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The Digital Access Show – Season 3 Episode 26

Transcript

Music

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Opening and introductions

Narelle

Hey, welcome to The Digital Access Show. This time, we've been looking at innovation and AI in the past, and we've been looking at assistive technology, and we've done a bit about the financial sector. There's something coming up in Brisbane, and the southeast Queensland, actually, or Queensland, really, that, you know, is going to have a big impact, the Brisbane 2032 Olympic Games. To discuss... digital accessibility and what's needed, I've brought along two ladies, Rachelle Ballard-Clayton. Rachelle, thank you. And Akaisha Porter. Thanks. And they're both from the Gold Coast Inclusive and Action... Group that are working to make the Brisbane Games a success. Thank you, ladies.

Rachelle and Akaisha

Thanks for having us.

Narelle

About the 2032 Legacy in Motion Summit

Oh, look, I was really excited to attend the Summit last week. Can you explain a bit more about what the Summit was, and what you wanted to get out of it, in relation to disability, digital accessibility and the forward thinking that you were doing? -

Akaisha

I'll put you on. -

Rachelle

Okay.

Rachelle

So, the Summit was the 2032 Legacy in Motion Summit, The tagline was strengthening communities... through sport, and inclusion.

Narelle

Yep.

Rachelle

And so we set about to... get as many people as we could in the room that are in the sport, physical activity and recreation sector. And those that are in health as well, to come to this Summit to... break down the systemic barriers that are often, you know, formed around inclusion, whether that be inclusion for people with disability, or women and girls. So, how can we better, looking towards 2032, collaborate and partner to break down those barriers? But firstly, what are those barriers? Because you don't know what you don't know, as we hear a lot. So, what are those barriers? How can we work together to break them down? So, that's what the Summit was about. We had activations where we did wheelchair rugby. We got all of those important people in chairs to have a feel of what it's like to be... a wheelchair rugby athlete. We also did visually impaired golf as well, which was very difficult. We had table tennis also, and we also had the amazing game of boccia. And that was our start for the day. So, everyone got involved in that, and it was amazing to see everyone involved in the sports. Then we moved upstairs for our keynote... presentations, and we had some... very knowledgeable people speaking, about inclusion, disability inclusion, but also women and girls inclusion, and those systemic changes that we need to start working on in the lead up to the 2032.

Narelle

Yeah. It was such an exciting day. I just... I was disappointed that my support worker said no to me doing the wheelchair rugby. She did think me not seeing might be a barrier, but I really don't think so, from the sounds that I heard... of wheelchairs running into wheelchairs. I think it would have probably been... a bonus because I wouldn't have cared.

everyone laughs

Narelle

But she said no. There's probably a health and safety aspect there as well.

Akaisha

We could have adapted it to suit that area. That was what we needed to adapt to suit the participants, so we could have made it work.

Narelle

Accessibility, inclusion and Summit outcomes

Oh, it would have been fun. What were some of the outcomes that you got, in relation to digital accessibility and communication? Because I was just astounded at some of the stuff. It was so innovative, the ideas that were happening.

Rachelle

There was, I'm actually just collating all of that data right now, because we got some amazing feedback. What was some of the... main standouts, Akaisha, with disability, and women and girls, in as far as that accessibility?

Akaisha

I think it was... I think what was really good, and what I wanted to see happen for the day, is the difference between accessibility and inclusion, and noticing and identifying... that there are two different pieces that go with that. So I think that was a good eye opener for people that attended, knowing that there's, you know, the ability to access, but then how can I be included at the same time? And that's, you know, websites, to... feeling comfortable and confident to be in the room, feeling

engaged, feeling connected. There's, you know, from the start, to the whole process to being involved in a sport.

Narelle

I admit, there were two things that stood out for me. There was a gentleman that talked about when you're inclusive, you're actually excluding people as well. And I found that a very... I did. I found that a very interesting comment. And the other one, and I don't remember who said it, but they said, why aren't we training people with disability to be volunteers? You can participate in... Anyway, that was awesome.

Akaisha

There have been some conversations. They're very early conversations at this point, but there is a plan to have people included in some training and learning, so that they can be volunteers when it comes to 2032. So, very, very early stages. We are still six years out, but, yes, we're definitely having those conversations.

