## Ensuring web accessibility for persons with disabilities

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| **Organisation(s):** | Agency for Sustainable and Operative Social Provision (DOST Agency) |
| **Country:** | Republic of Azerbaijan |
| **Contact:** | policy@esn-eu.org |

| **Theme:** *Choose at least one option* | ☐ Ageing & Care <br> ☐ Asylum & Migration <br> ☐ Young People <br> ☐ Support for Children & Families <br> ☐ Community Care <br> ☐ Integrated Care & Support <br> ☐ Co-Production <br> ☒ Disability <br> ☐ Housing & Homelessness <br> ☐ Artificial Intelligence <br> ☐ Digitalisation <br> ☐ Quality Care | ☐ Labour Market Inclusion <br> ☒ Social Inclusion <br> ☒ Technology <br> ☐ Workforce and Leadership <br> ☐ Social Benefits <br> ☐ EU Funding <br> ☐ Social Service's Resilience <br> ☐ Mental Health <br> ☐ Person-Centred Care <br> ☐ Research & Use of Evidence <br> ☐ Management & Planning <br> ☐ Other, please specify: |
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| **Principles of the European Pillar of Social Rights:** *Check the 20 principles here.* | ☐ 1. Education, training, life-long learning <br> ☐ 2. Gender equality <br> ☐ 3. Equal opportunities <br> ☐ 4. Active support to employment <br> ☐ 5. Secure and adaptable employment <br> ☐ 6. Fair Wages <br> ☐ 7. Transparent employment conditions <br> ☐ 8. Social dialogue <br> ☐ 9. Work-life balance <br> ☐ 10. Healthy, safe work environment | ☐ 11. Childcare and child support <br> ☐ 12. Social protection <br> ☐ 13. Unemployment benefits <br> ☐ 14. Minimum income <br> ☐ 15. Old age income and pensions <br> ☐ 16. Health care <br> ☒ 17. Inclusion of people with disabilities <br> ☐ 18. Long-term care <br> ☐ 19. Housing and assistance to homeless <br> ☐ 20. Access to essential services |
| **Current status of the practice:** | ☐ Concept and Design Phase <br> ☐ Testing or pilot phase <br> ☐ Temporary practice that has terminated <br> ☐ Temporary practice that is ongoing and has a termination date <br> ☒ Established and ongoing practice <br> ☐ Scaling Up and Transformation Phase <br> ☐ Other (please specify) | |
| **Summary:** *Please summarise the practice in maximum 3 sentences. This will be the* | This project addresses the social problem of digital inaccessibility for people with disabilities in Azerbaijan, particularly in accessing government services online. It develops a sustainable mechanism to ensure that websites, especially those of government agencies, are accessible according to international standards (WCAG), thus bridging the gap between legislation and practical access to digital services for people with disabilities. | |

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| *disclaimer of your project on our website.* | |
| **Context/ Social issues addressed**<br>*Please explain the problem you attempt to solve with your practice.* | People with disabilities applying for services at the DOST Agency emphasised that the simplicity of the texts on the DOST Agency website, the site's interactivity, and navigation capabilities were unsuccessful. The opportunities to benefit from the DOST services through the website, using a computer or phone without leaving home or workplace, were rated '0'. Having investigated complaints and through monitoring tools, it was found that the accessibility of websites operating in Azerbaijan to people with disabilities was generally low. |
| **Objectives**:<br>*Please provide **a maximum of three** objectives in bullet points.* | 1. To develop and bring to the working conditions a sustainable implementation mechanism to provide access to information resources for people with disabilities and close a gap between legislation and the consumption of services environment for people with disabilities. |
| **Activities:**<br>*Please describe the activities put in place to achieve the objectives (maximum 300 words).* | Solutions developed and implemented in this project's frameworks are based on well-organised, no-one-left-behind formats:<br><br>**1. Reliable data**. This means that the assessment was based on the validity of data, correctly formatted and stored, completeness and uniqueness of data, excluding duplicates.<br><br>**2. Proved research methods.** Several tools, methods, and standards/guidelines were defined and applied to ensure the statistical and content reliability of the needs.<br><br>2.1. Requirements for the Creation and Management of Internet Information Resources of State Bodies (2020)<br><br>• 2.1.1. The accessibility of Internet information resources for people with disabilities should be ensured by the international standard "WCAG (Web Content Accessibility Guideline). 2.1.2. In the Internet information resource, text alternatives for non-text content, transcripts for audio and video content, subtitles, use of large fonts, font selection capabilities, colour management, and spacing between characters should be provided.<br>• 2.1.3. Creating a time adjustment function, providing users with enough time to read and use the content, the possibility of controlling processes from the keyboard, implementing the function of deactivating animated images, and ensuring that the content is clear and consistent.<br>• 2.1.4. Readable and understandable language should be used in the Internet information resource.<br>• 2.1.5. Content must be fully compatible with current and future user web browsers and assistive technologies.<br><br>2.2. 10 Key Indicators of web accessibility<br><br>2.3. WCAG (Web Content Accessibility Guideline). WAI-WCAG 2.0 has three priorities and 'A', 'AA', and 'AAA' categories. WAI-WCAG 1.0 content retrieval standards WCAG 1.0 is a standard that describes general rules for the design of pages on the Internet, developed in 1999 by the WAI division of the W3C group.<br><br>**3. DOST Agency applies approaches oriented toward the origin of the problem**. It evaluates the accessibility of various web resources operating in Azerbaijan to make internet content accessible to all users, including PWD. |

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| **Outcomes:** *Please explain what the results were/are so far and how you evaluated this.* | For the first time in the country, web accessibility monitoring was conducted. What is more important, it was initiated by service users' complaints. Monitoring was based on international standards W3C. The unique fact is that the algorithm was developed by the state body in cooperation with civil society representatives, became sustainable and understandable for all partners, and has a double-monitoring mechanism. For the first time in the country, the web accessibility issue became the activity of more than 100 state and private organisations.<br><br>Monitoring of 111 websites in 2023 showed that only 4,5% didn't respond to requirements. |
| **Links to supporting documents:** *e.g. website or report of the practice* | DOST - Agency for Sustainable and Operational Social Security |
| **Comments and tips** *i.e. for people willing to use your Practice* | |