



Inquiry into the effectiveness of Fix My Street

Answer to question on notice

Asked by: Mr Andrew Braddock MLA

Addressed to: Minister for City and Government Services

Reference: ACT Government submission page 13

Hearing: 15 October 2025

In relation to: Fix My Street Accessibility

Question received: 20 October 2025

Answer Due: 28 October 2025

The Government submission states “The FMS website has been previously assessed as compliant against the WCAG 2.0 standards to which the Territory has committed. More recently, feedback has been received against the WCAG 2.1 AA standards following a comprehensive audit. This feedback will be assessed and actioned as appropriate in the coming months, once the detailed audit information is provided to the Territory. The ACT Government is committed to WCAG 2.0 and accessibility for all citizens. The issues identified in this audit will require a collaborative effort between TCCS, Access Canberra and Digital Canberra to resolve.”

- (1) What was the feedback provided?
- (2) What is the work plan to address this feedback?
- (3) How was accessibility testing conducted? Were automated accessibility testings tools used?
- (4) Has there being manual testing by engineers with accessibility expertise, user testing involving people with lived experience of disability and ongoing consultation with accessibility specialists as recommended by Guide dogs ACT/NSW?

Tara Cheyne MLA: The answer to the Member’s question is as follows:

- (1) Guide Dogs NSW/ACT provided a ‘snapshot’ document by Hassell Inclusion, which made technical suggestions for improving accessibility of Fix My Street in regard to the account creation and login process, navigation and user experience, and general accessibility. Examples include suggestions about heading structures, labelling input fields accurately for screen reader users, and standardising the styling of buttons and links.
- (2) In 2024 the ACT Digital Account underwent an independent accessibility audit against WCAG 2.1 Level AA. Critical issues identified in the audit have been addressed, including:
 - Change to the email and mobile verification screen;
 - Ensuring all pop-up messaging can be easily closed; and
 - Improvements to the ‘hamburger’ menu on the mobile app.

OFFICIAL

Work on the next tranche of improvements is in progress including suggestions by Hassell Inclusion relating to:

- Login page;
- Password, verification of email/mobile and account recovery;
- Error messaging;
- Colour contrast;
- Headings, images/icons and navigation; and
- Improving text for screen readers.

(3) & (4) The ACT Digital Account underwent an independent accessibility audit against WCAG 2.1 Level AA in 2024. The Fix My Street form is tested using screen reading software and testing by a staff member in a frontline customer service team who has low vision. Consultation has recently commenced with a User Experience Designer.

Approved for circulation to the Standing Committee on Transport and City Services

Signature:



By the Minister for City and Government Services, Tara Cheyne MLA

Date:

4/11/25