



All elements of the tested content on the State Revenue Office Victoria website within the control of State Revenue Office Victoria is certified by Centre for Accessibility Australia to conform with the World Wide Web Consortium (W3C) [Web Content Accessibility Guidelines](#) (WCAG) 2.2 Level AA standard as of 15/07/2026 based on the agreed sample selection.

The audit process was based on the [Website Accessibility Conformance Evaluation Methodology](#) (WCAG-EM) 1.0 process provided by W3C. If you would like more information on digital accessibility, please visit [Understanding Accessibility](#) on the Centre for Accessibility Australia website.

Elements that are not within the control of State Revenue Office Victoria include the following 3rd party dependency:

- Genesys Cloud (Chatbot and Live chat)

This is specifically in relation to the following issues present:

- When the page is resized to a viewport width of 320px, some content (e.g., text and tables) becomes truncated or obscured and cannot be fully accessed.
- Aria-label values are shown when receiving keyboard focus. It does not appear to be possible to dismiss the labels without moving the focus away (e.g., Esc key). The displayed aria-label values were not found to obscure any other content.