

# Regulatory framework for the Web Accessibility Directive Lessons Learnt to date and way forward

## Accessible Europe 2019

Joseph Seychell  
Manager, ICT & Technologies

# The Directive

As from September 2018, all **public sector websites** need to conform to the new European accessibility directive. **The directive ensures that all public sector organisations` websites and apps are accessible, using existing accessibility standards.**

# The Web Accessibility Directive (WAD)

[http://europa.eu/rapid/press-release\\_IP-06-769\\_en.htm](http://europa.eu/rapid/press-release_IP-06-769_en.htm)

IP/06/769

Brussels, 12 June 2006



## Internet for all: EU ministers commit to an inclusive and barrier-free information society

*A pan-European drive to use information and communication technologies to help people to overcome economic, social, educational, territorial or disability-related disadvantages was endorsed by ministers of 34 European countries in Riga (Latvia) today. "e-Inclusion" targets include halving the gap in Internet usage by groups at risk of exclusion, boosting broadband coverage in Europe to at least 90%, and making all public web sites accessible by 2010.*

Welcoming the ministers' undertaking, Information Society and Media Viviane Reding said: "Many Europeans still get too little benefit from information and

# Levels of Accessibility

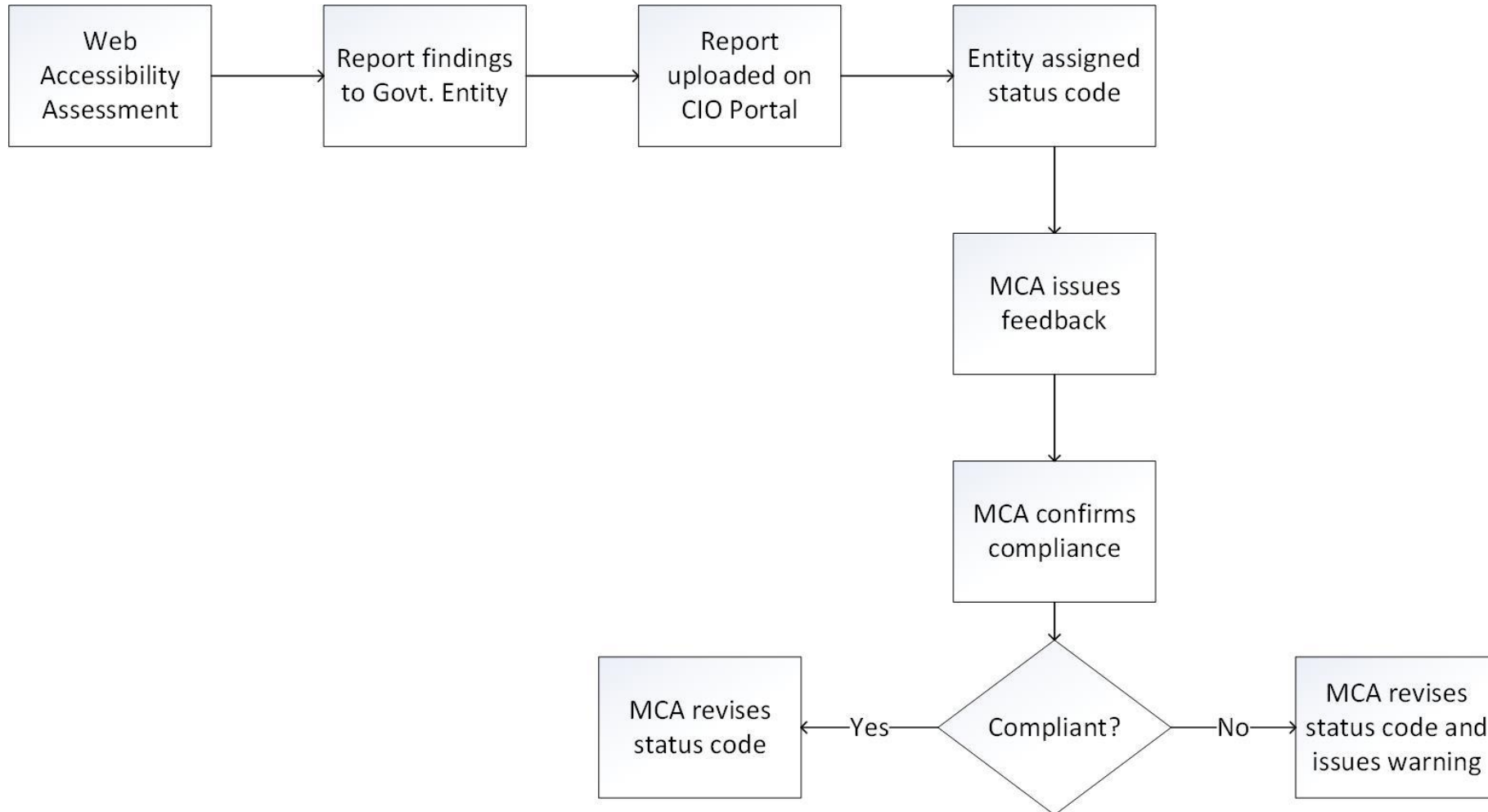
- Web Accessibility makes the web easier to use for a wider audience not just persons with disabilities
- WCAG 2.1 is split into three conformance levels
  - Level A – Minimal impact on design
  - Level AA – Some impact on design
  - Level AAA – High impact on design



