



# Funka Accessibility Days

• Stockholm 2019 •

Jamie + Lion



Speech is hard



Hello, i'm Jamie



I'm Lion



# Disclaimer.

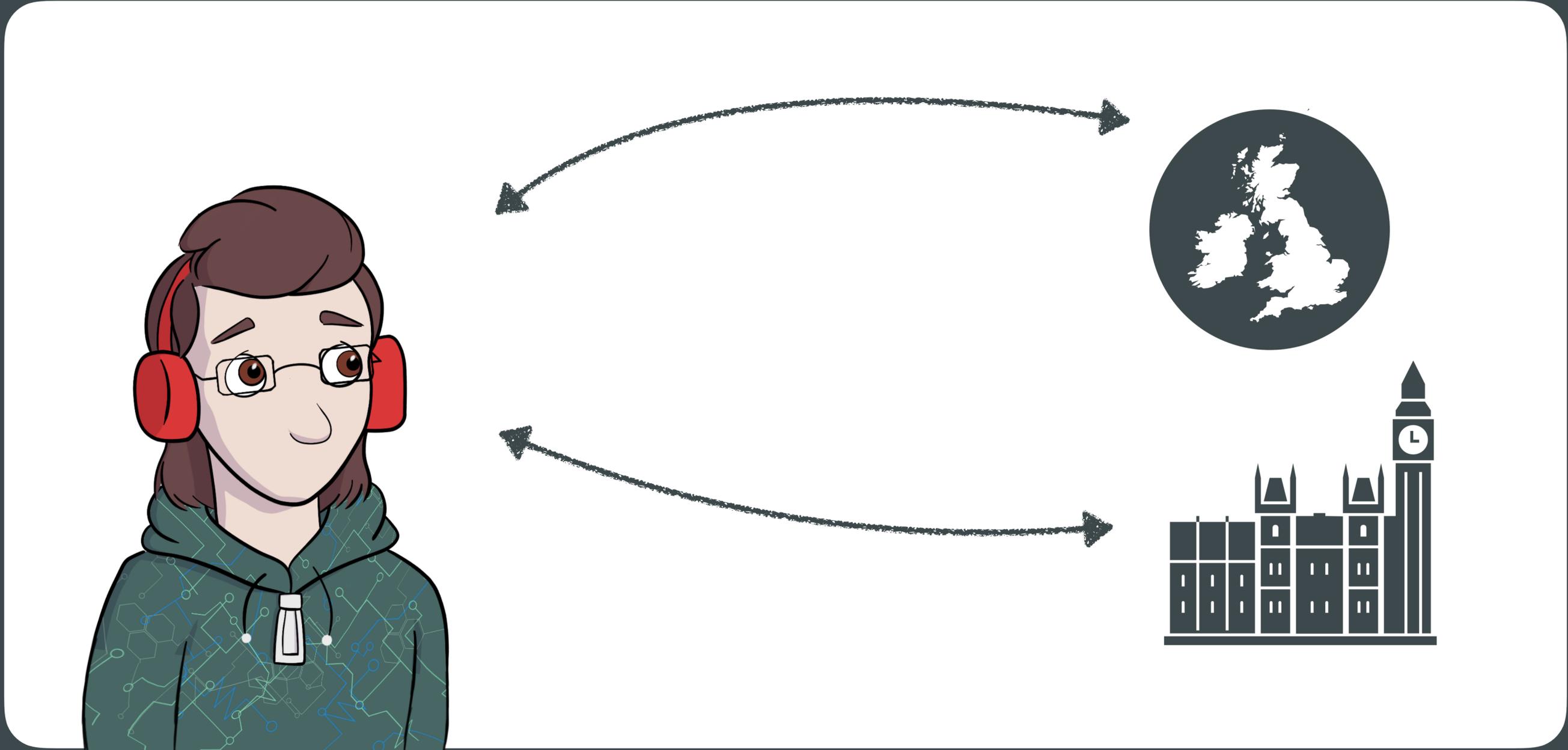
This is not science.

I am one person, talking about how I use things.

This is anecdote, and i don't speak for all autistic people.







Interactions between me, my country & my government.



# Lenses & Questions



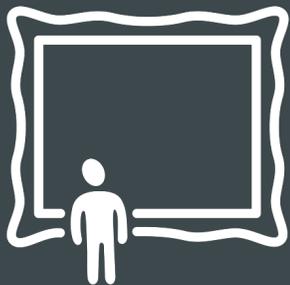
**Modelling Disability** - the lens I use in my life

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**Cognitive Access Model** - finding good questions

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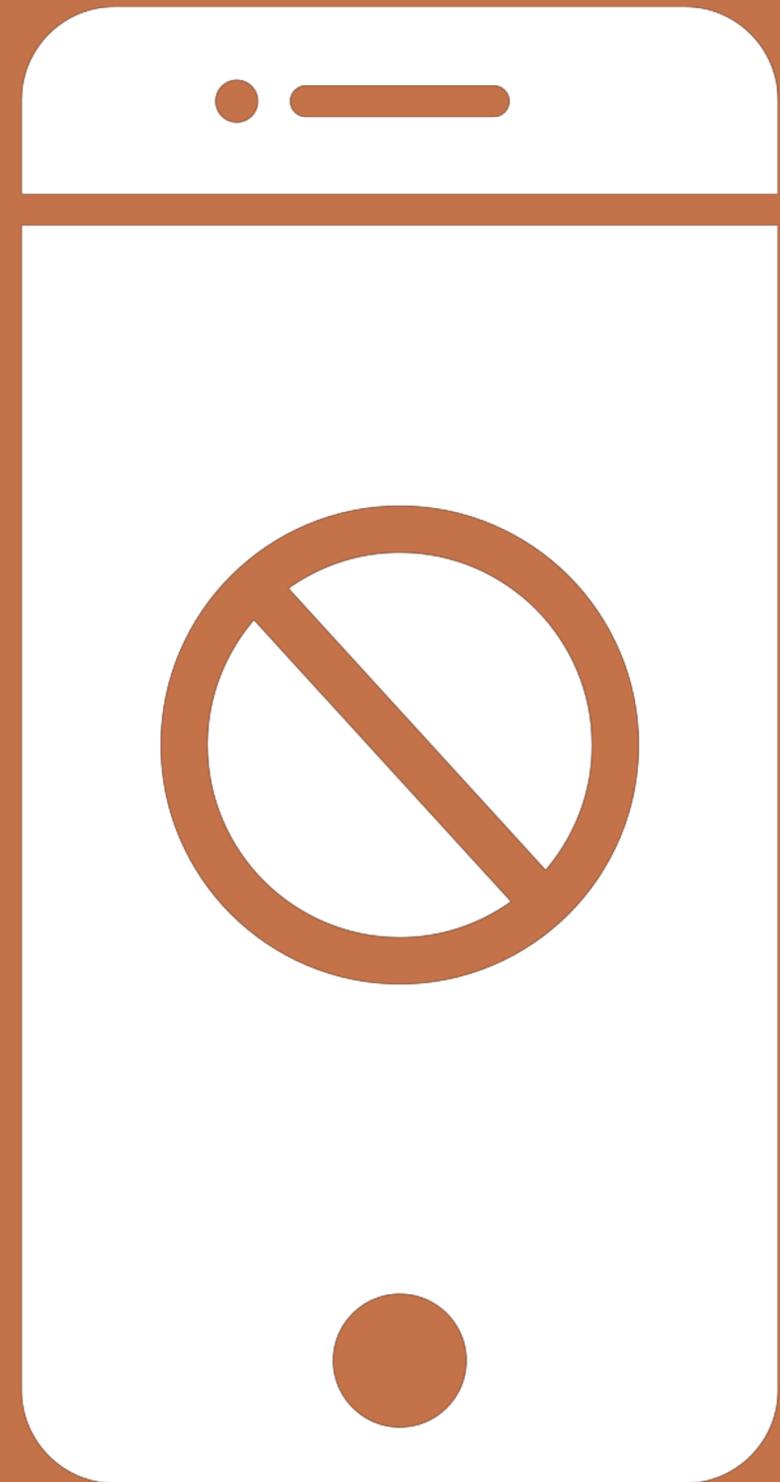


