[music playing]

[Narelle] Hi.

This week's episode of
the Digital Access Show,

is looking at,

we're interviewing people that
I met at a recent conference.

I was in Sydney
earlier this week.

Meeting people at the
NDIS Tech Conference,

this was run by TechAbility.

A couple of weeks ago,
we had Anita Gover on,

talking about…

the seizures and physical
reactions issue with her banner,

and what she did to change it.

What was really

interesting this time,

this was a group of

support coordinators,

plan managers, support workers,

and third party companies

that delivered NDIS…

technology systems

to the NDIS industry.

It was interesting

in a few parts.

I was there to talk

about digital accessibility.

But the other part was

people didn't know

what they don't know.

And we keep coming back to that.

Why is that important?

Well,

Sharon Floyd from Engels Floyd,

I think that's the name of the
company, don't quote me on that,

was actually talking about…

the NDIS review

and digital accessibility at
one stage in her presentation.

And the thing that
she mentioned was,

digital accessibility
is mandatory now

for all navigators,
support coordinators,

anyone that's

presenting information

to people with disability
in the NDIS sector.

Why is that important?

Well, a lot of people
didn't know about the

digital accessibility standards.

Some knew,

but hadn't put, really,
a higher priority on it.

Others just didn't know,

or they'd heard of it and
they weren't fully aware of it.

This comes down
to a few factors.

One that we all
talked about was,

developers today

appear to be not learning…

about the Web Content

Accessibility Guidelines,

which is the

basis of the digital

accessibility standard

here in Australia.

So if they're not

taught it at university,

they're not taught it at Tafe,

the universities and

Tafe, in some ways,

or in some aspects are

teaching them how to breach…

the Disability Discrimination

Act 1992 here in Australia.

That's pretty sad,

because if it is just part of

standard operation procedure,

gee, you know, can you imagine
the affect on just everything?

Everyone?

The other part is because
they're not learning it,

the businesses that get the
benefit of the web development,

the website development,
whatever it is,

are not getting the benefits of…

what digital
accessibility can bring,

in regards of search
engine optimisation.

SEO, in other words.

Because that good old Google…

spider is blind.

It does not know about graphics.

Text, it knows about,

and that's where the digital

accessibility standards just shine.

So we had a talk to
a number of people,

and it was interesting
in the way their

priorities changed as well.

And I will admit, I
was asking people

what their digital
accessibility policy

and priorities were after
Sharon's presentation.

When I did my presentations,

I got a lot of good feedback,

and I really hope that people do

come away with more knowledge,

or did come away with knowledge

about digital accessibility.

So, let's get into it,

and you will meet some people,

from Brian Duff

from TechAbility,

to Ethan,

sorry, Ethan, I can't remember

the name of your company.

Matthew Cagney from ShiftCare,

Ben Rosswick from Quickclaim,

Each of them had different

levels of knowledge,

and it was just an

interesting conversation.

Over to the gents.

[Max] Hi, it's Max

from DataNova.

I'm at the TechAbility

conference here in Sydney.

DataNova is an

end-to-end CRM solution.

We provide the NDIS

and allied health space.

In regards to WCAG,

we understand in terms

of how that implements

and what that means

actually for the end users.

Coming from a background myself,

working in the industry previously,

where forms and
accessibility was key,

not only from an
internal standpoint,

but for external people
to be able to access.

I understand completely
around the importance

of having accessible solutions

for those in the market,

so that they can continue
to improve how they perform,

but also having a better
customer experience as well.

[Narelle] So, Max,

what are you planning on
doing in regards to WCAG?

[Max] We are looking

at a current revamp,

in terms of what we are doing

from our end-to-end solution

and a modernisation piece,

and this has come up internally

around how do we make…

our content.

How do we make our solutions

and our system more accessible,

and more compliant?

So it's perfect timing that this

has been raised to us as well.

[Narelle] Excellent. I look

forward to catching up with you,

[Narelle] Enjoy the conference.

[Max] You too.

[Narelle] Matt from ShiftCare.

Matt, what do you know

about digital accessibility?

