Accessible Information

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Why accessibility matters

◦ Disabled people have equitable access to supports and services

◦ Disabled people have access to information and decision making at the same time as others

◦ "To enable persons with disabilities to live independently and participate fully in all aspects of life." (UNCRPD, Article 9 – Accessibility)
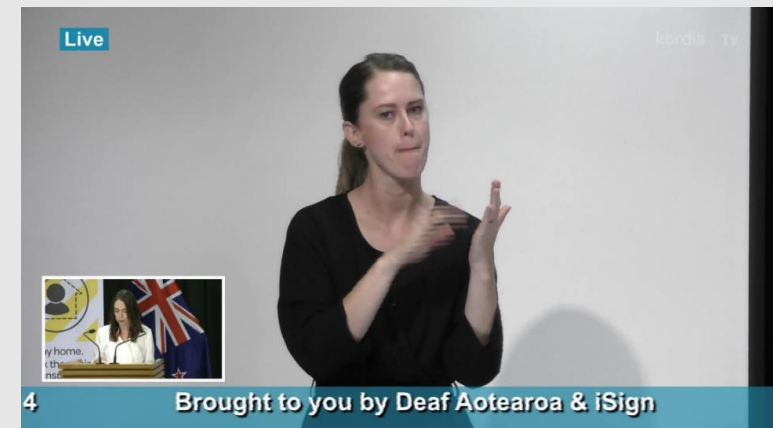
What does it mean to be 'accessible'?

◦ Accessibility covers physical spaces, web pages, emails, printed documents, videos, games – basically everything

◦ Accessibility covers a wide range of disabilities, including visual, auditory, physical, speech, cognitive, language, learning, and neurological disabilities

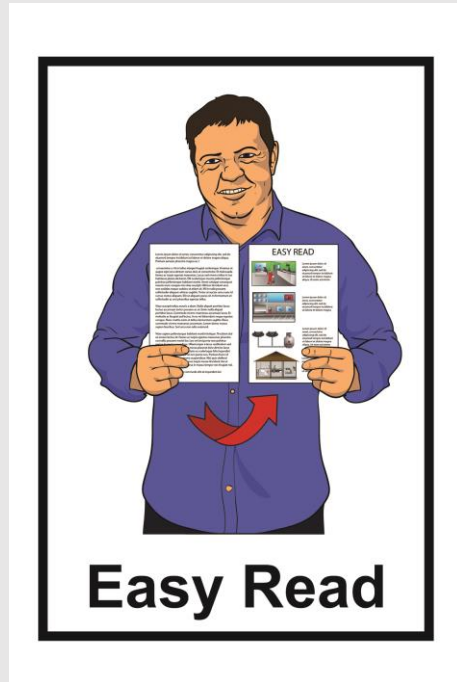◦ Today we are looking at **Accessible Print Information**

Alternate formats

All documentation should be written or available in **Plain Language** prior to any form of translation.

The 5 alternate formats are:

◦ Easy Read

◦ New Zealand Sign Language (NZSL)

◦ Braille

◦ Audio

◦ Large print

Easy Read: an interpretation, not a translation

- has been developed to support people with learning (intellectual) disability to understand written information.

- can also help make information accessible to people who have low literacy levels, use English as a second language, are older people, are Deaf.

- uses words and pictures to present information in a way that is easier to understand.

- follows some strict standards about plain language and formatting.

Examples of Easy Read

What this document is about

CERT NZ has written this document about **cyber security**.

CERT NZ:

- is a government agency in New Zealand

- works to keep us safe from **cyber security threats**.

Cyber security is about keeping ourselves safe online when we use **electronic devices**.

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Human rights

Human rights are rights to make sure everyone:

- is treated fairly

- has what they need to live a good life.

Human rights are part of:

- New Zealand **law**

- **laws** agreed between New Zealand and lots of other countries.

Laws are rules that everyone has to follow.

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About **NZSL**

◦NZSL is the preferred language for the Deaf community in New Zealand.

◦NZSL is a language in its own right and one of New Zealand's 3 official languages.

