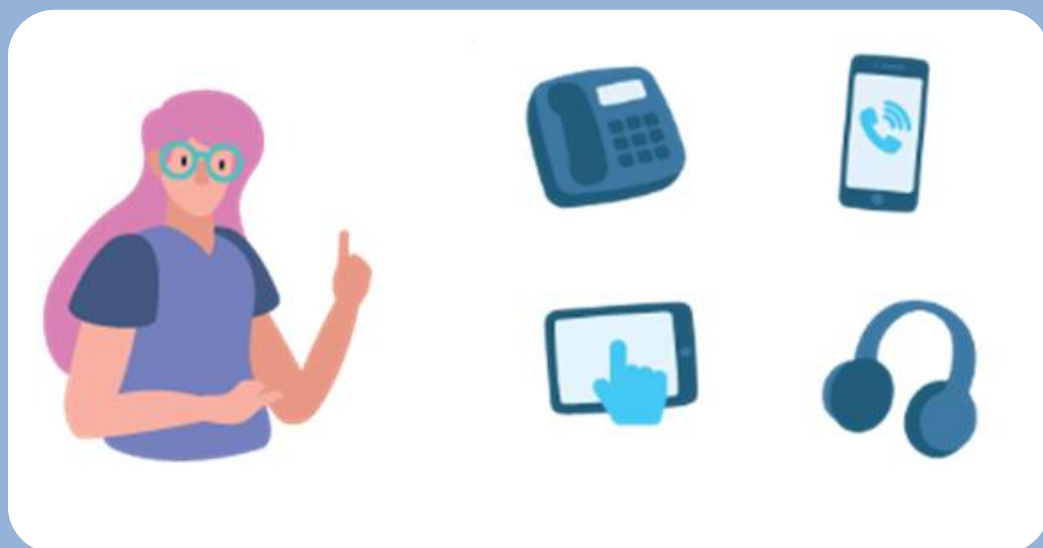


ACCESSIBLE TELECOMS

How to use this website

Easy English Version



July 2020

You can get help with this book



To help you understand this book you can talk to

- a friend
- a family member
- a support person.



Hard Words

This book has some hard words.



The first time we write a hard word

- the word is in **red**
- we write what the hard word means.



About this book

This book is written by the Australian Communications Consumer Action Network or ACCAN



This book is about our **Accessible Telecoms** website.

Accessible means something that is easy for people with disability to use and **no** one is left out.



Telecoms is communication on a phone or computer.

For example, a phone call or Skype.

Our website helps you



- find accessible technology
- use accessible technology.

Accessible technology might be



- A mobile phone with high contrast screen
- A hearing aid that connects to your phone
- A phone with big keys that are easy to dial.

The Accessible Telecoms website has 4 parts



1. **Devices** Search

A device might be

- a phone
- a tablet.



2. Training Search



3. National Relay Service



4. More Information

1. Device search

Our device search helps you find accessible technology.



Devices might be

- **mobile phones**

Mobile phones are phones that you can carry with you. For example, an iPhone.



- **landline corded phones**

Landline corded phones are home phones that plug into the wall.



- **landline cordless phones**

Landline cordless phones are homes phones that do **not** have cords.



The device search can also help you find



- **Tablets**

Tablets are devices you can use to communicate with others and connect to the internet.

- **Accessories**

Accessories are things that can help you use your phone or tablet.



Accessories might

- make devices louder
- make devices easy to use with one hand
- make devices work better for you.

- **apps**

Apps are computer programs for mobile phones and tablets.



How to use our device search



You can use the search box to tell us what you want to find.

You can type

- the name of the device
- or
- the brand of the device.



You might type devices such as

- iPhone 8
- Samsung S9
- Pixel 2 XL.

You might type brands such as

- Apple
- Oricon
- Nokia.

We can help you find the right device

It is ok if you do **not** know what to type into the search box.



You can tell us more about your needs.

For example, you can tell us about

1. what type of device you want.
2. your access needs
3. the access features you need.

You can choose the type of device you want to learn about.

For example



- a mobile phone
- a tablet
- an accessory
- An app.

Access needs

You can tell us about your **access needs**.



Access needs are the areas where you need more help.

Our website includes 5 access needs.

1. Cognitive
2. Hearing
3. Vision
4. Speech
5. Physical

1. **Cognitive**

You might choose the cognitive access need if you find it

- hard to remember information
- hard to learn information.





2. Hearing

You might choose the hearing impairment and Deaf access need if you are deaf or you find it hard to hear.



3. Vision.

You might choose the vision access need if

- you find it hard to see
- you are blind.



4. Speech

You might choose the speech access need if

- you find it hard to speak
- you do **not** speak.



5. Physical

You might choose the physical access need if

- you can **not** move
- you find it hard to move.

Access Features

Access features are things that can help you use your device.

For example

- text messages



- alerts that vibrate



- photo of a telephone list



- a personal assistant.



Hey
Google...

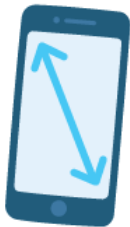
Device results



You can narrow your search to find what you need.

Narrow your search means you tell us more about what you want.

For example



- display size



- price



- button type.

Training search



Do you want to learn more about using your device?

The training search page tells you where you can get more help.



You can type a word about the training you want.

For example

- tablet
- iPhone
- the name of your city.

If you do **not** want to type you can choose from some options.



For example

- type of device



- your access needs

- the type of training you want to do.

For example



- in groups



- individual



- online.

You can find a training based on the **operating system.**

An operating system is the program that runs your device.

For example



- Android



- iOS (Apple)



- Windows (Microsoft).



You can choose training by where you live.

The National Relay Service

Our website includes a page about the **National Relay Service or NRS.**



The NRS helps people make phone calls if they find it hard to



- hear



- speak.

Find More information



Our website has a page for where you can get more information.

For example



- funding options



- social media



- consumer information



- other information.

Contact Us

Contact us for more information about our new website.



- Call
1800 442 300



- Text/SMS
0438 454 413

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- Email
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