# Monitoring and Reporting

- Simplified Assessments
  - Use of automated tools
  - Manned assessment of key web pages / screen
- In-Depth Assessments
  - Manned verification of a complete user journey following a typical default sequence
  - Manned evaluation of interaction with forms, interface controls, dialogue boxes, data confirmations, error messages

# National implementation of Directive





# Key Players



# Challenges to date

- Lack of awareness by website owners, web developers, the public!
- Website is generally made accessible but the content isn't
- PDFs
- Captioning particularly for languages other than English
- Automated tools output not consistent
- Interpretation of assessments



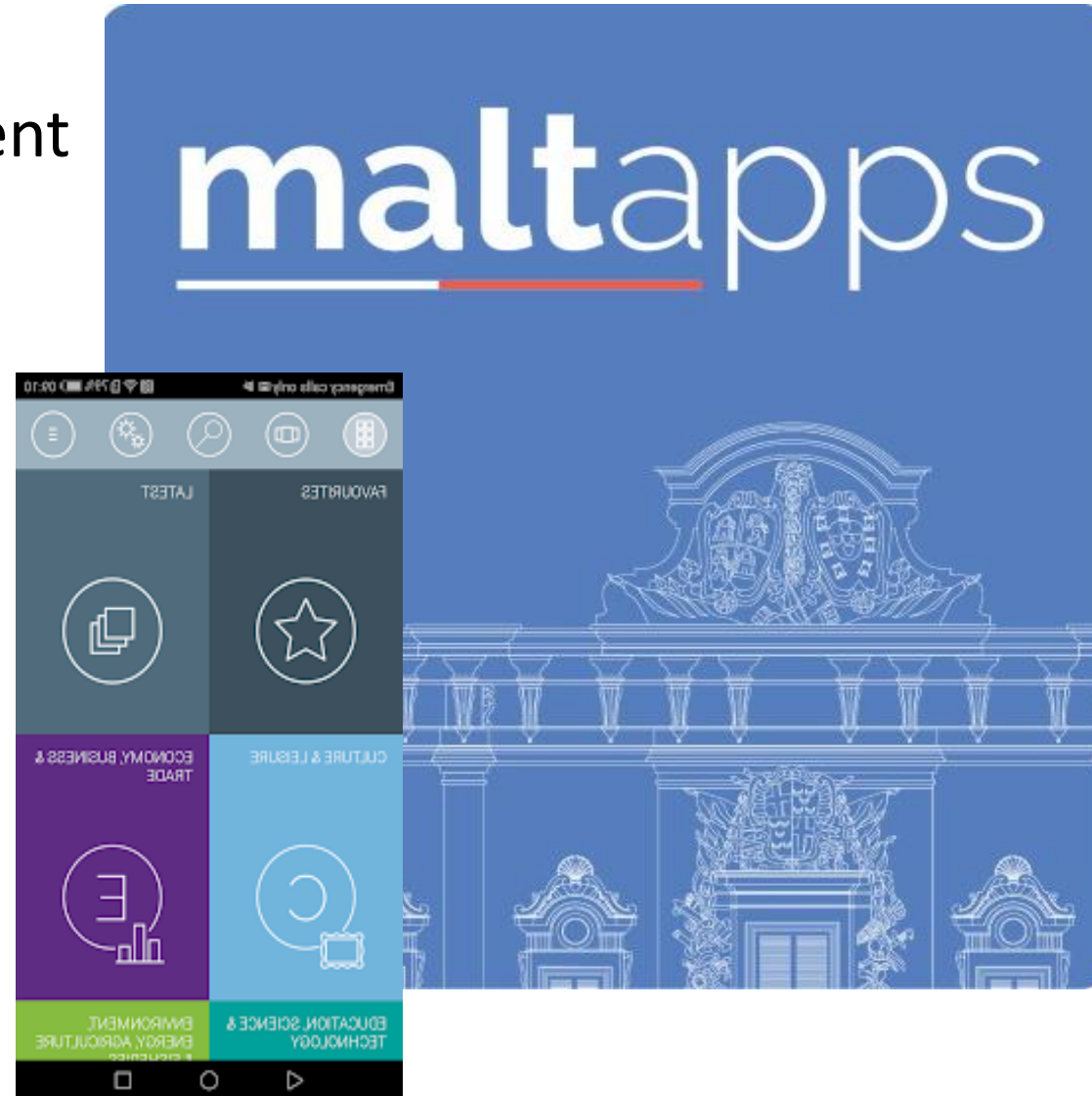


# Local Case Studies

- maltapps
- FITA website
- MCA website
- myhealth-ng.gov.mt

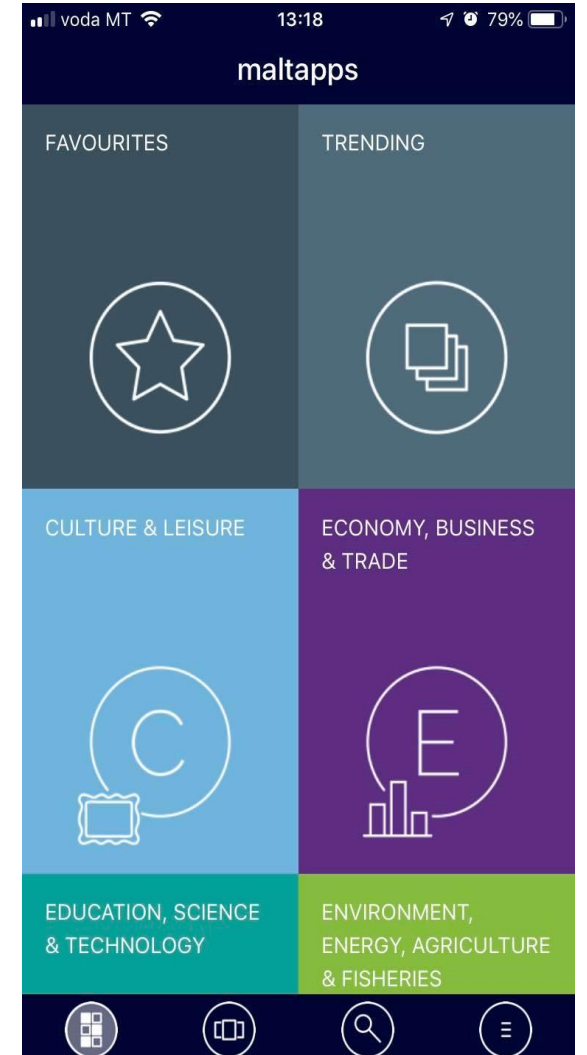
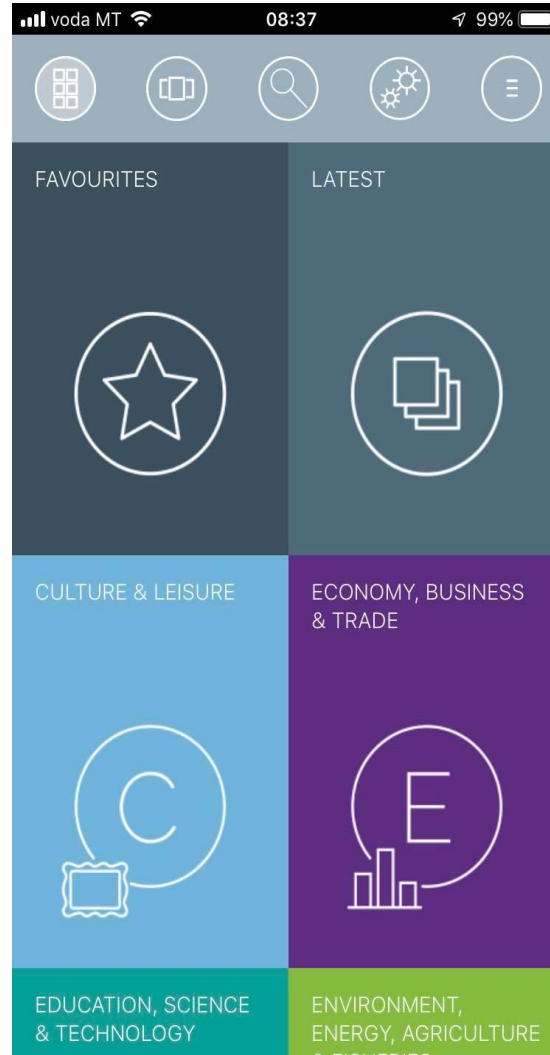
# What is maltapps?

