



**Government Digital
Delivery Agency**
Te Pūnaha Matihiko



Have your say about the Digital Accessibility Standard: Easy Read survey

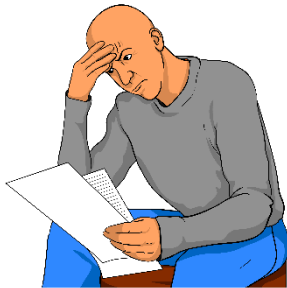


Published: July 2026

Before you start



This is a long document.



It can be hard for some people to read a document this long.

Some things you can do to make it easier are:



- read it a few pages at a time
- set aside some quiet time to look at it
- have someone read it with you to support you to understand it.



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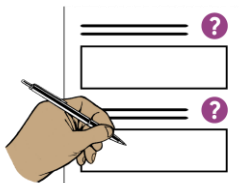
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About this Easy Read



This Easy Read **survey** is from the **Government Digital Delivery Agency**.



A **survey** is a set of questions to find out what you think about something.

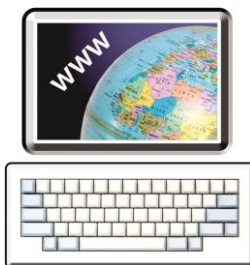


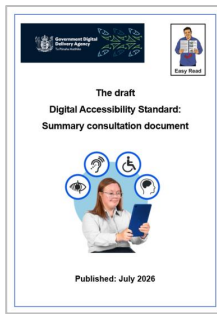
Before you start this survey you first need to read the Easy Read called:

The Digital Accessibility Standard: Summary consultation document

That Easy Read summary is on this **website**:

www.digital.govt.nz/das#alt





That Easy Read will explain some the ideas / hard words that are in this Easy Read.



When you see the words **we / us / our** it means the **Government Digital Development Agency**.



This Easy Read survey is a way to find out what you think about the draft **Digital Accessibility Standard**.



The **Digital Accessibility Standard**:

- is a new set of rules about digital **accessibility**
- and
- will work to make sure all Government digital information and services are accessible for disabled people.





Here **accessibility** means digital tools should be able to be used by everyone including disabled people.



In this Easy Read we call the Digital Accessibility Standard **DAS** in this document.



You can have you say about the draft DAS from:

- **Monday 13 July**
- to
- **Friday 7 August 2026.**

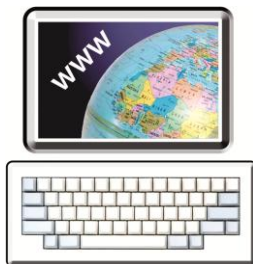
About the survey



We want to find out what you think about the draft DAS.



There are 2 surveys for you to pick from.



1. Online survey which has 18 questions.

You can find that online survey at:

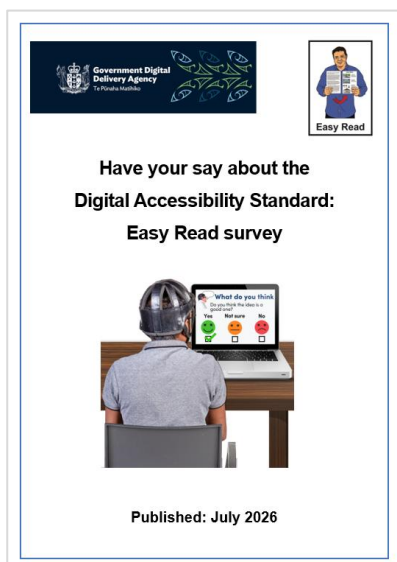
<https://tinyurl.com/DASSurveyLink>



The online survey is **not** in Easy Read.



It is okay to ask someone to support you to do online survey



2. This Easy Read survey which is shorter with 10 questions.

You can print out this Easy Read to fill it in.

If you need a printed Easy Read survey sent to you **email** us at:

web.standards@gdda.govt.nz



When you have finished filling in the survey you can **email** or **post** it to us.