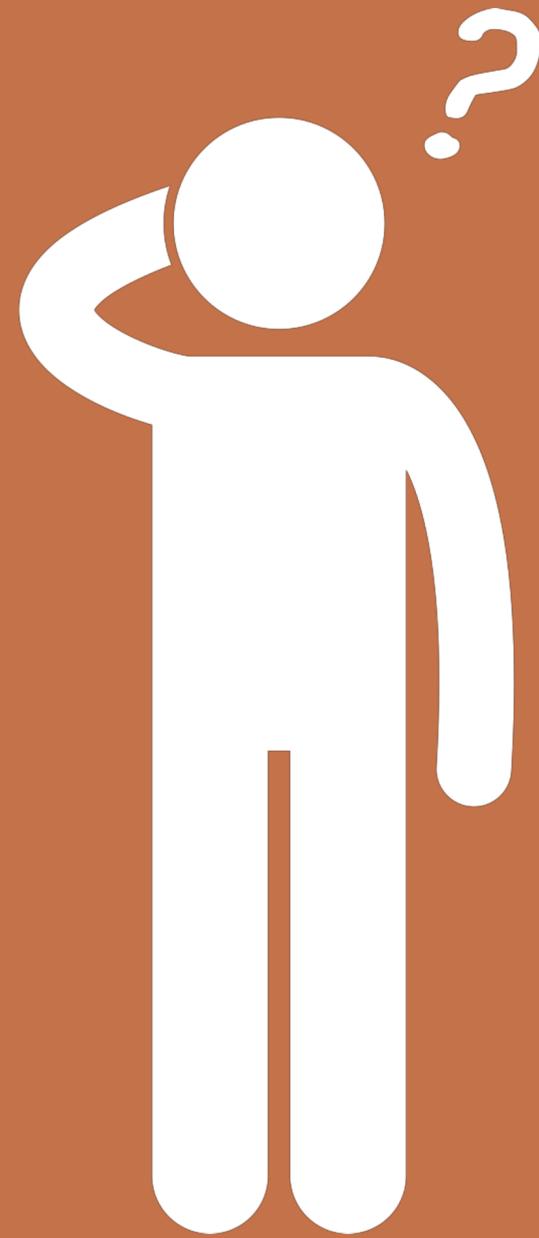
**The Big Picture** - diversity at large



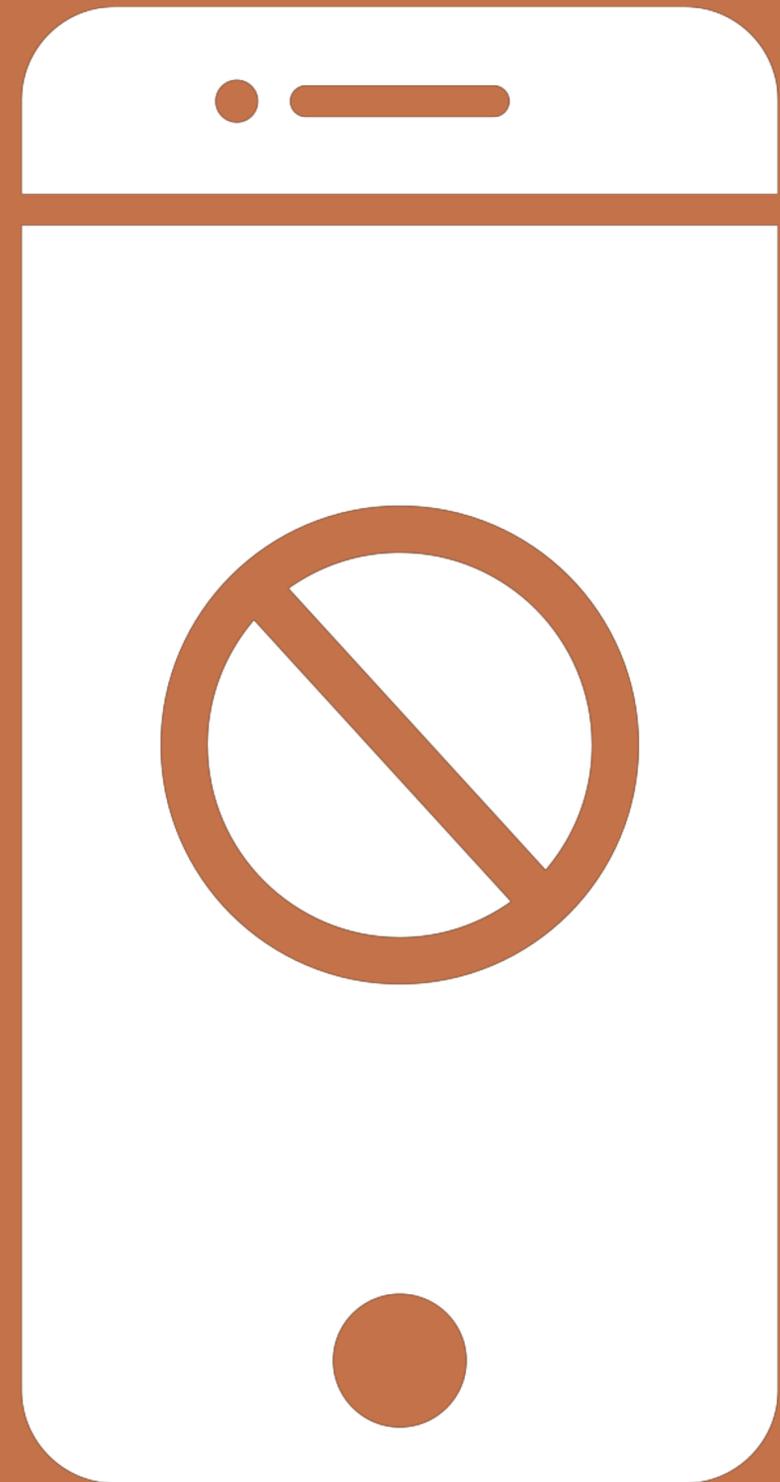
**Modelling Disability - the lens I use in my life**

“Our goals is to make  
sure our websites, apps  
and services don't  
disable people.”



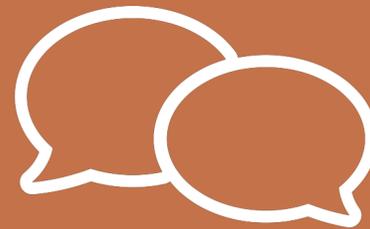


“Our goals is to make  
sure our websites, apps  
and services **don't**  
**disable people.**”





Disability has many lenses.



# Impairment.

The factual difference. The specific areas thing. Eg, Speech, Routine, Safety Awareness



# Environment

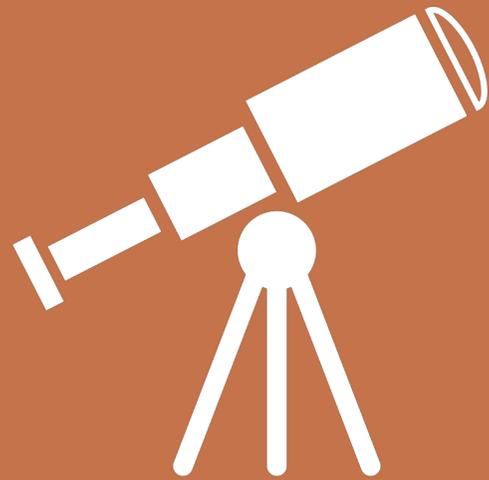
The things around me. Buildings, attitudes, beliefs and expectations.

Impairment  
+ Environment

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Disability

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As designers we disable people  
when we don't get it right.



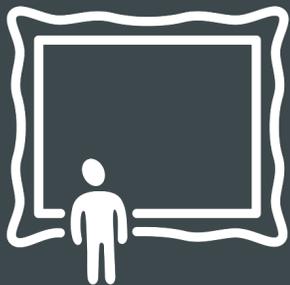
~~Modelling Disability - the lens I use in my life~~

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Cognitive Access Model - finding good questions

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The Big Picture - diversity at large



