

**Senate Standing Committee on Environment and Communications**  
**Answers to Senate Estimates Questions on Notice**  
**Budget Estimates Hearings May 2014**  
**Communications Portfolio**  
**Australian Communications and Media Authority**

**Question No: 108**

**Program No. Australian Communications and Media Authority (ACMA)**

**Hansard Ref: In Writing**

**Topic: ACMA website**

**Senator Urquhart asked:**

Has the ACMA undertaken any evaluation of the ease of use of its website? Apart from complaints by Mr David Havyatt, has the ACMA had concerns raised about the ease of locating information on the website?

**Answer:**

The new ACMA website was released on 30 May 2013. As is normal with any new site release, there was a long period of user acceptance testing (UAT) and bug resolution that was covered by an extended warranty period.

Following concerns expressed by a number of stakeholders about some aspects of the usability of the site — principally for site navigation and the locating of information — the ACMA established a website rectification project team in December 2013.

On 28 January 2014, a major update package was released to the ACMA website. In addition to a number of bug fixes, the package switched the core search engine to Google Site Search, powered by a free Google search account.

There has been a drastic improvement on search result relevance compared to the former search engine and the ACMA has had virtually no feedback from users that they were unable to find what they were looking for on the site since the deployment of the Google Site Search engine.