

# Delivering

Equal Access

Through Good Governance



Greg Alchin

Perth Digital A11y Group

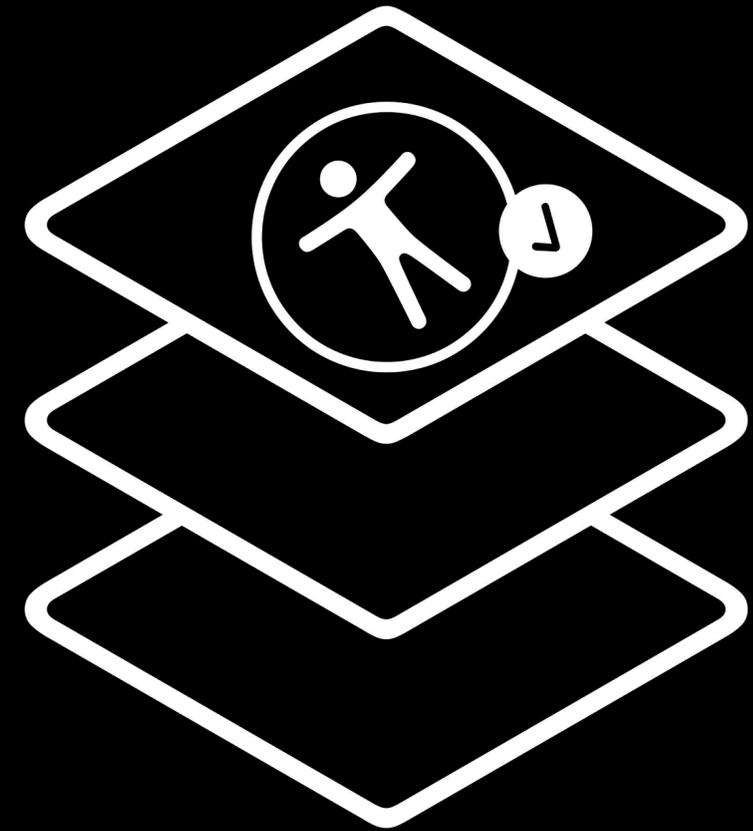
18/11/25

# Essential questions

- What does **good** look like?
- What **systems** and **processes** do you have in place to deliver good?
- How do you **know** those systems and processes are **working**?
- What are the **benefits** of good?

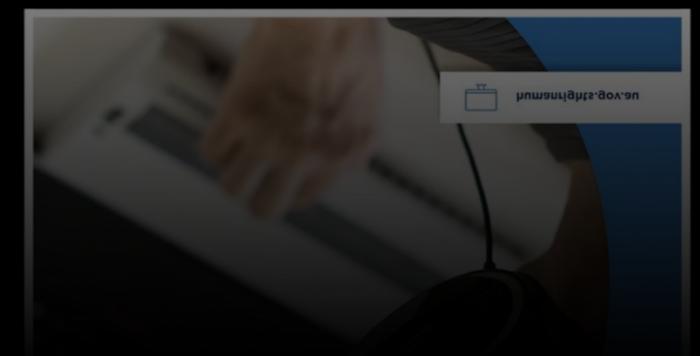


# Foundations



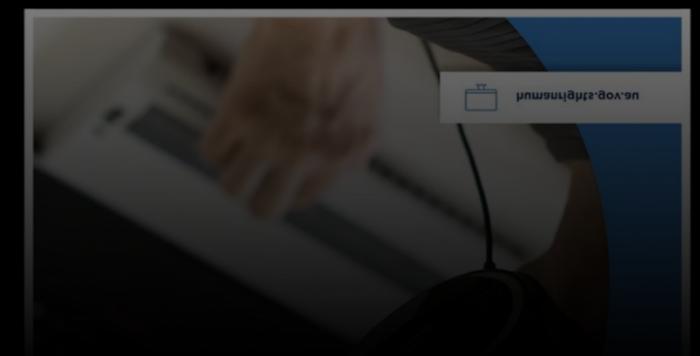
# Defining Equal Access

Equal access means, “a person with disability should be able to complete the full task or enjoy the use of any good using technology that is readily available to them.”



