

# Accessibility statement

## Accessibility of the Notification of change of address online service

This accessibility statement explains how well the notification of change of address online service complies with the Act on the Provision of Digital Services, what shortcomings there are in the accessibility of the website and how you can give us feedback on accessibility issues.

The online service is maintained by the Digital and Population Data Services Agency and Posti. We want as many users as possible to be able to access our digital services. We take accessibility into account in the development of digital services. The accessibility of the services is assessed regularly as part of planning and development work.

### How accessible is the website?

This online service largely meets the A and AA level accessibility criteria required by law (WCAG criteria 2.1). The online service has some shortcomings in accessibility, which are described in more detail below.

### Did you notice any gaps in accessibility?

We are constantly striving to improve the accessibility of the online service. If you observe any issues that are not described on this page, please let us know and we will do our best to fix any shortcomings. We will respond to requests and comments as soon as possible, but no later than within two weeks.

You can contact us by sending an email to [saavutettavuus\(at\)dvv.fi](mailto:saavutettavuus(at)dvv.fi).

### Accessibility monitoring

The Regional State Administrative Agency for Southern Finland monitors the implementation of accessibility requirements. If you are not satisfied with the response you have received or you do not receive a response at all within two weeks, you can give feedback to the Regional State Administrative Agency for Southern Finland. The website of the Regional State Administrative Agency for Southern Finland provides detailed information on how to file a complaint and how the matter will be processed.

Regional State Administrative Agency for Southern Finland  
Accessibility Monitoring Unit

www.saavutettavuusvaatimukset.fi  
saavutettavuus(at)avi.fi  
tel. (switchboard) +358 295 016 000

## More detailed information on technical accessibility

The online service is not yet fully accessible.

### Content or features that are not yet accessible

#### Content accessibility

Not all content is structured with descriptive headings and the heading hierarchy is not consistent. (WCAG 2.4.6)

Some link texts are not descriptive. (WCAG 2.4.4)

The information in images is not presented as text. (WCAG 1.1.1)

Part of the understanding and management of the content on the service is based on observations through only one sense. (WCAG 1.3.3. and 1.4.1)

#### Accessibility of visual identity

Some colour combinations do not have sufficient contrast. (WCAG 1.4.3 and 1.4.11)

Mouse keys do not visually stand out. (WCAG 2.4.7)

#### Accessibility of the structure

Navigation is not clear in all respects. (WCAG 2.4.5. and 3.2.3)

The reading order of the content and the navigation order of the mouse cursor are not consistent in all respects. (WCAG 1.3.2 and 2.4.3)

The forms on the online service are not clear and accessible to everyone. (WCAG 2.1.4, 3.2.4., 3.3.1, 3.3.2 and 3.3.3)

#### Technical accessibility

Some web pages do not have a descriptive name. (WCAG 2.4.2)

The language of the website (and its parts that are in different languages) is not indicated. (WCAG 3.1.1 and 3.1.2)

The semantic structure of the website is not correct in all respects. (WCAG 1.3.1, 4.1.1 and 4.1.2)

Some functions can not be carried out using the keyboard. (WCAG 2.1.1 and 2.1.2)

The service does not fully adapt to different scales, displays, screen orientations and text placement. (WCAG 1.3.4, 1.4.4, 1.4.10 and 1.4.12)

Some tooltips are not manageable. (WCAG 1.4.13)

Parts of the user interface and forms are not fully understandable in regards to their programming. (WCAG 1.3.5., 2.4.5, 2.5.3, 3.3.2 and 4.1.3)

An effort will be made to correct the shortcomings listed in this statement during 2020-2021.

### Unreasonable burden

The following content is not accessible because the exception referred to in section 8 of the Act on the Provision of Digital Services is temporarily applied to it due to an unreasonable burden.

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### **Accessibility requirements do not apply to certain content**

The online service includes video content that is not accessible. Some video content is missing closed captions or audio description. Under the law, video content published prior to 23 September 2020 does not need to be made accessible retroactively or be removed from the website.

### **How have we tested accessibility?**

The accessibility of the website has been assessed regularly by an accessibility expert contracted by a third-party (or by The Digital and Population Data Services Agency) as a part of the planning and development process.

This statement was prepared on 10/09/2020.

[Laki digitaalisten palvelujen tarjoamisesta \(306/2019\) \(Act on the Provision of Digital Services, in Finnish\)](#)

[Accessibility Requirements website \(in Finnish\)](#)