[Matt] I know quite a lot.

Actually having

worked in developing

digital banking

technology a few years ago.

I realised that when developing

internet banking tools,

and mobile banking tools,

it's important to make them accessible

for those visually impaired,

or maybe hearing impaired.

So you've got to develop

tools and techniques

to make sure that they plug in

to the tools and systems that

those people with visibility,

or vision issues,

and hearing issues can actually
utilise to interpret their website,

or digital banking.

[Narelle] It didn't frighten you
when you found it is mandatory

for NDIS providers and software?

[Matt] Kind of
yes and kind of no.

[Narelle] Why?.

[Matt] I didn't actually
understand it was mandatory.

'Cause I understand your work

and effort it goes into making
a digital accessible tool.

So that was a bit of a surprise

that it was mandatory.

But it's certainly
on our hit list.

It's something we want to
do to give back to the industry

to make our tool
digitally accessible.

[Narelle] Has it changed
the priority of your work?

[Matt] Absolutely. I think
I having a chat to you about…

yeah, how about if we break
it down into bite-sized chunks.

So when we're working
in an area of the product,

that will implement
those tools and templates,

and so forth that can
be used elsewhere.

So each time we touch

the platform from now on,

our guys will make sure that,

to our best ability, that
they're digitally accessible.

[Narelle] Wonderful.
Don't forget to get

someone independent to test it.

Like us.
I'll be honest, like us.

But independent testing is
such an important technique,

because you never
test your own things.

[Matt] No exactly. We don't want
our developers to test our work.

[Narelle] Thanks Matt.
I'm actually looking forward

to seeing ShiftCare

when it's fully accessible.

I would love to see it and

see you at the next conference.

[Matt] Perfect Narelle. Thank you.

[Narelle] Thank you.

Quickclaim. Ben, thanks

for catching up with me.

We were discussing about PDF,

and what you guys are doing

to ensure PDF accessibility,

invoicing. Can you

just give bit of a…

fill in for us?

[Ben] Yeah, sure.

Good question, Narelle. Thanks.

So I guess there's two things

that we tend to do with PDFs.

One is make sure

that all the elements,

all the group elements

in PDFs are tagged.

So obvioulsy, you

need a helpful tag

to understand whether

something is a to address,

or whether it's a transaction

item or a rate or a unit.

And the other

thing that we do is,

ensure that the order in

which the tags are written out,

read out is correct.

So, obvioulsy, you

need to hear about…

a transaction as a

single coherent item,

and not have it mixed
up in between all

of the other different
tags along the way.

[Narelle] That is such
an awesome thing.

I'm telling you,

when you read a rates bill
or any of those utility bills,

most times, trying to get your
BPAY number is a huge problem.

Because nothing's read in order.

And it doesn't make sense.

So, how did you
get on to doing that?

What was the reason
that you started doing that?

[Ben] It actually
is just something I

happened to read about
it in an accessibility module

to develop with, in
development work I read.

I don't know, out of interest
a couple of years ago.

And I thought that's a
really important part of…

how you assemble any
document or HTML page,

is to have all those
tags correctly done.

[Narelle] So obviously, you're

aware that PDF
has to be accessible.

And if you've got a form or

something that's not accessible,

what should we do?

[Ben] That is a good
question. I think.

The first thing to do is

find someone who understands
what accessible means.

I can think of one person who

might be good at giving
a bit of advice on that.

And then go about adding
in those extra elements,

those extra tags or ordering,

or whatever it might
be, the alternate text.

That makes all these
things that much easier to,

to be accessible for, for anyone.

[Narelle] Thanks, Ben.

That's The Digital Access Show
at the TechAbility conference.

Thank you.

[Ben] My pleasure.
Thanks, Narelle.

[Narelle] Hey, welcome
back. This is Ethan from?

[Ethan] Able Minds Services.

[Narelle] Ethan, we were
just talking about employers,

and you're a disability
employment service.

And one of the things you're
really looking at is how…

business, well, employers

communicate with their
potential employees.

What are things that you think
need to be take in into account?