**Cognitive Access Model**  
finding good questions

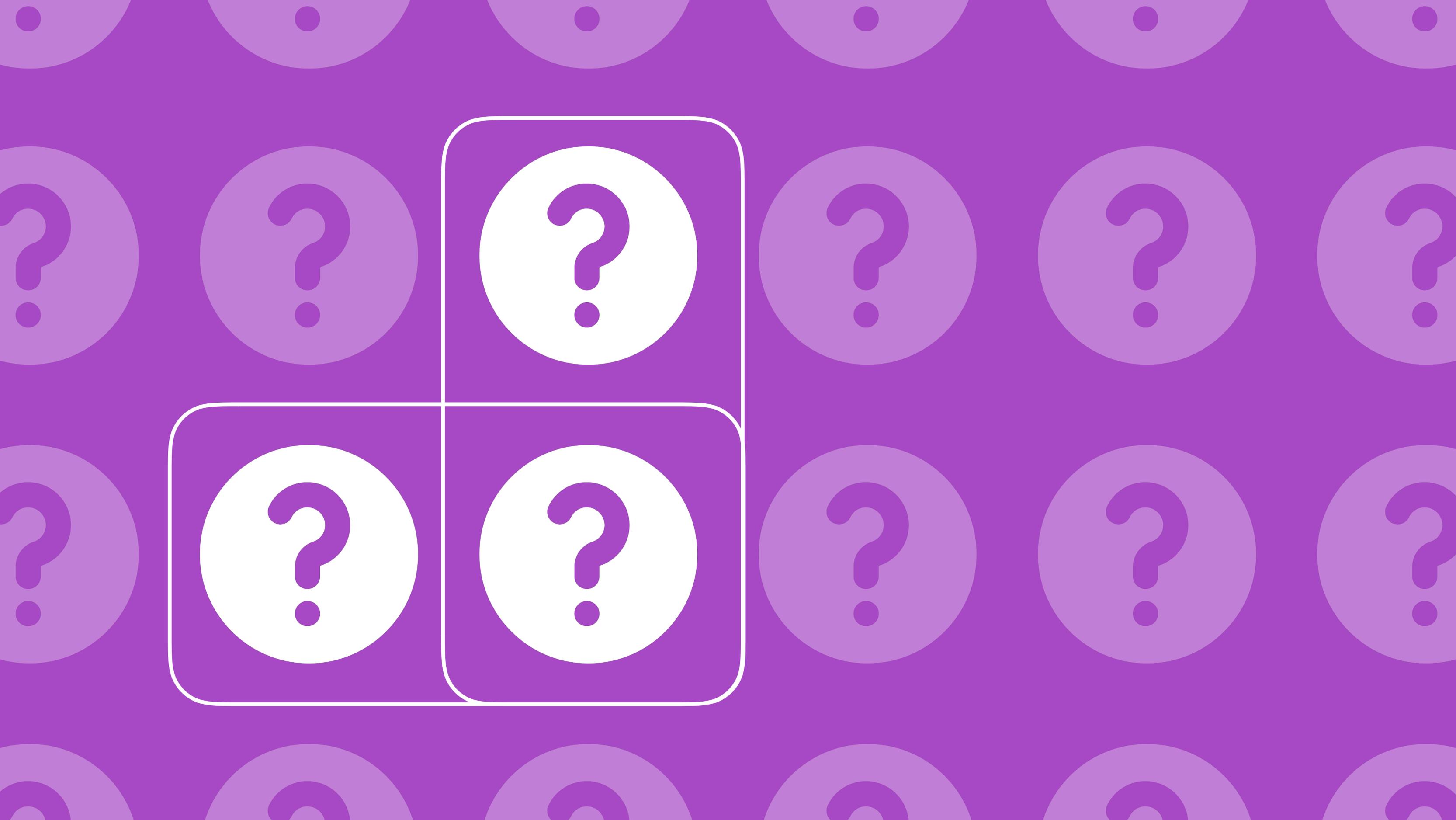


# Questions?

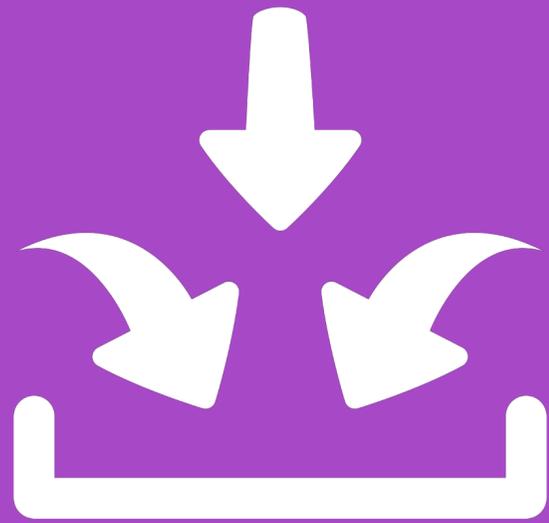
**“A tool for discussion or under discussion;  
a matter for investigation.**