- Provides visibility to Government services
- Allows access to mServices
- Hybrid Mobile App
- Based on standard web technologies (HTML, JS, CSS)
- Built using Ionic Framework



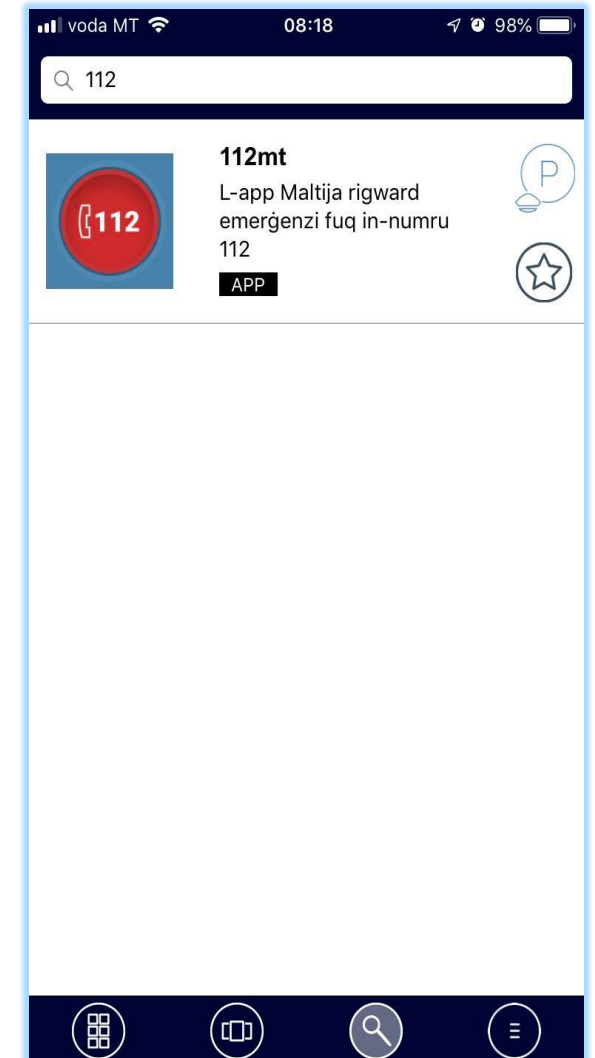
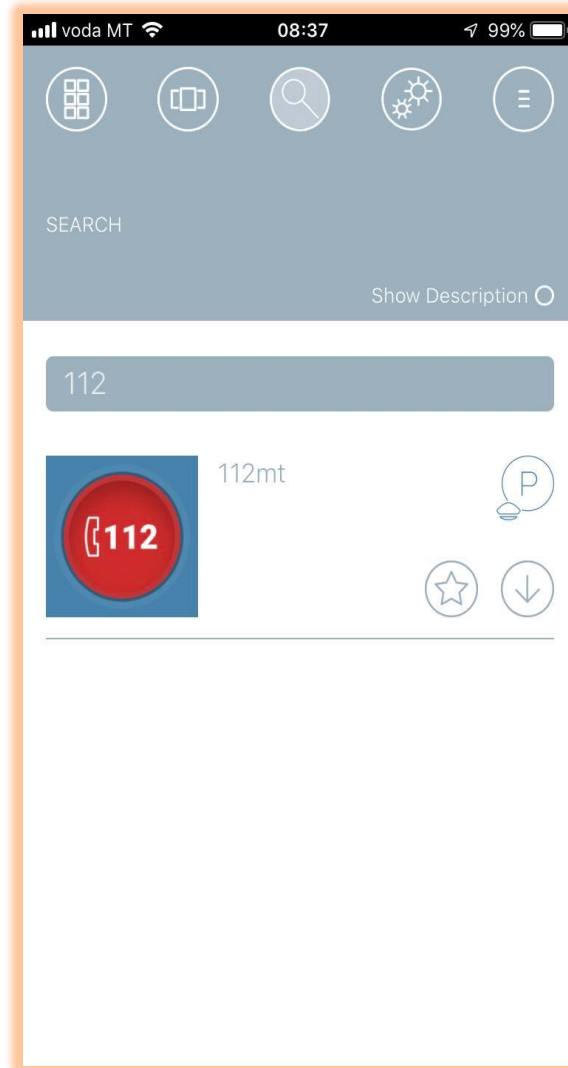
# maltapps before and after

