# ANU25-007 - Digital Accessibility Services Panel Buyers Guide

## Digital Accessibility Introduction

The ANU Strategic Plan has a strategic pillar to be a standard bearer in equity and inclusion and at ANU we are committed to digital inclusion.

Digital Accessibility is a practice that identifies and removes barriers to digital environments experienced by people with a disability.

At ANU, Digital Accessibility applies specialist skills and expertise to ensure that people with disabilities can effectively use our websites, applications, documents, and other digital content. Our focus in Digital Accessibility at ANU is to improve digital experiences of work and study for our user communities, including staff and students using assistive technologies.

A **Digital Accessibility Service Panel** of preferred providers has been established with the following Suppliers through a competitive tender to support our strategic endeavours.

## Panel and service snapshot

| Digital Accessibility Services | Compliance Auditing | Reporting | User Testing | Training |
|---|---|---|---|---|
| **Panel Suppliers** | | | | |
| Centre for Accessibility Australia | Y | Y | Y | Y |
| Intopia Pty Ltd | Y | Y | Y | Y |
| Me2 Accessibility | Y | Y | Y | Y |

**Note: staff should speak with the Accessibility Team before contacting Suppliers. See contact details below.**

## Scope of services and service descriptions

A range of Digital Accessibility services can be procured through the Digital Accessibility Services panel.

- Compliance audits and compliance reviews
- User testing with people with disability
- Training
- Expert services

## Accessibility Audits

Depending on the size and complexity of your system, a full compliance audit against Web Content Accessibility Guidelines standards takes approximately two weeks, with time to report at the end. A light scale review is typically a couple of days to a week of work.

- Manual Audits Performed by experts using assistive tech.
- Automated Testing Uses tools like Axe, WAVE, Lighthouse.
- Hybrid Audits Combines manual and automated for accuracy.

Outputs: Detailed reports, WCAG level (A, AA), actionable fixes.

## User Testing with People with Disabilities

- Testing process with typical or required assistive technology such as screen readers, voice command software, mobile devices with accessibility features and keyboard-only users.
- Uncovers practical issues that automated tests can miss.

Outputs:  Reports, walkthroughs, demonstrations, structured feedback, video walkthroughs.

## Training and Capacity Building

- On-demand or live training for developers, designers, content teams.
- Accessibility champions and leadership coaching.

Outputs: WCAG-aligned curriculum, role-specific modules, certifications offered.

## Turnaround times

The turnaround time for a service is dependent on the specific service requested. Each service procured will need to be scoped and timelines agreed to. As a guide it is typical for a WCAG compliance audit to take two weeks. The timelines can vary based on the size of the audit and the scope of the work.

## Contact details

For assistance and advice on Digital Accessibility Services please contact the Digital Accessibility team via email **digitalaccessibility@anu.edu.au** or contact Kim Neville or Corey Collins via teams.

For assistance with the Procurement process for engaging panel suppliers please contact ITS Contracts via email: **contracts.its@anu.edu.au**