

Web accessibility grant 2023/24

Web accessibility report 2023/24

Application No. WA000932023 From Mr Red Carley

Form Submitted 31 Mar 2025, 1:40PM NZDT

Web accessibility grant report

Thank you for completing your funded initiative.

This form will be placed on our website for transparency and enables us to understand and share the work you have completed. If you prefer to use your own formatting, you can provide a report to us via email.

Please submit your report no later than the date stipulated in your funding agreement. If you cannot meet the deadline, contact us to arrange an alternative date by emailing funding@internetnz.net.nz.

You may not be eligible to apply for further grants from InternetNZ if you do not submit a report. Someone with intimate knowledge of the funded initiative should oversee the writing of your grant report.

Final report

*** indicates a required field**

Host organisation *

InsideOUT Kōaro

Website *

<http://insideout.org.nz>

Must be a URL

Provide a summary of the work undertaken. *

The first step of the work undertaken to improve web accessibility for our website was having an accessibility audit conducted by Aleph Accessibility. This enabled us to have an overview of where the current site stood in terms of accessibility, as well as a detailed breakdown of where specific accessibility issues were on the site. This also meant that we had a set of requirements going forward to focus on fixing in the next stage of the work.

The accessibility audit took place in July 2024 with the results coming back in August 2024, and covered the homepage of the InsideOUT website in depth, as well as the For Workplaces page, the About page, and the Out on the Shelves website homepage which is another site that we maintain. While the audit focused on these pages, many of the issues that were brought to light in the audit applied elsewhere on the site, with common themes like colour contrast issues, screen reader compatibility issues with keyboard-accessibility, semantics, missing image descriptions, and descriptiveness. The homepage was found to have a total of 41 issues, giving it an accessibility score of 56.1% and deeming the site very high risk with almost half of the errors being ranked as critical. While some of the issues were small and easily fixable, some required a level of knowledge above our staff in order to fix, so we approached Webstruxure developers to work on the site for us to work on fixing these issues. We also worked on the issues that were easily fixed in house (e.g. colour contrast issues, image descriptions)

We made contact with Webstruxure and had our first meeting with them in November 2024 as there was a changeover in staff in the Communications Coordinator role which led to this delay. In this meeting we discussed the issues in the accessibility audit and

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whether they could fix them, as well as other issues with the site such as issues with mobile responsiveness which makes the site hard to access for anyone on mobile. We also wanted to future proof the site by simplifying the way it was built, as despite being built in the Divi builder plugin on Wordpress, there were many places where there was old code hardcoded into the site, and the way it was put together meant that maintaining and updating the site was unnecessarily time consuming and buggy. The site also had significant issues with loading speed, and historically we have had issues with our hosting provider so switching hosting was also something we had been looking into to improve site speed and reliability.

Once Webstruxure conducted a site investigation to establish the scope of the project, they came back to us with a proposal for the approach to working on the site. Firstly, they proposed taking over managing hosting of the site through a different provider, Kinsta, meaning they have better control over the site while working on it, and ensuring our hosting was being overseen by experts. After creating a dev copy of the site, they would create a child theme on the dev site as the current site used the parent theme meaning there was risk of issues when updating Divi. On the new child theme on the dev site, they would then work through the accessibility issues flagged in the audit but apply them across the whole site and not just the pages where these were flagged. Finally they would make sure our current communications coordinator would be equipped with knowledge to maintain the site.

Tell us about the activities carried out in this initiative to improve web accessibility.

What impact has this work had? *

The new site is now significantly more accessible for a variety of users now that the accessibility issues have been addressed. One of the key accessibility requirements that Webstruxure implemented is around keyboard accessibility. The most impactful place where this was implemented was in our navbar, which previously didn't have the functionality to be tabbed through, meaning navigating the site was extremely difficult, if not impossible, for those using keyboard navigation. This is now fully keyboard accessible and can easily be used by tabbing through the menu. There was also an issue with responsiveness of the navbar on smaller screen widths which was fixed, making using the site on mobile devices much more user friendly.

