (pdf)
- Page Speed Insights
- UserWay Plug-in
- Lera Chrome Extension
- Digital Accessibility Training - Guide Dogs

NSW/ACT



Some Easy Fixes

- Do not justify text
- Hyperlink full sentences
- Think about your headings and signpost information
- Don't use ampersands (or other symbols and abbreviations)
- Put ALT text on images



Thank You

Any Questions?