Narelle

Accessible commentary and transport for Brisbane 2032

Okay. We are at the Olympic Games Legacy Summit. And this is something that I think all... the TV commentators, the radio commentators really need to think about. How do you describe a scene like this? Now, the Olympics are a fantastic sport, the Paralympics are, but oftentimes, the commentating is not quite as good. So, let's see what can happen at the Olympic Games, and what can be sorted. Brian, another Park runner. What does Brisbane need to do to make the Olympic Games a success for people with disability?

Brian

An important thing for everyone is public transport. There's a lot of big projects going on like Cross River Rail, Gold Coast Faster Rail, Sunshine Coast... -

Narelle

Yep. -

Brain

Rail. And I think it's really important that all that gets done and is operational plenty of times before the Games, which is probably a bit of a risk with all the delays. It's important for everyone to get around to events, especially people with disability or vision impairment.

Narelle

Yeah. Ben, you're a guide for people with vision impairment at Parkrun. What are the issues that you would think, say, people with disability will have, that a normal person won't have with transport?

Brian

Can you expand on that a bit more?

Narelle

Think about when you guide someone with a disability, what do you have to think about to keep them safe? And what are the things that you might have to talk to them about as they go that maybe won't be set up for public transport?

Brian

Well, a lot of it's sort of like hidden obstacles, just small little lips.

Narelle

Yeah.

Brian

It is a risk, especially when you're running or walking. So, I think it's important that all the new stations, and even all the old heritage stations around are improved, so there aren't small little obstacles, that to most people won't be an issue.

Narelle

Yeah.

Brian

I would assume having good wayfinding. Station layouts can be hard to navigate even with vision. Like Central Station... is a bit of a mess. It has like all different parts built in different areas, all sort of mushed together. It's hard to work out where you're going sometimes. Having like a clear way out.

Narelle

Yep. I think frequency is probably also important, because, like with buses, we have a lot of buses in Brisbane, and the timetables can be a bit random, and if you can't see what bus is coming next on that LED sign, that can prove quite challenging.

Narelle

That's a good point, because that's an issue I have all the time.

Brian

Yeah, yeah. And even just thinking then, yeah, maybe even educating, because I know there's going to, I read there's going to be a push to double buses before the games. And maybe in that process they can... educate around the hailing. In Brisbane, you need to hail a bus if you need it to stop. If you're vision impaired and you can't see what bus is coming, how will you know to hail it or not?

Narelle**Digital access for spectators and participants**

Good points, Brian. Thanks. We're here at the Legacy Summit for the Olympic Games. What needs to be considered for digital accessibility, so that people with disability... can not just participate by being in the Paralympics, but can actually watch it, can find the information that they need to actually view it? What do you need? What do you think's needed?

Trish

That's a huge question, and need to consider a lot of different facets when looking at a disability or a challenge in someone. So, looking at it from a visually-impaired

point of view, or a hearing-impaired, or even from a colour perspective in terms of what we take in. So, I think we need to look at catering to... all of the different needs. And actually talk to those people with lived experience, to actually get some feedback on what works best for them, what doesn't work, what challenges them. I actually watched a... video the other day of a father with a 100 percent blind child, who had actually set up a whole soccer match... game on the floor. And whilst the game was playing, he was guiding his child over the players, while they moved around, in exactly what was happening on the television. So, I think too, it depends. We have to cater to all of the ages as well, and know what works for all of those different demographics.

Narelle

What do you think about for those that are participating? Does there needs to be some extra consideration there? Gaby? Natalie?

Gaby

I was thinking about the first question, and was going to back up the consumer. So, Trish took that one for me. From a player's perspective, that's a challenging question.

Natalie

Tough question. I'm not privy to what support the participants do get currently, but I know from my experience working in major events, that there isn't much in terms of accessible information for all those participants. Typically, things are either written, or provided prior to the event. Perhaps they'd need to look at audio narratives for athletes, more descriptive information around venues and facilities, and what transport is likely to get them to locations.

Trish

I think support networks and pathways as well. You know? The experience through pathways, from early childhood right through, also educates coaches, and people

like us in the administration side of sports. So, definitely those sorts of things for the athlete as well, As well, again, lived experience. And that's what I'm thinking. -

Narelle

Terese, how are you? -

Terese

Great. How are you?