There have been a number of changes visually with styling of the website that have had a positive impact on the accessibility of the site, including reformatting the banner images at the top of each page. Previously, there was a large banner photo with a darker overlay and text on top of the photo. This was one of the accessibility issues as having text overlaid on the image meant colour contrast couldn't be assured, compromising the readability of the text. To fix this, the photo on the banner was kept, however the text now has a coloured background behind it which meets colour contrast requirements, meaning it is easier to read for all users especially those with visual impairments.

Another visual change which has benefitted both accessibility and visual appearance of the site was creating a WCAG colour scheme to be used across the site on buttons and text. All of the buttons on the site now have consistent visual styling and use the new WCAG approved colours, making them readable and more visually appealing.

While the site hasn't officially relaunched with the new changes, those of us who have been following along with the work have already seen what a big difference the development has made. The new site feels much easier and cleaner to use as users, and it was exciting seeing how easily the site was navigated using a keyboard. The way that the site was cleaned up and structured also will make maintaining the website much simpler now that there is consistency through elements and an easy to use colour palette ensuring future changes will also meet accessibility requirements for the site.

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InsideOUT Kōaro as an organisation values making our services accessible for everyone, and so by doing this audit and subsequent development work on our site we can more confidently say that our site caters to all. Overall, the work done on our site means that our resources and information are able to reach more people, without inaccessibility being a barrier to those wanting to access our services.

You may like to share any feedback you have received or describe changes you have noticed, for example, who and how people are able to engage with your website.

Provide evidence of the improved accessibility of your website.

For example before and after images, screen recordings, testing or feedback.

Upload files

Filename: InsideOUT Accessibility Rebuild.pdf
File size: 4.9 MB

Upload files

Filename: Report videos.zip
File size: 10.3 MB

and/or

Web link

Must be a URL.

and/or

Provide additional details

The website is not yet live but will be launching within the next few weeks as final details are being executed

Are you happy for us to share these as examples for others to learn from?

Yes No Ask us first

Which population group/s were affected by this project or program? *

Age groups > Children and youth (age 0-17) > Adolescents (people aged 13-17)

Gender groups > Gender diverse people

Health > People with disabilities

LGBTIQA+ people > LGBTIQA+ people

Please choose only the group/s that were at the very core of this project/program.

What did you learn during this project? *

After reading through the audit, it was eye opening to learn just how many accessibility issues we weren't aware of were throughout the site. While some of these were easy to see when navigating the website, issues with the semantics of the page and missing tags from content would have continued to go unnoticed without this audit. It has been really valuable learning about the best practices using Divi, and which elements are lacking when it comes to accessibility - for example, our navbar was previously built using Divi but the Divi module

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for navbars doesn't allow for keyboard navigation, so this had to be rebuilt and inserted as a custom code module.

Undergoing the project showed that by making a number of small changes to things like heading structures and using the correct semantic elements can make such a huge difference as to who is able to access and engage with the website. Being shown where these points to look out for are on the site means that going forward, we will be able to maintain the accessibility of the site and ensure that future content is up to the accessibility guidelines. Overall, it has been a great experience learning more about how our site is helping or hindering users by going through this process.

Share anything that might help others who are also looking to improve their web accessibility.

Financial report

*** indicates a required field**

Please provide details of funds received and spent in relation to this grant.

Income description	\$ amount	Expenditure description	\$ amount
Internet NZ Grant	\$10,000.00	Audit and review	\$3,450.00
		Webstruxure - development work	\$6,000.00
		Webstruxure - site migration	\$1,500.00

Total Income Amount	Total Expenditure Amount	Income - Expenditure
\$10,000.00 This number/amount is calculated.	\$10,950.00 This number/amount is calculated.	-\$950.00 This number/amount is calculated.

Feedback

You are almost at the end of your final report. Before submitting, please take a few moments to provide some feedback.

Indicate how you found the report process:

Very easy Easy Neutral Difficult Very Difficult

Do you have any feedback about our funding processes?

Smartygrants is the best funding platform, filling in sections and saving it makes it a lot

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easier than other forms. Additionally, being able to see each section requirements is very helpful! Appreciate the flexibility over the grant term and supporting us with making these very needed changes!

InternetNZ is a membership organisation. Would you be interested in hearing more about becoming a member?

Yes please No thanks I am already a member

Are you interested in joining a gathering with other grantees?

Yes please No thanks