

# Inclusive technology and design

Digital platforms, content, devices and technology need to be accessible to all.



## Accessible digital platforms and content

Providing accessible online platforms and content helps promote digital inclusion and equity.

Accessibility needs may be due to visual, hearing, motor or cognitive impairments or by particular circumstances, such as a noisy location or having an older device.

### Tools and standards available to ensure that digital platforms and content are accessible include:

#### Standards

- [W3C Web Content Accessibility Guidelines \(WCAG\) 2.0](#) ensure online services conform to level AAA, or minimum level AA standards.
- [Australian Digital Transformation Agency's Digital Service Standard](#) best-practice principles for designing and delivering accessible government services
- [Victorian Government Accessible Information Standards](#) for making information easy to read and understand.

#### Tools and checklists

- [Victorian Government digital guide](#) for making online content accessible
- [South Australian Government Online Accessibility Toolkit](#)

- [Web Accessibility Evaluation Tool](#) online checklist
- [Make Technology Work for Everyone: Introducing Digital Accessibility](#) short video
- [Centre for Inclusive Design Checklist for Inclusive Events and Meetings](#)
- [Vision Australia](#) provides advice to help people who are blind or have low vision to find and use technology such as phones, computers, magnifiers, braille and voice assistants.
- [Assistive Technology for All](#) is a campaign advocating for a national assistive technology program to meet the needs of people with disability who are not eligible for the NDIS.
- [Australian Rehabilitation & Assistive Technology Association](#) provides a forum for knowledge sharing between a range of people who are involved with the use, prescription, customisation, supply and ongoing support or training in the use of assistive technology.

## Assistive Technology

Assistive technology is any item, piece of equipment, software program, or product system that is used to increase, maintain, or improve the functional capabilities of individuals. Accessibility doesn't just apply to people with disabilities - all users will have different needs at different times and in different circumstances.

Assistive technologies can help people to stay independent, manage their daily lives and engage online. Examples of assistive technologies that support inclusion are telehealth and telecare, remote monitoring systems, smart home devices and computer screen readers.

### Resources and supports

- [Assistive Technology Australia](#) provides product guides, supplier directories, a platform to buy and sell second-hand equipment, and training opportunities for health professionals.
- [National Disability Insurance Scheme](#) provides information and supports relating to assistive technology for digital inclusion.
- [Carer Gateway](#) provides advice on where to get help choosing and paying for aids and equipment.
- [My Aged Care](#) provides assistive technology for eligible older adults.

Assistive technologies can help people to:



#### Stay independent

- telehealth & telecare
- remote monitoring systems



#### Manage their daily lives

- smart home devices



#### Engage online

- computer screen readers