◦Signed language develop independently from spoken languages.

◦E.g. the USA and New Zealand speak English but have a different sign language.

NZSL translations – Examples

ENGAGEMENT

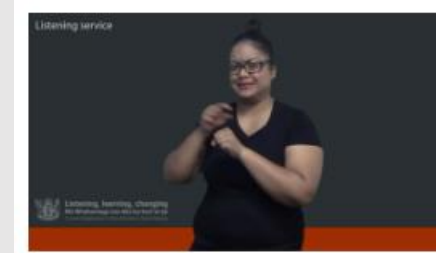**Auckland Civil Defence Emergency Management Group Plan**

DISABILITY SUPPORT SYSTEMS, GOVERNMENT

Job and Training Support Funds

EDUCATION, GOVERNMENT

Code of conduct for school board members

GOVERNMENT

Crown Response Unit Pānui February 2023

HEALTH

Te Whatu Ora: Your health this winter

See the Deaf Aotearoa website for resources translated into NZSL:
https://www.deaf.org.nz/info-in-nzsl/

Alternate formats for people who are blind, vision-impaired, deafblind and or who have low vision

Audio

Braille

Large Print

Provision of health information in alternate formats

Information about Measles audio (MP3)

Saved to \\corp.ssi.govt.nz\userss

Information about Measles in large print for hearing impaired people.

⊕ Download - MP3, 6.4 MB

Information about Measles – Braille (Word)

The Braille Ready File (BRF) format is accessible to Braille readers who use an electronic Braille device.

⊕ Download - DOCX, 25 KB

Information about measles – Large Print (Word)

Information about Measles in large print for visually impaired people.

⊕ Download - DOCX, 39 KB

Information about measles – Large Print (PDf)

Information about Measles in large print for visually impaired people.

⊕ Download – PDF, 164 KB

Information about measles – Easy Read (Word)

Information and advice about Measles in Easy Read format.

⊕ Download - DOCX, 4.6 MB

Information about measles – Easy Read (PDF)

Information and advice about Measles in Easy Read format.

⊕ Download – PDF, 1.7 MB

accessible formats.

-
    - Audio file (MP3, 8.19 MB)
- Large print
    - Large print (PDF, 331 KB)
    - Large print (Word, 160 KB)
- Easy read
    - Assisted Dying (PDF, 4MB)
    - Assisted Dying (Word, 10MB)
- For a hard copy of the braille information sheet please email AssistedDying@health.govt.nz

There are seven videos about the Assisted Dying Service which you can view in this window, or by going to the Assisted Dying Service information in New Zealand Sign Language (NZSL) playlist on YouTube.

Your role – Accessible Print Information

Plain language

Plain Language Act 2022

In this Act, plain language means language that is

(a) appropriate to the intended audience; and

(b) clear, concise, and well organised.

Tips:

• Use Short and clear sentences (15 to 20 words)

• Avoid jargon, acronyms, and technical words. Use everyday language readers are familiar with.

• Use "you" and "we".

• Avoid multi-syllable words when shorter ones will do.

Plain language

◦ Use active and not passive verbs. Straightforward instructions, for example, "please sign this form".

◦ Consistency is important. Always use the same words.

For example: The maternity department is located on the 4th floor of Building E on the Manukau campus. The entrance to the maternity clinic is to the left of elevator D, follow the corridor until you get to the 2nd blue door on the left and then go to reception desk 2.

OR

Enter Building E and follow the blue striped line to the Maternity Clinic reception.

Documents that are **born accessible**

◦ A 'born' accessible' document is one that can be used by and for people with a wide range of impairments.

