

AusAID
Online Action Plan
March 2001



Summary of Revisions



The Australian
Government's
Overseas Aid
Program

ONLINE ACTION PLAN: SUMMARY OF REVISIONS

1. IMPLEMENTATION OF NEW SERVICES

Since publication of the Online Action Plan September 2000 AusAID has implemented the following new online services:

1.1 Selection exercise advice system

The implementation of a new online selection exercise advice system has been added to the 'Working for AusAID' area of the Internet site. The system provides up-to-date information on the current status of individual recruitment exercises ie interviewing, shortlisting etc, the names of Panel Chairs and, in the case of generic rounds, the location of individual positions as these become known.

1.2 Online subscription form for Focus Magazine

A facility to subscribe online to Focus, AusAID's free flagship magazine, is now available on the Internet site. Interested persons can register their details and be included on the Focus mailing list. The form also includes a field to provide comments or unsubscribe should the recipient so decide.

1.3 Redesign of InfoAusAID (AusAID online information service)

AusAID's online information service has been refined to include a page of frequently asked questions. It is expected that this will assist users in finding the information they require before submitting an email request for assistance.

2. FUTURE SERVICES

The following service was not originally identified in the September 2000 Online Action Plan.

2.1 AusAID Photolibrary online

An online photolibrary is under development. This will provide external stakeholders such as designers and contractors and internal staff posted overseas with access to images of the aid program, AusAID logos and other electronic images of special interest.

3. IMPEDIMENTS TO ONLINE SERVICE DELIVERY

A number of impediments to online service delivery have been overcome with AusAID now better prepared to deliver high quality online services to stakeholders.

3.1 *Metadata*

The Australian Government Locator Service (AGLS) Metadata Standard developed by the National Archives of Australia (NAA) requires that on-line information be described in a consistent and defined manner to support improved accessibility, indexing and cataloguing. The standard is designed to improve the visibility and accessibility of government online information and services.

AusAID has developed metadata application guidelines for its Internet site and online services that are consistent with the AGLS standard.

AusAID is fully AGLS compliant.

3.2 *Privacy*

AusAID has developed and adopted guidelines to ensure that the Internet fully complies with the requirements of the Commonwealth *Guidelines for Federal and ACT Government World Wide Websites*.

3.3 *Accessibility to special groups*

Commonwealth departments and agencies are obliged by the *Disability Discrimination Act 1992* to ensure that online information and services are accessible to people with disabilities.

AusAID has developed guidelines based on the W3C Web Content Accessibility Guidelines 1.0 and the Human Rights and Equal Opportunity Commission's Working Paper on Web Accessibility to ensure the accessibility of its online services for those with disabilities. In addition a number of modifications have been made to the site to ensure compliance with W3C standards.

The Internet site currently meets Priority 3 standards in accordance with active validation by 'Bobby' compliance testing.

3.4 *Standards for the delivery of electronic services*

AusAID has developed and adopted online service delivery standards to ensure the currency and authenticity and accessibility of information on the AusAID Internet site.

4. REVISED TIMELINES FOR COMPLETION OF NEW SERVICES

The development timeline for the Data Mart statistical services system has been extended as a result of changes to available resources for systems development.

The development timeline for the submission of forms online has been extended to accommodate changes in available resources within the relevant sections of AusAID.

5. EVALUATION OF SERVICES

Feedback on the AusAID Online Action Plan is invited via a specifically designed feedback page accessible from 'Key Resources' in the 'All about AusAID' area of the Internet site. The recently revised March 2001 edition and the earlier September 2000 edition are available along with this 'Summary of Revisions'.

5.1 Internet development and review

The Global Ed Internet site is currently undergoing a usability and content review. Stakeholder feedback is being sought on the appropriateness of the site and on possible new services to be included on the site in future. The results of this review will be available in May.