

 <p>Australian Government Australian Aged Care Quality Agency</p>	<h2>WEB Accessibility ACTION PLAN</h2>		
<b>Project Name</b>	WCAG 2.0 AA project		
<b>Date</b>	Thu, 12 <sup>th</sup> Feb 2015	<b>Release</b>	FINAL VERSION
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<b>Key Stakeholders</b>	<ul style="list-style-type: none"> <li>▪ Quality Agency Board</li> <li>▪ Australian Government Information Management Office (AGIMO)</li> <li>▪ Australian Human Rights Commission (AHRC)</li> </ul>		
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### Background

The Australian Aged Care Quality Agency came into existence under APS as of 1st January 2014. Also known as 'Quality Agency', the statutory agency is set up

- Under the Australian Aged Care Quality Agency Act 2013 and
- Financial Management and Accountability Act 1997 (FMA Act) that promotes proper use of Commonwealth resources.

Quality Agency has taken the considered position of adopting a continuous improvement approach towards website accessibility. This approach focuses the agency's energies towards achieving ongoing accessibility, while managing inaccessibility.

### Objective

'Web Accessibility with WCAG 2.0 Level AA' project (Abbr. WCAG 2.0 AA project) will cover all websites in scope. Quality Agency is committed to improve accessibility for websites including accessibility to all Australians regardless of disability, culture, or environment. Implementation is expected to take time due to budget constraint. The agency has adopted a risk management approach towards assessing and correcting these non-compliance to ensure appropriate use of commonwealth resources.

### Scope

This action plan applies to all websites, online services and applications.

### Priority

The following websites/webpages are accessible by general public and is a priority.

- The Quality Agency's corporate website.
- Agency Social Media sites (YouTube Channel, Facebook)

**Exception reporting** Enterprise Solutions used by Quality Agency staff for internal business process management activities pose a reduced risk of exposure to the public. These applications are off-the-shelf package that with which the agency is obligated to use as is. These sites may be partially complaint when meeting A/AA standards.

## AACQA WEB Accessibility ACTION PLAN.

The below web solutions are listed as exceptions.

- Enterprise solutions, accessible via web browser are used by AACQA staff for the following:
  - Purchase Order Website
  - BBP CRM site for management of aged-care homes and accreditation processes.
  - CVENT Web application (Webpages that are used by divisional staff to manage courses conducted by Quality Agency)
  - AACQA intranet site.
  - Scripting changes required by Social Media sites(Facebook and YouTube)

### **Implementation Strategy**

It is understandable that complete WCAG 2.0 Compliance, at all-time is an unreasonable and impractical expectation due to the fluid nature of the internet environment including, content, platforms, technology and user requirements.

In order to adopt a continuous improvement approach towards website accessibility, the agency will take substantial efforts as listed below.

- Training on web accessibility guidelines for internal staff involved in various web-publishing activities.
- Review and regulate online publishing policy & procedures to maximize capabilities to deliver the Quality Agency accessibility requirements.
- The adoption of risk management to help prioritise and determine the most effective and efficient use of resources.

### **Project constraints**

The below constraints have been identified in the initial stages of the project.

- Contractual obligations for many online applications, restricts the ability to achieve full conformance.
- Lack of resources due to competing needs for various commonwealth compliance initiatives.
- Lack of Funding in the current tight fiscal environment limits scope for changes.

**Key project activities** will be performed as a part of implementation and a high-level timeline is provided in the Annexure section of the document.

- Project Schedule will be monitored to ensure fewer variations with timelines.
- Internal Audit workshops to evaluate conformance level of web sites and applications.
- Submit Agency Action plan with AGIMO and AHRC
- Training opportunities on web accessibility guidelines for internal staff involved in various web-publishing activities.
- Website infrastructure and content management assessment to be conducted to identify any procurement of infrastructure or s/w required.
- To make corrective measures to agency site for meeting web accessibility.

### **Progress update**

After preliminary discussions with AGIMO, Quality Agency has taken progressive measures to understand NTS and DDA web accessibility requirements. A project has been initiated for this purpose and activities are provided below.