**source: [dictionary.com](https://www.dictionary.com)**



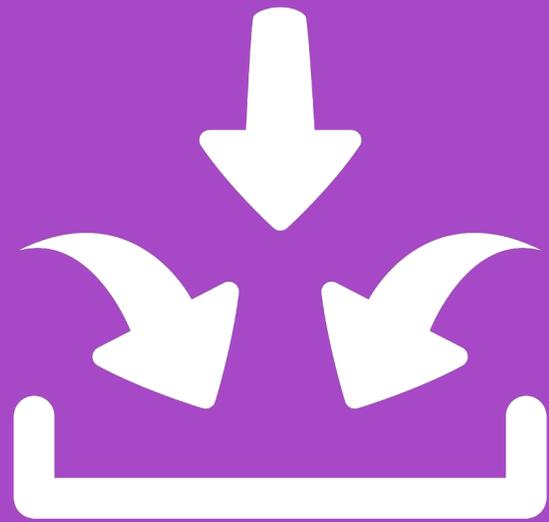




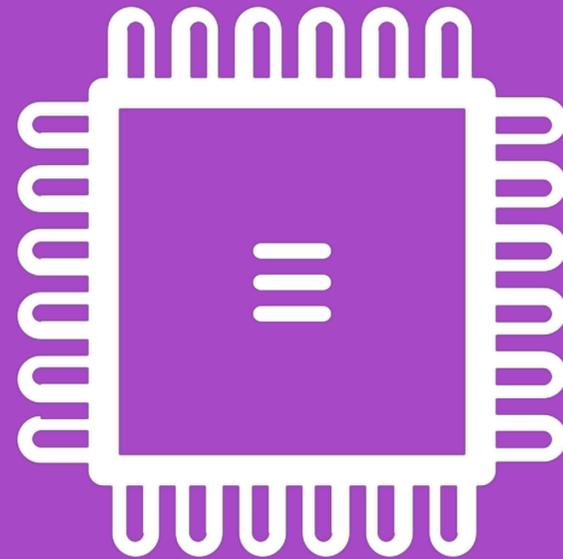


**Receiving**



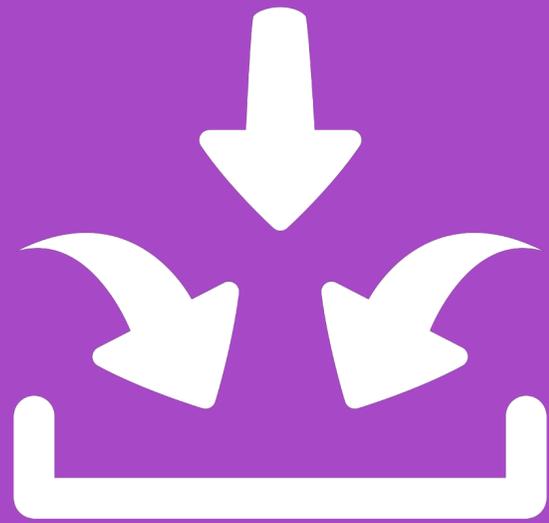


**Receiving**

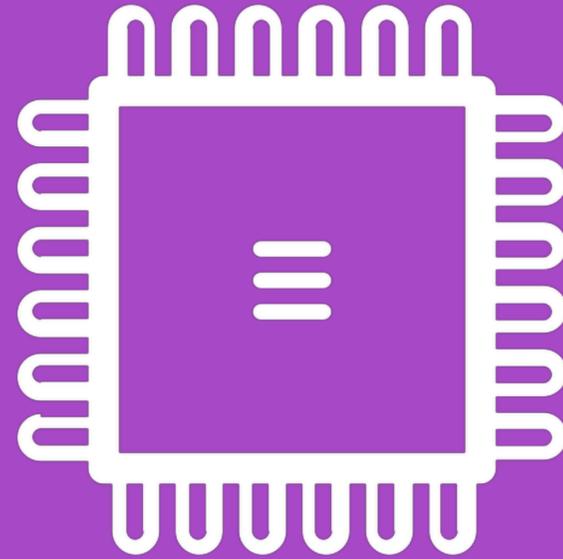


**Processing**





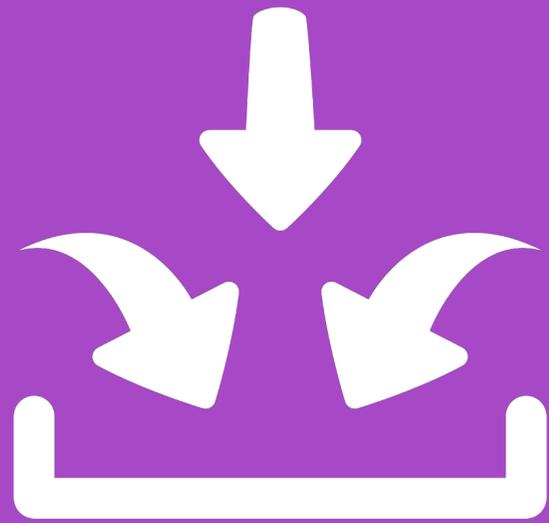
**Receiving**



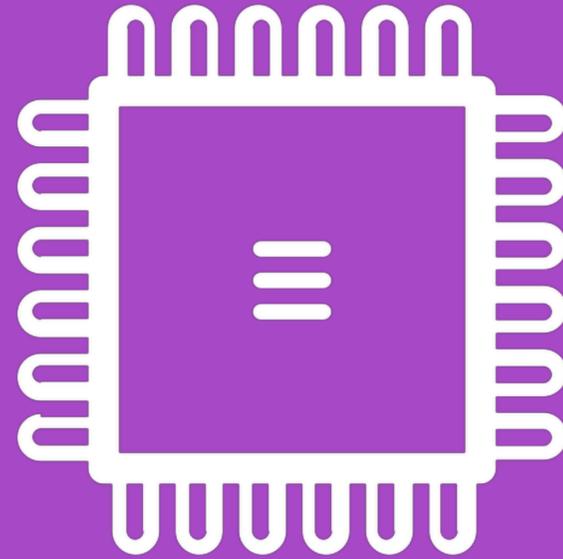
**Processing**



**Actioning**



**Receiving**

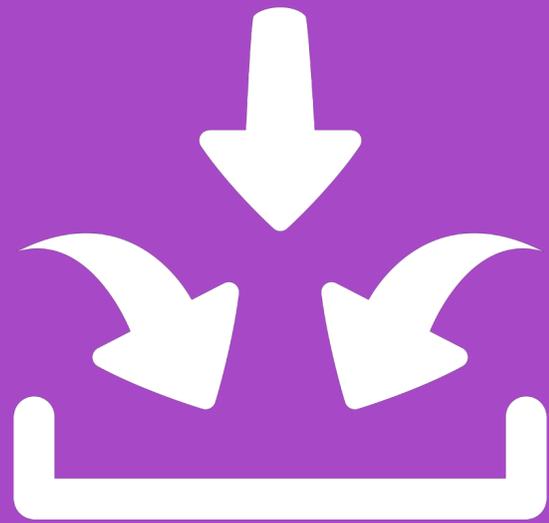


**Processing**



**Actioning**

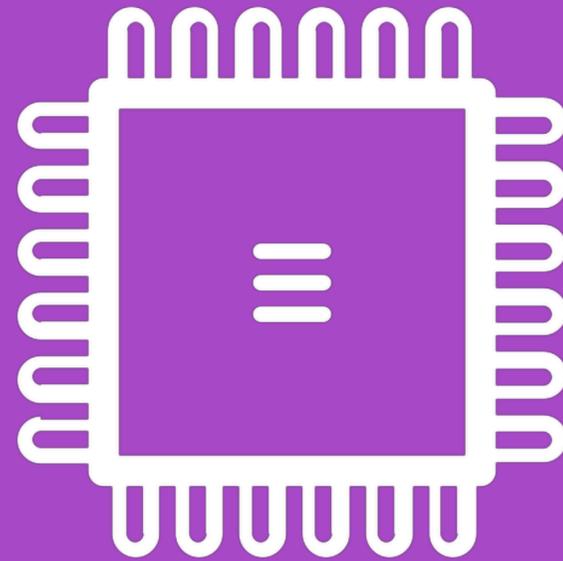




**Receiving**

**Perception**

**Affordance**



**Processing**



**Actioning**

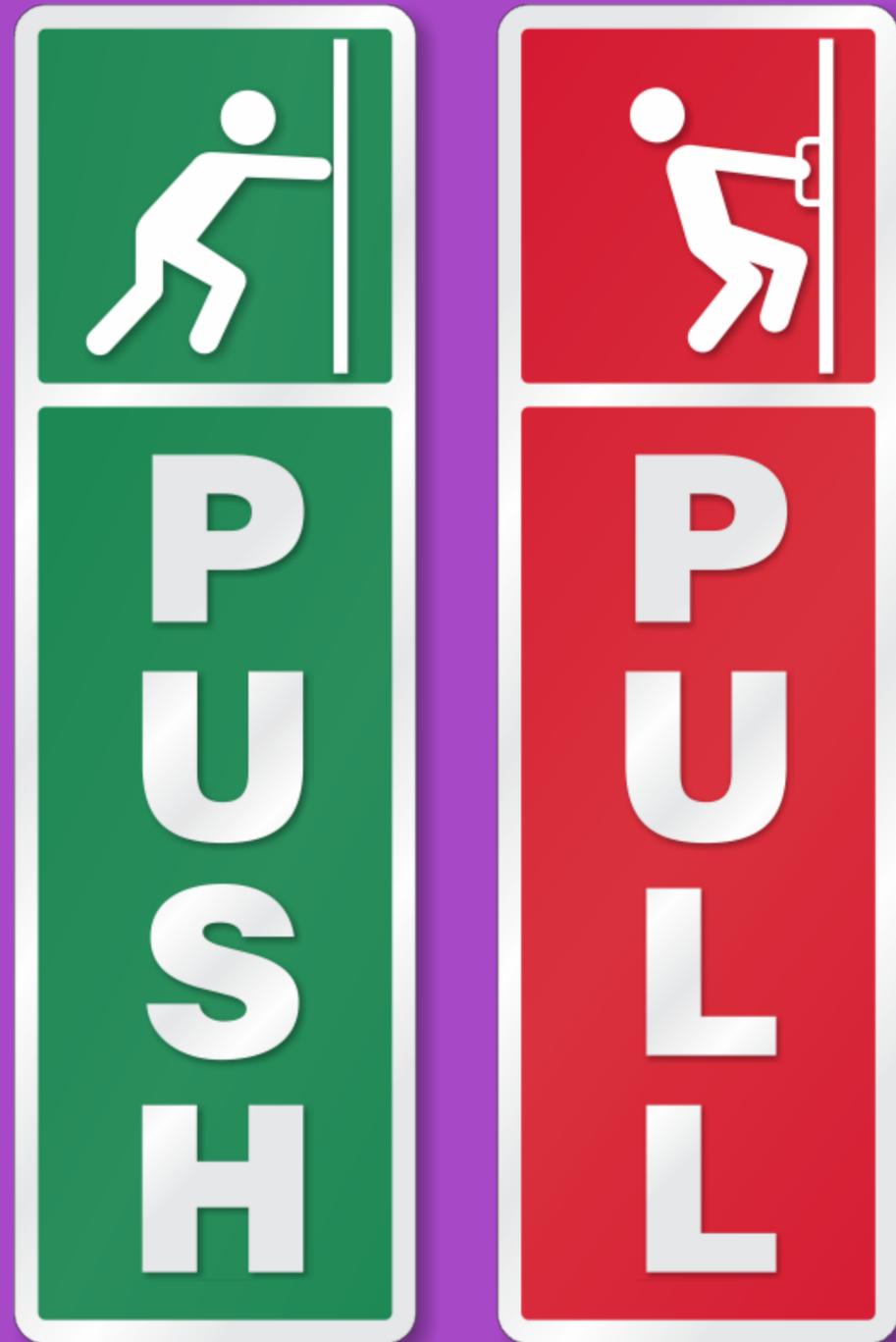


# Perception.

The environment needs to provide me with information in clear ways without assuming too much context.

## **Good Example:**

Nest protect - verbal warning, instructions on how to resolve



# Affordances.

The environment needs to make possible actions easy to see and comprehend.

