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

**Easy Read Report**

[](https://www.photosymbols.com/collections/technology/products/mobile-phone)[](https://www.photosymbols.com/collections/technology/products/website)[](https://www.photosymbols.com/collections/technology/products/use-ipad-1)

****[](https://www.photosymbols.com/collections/information/products/contract)

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| University of Melbourne logo | **Who wrote this report?**   * Yvette Maker * Jeannie Marie Paterson * Bernadette McSherry * Lisa Brophy * Anna Arstein-Kerslake * Alex Callahan * Eugene Teo   We are researchers  Researchers look for answers to problems  We work at Melbourne University |

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| [Mobile Phone](https://www.photosymbols.com/collections/technology/products/mobile-phone)  [Contract with hand signing](https://www.photosymbols.com/collections/information/products/contract)  [Computer Laptop](https://www.photosymbols.com/collections/technology/products/computer-laptop)  [Person at computer who is confused](https://www.photosymbols.com/collections/people-adults/products/william-13)  [Mobile Phone](https://www.photosymbols.com/collections/technology/products/mobile-phone)  [Contract with hand signing](https://www.photosymbols.com/collections/information/products/contract)  [Person using iPad](https://www.photosymbols.com/collections/technology/products/use-ipad-3)  [Home Telephone](https://www.photosymbols.com/collections/things/products/telephone)  [Internet cable in front of computer](https://www.photosymbols.com/collections/technology/products/internet) | 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 companiessell   * mobile phones * phone and **tablet** **plans** * iPads and other **tablets** * home phones * **internet services** |
| [Book that says Rules with a tick and a cross](https://www.photosymbols.com/collections/socialcare/products/rules)  [UN Disability Rights Book with three people raising their hands in the air](https://www.photosymbols.com/collections/law/products/law-un-disability-rights) | 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** |
| [Book that says Rules with a tick and a cross](https://www.photosymbols.com/collections/socialcare/products/rules)  [A piece of paper that says 'info' and below there is writing and pictures in Easy English](https://www.photosymbols.com/collections/information/products/info-easy-read)  [Two people looking at the same piece of paper](https://www.photosymbols.com/collections/ideas/products/explain-2)  [Website open on a computer](https://www.photosymbols.com/collections/technology/products/website)  [Person with thumbs up and a tick in a green circle](https://www.photosymbols.com/collections/choices/products/yes) | The rules say companies should   * give clear information * help customers make decisions * make websites that all people can use * respect people’s decisions |
| [Page that says 'Rules' with a tick](https://www.photosymbols.com/collections/meetings/products/personalisation-rules)  [Person with a laptop that says Our Research Project](https://www.photosymbols.com/collections/research/products/research-report-write-up) | **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 |
| [Large print book that says Large print makes the words easier to read](https://www.photosymbols.com/collections/information/products/large-print)  Piggy bank with money in it that says Savings  [Mobile phone with phone number circled](https://www.photosymbols.com/collections/information/products/phone-number-mobile)  [Website open on a computer](https://www.photosymbols.com/collections/technology/products/website) | **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 |
| [Book with Small print](https://www.photosymbols.com/collections/information/products/small-print)  [Hand clicking computer mouse](https://www.photosymbols.com/collections/technology/products/mouse-hand)  [Confused person with question mark](https://www.photosymbols.com/collections/information/products/confused2)  [A person thinking right or wrong](https://www.photosymbols.com/collections/research/products/thinking-right-wrong-tony) | **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 |
| [A hand with the thumb up](https://www.photosymbols.com/collections/choices/products/thumb-up)  [Two women sitting at a desk talking](https://www.photosymbols.com/collections/people-adults/products/idea4)  [Person with an idea light bulb above her head](https://www.photosymbols.com/collections/people-adults/products/idea4) | **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 |
| [Person with hand up to ask question](https://www.photosymbols.com/collections/people-children/products/robbie-6) | **Our ideas**   * ask people with disabilities about their ideas on how to make the website easier to use |
| [A piece of paper that says 'info' and below there is writing and pictures in Easy English](https://www.photosymbols.com/collections/information/products/info-easy-read) | * use pictures to tell stories |
| [Words inside a magnifying glass that says Nothing smaller than 14 point](https://www.photosymbols.com/collections/information/products/text-size) | * make webpages clear and easy to read |
| [Computer with mouse icon and word click on the screen](https://www.photosymbols.com/collections/technology/products/website-link) | * make it easy for customers to find what they want |
| Piggy bank with money in it that says Savings | * make sure cheap phones tablets and internet are easy to find |
| [Person looking through maginfying glass](https://www.photosymbols.com/collections/people-adults/products/inspect-2)  Mobile phone bill that says Please Pay Now  [Red orange yellow green blue and purple colour swatches](https://www.photosymbols.com/collections/graphics/products/colours)  [Text that says Big words](https://www.photosymbols.com/collections/information/products/big-words) | * make sure information is easy to find     on the total price  on any **extra charges**   * write information in different colours * write information in big size words |
| [Person pointing at sign with four question marks in different colours](https://www.photosymbols.com/collections/choices/products/you-choose2) | * see products side to side to make choices easier |
| [Person reading a book that says Easy Read](https://www.photosymbols.com/collections/information/products/easy-read-logo) | * use plain language * explain hard words |
| [Website open on a computer](https://www.photosymbols.com/collections/technology/products/website)  [Mobile phone with phone number circled](https://www.photosymbols.com/collections/information/products/phone-number-mobile)  [Email in an envelope, on a computer screen](https://www.photosymbols.com/collections/technology/products/email) | * offer lots of ways to get help   **live chat**  phone numbers  email |
| [Information sign](https://www.photosymbols.com/collections/information/products/information-sign)  [A piece of paper that says 'info' and below there is pictures and writing in Easy English](https://www.photosymbols.com/collections/information/products/info-easy-read)  [Easy Read Leaflet](https://www.photosymbols.com/collections/information/products/leaflet-1)  [A person reading a book that says 'easy read' on it](https://www.photosymbols.com/collections/information/products/easy-read-logo) | * make important information **accessible**   in plain language  in easy read  We have made some factsheets to show how to make information **accessible** |
| [Information sign](https://www.photosymbols.com/collections/information/products/information-sign)  [Two people pointing at a poster with graphs on it](https://www.photosymbols.com/collections/research/products/research-presentation-1)  [Person wearing head phones](https://www.photosymbols.com/collections/leisure/products/tony-14)  [Person pointing at you with question marks behind him](https://www.photosymbols.com/collections/people-children/products/you-choose3) | * give information in different ways   poster    online guided tour   * let people choose what information   they want |
| [Classroom with white board and chairs](https://www.photosymbols.com/collections/education/products/classroom-white-board) | * change all parts of the company   teach staff about disability |