- Appointment of a Project Manager
- Communicate Web Content Accessibility Guidelines project commencement with Executive Management Team.
- Kick-off Meeting with AGIMO to understand NTS and project scope for 'Quality Agency' websites.
- Conduct a stocktake of 'Quality Agency' websites to determine project scope.
- Evaluation 02/07-03/07: Sampling of <http://www.aacqa.gov.au/> webpages by PretaWeb conducted, results indicate site is close to meeting level AA
- Internal Audit completed on Agency websites.
- Submission of AGIMO NTS SURVEY (Dec 2014)

### **Documented Risks and Management**

The Quality Agency continues to demonstrate commitment to make online content accessible to all interested parties and manages risks as follow.

Agency will continue with existing commitment in place and provide alternative means to access online information.

- Ensures timely responses to all enquires
- Provides opportunity for feedback, and continuous improvement in the delivery of accessible online content.
- Incorporates Web Accessibility as part of Quality Agency IS&T strategy to ensure ongoing compliance.
- Provides accessibility requirements when upgrading or creating new sites.
- Provides alternative access to any web technology that may not conform to WCAG 2.0.

**ANNEXURE 1**

*Some key project milestones from the schedule are populated as below.*

**Table 1 details the key project milestones**

<b>Key Project Milestones</b>	<b>Due by</b>
<b>Stage 1: Project Start-up</b>	
▪ Assign Project Manager	1st July 2014
▪ Start-up meeting with AGIMO	3rd July 2014
<b>Stage 2: Preparation phase</b>	
▪ Website stocktake	4th Sept 2014
▪ Review sample Action-Plan	7th Aug 2014
▪ Audit of websites	28th Nov 2014
▪ Submit Action Plan (AGIMO/AHRC)	30th Jan 2015
▪ Assessment (Infrastructure, Capability, Risk)	27th Feb 2015
▪ Training for web accessibility (WCAG 2.0 AA)	30th June 2015
▪ Online Publishing Methodology (Review/Approve)	31st Mar 2015
<b>Stage 3: Transition phase</b>	
▪ Make corrective measures for meeting web-accessibility	31st Aug 2015
<b>Stage 4: Implementation phase</b>	
▪ WCAG 2.0 - conformance reports	23rd Dec 2015

**ANNEXURE 2**

List of websites and web-applications used by Australian Aged Care Quality Agency

**Table 2 lists Quality Agency Websites**

S.No	Website Name	Website URL	Type of website	Current website status	Mobile compatible? (1)	WCAG Conformance Level
1	AACQA Intranet	<a href="http://intranet.acsa.net.au/">http:// intranet.acsa.net.au/</a>	Intranet	Active	No	Non-conforming
2	Australian Aged Care Quality Agency	<a href="http://www.aacqa.gov.au/">http:// www.aacqa.gov.au/</a>	Internet	Active	Yes	Non-conforming
3	Facebook page: Australian Aged Care Quality Agency	<a href="http://www.facebook.com/BetterPracticeagedcare">http:// www.facebook.com/ BetterPracticeagedcare.</a>	Social Media	Active	Yes	Non-conforming
4	<a href="https://www.youtube.com/channel/UCSze3MGZqWeMloH__NsqbQ">https://www.youtube.com/channel/UCSze3MGZqWeMloH__NsqbQ</a>	YouTube channel for Australian Aged Care Quality agency	Social Media	Active	Yes	Non-conforming

**Table 3 lists Quality Agency Web applications**

S.No	Web Application Name	Website URL	Type of website	Current website status	Mobile compatible? (1)	WCAG Conformance
1	BBP CRM - site for management of aged-care homes and accreditation processes	<a href="http://bbp">http:// bbp</a>	Internal	Active	No	Non-conforming
2	ConnX - Employee services portal for staff	<a href="https://myjob.aacqa.gov.au/connx/frmLogin.aspx?change_user=true">https:// myjob.aacqa.gov.au/ connx/ frmLogin.aspx?change_user =true</a>	Internal	Active	No	Non-conforming
3	CVENT - Event management application for setting up educational courses	<a href="http://www.cvent.com/">http:// www.cvent.com/</a>	Internal	Active	No	Non-conforming
4	Outlook Web Access	<a href="https://nat.aacqa.gov.au/exchange">https:// nat.aacqa.gov.au/ exchange</a>	Internal	Active	No	WCAG 2.0 AA
5	Purchase Order Website	<a href="https://pwweb.pacifictechsol.com/AgedCare/Accdat/">https:// pwweb.pacifictechsol.com/ AgedCare/ Accdat/</a>	Internal	Active	No	Non-conforming

(1) Mobile compatible – uses a responsive design; has a separate mobile site; is delivered through a separate mobile application.