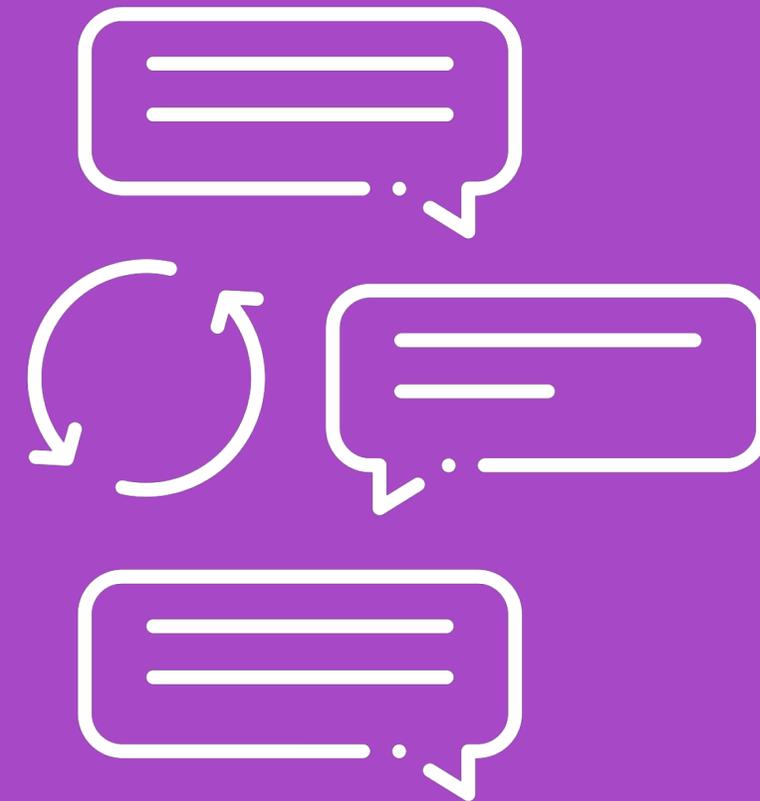
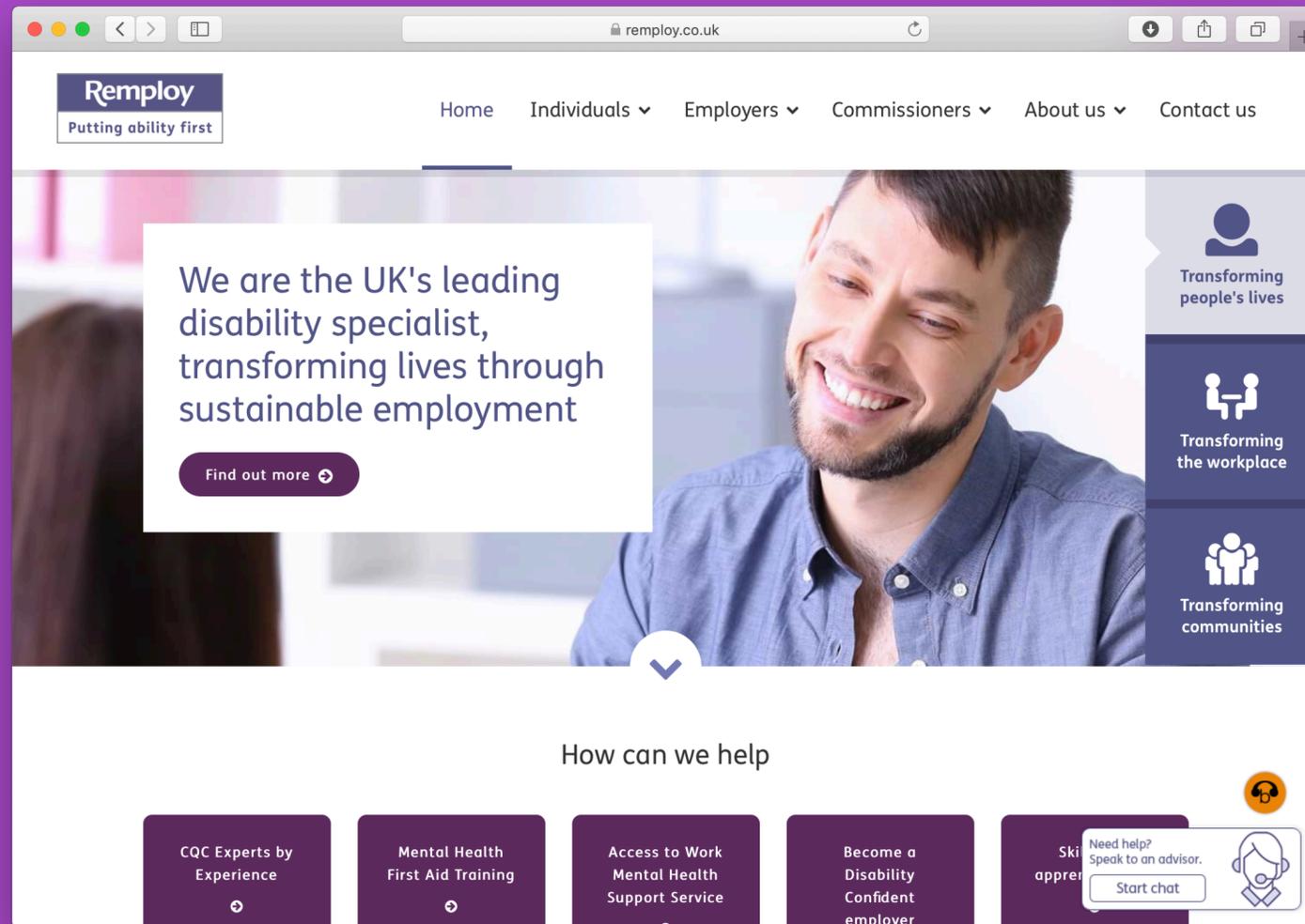
## **Good Example:**

Push / Pull door signs, works + images + colour.



**Good Example:**  
Heathrow customs options. Identifiable & clear options

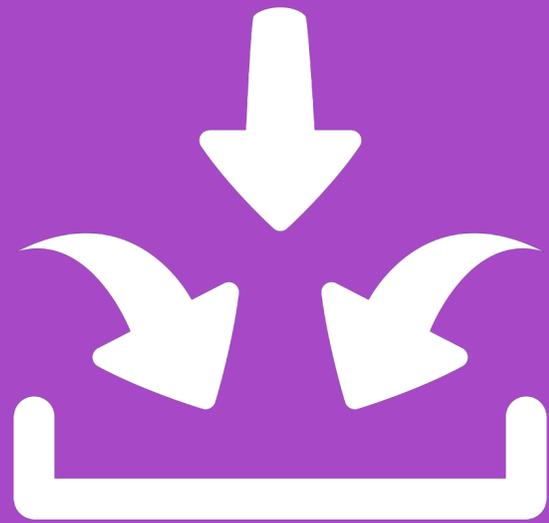




**Good Example:**

**Access To Work via Remploy - understanding support options**

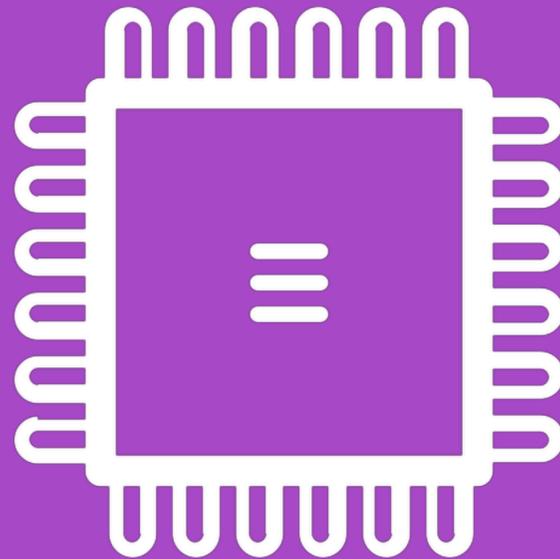




**Receiving**

**Perception**

**Affordance**



**Processing**

**Filtering**

**Deciding**



**Actioning**

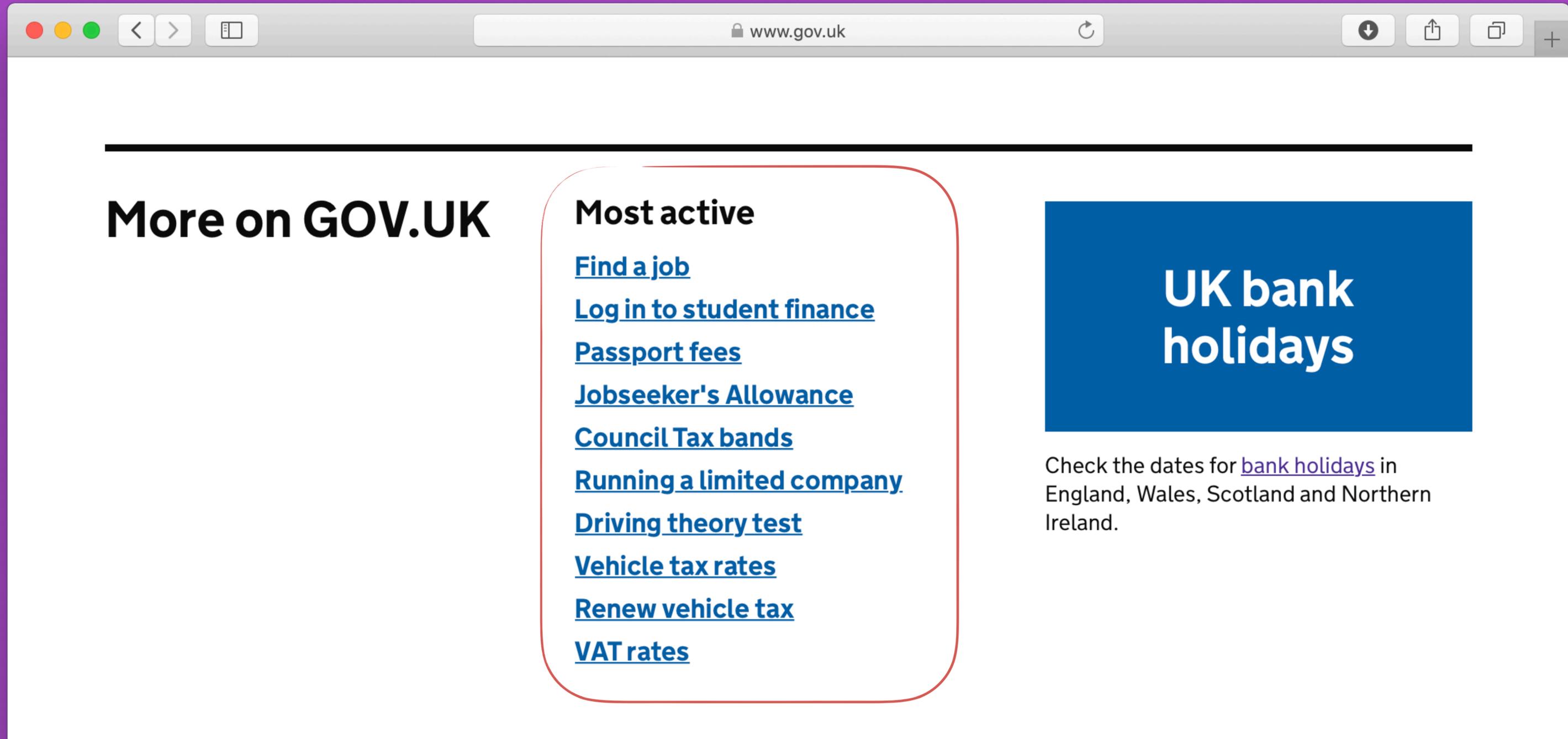


# Filtering.

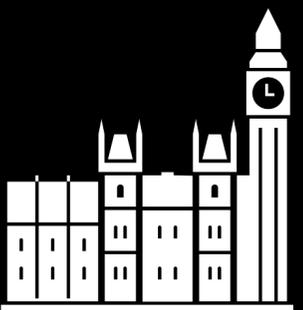
Give me control of options and sensory input. Allow me choices, never assume ability.