- Tab placement
- Tab colour
- Reduced tab



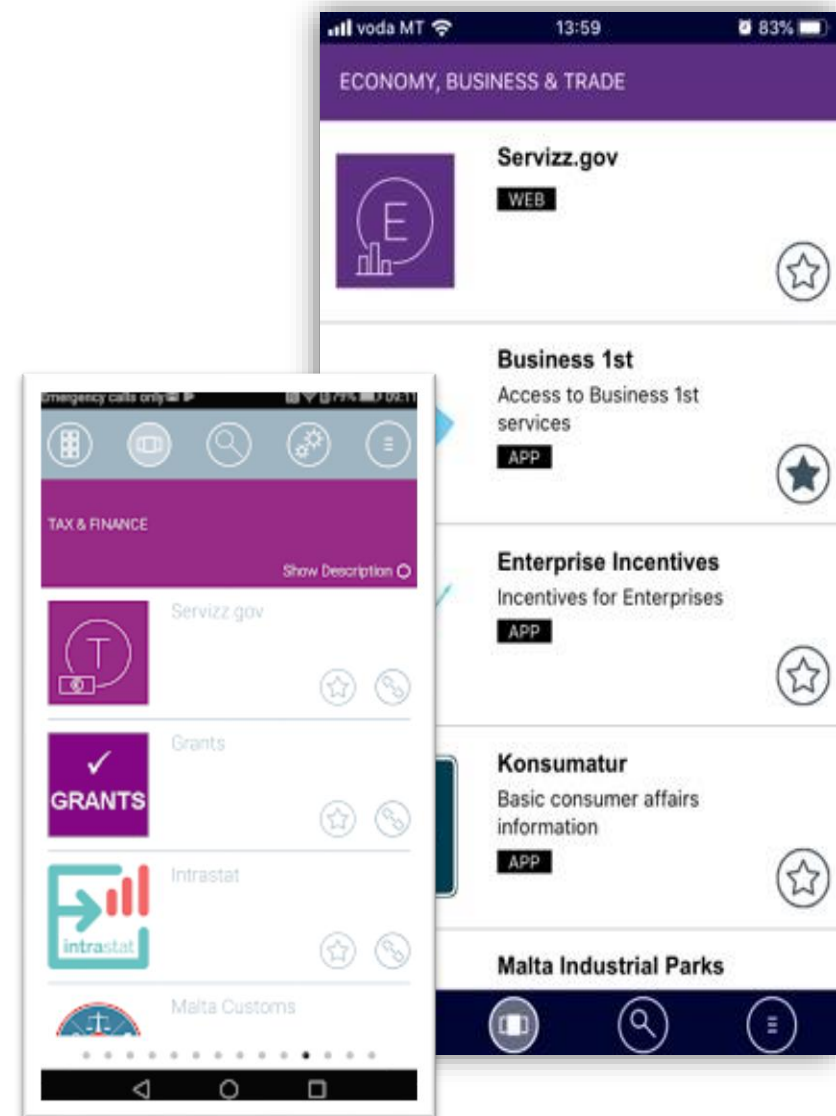
# maltapps before and after

- Title bar removed
- Show description toggle removed
- Moved to black font



# What MITA focused on

- Ensure screen readers can navigate app interface as intended
- Better colour contrast
- Use standard native iOS and Android components
- Reduce the number of clicks / steps to simplify the user experience



- Simplified interface
- Navigation focus feedback
- Accessible menu system



## Home



## LATEST UPDATES

- Accessible Europe: ICT 4 ALL – Malta 2019
- FITA ICT Courses 2019-2020
- Research on the use of Screen Readers
- No ifs and buts, your products & services must be accessible
- Raising the Achievement of all Learners in Inclusive Education
- Accessible Coding



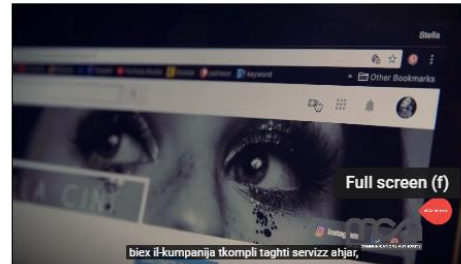
# MCA website

- Simplified interface
- Always-on video captions
- Accessible menu system
- Better contrast



## Quick Links

- ELECTRONIC COMMERCE ACT >
- ECOMMERCE NATIONAL STRATEGY 2014-2020 >
- ECOMMERCE GUIDES FOR SMES >
- EBIZNIFY LEARNING PORTAL >
- BLINK ECOMMERCE DIRECTORY >



## Latest Updates

Read All →

### The MCA hosts FESA & ENISA Meetings in Malta

Published On: Oct 31st 2018

The Forum of European Supervisory Authorities (FESA) is a forum open to national bodies responsible for the supervision of Trust Service Providers (TSPs) and of Trusted Lists in accordance with the eIDAS Regulation. The scope of FESA is to support the cooperation, information and assistance among the members and to...

### The MCA welcomes nominations for the eBusiness Awards 2019

Published On: Oct 22nd 2018

The MCA eBusiness Awards is now a well-established, annual event, unique in its kind because it is the only event locally that acknowledges the effective integration of ICT applications in the entrepreneurial efforts of individuals and organizations. The MCA is pleased to announce that the nomination period for the...

