



Senate Finance and Public Administration Committee
Via email: fpa.sen@aph.gov.au

28 September 2017

Re: Digital Delivery of Government Services

As the peak body representing communications consumers, the Australian Communications Consumer Alliance (ACCAN) would like to draw the Finance and Public Administration Committee's attention to a recent research report it believes is relevant to its inquiry into the digital delivery of government services. ACCAN would also like the Committee to note its position on Accessible ICT Procurement.

Breaking Down Barriers to Digital Government

ACCAN's report '[Breaking Down Barriers to Digital Government: How can we enable consumers to have equal participation in digital government?](#)' was published in August 2017. The report identifies the distinct needs of eight vulnerable consumer groups in Australia, and the unique barriers they face to interacting with government online. It makes recommendations for government and the private sector alike to improve the accessibility, availability, and affordability of digital platforms for all consumers. The report is attached for consideration by the Committee.

Accessible ICT Procurement

Accessible ICT ensures that the full potential of our digital economy can be realised. Procurement of accessible ICT products and services will contribute to the objective of delivering better government services at a lower cost. When accessibility and usability are requirements of procurement processes there is less likelihood of costly retro-fit upgrades, end-user exclusion, and potential disability discrimination litigation. We believe that ACCAN's submission to the Department of Prime Minister and Cabinet's ICT Procurement Task Force in January 2017 is relevant to the work of this current inquiry. This submission is attached for Committee member's consideration.

ACCAN would be happy to discuss these matters further with Committee members.

Yours sincerely

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