## **Good Example:**

Plantronics® BackBeat PRO, noise cancelling headphones. Filtering noise.



**Good Example:**  
Most Active options - dynamic filtering



The screenshot shows a web browser window with the URL www.gov.uk. A light blue banner at the top states: "GOV.UK uses cookies to make the site simpler. [Find out more about cookies](#) or [hide this message](#)". Below this is the GOV.UK logo and a search bar. The breadcrumb trail reads: Home > Working, jobs and pensions > Holidays, time off, sick leave, maternity and paternity leave. The main heading is "UK bank holidays". Below it are three filter buttons: "England and Wales" (which is active), "Scotland", and "Northern Ireland". A large teal box contains the text: "The next bank holiday in England and Wales is **19 April** Good Friday". To the right, under "Related content", are links for "Holiday entitlement" and "School term and holiday dates". At the bottom left, there is a small icon of a calendar page with the number 31, followed by the link: "Add bank holidays for England and Wales to your calendar (ICS, 14KB)".

Good Example:

Filtering + highlighting the single most common information





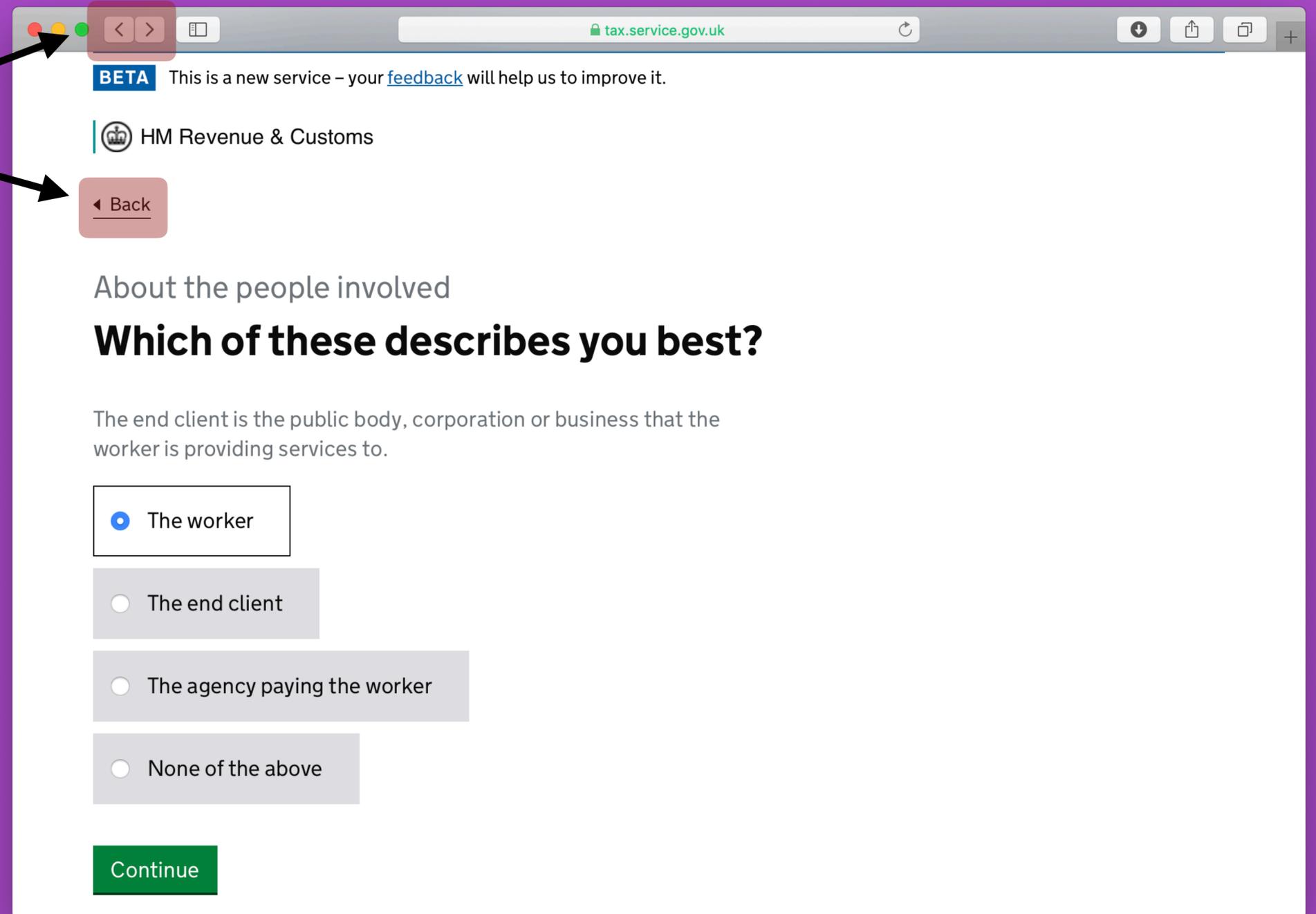
# Deciding.

I need to make decisions. Make it clear to me what decisions i can make and what the consequences are.

## **Good Example:**

Undo, Cancel, Clear. Long Timeouts.

# Back



A screenshot of a web browser window showing a form on the tax.service.gov.uk website. The browser's address bar displays the URL. The page content includes a 'BETA' notice, the HM Revenue & Customs logo, and a question: 'Which of these describes you best?'. Below the question are four radio button options: 'The worker' (selected), 'The end client', 'The agency paying the worker', and 'None of the above'. A green 'Continue' button is at the bottom. A large white 'Back' text is on the left, with two black arrows pointing to the browser's back button and the 'Back' button on the page.

BETA This is a new service – your [feedback](#) will help us to improve it.

HM Revenue & Customs

◀ Back

About the people involved

**Which of these describes you best?**

The end client is the public body, corporation or business that the worker is providing services to.

The worker

The end client

The agency paying the worker

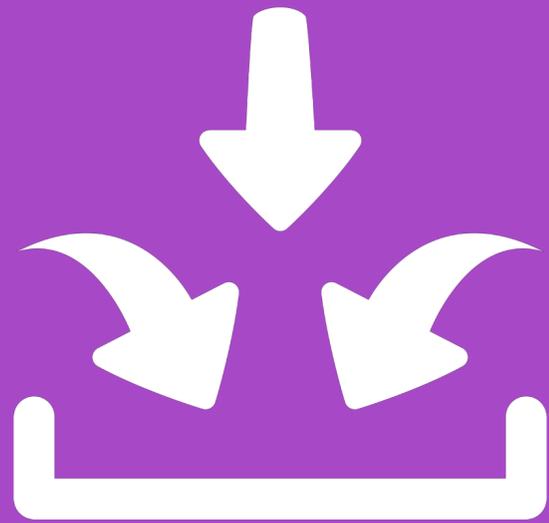
None of the above

Continue

**Good Example:**

I don't know. I'm scared. But I can go back if needed!