[Ethan] I think there's…

multiple things that need
to be take into account

when working with participants,

or support employees
coming on board,

or looking to come on board.

Obviously,

the best way to communicate
is really important.

So from those
initial interactions,

whether that's via website,
via email, via phone call.

I think that needs

to be highlighted and,

and questioned as well,

and really making a

focus on what is most comfortable

for initial interactions.

And then through the process,

just always, I guess, checking

in and making sure that…

the supported employer participants

have the right accessibility

whether that's onboarding forms,

what type of form,

what document you use.

I think a lot of that

needs to be really focused on.

[Narelle] That's actually

a really good point.

I haven't thought
about on-boarding forms.

It's amazing what
I'm learning today.

But, yeah.

And you're obviously in the
best position to work with that.

So what strategies would
you do to facilitate that?

[Ethan] I think the strategies
I'm constantly learning,

as I've learnt today as well,

but in reflection to
what we currently have,

compared to what
I think, we need to

look forward into bringing on

board for the participants,

I think there's more options around
what those forms do look like.

So, at the moment, we might
only have a Google Doc,

or a Microsoft Word form,
or printed out in writing.

But is there other ways or other

or other, I guess, softwares
and systems that are easier

and better accessible for
participants and employees?

[Narelle] Ethan,
thanks for your time.

Welcome back to the
Digital Access Show.

This is Tommy Trout.

-[Narelle] Tommy.

-[Tommy] Hello.

[Narelle] Hello Tonny, what do you
know about digital accessibility?

[Tommy] I know that I
don't know enough about it.

[Narelle] Why don't
you know enough?

[Tommy] Because every
time I think I've got any…

concept of
accessibility sussed out,

there's just another person who's
needs I haven't considered,

in my typical privilege,

and I have to
relearn all over again.

[Narelle] Okay.
Why do you need it?

[Tommy] Because I believe that

the world belongs to everybody,

we should all be included,

and digital accessibility

is part of that.

[Narelle] Thanks, Tommy.

Good morning,

and welcome back

to the TechAbility

conference here in Sydney.

Now, I did do a talk yesterday

about digital accessibility,

and why it's important,

what it is, and how to,

just the basics on how to

incorporate it and a few tips.

Brian, what do you

think the response was?

Do you think people actually
understood what I was talking about?

[Brian] I saw a lot of jaws
drop around the room.

And I had quite a few conversations
with folks afterwards,

and there's not just the
obvious, sort of the big stuff.

But you mentioning forms and
having them laid out properly,

and having windows
that can be filled in,

and which forms can do
that and which ones can't.

[Narelle] Yeah.

[Brian] That really stood
out to a lot of people, I think,

and it's such a

basic thing, isn't it?

But then there was other issues
with regards to, you know, what,

what software do they need,
how do they tackle this?

There's a bit of hunger for more
information actually in that area.

[Narelle] That's good to hear.

The other thing I think
a lot of people forget,

is a person that can't fill
out the forms themselves,

or read the
information themselves.

There's got to be a huge level
of trust between that person

and who is reading it to them.

And that can be really hard

to trust a person enough,

because, I think I
talked about my will.

For such an important document,

I had to trust that
someone was reading

it out correctly word for word.

Do you think people understand
that level of trust that's involved?

[Brian] No, I don't believe,

just going from everyone's
reactions when you told that,

I don't think
people have sort of

comprehend what's
involved in that scenario.

[Narelle] Yeah.

[Brian] The other
thing you mentioned

again, it's back to
the basics of forms,

and government departments, and
yeah, local governments, whatever.

The timeout on filling
out and completing forms,

completing windows,

or not letting you go past
because of that security check,

and trying to spot their
bicycles or whatever.

[Narelle] Yeah.

[Brian] Just how impossible
it makes some of these forms

for so much of the
population to be able to use.

And I thought there was
a lot of interest in that.

[Narelle] Good. After all,
I don't know if anyone's aware,

but Brisbane City Council,

I think it's three weeks
or a month ago now,

a decision was made.

