Web accessibility grant 2023/24
Web accessibility report 2023/24
Application No. WA001432023 From Mr Mark Blackie
Form Submitted 25 Sep 2024, 2:22PM NZST

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 *
Multiple Sclerosis Auckland Incorporated

Website *
http://www.msakl.org.nz
Must be a URL

Provide a summary of the work undertaken. *
We started the project by engaging the Community Comms Collective to do a deep assessment of our existing website from a user experience perspective, especially with an accessibility lens. They pointed out a number of deficiencies, some we knew about, many we didn't. The navigation through the website was especially weak with feedback given that users couldn't intuitively get to where they wanted to go or where they expected to find something.

A full re-write of the existing website was undertaking using a Wordpress staging website over several months. Expert UX advice was solicited especially about site structure and ease of navigation. Extensive input and collaboration was undertaken with the multiple sclerosis community both before the project began, at project milestones and also towards the end of the project using Marker.IO for all people with MS who chose to, to give their feedback on what was working well for them and what could be improved.

We especially liaised with those less-abled due to their multiple sclerosis for what they wanted to see and what could help them and then implemented.
Tell us about the activities carried out in this initiative to improve web accessibility.

What impact has this work had? *
Firstly, this project has brought our MS community together. It was a great project that we all worked on together and had a fantastic outcome.

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We have had overwhelmingly positive feedback from both people with MS and the wider community. The traffic to the website and the time spent browsing it are up by over 300% and 400% respectively in the last quarter compared to the same quarter in 2023.

Our MS Community Advisors have said they are so happy with the final result and they feel proud to direct those newly diagnosed with MS to the website.

We were especially touched by the feedback of some of our recent migrant families who are able to view the information about MS they require in their own language.

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: Accessibility Menu and Language Translate.pdf
File size: 52.7 kB

Filename: Thank you Letter.pdf
File size: 218.6 kB

Upload files

Filename: Marker IO 83 issues raised.pdf
File size: 39.6 kB

and/or

Web link

Must be a URL.

and/or

Provide additional details

Attached are the new accessibility menu to make the website more user-friendly to those less able. Also the language translator which is especially helpful for those recently migrated to NZ or to those where English is not their first language. As we gradually improved the development site we had 83 different pieces of feedback of issues or improvements which we acted upon captured in Marker IO.

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? *
Health > People with disabilities
Please choose only the group/s that were at the very core of this project/program.

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What did you learn during this project? *

Perhaps the most interesting learning was some feedback we received from someone with MS who is severely disabled and challenged to use IT. They told us that the end users who actually require advanced accessibility features to use computers or access the internet will already have them on their devices, either as a built-in feature or as an additional piece of software that the user needs to access not only the MS Auckland web page, but all of the Web and indeed all computer software.

This challenged our existing thinking and we wrestled with this for some time. Eventually we continued to use plugins that improved accessibility as our MS Community Advisors could use them as examples in their in house presentations and also having these so clearly visible on our website showed our organisation's deep 'commitment to accessibility'.

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
Grant from Inter-netNZ	$5,500.00	Meta Digital - website improvements	$84.00
	$	Salary MS Auckland website employee	$1,767.76
	$	Salary MS Auckland website employee	$1,767.76
	$	Meta Digital - website improvements	$1,232.00
		Meta Digital - website improvements	$577.20
		Meta Digital - website improvements	$140.00

Total Income Amount

$5,500.00
This number/amount is calculated.

Total Expenditure Amount

$5,568.72
This number/amount is calculated.

Income - Expenditure

-$68.72
This number/amount is calculated.

Feedback

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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?
It was great to work with InternetNZ and we are so please with the outcome that InternetNZ's support enabled. Thank you so much for this generous grant which will make a huge positive difference in the lives of people struggle with the life limiting condition of MS. We are so grateful!

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