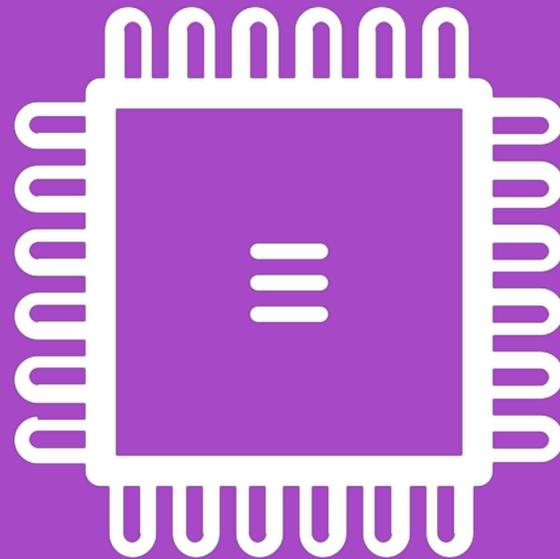




**Receiving**

**Perception**

**Affordance**



**Processing**

**Filtering**

**Deciding**



**Actioning**

**Planning**

**Doing**





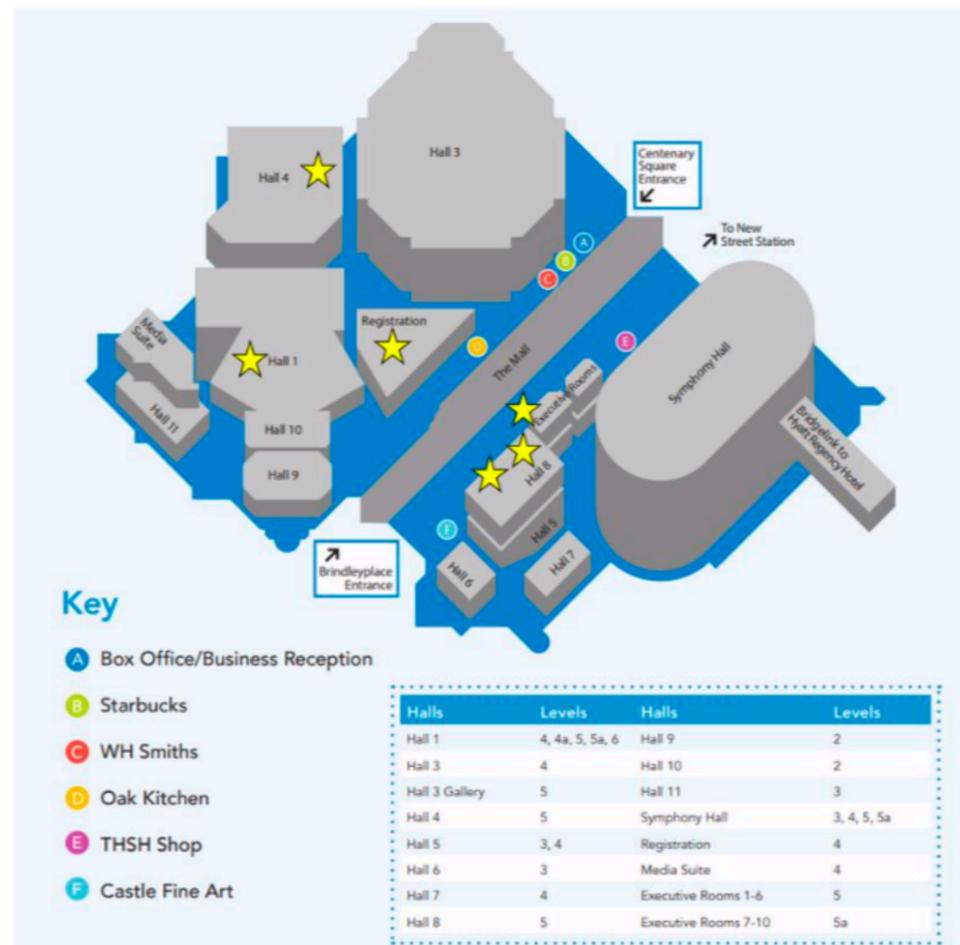
# Planning.

The environment needs to give me time to plan how to achieve a desired action (movements, words etc).

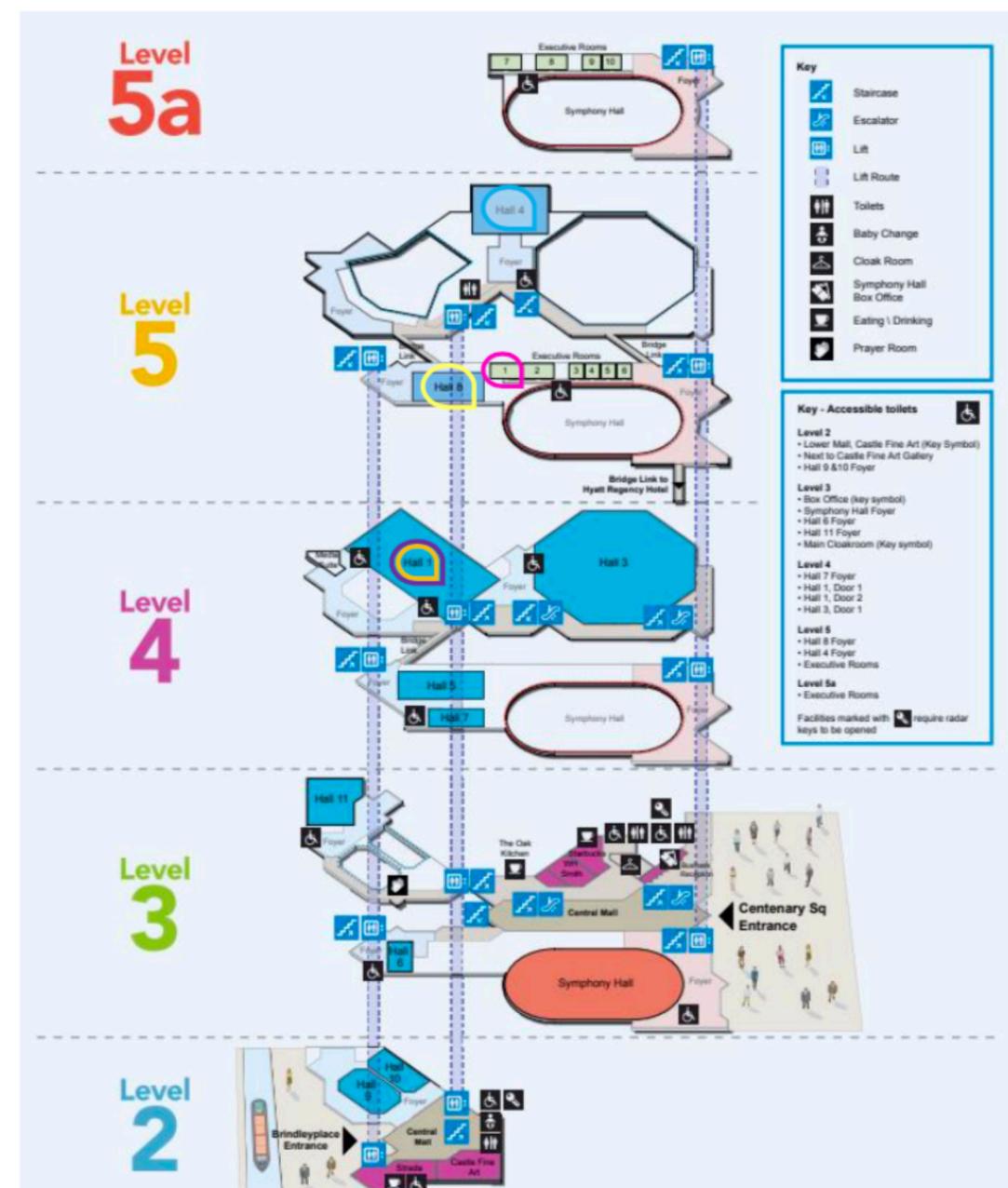
## **Good Example:**

Count down traffic lights.