Narelle

Describing the Summit experience

I'm well. Terese, we met a few months ago at another conference. What's been happening with digital accessibility, and the Olympic Games down here on the Gold Coast?

Terese

So much has happened. Since we met at the Gold Coast Inclusion Network, and you spoke on the panel, which was amazing. We've been talking about different ways, pretty simple ideas actually, about getting information about the events that are running. And it seems really simple, but we've been talking about more... visual scribing, but being able to translate that visual scribing into a format, where people with vision impairment can actually... experience some of the cool stuff that the graphic recorder does.

Narelle

Oh my God, that is such a cool idea. Because it is something that, we're sitting here and I'm not sure what we're seeing today. We're at the Inclusion Summit for the Olympics 2032 Legacy. And there's all types of sports going on. And I can hear, but I don't know.

Terese

I can tell you what's happening if you like?

Narelle

Quick tell because, again, this is all about digital accessibility, and us knowing what's going on.

Terese

Yeah, absolutely. So, we've got four courts here, and just in front of us, we have wheelchair rugby.

Narelle

Swing the phone around so you can show people.

Terese

Just trying to find, it's not letting me turn it around just now.

Narelle

We'll do it in a minute.

Terese

In front of us, we've got wheelchair rugby. Then we've got golf at the back, over across, table tennis, and then boccia with lily passes on the right hand side. I can turn it around like this if you like.

Narelle

Yep.

Terese

So, there's some players. You can see what's happening there. So, the... And so, yeah, it's got really amazing. People trying accessible sports, and different ways of operating.

Narelle

This will be one of the things that really has to be considered at the Olympics, the commentators. Because it's not just people with sight or people with hearing. So many people will want to know what's going on. And just watching a standard TV is not going to give it.

Terese

That's right. That's true. Even when I'm looking out there, I see wheelchair rugby, but I also see eight people in wheelchairs, and they're sort of finding their way. They feel a bit awkward like Bambi on ice, as they're getting used to being in a wheelchair, maybe for the first time. At the back, they're all huddled around the golf instructions, and there's about 12 people down there. The table tennis is moving very, very fast. And there's lots of laughs happening at the boccia court.

Narelle

This is what needs to be considered. Thank you, Teresa. We'll talk to you later today. -

Terese

Thanks. -

Narelle

Get some info.

Narelle

Thinking about digital accessibility for the Olympics, the more everyone can be part of it. -

Terese

Absolutely, thanks. -

Narelle

Thanks. -

Narelle

Connections, mobility and legacy planning

Ben McPhee, -

Ben

Yes, hello.

Narelle

Vision impairment. Runner, Park Runner. What do you think... needs to be done... to make the Brisbane Olympics a success?

Ben

A bit of a range of things. So, I think for starters, it's about connections. So, being able to get from point A to point B. That fits into an overall theme of also legacy. So, if you're getting it right... for the person with the least advantage, with regards to mobility, it's going to be easy for everybody. I think it's important that whatever transport... projects are put in place are meaningful to get people around the games but have a legacy moving forward. In addition to that, what's important from anything that's done with the Olympics, with regards to the actual infrastructure of stadiums, and sport and recreation venues, is making sure that those are environments that are set up to create inclusion... for future generations. So, whether that be in participation directly in sport, or whether that be something like... if somebody has a passion for a sport and they want to volunteer, making that possible. We spoke briefly before going to Pemri here about volunteering, and how... getting involved in that for somebody with a disability... is a really good capacity builder. So, if someone can get involved in the Games and then move on to other options in their life, even employment, which might not have seemed like the potential for them, these are all great legacies. So yeah, definitely mobility, connections, and sustainability for involvement in volunteering, and sport and recreation is what I'd say.

Narelle

Clear communication and sports commentary

Chris, 2032 Games. What do you see needs to happen to make the games more accessible for people with disability in the communication area?

Chris

I guess what we need to do is start planning now that the infrastructure that will be built... will need to be suitable for everyone to attend. And then the communication side of things, I suppose if you're going to an event, and you're visually impaired or have hearing... difficulties, commentary has to be clear. You need to have a good understanding of the sport. So, if you can't see the sport that's being played, you want to be able to hear it from commentators. So, we need good, clean commentary. That allows everyone to know what's going on in the field, whatever the sport is.