## eBiznify



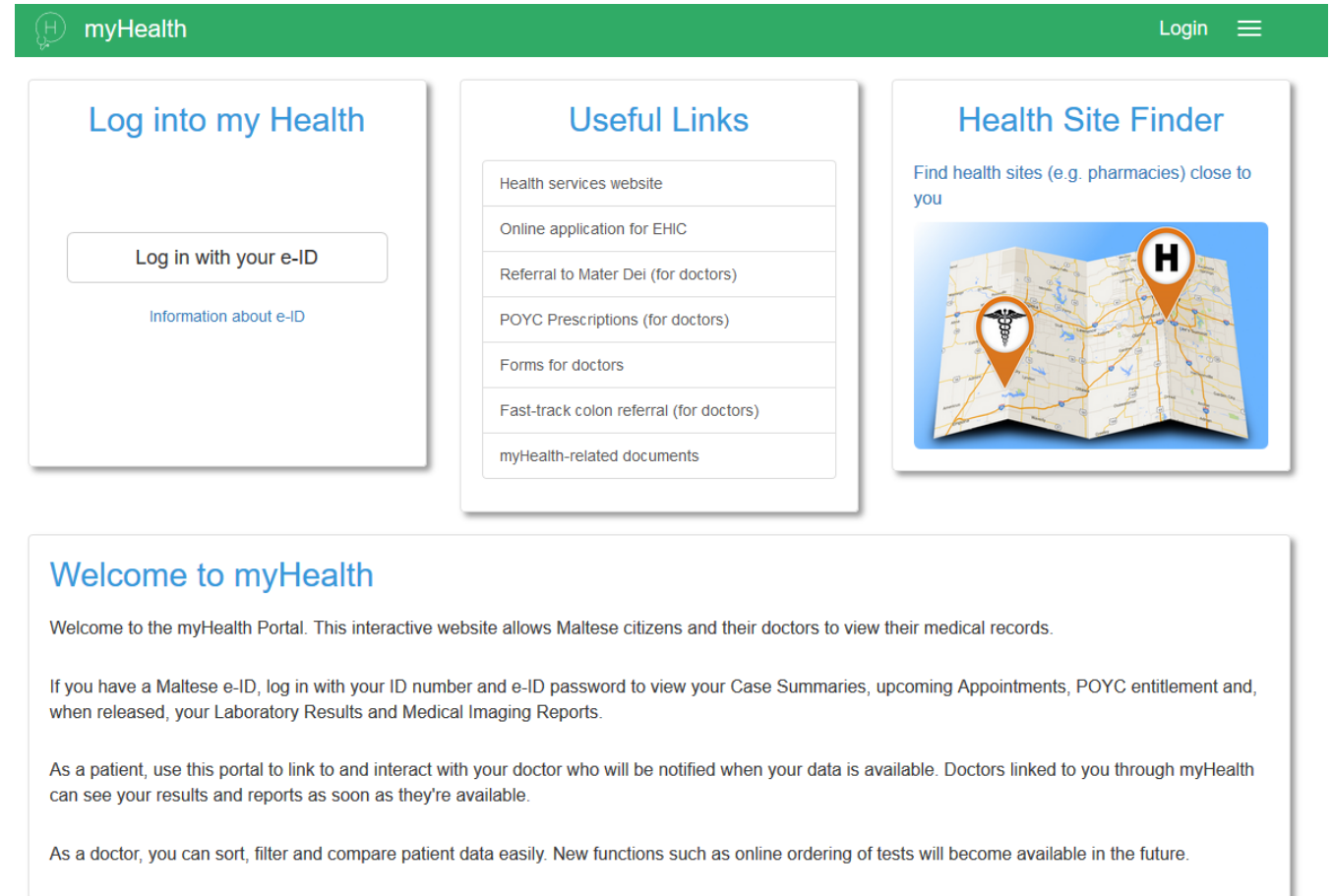
## Malta Cloud Forum



## Surveys



- Colour contrast
- Large button activation



The screenshot displays the myHealth portal interface. At the top, a green navigation bar contains the 'myHealth' logo on the left and 'Login' with a menu icon on the right. Below the navigation bar, there are three main content areas:

- Log into my Health:** A white box with a blue title. It features a large, rounded rectangular button labeled 'Log in with your e-ID'. Below the button is a smaller link labeled 'Information about e-ID'.
- Useful Links:** A white box with a blue title. It contains a list of links: 'Health services website', 'Online application for EHIC', 'Referral to Mater Dei (for doctors)', 'POYC Prescriptions (for doctors)', 'Forms for doctors', 'Fast-track colon referral (for doctors)', and 'myHealth-related documents'.
- Health Site Finder:** A white box with a blue title. It includes the text 'Find health sites (e.g. pharmacies) close to you' and an image of a map with location pins, one of which is marked with a large 'H'.

Below these three boxes is a large white box with a blue title 'Welcome to myHealth'. The text inside reads:

Welcome to the myHealth Portal. This interactive website allows Maltese citizens and their doctors to view their medical records.

If you have a Maltese e-ID, log in with your ID number and e-ID password to view your Case Summaries, upcoming Appointments, POYC entitlement and, when released, your Laboratory Results and Medical Imaging Reports.

As a patient, use this portal to link to and interact with your doctor who will be notified when your data is available. Doctors linked to you through myHealth can see your results and reports as soon as they're available.