### International Convention Centre Layout and Room Allocation

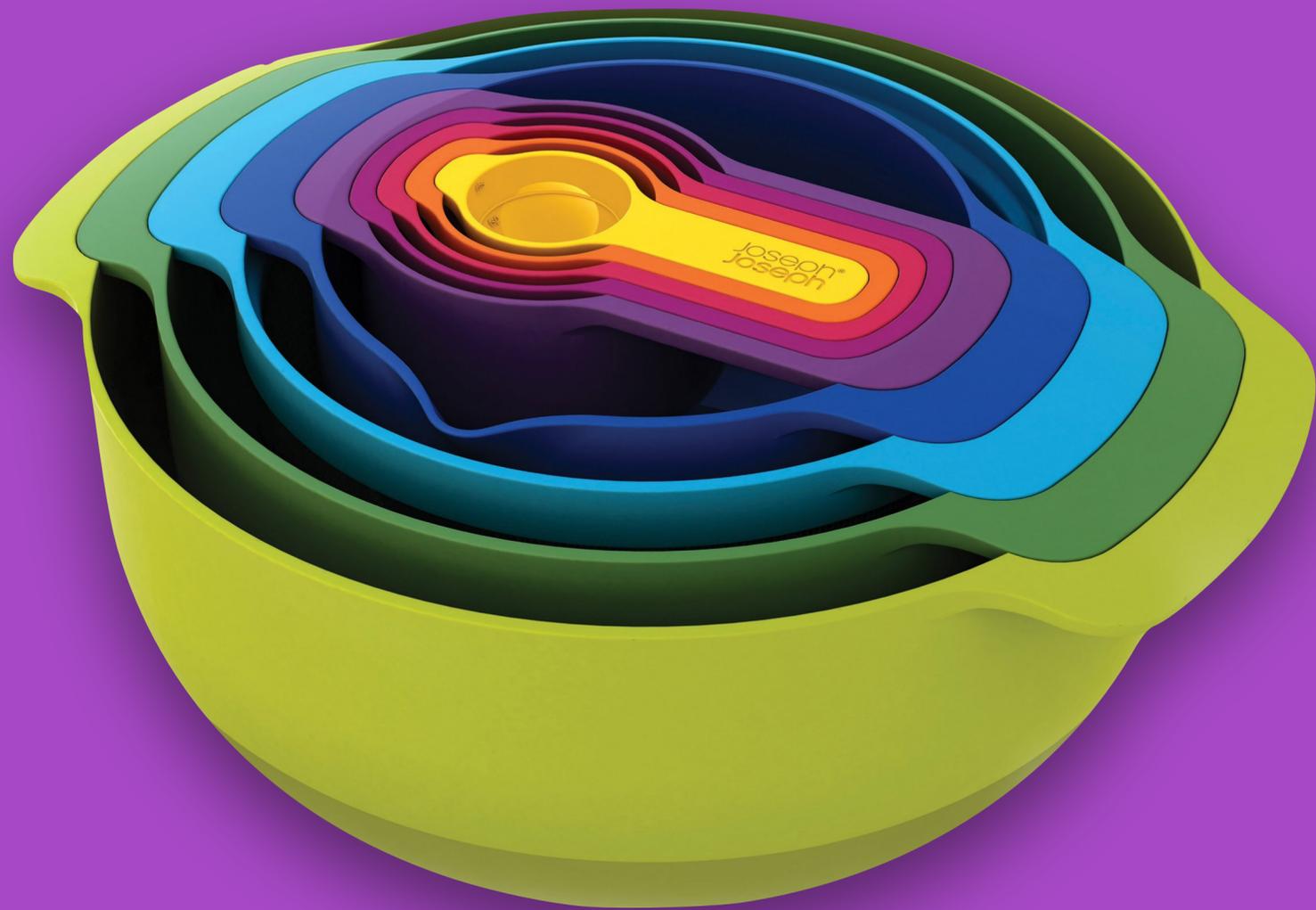


<b>Registration</b>	Conference registration Refreshment breaks Lunchtime catering	Level 4
<b>Hall 1</b>	Welcome addresses Keynote Speakers Stream sessions A Closing remarks	Level 4
	Entrance to reserved seating for	



**Good Example:**  
**NAS Event Guide - Maps and Walking Times.**





# Doing.

The environment need to allow me to do thing i have decided to do.

## **Good Example:**

Sensory control.

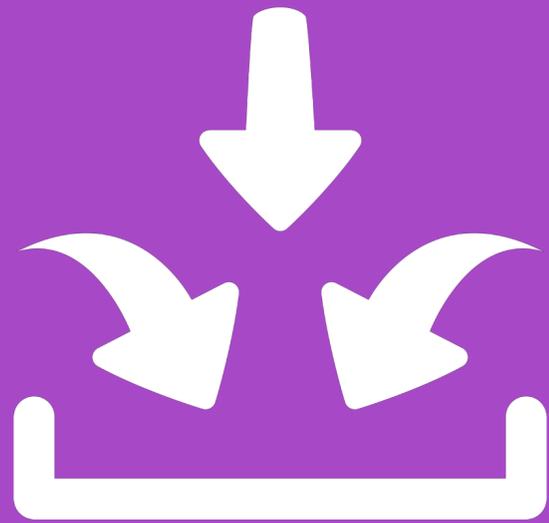
Physical access.

Easy tools



**Good Example:**  
Accessing My Local Pool

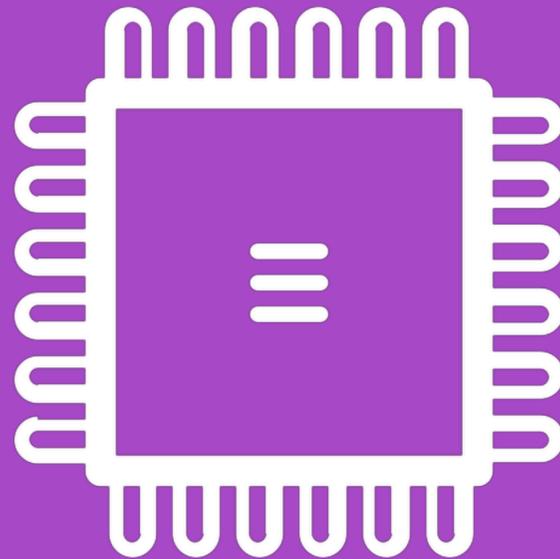




**Receiving**

**Perception**

**Affordance**



**Processing**

**Filtering**

**Deciding**



**Actioning**

**Planning**

**Doing**



# How will our users \_\_\_\_\_ ?

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**Perception**

**Filtering**

**Planning**

**Affordance**

**Deciding**

**Doing**





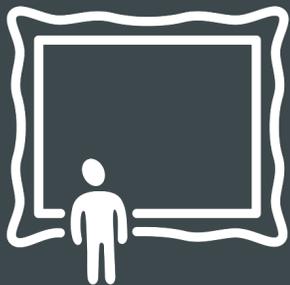
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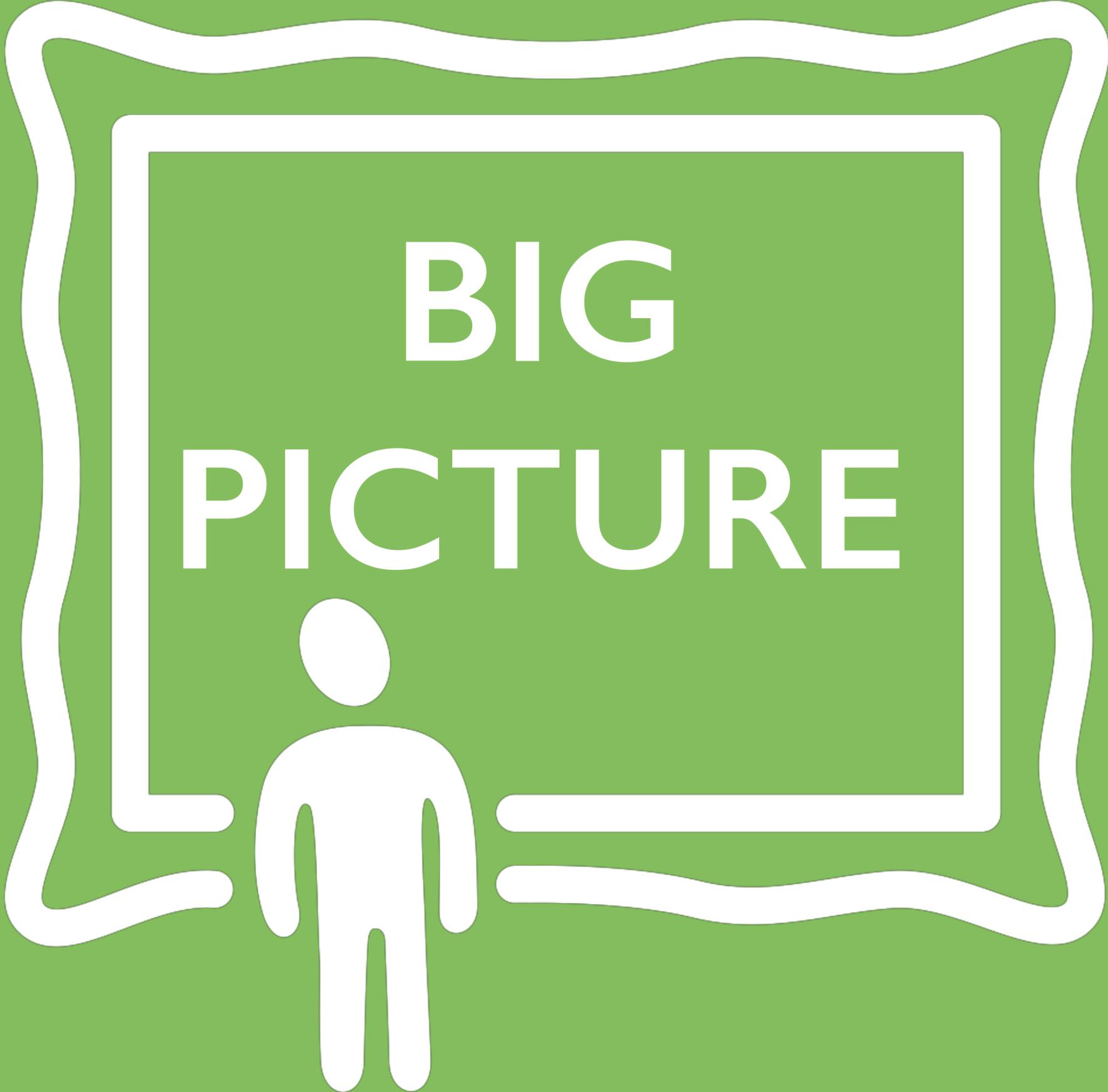


Cognitive Access Model - finding good questions

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The Big Picture - diversity at large



BIG  
PICTURE



More *variety* is a good thing.



Diverse / Impaired / Distracted

# Thank You.

Credits:

Icons from the Noun Project

Thanks to my team

Big thanks to BBC for calling this my job