A lady had, or has PTSD,

depression and obsessive
compulsive disorder,

and she had to fill out a
form for Brisbane City Council.

And with her different…

abilities, she checked
and checked and checked.

And that's quite
common for some people.

They get really worried they

haven't filled it in correctly.

So she asked for extra

time and she was refused.

She took them to QCAT,

which is the Queensland Administrative Tribunal,

and she won, because she said,

I wasn't given enough time

and the form was inaccessible.

So it's really a movement

that's happening as well.

And I'm just hoping

that people understand,

that if you've got a wheelchair,

a commercial building has

to be accessible, doesn't it?

[Brian] That's right.

[Narelle] You know, nothing's
really taken into account for a…

building for sensory issues,

where you've got digital
communication issues.

-[Narelle] Like the lift.
-[Brian] Like the lift.

[Brian] Just basically
a glass screen,

a non-tactile screen to select
what floor you want to go to.

[Narelle] I've got
another one. The toilets.

No tactile marking to say where
the disability toilets were,

that you can feel and say yep.

I know exactly where I am.

[Brian] Right. You
know what I think,

a lot of these things
come back to…

These things are being designed
perhaps by folk who don't…

know the purpose of what they're
doing in the first place,

and what they're about.

So what's your form for?

It's to communicate or
gather essential information.

So if that's the purpose

then you need to
make it available to

everyone that you need
that information from.

They should inform the process.

Yes. The process

shouldn't dictate the purpose.

It should be the other way around.

I think often these

things are delegated to…

to people without instruction

or clarification as to what

they've got to consider.

It might be to design

buildings, whatever.

[Narelle] You're

right there, Brian.

And really it's about

not making assumptions.

[Brian] Yes, that's right.

[Narelle] It's the good

old break the belief,

which I'm always going on about.

Because people don't know

what they don't know.

[Brian] That's right.

Yep. That's exactly right.

It always concerns me.

I see people's websites,

and their contact is the last

thing that you can find on there.

Because the web designers

want to get lots of clicks,

and that looks good

on their metrics.

But the purpose of that whole…

exercise is to get people in

touch with your organisation.

So put it right up the top,

make it big and bold and simple.

And when someone rings

your, your, your phone,

please have someone answer

it, simple things like that.

And that's the

sort of stuff that

should pervade through

to everything else we do.

[Narelle] Thanks,

Brian, look, for your time,

and thanks for all your

assistance at the conference.

I've got to be honest, I've

had, I've got my GPS men,

because I laugh and

call them my GPS men.

And they've been wonderful.

And thank you to Quickclaim.

And who was the other group?

[Brian] Synergy here,
and the guys that,

gosh, there's been a few that's
been very helpful for you. Yeah.

[Narelle] And in the fact
that if they see me coming,

they will say,
Narelle, you're here.

And like, they've even gone
and got me a glass of water,

because I can't even get a
glass of water myself here.

So thank you to everyone,

and let's have a wonderful
day two at the conference.

[Brian] I think we will. It's a
lovely community to be with.

[Narelle] Okay. It was
interesting, wasn't it?

I think one of the things
that I was disappointed about,

I couldn't cover everyone.

There were so many
wonderful people there

that were making great points.

And again,

isn't it amazing that people just
don't know what they don't know?

And it's normal for all of us.

So it's all about assumptions
and perceptions and beliefs.

And from people with disability,

from our side of things,
we must remember,

our providers may not know about

the digital accessibility standard.

From the companies that

were providing NDIS systems to…

the NDIS, you know, companies

like support coordinators.

Don't make assumptions.

There was one

gentleman that I ran into,

and he was a really nice bloke,

but he made the assumption

that people with

disability do not run…

NDIS businesses.

Now that's a pretty

broad assumption,

and it comes from

a lack of knowing.

And he did say he'd

just joined the sector,

so he's got a big

learning there.

So let us know what you think.

Please like, subscribe

review on the NDIS,

of The Digital Access Show!

The NDIS.

And we'd love to

hear your comments.

And we'll see you next time.

Bye, bye.

[music playing]