Government Chief Information Office

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NSW Government Website Style Directive and Internet Guidelines

The NSW Government is committed to providing individuals, businesses and other agencies with easy-to-find information about the NSW Government and the services it offers.

Since 1998 the Guideline; Providing Information and Services Using the Internet, addressed the alignment of agency Internet initiatives with the government's commitment to electronic service delivery.

In 2007, the NSW Government released the Website Style Directive and supporting documents and templates aiming to create a consistent and user-friendly experience for visitors to all publicly accessible NSW Government websites, by standardising key elements and making NSW Government websites instantly recognisable.

The *Providing Information and Services Using the Internet* covered Defining the requirements of users and business; Website planning and management; Development of websites, examining design, content, accessibility and security; and Website implementation, planning and maintenance.

The *Style Directive* was supported by a set of templates and guidelines designed to assist agencies in developing their website policies and implementing its recommendations for navigation and positioning of features and common content, across NSW Government websites.

The *Style Directive* and supporting information was developed by the inter-agency Customer Interface Management Reference Group comprising agency representatives with website design, technical and content development skills. The Group continues to maintain the currency of the *Style Directive.*

In early 2008 it was recognised that there were large areas of duplication across the Style Directive and the Internet Guideline as such, these have now been reviewed and amended and republished as suite of website best practice guidelines.

Please email info.gcio@services.nsw.gov.au if you are encountering problems with downloading any of these documents.

- *NSW Government Website Development and Maintenance*: (PDF, 249 KB) Provides information to help NSW Government Agencies develop their websites and maintain the quality and effectiveness of these sites.
- *NSW Government Website Style Directive*: (PDF, 781 KB) Specifies compulsory and optional elements for public facing NSW Agency websites.
- *NSW Government Website Style Directive Explanatory Notes*: (PDF, 5889 KB) Provides additional information regarding compulsory and optional elements specified in the NSW Government Website Style Directive. It also provides details on website usability and accessibility.
- *NSW Government Website Style Directive Technical Implementation Notes*: (PDF, 211 KB) Assists developers with the style directive HTML templates and cascading style sheets.
- *NSW Government Website Style Directive Compliance Checklist*: (PDF, 104 KB) Provides a concise checklist against which Agencies can check whether their websites are compliant with the NSW Government Website Style Directive.
- *NSW Government Website Images and Graphics:* (PDF, 1170 KB) Provides guidelines on how to manage images on websites and at the same time comply with accessibility guidelines
- *NSW Government Website Online Forms:* (PDF, 645 KB) Provides guidelines on how to design and code online forms for accessibility.

- ***NSW Government Website PDF Accessibility:*** (PDF, 753 KB) Outlines how to create PDF files so they comply with accessibility guidelines.
- ***NSW Government Website Flash Accessibility:*** (PDF, 1029 KB) Outlines how to create Flash movies so they comply with accessibility guidelines.
- ***NSW Government Website Information Architecture:*** (PDF, 2725 KB) Guides Agencies through the process of determining who their main website users are, the most relevant content for their website and organising that content.
- ***NSW Government Website Legal Requirements and Statements:*** (PDF, 91 KB) Outlines the legal requirements regarding content, privacy and copyright on NSW Government websites.

Using the Best Practice Guides

The Style Directive Guidance area provides guidance and more information and tools to help you apply the *Best Practice Guides* to your website.

Reporting Compliance with the Style Directive

In February 2007, the Premier's Department issued a Circular: C2007-03 NSW Government Website Style Directive outlining the compliance requirements of the *Style Directive.*

All NSW Government agencies with websites accessible by the public and operated by any entity subject to the control of, or direction from, a Minister, are required to report *Style Directive* compliance to the Government Chief Information Office (GCIO) for approval by the Chief Executive Committee.

The Style Directive Compliance area outlines agencies' current compliance obligations, including information on how to report compliance or request an extension or exemption. If you have any questions about the compliance process please email GCIO.

Feedback

If you would like to provide feedback on the *Style Directive* please email GCIO.

If you would like to be kept up-to-date on changes to the *Style Directive* please email GCIO.

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