

# Mobile Technology The Great Enabler

Claire Tellefson  
Able Australia



deafblindness | multiple disabilities | community support

# My Phone is way more than just a phone.

- \* I use it as a braille TTY to make a relay phone call or relay SMS.
- \* I use it as a GPS system to figure where I'm going.
- \* I use it to go to school.
- \* I use it to jot down a note.
- \* I use it to communicate with other deaf-blind people across the world.
- \* I use it to communicate with people in the same room, who don't know sign language.
- \* I use it to stay in touch with family.
- \* I use it to do my grocery shopping.
- \* I use it to find out if it's raining outside.
- \* I use it to access the library and read books.
- \* I use it to find out about any emergencies.
- \* My phone isn't just a phone. It's my connection to the world.

-Deafblind User

# Digital Inclusion

*“ Deafblindness is a unique and isolating sensory disability resulting from a combination of both a hearing and vision loss or impairment which significantly affects communication, socialisation, mobility and daily living.”*

Australian Deafblind Council

# Able Australia / Telstra Partnership

2013 – Pilot in Victoria for Deafblind Community

- \* Develop training materials - Digital Literacy
- \* Research into Accessibility
- \* Loan of mobile devices
- \* Support Worker Training
- \* Peer Training
- \* Develop Case Studies
- \* Evaluation framework to evaluate program's value (SROI)

# Digital Inclusion via Social Media

- \* Expanded networks – Facebook friends
- \* Language development
- \* Social interaction – Posts and comments
- \* Access to Culture
- \* Sharing experiences via photos
- \* Increased awareness of advocacy issues.

# Deafblind Community

- \* Includes Low hearing AND low vision
- \* Complex communication needs
  - \* Language Literacy
    - \* Auslan
    - \* Braille
  - \* English Literacy
  - \* Digital Literacy

# Deafblind Community

- \* Growing numbers - ageing population
- \* Difficult to know how many people with deafblindness -- 300,000 (Access Economics)
- \* Widening gap in digital literacy as audio and video replace text
- \* Hidden in families, aged care and supported accommodation.
- \* Degenerative condition with ongoing grief.

# Deafblind Community

- ✓ Cultural Diversity
- ✓ English as a Second Language
- ✓ Aged
- ✓ Other Disability
- ✓ Unemployed
- ✓ Socio economic disadvantage
- ✓ Mental Health

“If a Device works for the deafblind community, it will work for everyone”

# Accessibility by Sense

**Hear**

**Speak**

**See**

**Feel**



# Good Design

- \* Out of the box Accessibility built into the Operating System of the Device

A range of inputs and outputs.

- \* Touch & vibration – (Haptics)
- \* Speech and braille
- \* QWERTY Keyboard and Braille Keyboard
- \* Magnification, display colours.

Android, Windows, Apple

# Customisable Accessibility

## Inputs and outputs are Customisable

- \* Speech
- \* keyboard shortcuts
- \* Magnification
- \* Display colours.

**Android, Windows, Apple**

For Example Phone Numbers are read as "Four hundred and 7, eight hundred and eighteen, three hundred and twenty nine."

# Accessible Websites and App

- \* Websites and Apps designed for each device, platform, screen size is causing major headaches.
- \* No Consistency across devices and platforms.
- \* Accessibility is seen as just an additional burden with rushed deadlines.

**Accessibility = Quality Design  
Across All Devices - Apps - Platforms.**

# Responsive Web/App Design

“You put water into a cup, it becomes the cup.  
You put water into a bottle it becomes the bottle.  
You put water into a teapot it becomes the teapot.”



# Responsive Web Design

- \* Content separated from the Device/Platform
- \* Same content into any device becomes accessible due to user settings on the device.
- \* Ensures consistency for user
- \* Keep the Complexity – Make is Simple

*“It is a terrible thing to see  
and have no vision.”*

Helen Keller

## Claire Tellefson- Digital Literacy

[Claire.tellefson@ableaustralia.org.au](mailto:Claire.tellefson@ableaustralia.org.au)

[www.ableaustralia.org.au](http://www.ableaustralia.org.au)

<http://exchange.telstra.com.au/author/claire-tellefson/>