

Digital Age Inclusivity and Accessibility Audit Tool



About

Introducing the Digital Age Inclusivity and Accessibility Audit Tool – your go-to for making websites more friendly for older adults! This easy-to-use checklist helps staff spot and suggest website improvements, breaking down complex ideas to tackle ageism and bridge the digital divide.

Informed by the Web Content Accessibility Guidelines (WCAG), it offers clear solutions to reduce barriers and boost online access. Plus, it goes beyond WCAG by advising on how to use images and language that respect age and address issues like elder abuse.

Launched in 2023 by the North and West Metro Elder Abuse Prevention Networks in Victoria, the tool got a revamp in June 2024. These updates expanded its reach to more community intersections and included feedback from the Merri Health Consumer Advisory Committee.

Please note

The tool is general and may not cover every scenario or aspect of your website. Consider your audience and the context of your organisation and program. Whilst the tool focuses on many WCAG 2.2 success criteria relevant to older adults, not all criteria are included. It is important to apply all of the WCAG 2.2 criteria and also to include older adults during the design and user testing phases on your website.

Instructions

The tool is divided into 7 sections:

Navigation, text, language, images, audio and video, sensitive content, and different devices.

Review each section: Go through each section and assess the statements provided against your webpage.

Respond: For each statement, select:

Yes if it meets the standard.

No if it doesn't meet the standard.

N/A if it doesn't apply to your webpage.

Follow Recommendations: If you answered No, read the recommendation for tips on how to improve.

Summarise: Use the comment section on the final page to jot down your thoughts and outline next steps.

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Date of Audit	
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Auditor name & role					
Title of webpage					
Link to webpage					
Navigation		Yes	No	N/A	Recommendation
1	Clear headings describe the content of the page.				Headings should summarise the content of the page or section, so users can scan for the information they need. Section headings should group information easy navigation.
2	Headings are larger than the body of text.				Headings should be at least 1.3 times larger than the body text. For example, if the font size of the body text is 12 point, the headings should be a minimum of 15.6 point.
3	There is a clear way to navigate the website.				Use navigation bars, breadcrumbs, site maps, or other indicators to assist the user to navigate the website and to know their location in a series of webpages.
4	The text in a link describes the links purpose.				Avoid vague labelling of links e.g. <i>'click here'</i> , instead use descriptive text so users know the links purpose, such as the name of the website or document it will go to.
5	Links stand out from the body of text.				Links should be underlined to make them stand out from the body of text, in addition to an underline it can be useful to also use a colour or other designator such as bold.
6	All functionality is available from a keyboard.				Ensuring functionality via a keyboard enables users who use assistive technology to access the information on the webpage.
7	Symbols are paired with text to assist navigation.				Add universal symbols/icons to important content to help users with language difficulties to navigate the content. Place symbols/icons to the left or above the text.

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Text		Yes	No	N/A	Recommendation
8	Font size is a minimum of 12 point.				Font size of at least 12 point in the body text is recommended as a minimum for readability. Replace any text with a smaller font size to at least 12 point.
9	Text can be resized up to 200 percent.				An option to resize text up to 200 percent without affecting functionality of the webpage is recommended to enhance accessibility for individuals with vision impairments.
10	Simple fonts are used.				Select simple sans serif fonts (e.g. Arial) for clarity and readability. Avoid complex fonts, such as script fonts that resemble handwriting, as they can be difficult to read.
11	No more than 3 different fonts are used.				It's advisable to only use between 1-3 different fonts on the webpage as using too many fonts can be disorienting for users.
12	Text colour contrasts from the background.				Users with low vision can have decreased contrast sensitivity. Use a contrast analyser to ensure a contrast ratio of at least 4.5:1 is met.
13	Colours are suitable for limited colour vision users.				Avoid colour combinations that impact colour blind users – including red and black, red and green, and blue and yellow, as these combinations can be difficult to differentiate.
14	Meaning is not conveyed by colour alone.				If using colour to convey meaning in text, also use a secondary method such as italics or bold. This will assist users that are colour blind or using assistive technology.
15	Text-to-Speech function is available.				Text-to-Speech is a function that enables a user to have the content read aloud. It's especially helpful for visually impaired users.
Language		Yes	No	N/A	Recommendation
16	Plain English is used.				Use Plain English and avoid professional terms, jargon, and acronyms. Plain English is faster to read and communicates messages to diverse populations.

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17	Key information is provided in Easy English.				Easy English uses simple language and pictures to help people with low literacy or limited English understand key information.
18	Paragraphs are concise with 70 words or less.				Paragraphs of 70 words or less help users scan information efficiently. Lengthy paragraphs should be broken up for better comprehension of content.
19	Information is translated into other languages.				Automatic translation is integrated on website or key information is translated into languages with limited English proficiency or specific to the target demographic.
20	Information is available in Australian Sign Language.				Translate key information into Auslan to ensure members of the signing Deaf community, for whom English is not the primary language, can access information.
21	Language is age inclusive.				Use inclusive terms such as <i>'people'</i> , <i>'individuals'</i> , <i>'we'</i> , or <i>'us'</i> , if it is not necessary to specify age such as <i>'older people'</i> or <i>'younger person'</i> .
22	Language is respectful towards older people.				When it is necessary to describe age use neutral terms such as <i>'older people'</i> , or <i>'people over age X'</i> , rather than terms such as <i>'old people'</i> , <i>'the aged'</i> , or <i>'the elderly'</i> .
Images		Yes	No	N/A	Recommendation
23	Images reflect diversity of the community.				Ensure that images are inclusive, representing various ages, genders, sexualities, abilities, cultures, and activities. Ideally use images from the local community.
24	Images of older people are empowering.				Avoid stock images of older people that emphasise frailty, vulnerability, dependency, or decline as these can entrench ageist stereotypes.
25	Images depict realistic situations.				Unless relevant to the page's content, avoid images that use stereotypes or extreme scenarios, instead opt for realistic depictions of everyday activities.

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26	Images have a text alternative.				Images such as photos should include a brief description of what is happening in the image for visually impaired users.
27	Universal accessibility symbols are used.				Use universal access symbols to assist users in easily identifying the accessibility measures that the service provides.
Audio and Video		Yes	No	N/A	Recommendation
28	There is an option to mute, pause, and replay content.				Having pause, replay and mute options on any audio, video or other autoplay content (such as moving, blinking or scrolling) enhances flexibility and accessibility for users.
29	Sound is clear with low or no background noise.				Users with hearing difficulties or auditory processing disorder may be unable to separate speech from background noise. Avoid background noise or allow users to turn it off.
30	Transcripts and / or captions are provided.				Transcripts or captions give access for users with hearing difficulties, or users struggling with fast-paced or unclear audio. Ensure transcripts are accurate and not censored.
Sensitive content		Yes	No	N/A	Recommendation
31	A quick exit function is available.				If sensitive content is included (e.g. elder abuse, family violence), there is a 'quick exit' function that enables a user to be redirected to a neutral site to safeguard privacy.
32	Helplines and support services are identified.				For pages related to elder abuse, family violence, etc, the relevant helplines and support services are identified including the website, phone number, and operating hours.
Different devices		Yes	No	N/A	Recommendation
33	The webpage remains accessible across devices.				Test the content across phones, tablets, laptops, and desktop computers to ensure that the content remains accessible regardless of the device used by the older person.

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Comments & Actions for Improvement

Contact

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