# Defining scope

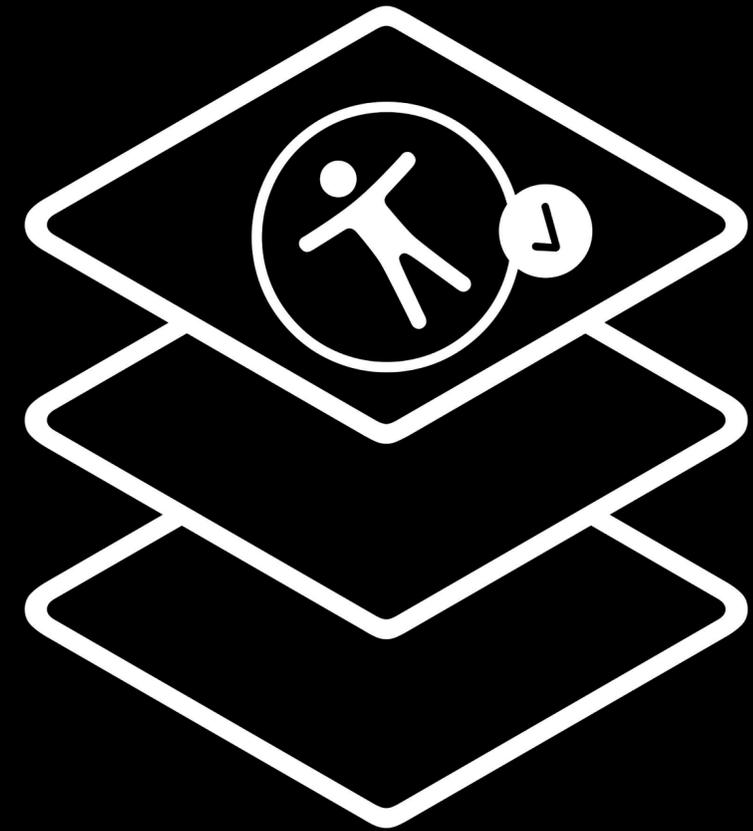
Equal access applies “*any* digital good or service created for people to consume, engage with and/or control, should be designed to provide equal access of use.”



# Defining good

Culture and capacity to deliver equal access at scale on an ongoing basis.

# Systems and processes



# Leverage and align to Standards

## **AS EN 17161**

**Design for All -  
Accessibility following a  
Design for All approach  
in products, goods and  
services - Extending the  
range of users**

## **AS EN 301549**

**Accessibility  
requirements for ICT  
products and services.**

## **AS ISO 31000**

**Risk management -  
Guidelines**

# A closer look at the standards

## AS EN 17161

### Design for All

- Puts in place processes and practices that enable continuing conformance with the accessibility

## AS EN 301549

### Accessibility requirements

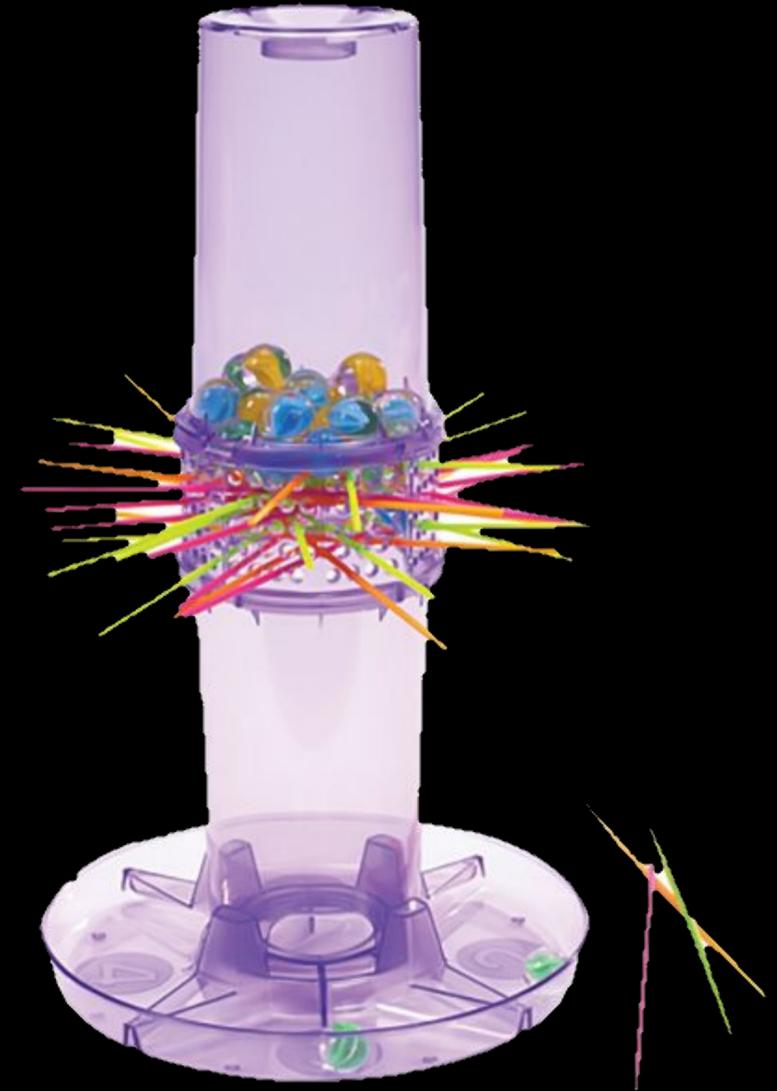
- Sets functional performance / accessibility requirements
- Provides criteria to measure / demonstrate accessibility conformance.
- Includes WCAG

## AS ISO 31000

### Risk management

- Breaks down risk assessment into a series of steps such as risk identification, analysis, evaluation and treatment.

# Implementation



# Help leaders understand demand



- **44%** have low literacy. (Maximum reading age 9–11 yrs)



- **21.4%** have a permanent disability.



- **11%** are carers.



- **23.5%** are over 60.



- **10.3%** are between 50–59.

- **26.7%** are born overseas.