◦ It is like the 'blueprint' – from which all other translations can be made and it makes translating into alternate formats easier

◦ It can be used by people who use screen readers

◦ Ensuring all information is accessible from the start avoids costly and slow remediation and retrofitting

Accessibility Tip #1
Use structured headings throughout the document

Tip: set up an accessible heading structure at the start of the document and then use all the way through.
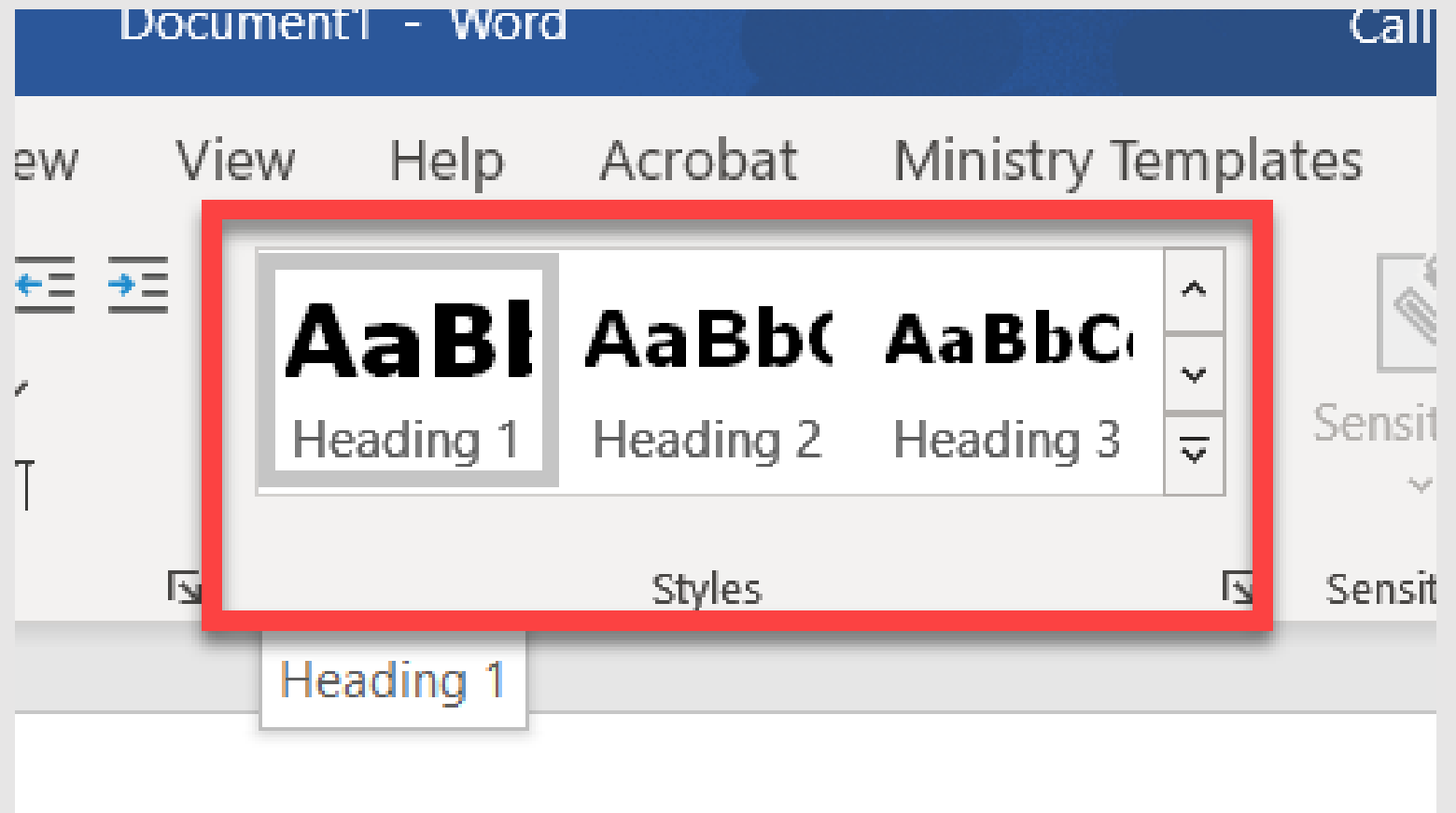
Accessibility Tip #2
Use clear sans-serif fonts

BAD ✗

GOOD ✔

Handwriting fonts

Sans-serif fonts

Tip: Don't use fonts with tails or flourishes, use Verdana, Arial or Calibri. Don't use italics.

