

Digital Policy Office

Baseline Accessibility Criteria for Government Mobile App

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Government mobile app should be made accessible in conformance with all 18 baseline practices which are mapped to corresponding references in Mobile Application Accessibility Handbook*. Exceptions must be justified and explained where appropriate.

Baseline Practice	Reference in Mobile Application Accessibility Handbook
1 Perceivable	
<i>Text related</i>	
1.1 Provide text alternatives for non-text contents	1.1
1.2 Provide text resize function to scale up text size or zoom support function (or work well with device’s zoom feature) without loss of content	1.3
1.3 Provide meaningful content sequence	1.4
<i>Sensory</i>	
1.4 Provide sufficient colour contrast	1.7
1.5 Provide alternative means for notification	1.8
<i>Multi-media related</i>	
1.6 Provide transcript, captions or sign language for pre-recorded videos	1.9 - 1.11
1.7 Easy to turn off background sound or set as user-initiated only	1.13
2 Operable	
<i>Navigation related</i>	
2.1 Provide navigation for going backward	2.1
2.2 Provide clear and simple headings	2.3
2.3 Provide clear and informative links	2.4
<i>Control related</i>	
2.4 Provide means to close popovers	2.6
2.5 Make all clickable objects large enough to be tapped	2.8
2.6 Provide sufficient time for users to read the content and operate a function	2.10

Baseline Practice		Reference in Mobile Application Accessibility Handbook
3 Understandable		
<i>User interface related</i>		
3.1	Provide consistent and simple user interface structure	3.1, 3.3
<i>Input related</i>		
3.2	Provide input assistance such as proper labels or instructions for user input	3.5
3.3	Provide error prevention for transactions	3.4, 3.6, 3.7
4 Other Best Practice		
4.1	Provide contact points or email feedback as well as an accessibility statement	4.1
4.2	Ensure all interactive elements can be identified correctly	4.2

For the 5 Additional Baseline Practices based on WCAG 2.1 and 2.2 below, it is strongly recommended to adopt especially for the new mobile applications or the mobile application is under major revamp

Baseline Practice		Reference in Mobile Application Accessibility Handbook
2 Operable		
<i>Control related</i>		
2.7	Provide alternative ways for complicated gestures	2.9
2.8	Avoid relying only on motion-based controls	2.13
2.9	Avoid accidental screen touches or allow user to undo actions	2.14
3 Understandable		
<i>User interface related</i>		
3.4	Provide help information in the same location on every page	3.8
3.5	Avoid redundant data entry within the same process	3.9

For enquiry, please contact Digital Accessibility Support Team at 3974 6026 or email to wac@digitalpolicy.gov.hk

*Mobile Application Accessibility Handbook is available at:
https://www.digitalpolicy.gov.hk/en/our_work/digital_government/digital_inclusion/accessibility/promulgating_resources/maa_handbook/doc/mobile_app_handbook.pdf