

Senate Community Affairs Legislation Committee

SUPPLEMENTARY BUDGET ESTIMATES – 22 OCTOBER 2015 ANSWER TO QUESTION ON NOTICE

Department of Human Services

Topic: Vision Impaired Access to Website

Question reference number: HS 54

Senator: Cameron

Type of question: Written

Date set by the committee for the return of answer: 11 December 2015

Number of pages: 1

Question:

- a) Does the DHS website have text to speech capabilities?
- b) Does the DHS website comply with the requirements of the Disability Discrimination Act Advisory Notes with regard to providing alternative means for visually impaired people to access DHS information?
- c) Does DHS conduct correspondence with visually impaired people in formats that are accessible and include text to speech capabilities?
- d) Does DHS provide Alternative formats when communicating via Portable Document Format?

Answer:

- a) Publicly available text on www.humanservices.gov.au can be converted to speech. Secure areas of the site, such as applications and online accounts, do not have text to speech capability.
- b) The Department meets its disability access obligations for www.humanservices.gov.au through the application of the *Web Content Accessibility Guidelines (WCAG) Level AA* accessibility standard. In December 2014 the Department reported the accessibility compliance of its various websites and web applications as part of the *National Transition Strategy* run by the Department of Finance.
Publicly available information on www.humanservices.gov.au can be accessed using assistive technologies such as screen reader software.
- c) Online letters do not include text to speech capabilities. The Department supports customers who are visually impaired by directing them to and delivering a package of services that meets their needs. In an arrangement with the Department, Vision Australia provide letters in braille to customers.
- d) PDF format files are used on www.humanservices.gov.au for large documents, printed forms and resources such as translated information. Where the document is not designed to be exclusively printed, an accessible alternative file is provided.