The NDIS: a role-based ICT approach

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Disability employment conference 2014
Who is Media Access Australia?

• Australia’s only independent not-for-profit organisation devoted to increasing access to media for people with disabilities
• Provides expert knowledge and advice on existing and emerging mainstream technologies
• Works as a catalyst for change in multiple areas of access
Who am I?

- **Professional:**
  - Project Manager & WA Manager for Media Access Australia
  - W3C Advisory Committee representative

- **Academic:**
  - Adjunct Senior Lecturer, Edith Cowan University
  - PhD thesis ‘The Disability Divide’

- **Personal:** Legally blind, first-hand knowledge of access issues
Identifying the need

• Media Access Australia regularly approached by disability service providers for advice

• Two key questions:
  • How can I make sure that the information we create and distribute is accessible?
  • How can I make sure that our staff and clients with disabilities can use their computers and mobile devices to receive our information?
Project aims and objectives

Aim:
• Create a Service Providers Accessibility Guide

Objectives:
• Assist service providers to adapt their office and communications to support people with disabilities
• Practical resource with industry consultation
• Book form to maximise use and portability
• Focus on mainstream technologies to support employment using tools already in workplace
Relevance of project

- Federal government requires its websites to be accessible (WCAG 2.0)
- Mainstream technologies now evolved to include accessibility on all major platforms (Windows, Mac, iOS, Android) so issue is more how to set up than buying expensive AT
Development process

- Draft created over a three-month period
- Requested feedback to draft from a number of other NDIS grant recipients
- Changes incorporated including a more role-based approach and checklist
The guide

Service Providers
Accessibility Guide: A quick reference guide for accessible communications
Guide contents

- Chapter 1: Introduction
- Chapter 2: How people with disabilities access online information:
  - Benefits, barriers and brief overview of legal requirements
  - Use of assistive technology
  - Practical exercise: using a screen reader
Guide contents

• Chapter 3: producing and distributing your messages for people with disabilities
  • Accessibility and organisational roles
  • Government policies and legislative requirements
  • Building an accessible website
  • Publishing content online (HTML, Word, PDF)
  • Preparing accessible emails
  • Engaging with accessible social media (Facebook, YouTube, Twitter, Blogging)
Guide contents

• Chapter 4: setting up computers and devices for people with disabilities
  • Planning your approach
  • Accessibility features in popular OS and mobile devices (Windows, Mac, iOS, Android)
  • Social media accessibility (Facebook, Twitter, Skype, LinkedIn)
Guide contents

• Chapter 5: Quick-reference checklist
• Chapter 6: Links to all the resources used in the manual
• Appendices: complete Web Content Accessibility Guidelines 2.0 and YouTube captioning guide
Chapter 2

- Audience: all staff
- Provides basic overview of legal requirements
- Use cloud-based WebAnywhere screen reader: turn off monitor and use your website
Chapter 3: Policy and legislation

- Audience: policy officers
- Requirements of Australian government (Web, documents)
- Requirements of UNCRPD
- Relevant web and ISO standards
Chapter 3: Website accessibility

- Audience: ICT professionals
- Focus on W3C WCAG 2.0 ISO standard
- Guidelines include use of alternative text, captioning videos, colour contrast, navigation, predictable ways of using, helping users avoid and correct mistakes, content accessible by keyboard
Chapter 3: Document creation

- Audience: content producers
- How to determine the best document format (HTML, Word, PDF)
- HTML techniques such as no ‘click here’, styles, layout
- Word: techniques such as use of styles, accessible tables, alternative text
- PDF: techniques include effective tagging, structuring and providing alternatives
Chapter 3: Email and social media

- Audience: marketing and communications
- Structuring emails in an accessible way including text alternatives and labels
- Facebook: providing accessible layouts and structures
- Twitter: using accessibility-related hashtags
- YouTube: providing captions on videos
- Blogs: accessible layout and accessible content
Chapter 4: Accessibility features in products

- Audience: employers, carers, support staff, individuals with disabilities
- Helps with decision-making process on:
  - Should computers be upgraded?
  - Is one OS better than another to meet the individual need?
  - Are there apps available that can help?
Chapter 4: Windows 7/8.1

- Change the icon and text size
- Adjust cursor width and blink rate
- Mouse pointer size and movement
- Change the colour scheme to high contrast
- ToggleKeys
- Visual alerts
- On-screen keyboard
- Magnifier (touch-enabled in 8)
- Narrator screen reader (touch-enabled in 8)
- NVDA free alternative downloadable screen reader
Chapter 4: Mac

Improvements over Windows:
• Better screen reader VoiceOver
• Braille display support

However…
• VoiceOver doesn’t work with the Office suite, works mostly with OpenOffice for Mac
Chapter 4: iOS

iPhone, iPod Touch and iPad:

• Great access: VoiceOver, zoom, captioned video, colour changes.
• VoiceOver & Zoom work together in iOS 6+
• App compatibility better all the time
Chapter 4: Android

Google Android phone and tablets:
• Much cheaper than Apple
• Features and apps include Talkback screen reader, magnifier, BIG Launcher, IDEAL accessibility apps

However…
• Only really a viable alternative if running Android 4.2+
Chapter 4: Social media

Includes:

• AT helpdesk for Facebook
• Easy Chirp for Twitter
• Keyboard shortcuts for Skype
• Using Twitter for LinkedIn support
Guide distribution

• Guide is freely available online at www.mediaaccess.org.au
• E-mail info@mediaaccess.org.au to request a printed copy
Professional Certificate in Web Accessibility

- Six week online training course
- University-accredited. Jointly delivered by UniSA and W3C member Media Access Australia
- For ICT professionals to integrate web accessibility into work practices
- www.mediaaccess.org.au/learn
Access iQ: A Media Access Australia service

- Complete Guides to Web Accessibility
- Australia’s only web accessibility service directory
- Training and workshops
- Digital accessibility consultancy
- Website testing and auditing
- www.accessiq.org
Further information

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