Narelle

Chris, you made a good comment there. The commentators need to have a good understanding of the sport. In previous Olympic games, Commonwealth Games, they seem to throw any commentator at a sport, without a good understanding of it. How do you get around that?

Chris

Good question. Yeah, I guess... probably more training, I suppose, and feedback to those major networks that... it's about entertainment, I suppose. People want to listen to players that maybe... have played the game at the highest level in the past, and that's what probably the major networks do. But to the normal person who's out there wanting to listen, they don't care if someone's played games for Queensland. They just want to know what's happening on the field, goals being kicked, the score's being tried, without all the razzmatazz, and the commentary that it would be all about... both players, I guess, rather than what's happening.

Narelle

Right, considering the last State of Origin. I haven't watched State of Origin for years because I can't... The commentators don't tell me who's like... You don't know whether Walsh is dropped right down the back, or who's where or what the wingers are doing. You're not told. They focus on what's happening around the ball.

Chris

Exactly, they do. They do. And I'd rather listen to that, to any game or sport on the radio. Often, the best memories are driving around, you can't get to a TV, turn on ABC radio. You get a good description if it's cricket. Back in the day, you'd have Kerry O'Keefe put in a bit of laughter.

Narelle

Yes! Kerry O'Keefe was great, wasn't he?

Chris

He chucked in a few jokes.

Narelle

What's his name? Old silver-haired guy, Richie Beno.

Chris

Richie Beno,

Narelle

They really knew how to describe the play, and describe the lay of the field in cricket.

Chris

Jim Maxwell was another one. -

Narelle

Yes. Yeah, -

Chris

For ABC cricket.

Narelle

You've got it.

Chris

Roy and H2 were good in the day, when they used to come to State of Origin.

Narelle

You've got a point because they did tell you what was happening everywhere.

Chris

They knew what was going on. -

Narelle

Thanks, Chris. -

Chris

Thank you.

Narelle

Advice for inclusive sport and digital accessibility

I just, look, I love the whole of the Summit. What is one piece of advice... that each of you would give, considering everything you've done up until now, and we've been meeting regularly through the Active... Sports and Inclusion Network as well, to any person... that wants to play sport. They've got disability, or any organisations or volunteers. Anyone, what's the advice you would give... in regards to... digital accessibility?

Rachelle

We do better together. So, rather than working in silos, let's work together, let's learn together, and let's educate each other... on the ways that do work.

Akaisha

Celebrating the successes. Often people focus on the negatives and what's not working, but it's looking at what works well and celebrating those, so others can learn and sharing those stories. There is so much power in storytelling and sharing, and they will help to... solve the problems by sharing them.

Narelle

Contact details and closing remarks

Thank you, ladies. Thank you so much for having me at the Summit. Look, I loved it. I was getting a bit tired there, but it didn't matter. I got so much out of it. And... I know watching what the Gold Coast is doing... to get ready for the 2032 Games is just... incredible. Thank you for all you're doing. Oh, by the way, ladies, how can people get in contact with you, if they want to find out more about what you guys are doing in preparation for the 2032 Games?

Rachelle

Thanks. And thank you for your contribution as well, because we can't do this without people like yourself. You're always there at the community of practice, and you're very willing to share all of your expertise. So, we do really appreciate that from you as well. If people want to get in contact, the best way to get in contact with us is to email, AIP, Active Inclusion Program, at gcrs.com.au.

Narelle

Thank you so much. If you like what we do on The Digital Access Show, please share it. Let people know. Again, it's what... Rachelle and Akaisha say. You don't know what you don't know. And I learn continuously. Get involved if you're in the South East Queensland area with what's happening for the 2032 Games. Some areas don't have much in the way of programs. Gold Coast, if you're down there, get involved. It's a really great program that they're working on to make it a successful

games. And you can find... us here next week. Don't know who we're talking to. We'll see you then. Thanks a lot. If you like what we do, please share, review, like, subscribe. You can find all our old podcast episodes on YouTube, and also on our website, dasat.com.au. And we really do and would love to receive any feedback that you can give us. So, we'll see you next time on The Digital Access Show. Bye-bye.

Music

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