Accessibility Tip #3
Adequate font size and line spacing

BAD ✗

Our clinic operates every Tuesday from 1-3 and you can register for the session by calling reception.

GOOD ✔

Our clinic operates every Tuesday from 1-3 and you can register for the session by calling reception.

Tip: Always use a minimum of 12 point font, and for people with low vision, a minimum of 16 point.
Line spacing of 1.5 is a minimum.

Accessibility Tip #4
Text contrast is important

BAD ✗

Our clinic operates every Tuesday from 1-3 and you can register for the session by calling reception.

GOOD ✔

Our clinic operates every Tuesday from 1-3 and you can register for the session by calling reception on xxx

Tip: Avoid use of multiple colors, or strong colored backgrounds. If doing presentations, don't use colors which can be hard to see under light i.e. yellow, white, fluorescents

Accessibility Tip #5
Use active, not passive voice

BAD ✗

GOOD ✓

The tablets will need to be taken by you each morning

You need to take these tablets each morning

Tip: Imagine that you are talking directly to your patient.

Accessibility Tip #6
Avoid use of graphs or tables

BAD ❌

Monday	Wednesday	Friday
Eye clinic	Eye clinic	Eye clinic
12-3pm	10-12pm	12-3pm

GOOD ✔️

Eye clinics run at the times shown below:

Monday 12-3pm

Wednesday 10-12pm

Friday 12-3pm

Tip: Imagine that you need to read left to right and your brain stops at the end of each 'line' .

Accessibility Tip #7
Do not use PDFs, use MSD Word

BAD ✗   **GOOD** ✔

Tip: Do an audit of your patient information options – why does it need to be in pdf?

Accessibility Tip #8
Images must have alt text

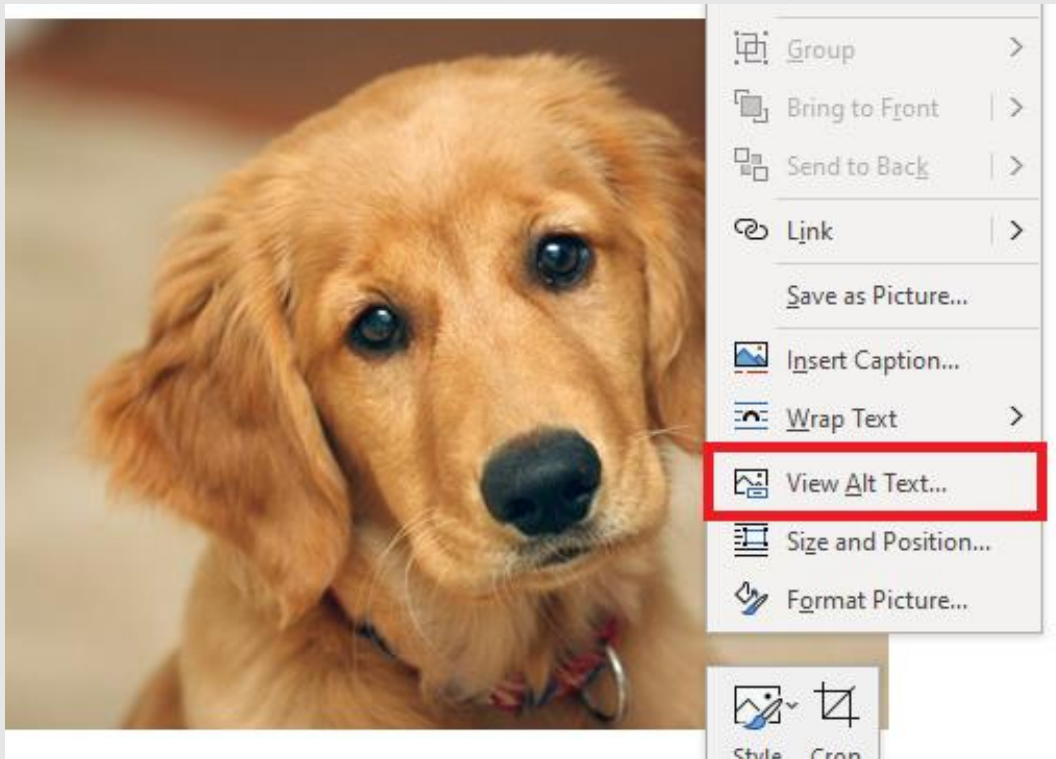

Example alt text:
"A golden retriever"

