

### Content and Language

- All text should be written in clear, straightforward English (Plain English Writing).
- Short sentences are recommended.
- If text is technical or uses complex language, and it cannot be rewritten, then a Plain English version of the text should also be provided.
- Information on access and services for people with specific needs or disabilities should be integrated into all other information.
- You may wish to also develop a separate access and information guide for people with specific needs or disabilities. Ensure that this makes relevant connections to all other service information.
- Images and graphic material should contribute meaningfully to the text.
- Images and graphic material should include people with disabilities, they should be represented in this material in the same manner as any other community member.
- Language used to describe a person/persons with a disability should be appropriate and non-offensive.
- International access symbols should be used to describe services for people with disabilities. Available online at <http://www.gag.org>.

### Design - general

- The main body of the text should be in a minimum 12-point type
- The text should be set in a sans serif font (or a simple serif —text should be 13-point if a serif font is used).
- Text should be left justified.
- The main body of the text should use standard punctuation, capitals and lower case.
- No hyphenation should be used at the end of lines.
- Space between lines of text should be at least 20% greater than the font size.
- Use of italics should be avoided.
- Colour contrast of type to background should be at least 70%. Recommended contrast is black on white or black on yellow.
- Any maps or line drawings should be simple and bold.
- Ensure all images have a caption that provides a relevant explanation.
- Paper should be matt or dull. Glossy paper is not recommended.
- No type or graphics should be printed over or floated on other images, graphics or text.
- The paper weight should be dense enough to avoid show through.
- Photographs should be clear and have contrast to the background (at least 60% is recommended).
- Documents should have a flexible or spiral binding, or should be easy to open. It is ideal if documents can lie flat.

### Alternative formats

- At a minimum, printed material should be available as audio, in large print and electronically (on a website, via e-mail or on disc in a Word format).
- The availability of alternative formats should be clearly promoted on all publicity material.
- Audio material should have clear, high quality sound and if possible should be sound indexed.
- At least three copies of audio material should be available, and more should be produced upon request.
- Material on a website should follow website accessibility guidelines (see below).
- Material sent via e-mail should be sent in a plain text format (not HTML).
- Material available on a disc should be presented as a Word document compatible to any computer system.
- Material presented as large print should be in a minimum of 18 point using a sans serif font (minimum of 20 point if using a simple serif font).
- If material is regularly used (for example a general guide) then this should be available as a Braille publication.
- At least two copies of Braille material should be available, and more should be produced upon request.
- If material is a 'one-off' then Braille should be provided upon request with a prompt turn around time.
- Any separate Plain English documents should be in a minimum of 14 point using a sans serif font.

### Website — basic guidelines

- Web pages should be designed to maximise accessibility for all users. Accessibility issues should be part of all design considerations and should be built into any web design plans.
- A text only version of your site should be provided.
- Use the "alt" text to provide meaningful descriptions of images/graphics.
- Documents that are available as PDFs should also be provided in a Word format.
- Ensure that information is clearly laid out, and that links are clearly identified.
- Provide captions or a text translation of any audio or audio-visual material.
- Ensure that navigation through a site is consistent and does not change in structure from page to page.
- Ensure that text and background contrast is high (recommended at least 70%).
- Ensure that text is proofread and uses proper punctuation.
- Do not use blinking text or throbbing, pulsing or flashing graphics or buttons.
- Provide a site map for ease of navigation.

### Website — design resources

- It is highly recommended that all people designing or updating web pages refer to the Web Accessibility Initiative's guidelines for accessible information (found at <http://www.w3.org/WAI/eval/>). It is recommended that all sites meet at least their minimum standards.
- You can test your website for accessibility at: <http://bobby.watchfire.com/bobby/html/en/index.jsp>. or: <http://aprompt.snow.utoronto.ca/>.
- Information on Australian legal requirements for web accessibility is available at: [http://www.humanrights.gov.au/disability\\_rights/webaccess/index.htm](http://www.humanrights.gov.au/disability_rights/webaccess/index.htm)