We tell you where to send your survey to us on **page 38**.



You can ask someone to support you to do this survey.

Question 1: Contact information



Government organisations need to let people know how to contact them on their:

- websites
- mobile apps.



The contact information must be:

- easy to understand

and

- accessible.



Government organisations should have more than 1 way for people to contact them.

1. How do you like to contact a government organisation?



Tick the boxes next to the answers that are right for you:

☐

phone call

☐

email

☐

Seeflow / New Zealand Sign Language service

☐

New Zealand Relay Service

☐

online form

☐

video call

☐

text message / SMS

☐

chatbot – when you talk to a computer online not a person

☐

other: _____



Please tell us why you made these choices for Question 1 in the box:

Questions 2 to 5: Accessibility statements



Accessibility statements are a part of a website or app to say how accessible it is.



Government websites and mobile apps for the public need to say how accessible they are.



This information must be:

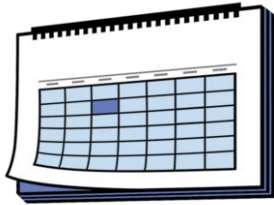
- easy to understand
- current / up to date
- easy to find.





It must tell people using them:

- if there are any known accessibility problems
- when any problems are likely to be fixed
- what ways people can:
 - give feedback about accessibility
 - ask for support.



2. Should all Government websites and mobile apps have an accessibility statement?



Tick the boxes next to the answer that are right for you:



☐ yes

☐ no

☐ unsure.



Please tell us why you made this choice in the box:

3. What should be in an accessibility statement?



Tick the boxes next to the answers that are right for you:



☐ it should say something about the DAS



☐ it should have a link to the accessibility plan of the organisation



☐ it should say what accessibility problems they know about such as:

- hard to read documents
- digital tools made by other places that are not accessible.



There are more tick boxes on the next page.

3. What should be in an accessibility statement?



Tick the boxes next to the answers that are right for you:



☐ it should have contact details to:

- give feedback about accessibility
- ask for support



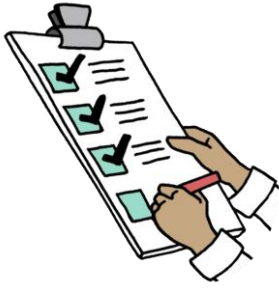
☐ have information about how the organisation will get back to you if you contact them.



☐ other – write your answer in the box



Please tell us why you made these choices for Question 3 in the box:



4. Should all Government accessibility statements follow the same template?



Here a **template** is a document that:

- works as a starting point to make an accessibility plan
- guides what to have in an accessibility plan.



Tick the boxes next to the answer that are right for you:



☐ yes

☐ no

☐ unsure.



Please tell us why you made these
choice for Question 4 in the box:



5. Where would you expect to find accessibility statements on websites and apps?

Tick the boxes next to the answers that are right for you:



☐ 1 main accessibility statement for each Government agency for all its websites and mobile apps



☐ a separate accessibility statement for each website or mobile app



☐ something else.



Please tell us why you made this choice for Question 5 in the box:

Question 6: The new DAS



The **Web Accessibility Standard** is only for Government:

- websites
- web apps.



The **Web Accessibility Standard** is a set of rules about making sure Government websites can be used by disabled people.



The new DAS could mean there are rules for other digital / online tools like:

- mobile apps
- PDF documents
- emails.





6. Do you think the new DAS should also have accessibility rules for other digital / online tools?



Tick the boxes next to the answer that are right for you:

☐

yes

☐

no

☐

unsure.



Please tell us why you made this choice for Question 6 in the box:

Question 7: Exceptions



Exceptions means the times when the rules do not have to be followed.



Sometimes a Government organisation cannot follow all the DAS accessibility rules.



This might be because:

- it costs too much money to make it accessible
- there is not enough time to make something accessible





7. Government organisations should:

- tell people about exceptions
- keep a record about the exception



Tick the boxes next to the answer that are right



☐ agree a lot

☐ agree a little bit



☐ not sure

☐ do not agree



☐ do not agree at all

☐ other.