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| [Information sign](https://www.photosymbols.com/collections/information/products/information-sign)  [Home Telephone](https://www.photosymbols.com/collections/things/products/telephone)  [Email in an envelope, on a computer screen](https://www.photosymbols.com/collections/technology/products/email)  IDRS logo | **More information**  You can talk to us   * if you want to know more about the project * if you want the full report   Melbourne Social Equity Institute  03 8344 7603  social-equity@unimelb.edu.au  This easy read paper was made for the University of Melbourne  By the Intellectual Disability Rights Service |

**Hard words**

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| [A piece of paper that says 'info' and below there is pictures and writing in Easy English](https://www.photosymbols.com/collections/information/products/info-easy-read) | **accessible information**  information that is easy for many people to understand |
| [Confused person reading a book with a question mark behind him](https://www.photosymbols.com/collections/people-adults/products/confused-5)  [Person holding hands out with an empty thought bubble above his head](https://www.photosymbols.com/collections/choices/products/decision) | people with **cognitive disabilities** mean people who sometimes find it hard to   * learn * concentrate * remember * communicate * make decisions |
| Mobile phone bill that says Please Pay Now | **extra charges**  extra money you might have to pay on a plan |
| [UN Disability Rights Book with three people](https://www.photosymbols.com/collections/law/products/law-un-disability-rights) | **human rights**  the rights and freedoms that should happen for every person in the world |
| [Computer Laptop](https://www.photosymbols.com/collections/technology/products/computer-laptop) | **internet service**  you pay for this so you can use the internet at home |
| [Website open on a computer](https://www.photosymbols.com/collections/technology/products/website) | **live chat**  a way to talk to a company by typing on the computer |
| [Contract with hand signing](https://www.photosymbols.com/collections/information/products/contract)  [Six calendar pages with different months  on them](https://www.photosymbols.com/collections/time-date/products/months) | **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 |
| [A person sitting down, and looking at an iPad](https://www.photosymbols.com/collections/technology/products/use-ipad-1) | **tablet**  a flat, hand held device like   * iPad * Samsung Galaxy * Microsoft Surface |
| [Book that says Rules with a tick and a cross](https://www.photosymbols.com/collections/socialcare/products/rules) | **Telecommunications Consumer Protection Code**  the rules for phone and internet companies |