Alt text should be:

◦ Concise

◦ Descriptive

◦ 1-2 sentences

Tip: You don't always have to describe every detail, but enough that someone has the information that they need.

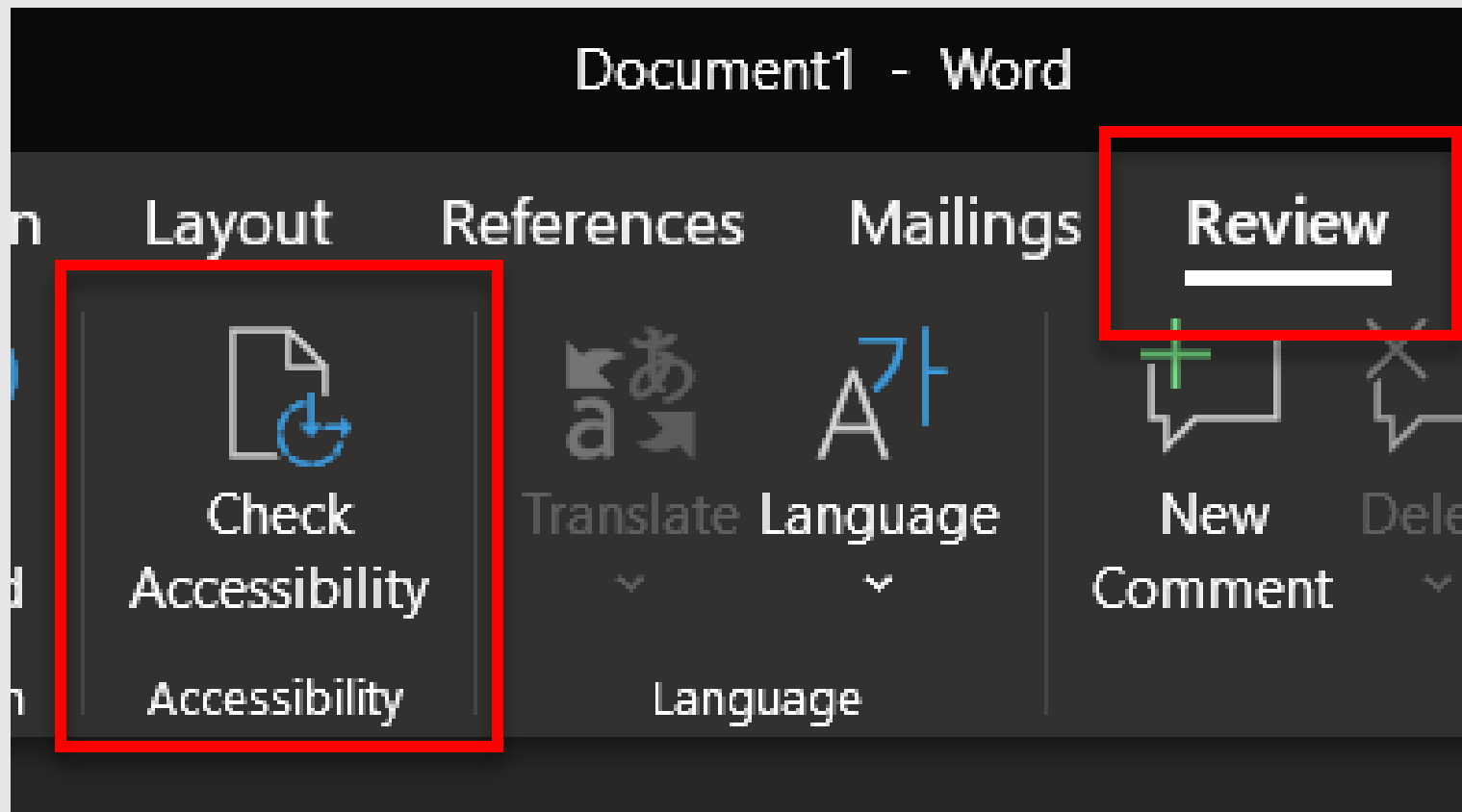# Accessibility Tip #9 continued
How to add alt text in Office