Please tell us why you made this
choice for Question 7 in the box

Question 8: Support



Good tools are needed to make sure the DAS can be followed by:

- Government organisations
- people delivering / who give digital services.



They need:

- the right tools
- knowledge about accessibility
- support to make their services accessible.



8. What things do you think would support the Government to follow the new DAS?



You can tick up to 3 boxes for Question 8:



☐ have a good working **Accessibility Charter**



The **Accessibility Charter** is a document Government organisations sign to say:

- they are working to making their services accessible
- their information is accessible to everyone.



There are more tick boxes for Question 8 on the next page.

8. What things do you think would support the Government to follow the new DAS?



You can tick up to 3 boxes for Question 8:



☐ strong support from:

- leadership
- decision makers.



☐ training for teams working on things to do with accessibility



☐ being able to ask an accessibility team for:

- advice
- support.



There are more tick boxes for Question 8 on the next page.



8. What things do you think would support the Government to follow the new DAS?

You can tick up to 3 boxes for Question 8:

☐ making knowing things about accessibility a job skill.



☐ training for teams working on things to do with accessibility



☐ true stories to let people know what accessibility is



☐ having a score that shows how well an organisation is doing on being accessible.



There are more tick boxes for Question 8 on the next page.

8. What things do you think would support the Government to follow the new DAS?



You can tick up to 3 boxes for Question 8:



☐ having a main place for accessibility resources / information



☐ clear ideas on how an organisation can make accessibility part of how they work.



☐ sharing information about accessibility with other Government agencies



☐ ways for disabled people to give feedback about services.



Please tell us why you made these choices for Question8 in the box.

Question 9: Other feedback



You can give feedback about the DAS in your own words.



A reminder you can read the Easy Read summary of the draft DAS at:

www.digital.govt.nz/das#alt

This will tell you about the draft DAS including:

- what we are doing
- why we are doing it.





9. What changes would you like to be made in this draft DAS?

Why do you think these changes are needed?



Please tell us what you think in this box.



We may not be able to make all the changes you have told us about.



Your feedback will help us to make decisions about the DAS in the future.

Question 10: About you



We would like to find out some information about you.

10. What answers best fit you?



Tick the box that is right for you:

☐

work for the Government

☐

someone who makes digital tools

☐

disabled person.



There are more tick boxes for Question 10 on the next page



10. What answers best fit you?

Tick the box that is right for you:

☐

disability advocate / somebody who speaks up for disabled people.

☐

other – please put your answer in the box:

Send us your feedback



Thank you for taking the time to complete this survey.

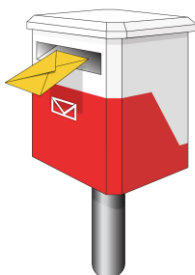


Please send us your survey answers by **Friday 7 August 2026**.



You can send us feedback by **emailing** your survey to us at:

web.standards@gdda.govt.nz



You can also **post** your survey answers to:

**Web Standards Team
Government Digital Delivery Agency
Public Service Commission
PO Box 329
Wellington 6140**



Information you share with us will be treated with:

- care
- respect.



You can find more about how information is used by visiting our **privacy** statement page at this **website**:

www.digital.govt.nz/home/about-digital-govt-nz/privacy



Here **privacy** is keeping information about you safe.



This website is **not** in Easy Read.

What happens next



After the survey closes we will look carefully at all the feedback we have been sent.



This feedback will support us to make the final DAS.



In early 2027 we will publish:

- the final DAS
- a document telling you about why the decisions were made.



There is more information about the DAS at this **website**:

<https://www.digital.govt.nz/das>



This information has been written by the Government Digital Delivery Agency – Te Pūnaha Matihiko.



It has been translated into Easy Read by the Make it Easy Kia Māmā Mai service of People First New Zealand Ngā Tāngata Tuatahi.



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