

# Making it easier for people with cognitive disabilities to get phones tablets and internet

## Easy Read Report



## Who wrote this report?

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We are researchers

Researchers look for answers to problems

We work at Melbourne University

Sometimes people with **cognitive disabilities** have problems when they buy



- a phone or **tablet**



- a phone or tablet **plan**



- an **internet service**

This is because the websites of phone and internet companies can make it



- hard to understand
- hard to get help

Phone and internet companies sell



- mobile phones



- phone and **tablet plans**



- iPads and other **tablets**



- home phones



- **internet services**

Phone and internet companies



have to make things better for people with **cognitive disabilities** because it is the rules

The rules come from



- **Telecommunications Consumer Protections Code**
- **human rights**



The rules say companies should



- give clear information



- help customers make decisions



- make websites that all people can use



- respect people's decisions



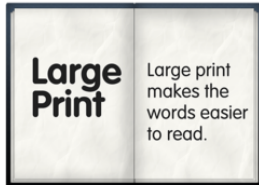
**We looked at the websites of 9  
phone and internet companies to see  
if they follow the rules**



**This is the report about how easy  
the websites are to**

- understand
- use

## What makes a good website



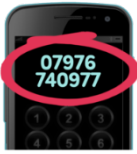
- not much writing
- easy to read
- writing is clear and big

It is easy to find cheap



- phones
- tablets
- plans

It is easy to find help



- the right phone numbers



- web chat

## Some problems with websites



- too much writing
- writing is too small



- you have to scroll or click too much



- different information on different pages





- hard to get help for questions or problems



**We have 12 ideas to help fix websites  
to make them easier to use**

We talked to



- **People with Disability Australia**
- **Victorian Mental Illness Awareness Council (VMIAC)**



They helped us with these ideas

## Our ideas



- ask people with disabilities about their ideas on how to make the website easier to use



- use pictures to tell stories



- make webpages clear and easy to read



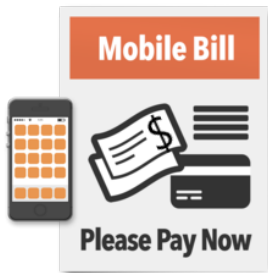
- make it easy for customers to find what they want



- make sure cheap phones tablets and internet are easy to find



- make sure information is easy to find



on the total price

on any **extra charges**



- write information in different colours

**BIG**  
**words**

- write information in big size words



- see products side to side to make choices easier



- use plain language
- explain hard words

- offer lots of ways to get help



**live chat**



phone numbers



email



- make important information **accessible**



in plain language



in easy read



We have made some factsheets to show how to make information **accessible**



- give information in different ways



poster



online guided tour



- let people choose what information they want



- change all parts of the company

teach staff about disability

## More information



You can talk to us

- if you want to know more about the project
- if you want the full report

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This easy read paper was made for the  
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By the Intellectual Disability Rights Service

## Hard words



### accessible information

information that is easy for many people to understand

people with **cognitive disabilities** mean people who sometimes find it hard to

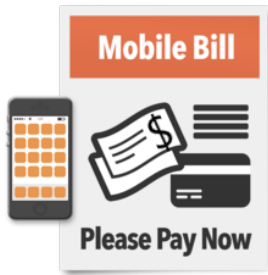


- learn
- concentrate
- remember



- communicate
- make decisions





### **extra charges**

extra money you might have to pay on a plan



### **human rights**

the rights and freedoms that should happen for every person in the world



### **internet service**

you pay for this so you can use the internet at home



### **live chat**

a way to talk to a company by typing on the computer



**plan** is a **contract** you sign to agree to buy phone or internet



- usually paid monthly

you can ask to pay weekly or **fortnightly**

**fortnightly** is every 2 weeks



**tablet**

a flat, hand held device like

- iPad
- Samsung Galaxy
- Microsoft Surface



**Telecommunications Consumer Protection Code**

the rules for phone and internet companies