Open the context menu for the image or graph in Word, PowerPoint, or Outlook, choose View Alt Text, and enter a text description.

Don't use the 'generate alt text for me' option

Check yourself
Use Check Accessibility in Office

Tip #10 Social media – good alternate text is essential

Tip: Ensure your alt text includes the important details.

Don't use ALL CAPITALS – they are read as an acronyms and spelt out.

Summary activity

◦ There are at least **8 ways** this document is inaccessible

◦ What are they?

Updated information for disabled community on Government Information Accessibility.

Government information accessibility is an indication of government commitment to ensure that disabled people are able to access their information.

Below is a list of the ways in which the government is *committed* to accessible information

• Plain language	• NZSL
• Correct font size	• Easy contrast
• Accessible websites	• Interpreters at events

You can access alt formats by calling this number – 08004622377453 (0800 INACCESSIBLE)
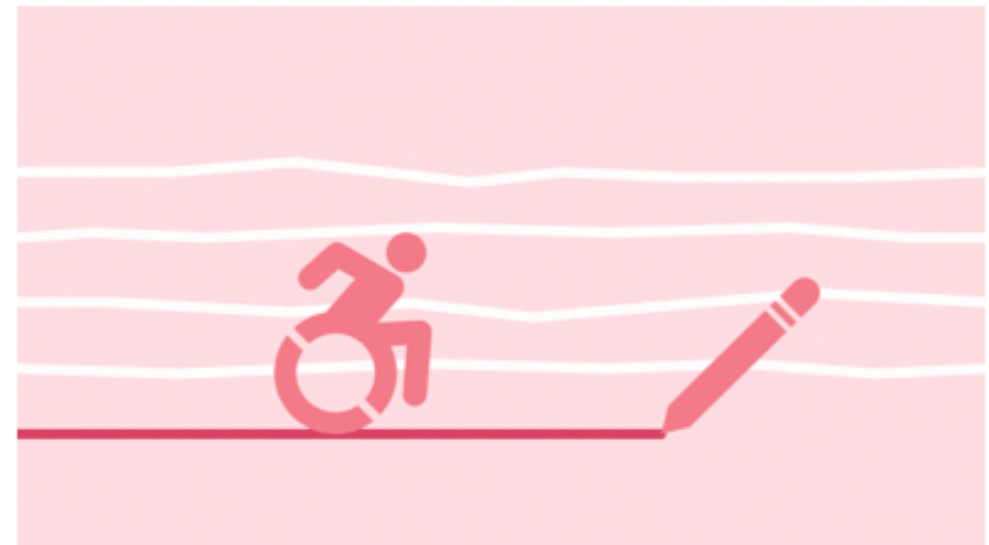
What can you do?

Undertake an accessibility audit of all of your patient documentation.

◦ Consider everything – appointmnet slips, handouts, pamphlets, procedure information, discharge notes or plans. Patient receipts, letters, invoices. Manage My Health is not accessible for all patients.

Undertake an audit of your disabled patient population.

◦ Which patients are likely to have acccessible information needs?

◦ How can you put this information on patient files?

◦ Can you proactively ask your patients what works best for them?

◦ Have a clear understood process in place for supporting patient communication needs.

What training do you and or your practice staff have?

◦ Are you trained in how to use NZ Relay – interpeter video and text relay?

◦ Do you know how to book an NZSL interpreter?

This is just the first step to offering an accessible care for patients, but an important one. Even the smallest of changes can make a huge difference.

Next step - your websites and your buildings... 😉

Thank you for your time.