- **29.5%** of NSW house holds are non-English speakers.

## It's everyone

% who have a disability



1 in 9



1 in 3



1 in 2

# Talk to leaders about the benefits

- ✓ Framework to align systems and processes to statutory obligations and NSW strategy
- ✓ Removes discriminatory features in service delivery.
- ✓ Drives innovation as accessibility features solve unanticipated problems.
- ✓ Decreases complexity, improves usability which improves the rate of first-time resolution in digital channels at scale.
- ✓ Allows more time for attention to high-touch Customer Care cases.
- ✓ Builds customer satisfaction and trust
- ✓ Decreases risk
- ✓ Decreases cost of delivery by removing need for unnecessary rebuilds and external vendors

# Baseline your maturity

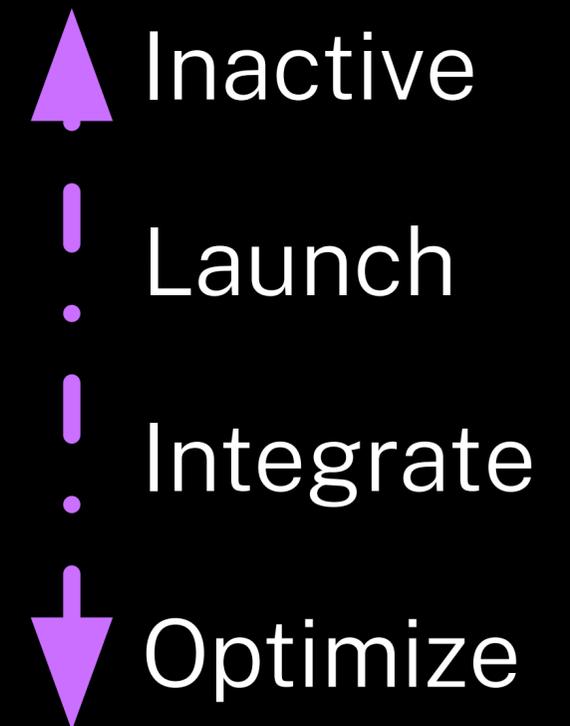
## Dimensions

- Communications
- Culture
- ICT dev lifecycle
- Knowledge and Skills
- Personnel
- Procurement
- Support

## Proof points



## Maturity



## Governance & quality controls

- Conform with the Australian Standard on ICT accessibility

# Example governance model

- Comply with legislative obligations on equal access / accessibility.  
(AS EN 17161)
- Align with AS ISO 31000: Risk management
- Align with AS EN 17161: Design for All

## 2: Accessibility - Sensible Default

### Methods to deliver Essential Standard

- Qualities of 'good' accessibility
- Responsibilities, methods and tools to deliver 'good.'
- Bakes in accessibility & testing throughout the product lifecycle.

## 3: Accessibility Conformance Evaluation

### 6<sup>th</sup> monthly accessibility evaluation reporting by each team

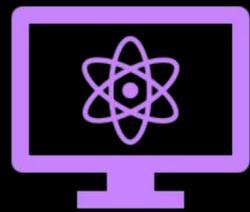
- Measure of extent to which equal access is delivered
- Informs strategic success measures and enterprise-wide reporting.

## 4: Strategic success and reporting

### ACR data is a core success metric

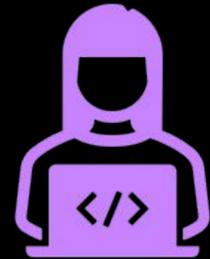
- Essential Standard & Sensible Defaults

# Ongoing support integral to success



## Components

- ✓ GEL



## Tools

- Designers
  - ✓ Plugins for Figma
- Engineers
  - ✓ Linters
  - ✓ CI/CD tools
  - ✓ Accessibility Checkers



## Training

- ✓ Onboarding
- ✓ Role specific accessibility training
- ✓ Guest speakers



## Advice

- ✓ Individual & small group mtgs
- ✓ Teams channel
- ✓ A11y ComPrac

# Designing for broader beneficial impact

Requirement	Ongoing needs and limitations	Constraining context	Constraining environment	Design considerations
Using a good or service under high cognitive stress	People with cognitive difficulties (perception, memory, attention, learning, orientation, visual and verbal thinking)	<ul style="list-style-type: none"><li>• When busy, under time pressure, distracted or stressed.</li><li>• When feeling unwell</li><li>• When panicked. When under pressure in an unfamiliar place</li></ul>	In extreme weather conditions (e.g. fire, stormy weather)	<ul style="list-style-type: none"><li>• Use of clear and concise formulations. No excess information.</li><li>• Limit number of choices.</li><li>• Supplement textual information with images and icons.</li><li>• Consider grouping of features that are similar.</li><li>• Allow for variation in completion time.</li><li>• Require attention to only one place at a time.</li><li>• Robust error handling.</li><li>• Ensure that actions are easily reversible.</li></ul>

# Inclusion is like a cuppa

- We **recognize** everyone is **different**.
- We **enquire** about people's **needs**.
- We offer **choice** and **personalization**.
- We **deliver** an experience that **engages all**.



# Q&A