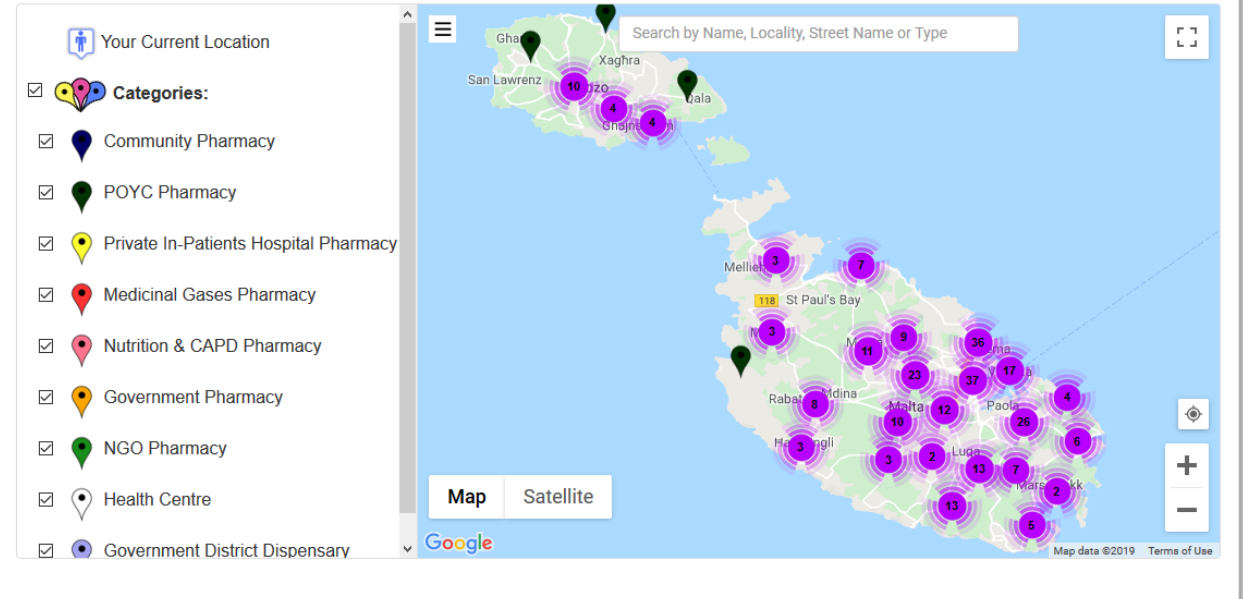
As a doctor, you can sort, filter and compare patient data easily. New functions such as online ordering of tests will become available in the future.



- Multi-function search page

## Health Site Finder

Browse the map to find Pharmacies, Health Centres and District Dispensaries in Malta and Gozo. Click on the markers to view more information. If you prefer, you can browse the list of health entities below.



The screenshot shows the 'Health Site Finder' interface. On the left, there is a 'Categories' list with checkboxes for:
 

- Community Pharmacy
- POYC Pharmacy
- Private In-Patients Hospital Pharmacy
- Medicinal Gases Pharmacy
- Nutrition & CAPD Pharmacy
- Government Pharmacy
- NGO Pharmacy
- Health Centre
- Government District Dispensary

 The map on the right shows the islands of Malta and Gozo with numerous purple circular markers, each containing a number. A search bar at the top right of the map area says 'Search by Name, Locality, Street Name or Type'. At the bottom of the map area, there are 'Map' and 'Satellite' buttons, and a Google logo.

## List of Health Locations in Malta & Gozo

Search Health Sites  Choose Categories  Show  entries

Name	Address	
M4 Pharmacy	Triq il-Linja, Attard	Community Pharmacy, POYC Pharmacy
Misrah Kola Pharmacy	Triq il-Pitkali, Attard	Community Pharmacy, POYC Pharmacy
St. Catherine Pharmacy	Triq id-Dielja k/m Triq Santa Katerina., Attard	Community Pharmacy, POYC Pharmacy
St. Mary Pharmacy	2, Triq Antonio Schembri, Attard	Community Pharmacy, POYC Pharmacy
Mount Carmel Hospital Pharmacy	Notabile Road, Attard	Government Pharmacy

*“The power of the Web is in its universality. Access by everyone regardless of disability is an essential aspect.”*

Tim Berners-Lee