ADN - Australian Disability Network Member Roundtable   
  
Unlocking Accessibility: The Critical Role of Wayfinding Technology in Your Strategy

SPEAKER:   
Peta speaking. Welcome everybody. It is wonderful to be here with you today on this Tuesday. I do hope you've all arrived safely in the lobby and my profound apologies for the late start. Despite all my wishes made it to the technology fairies last night,   
we did have some significant tech challenges but we are all together now and I really appreciate everybody being here for our very exciting webinar on unlocking accessibility - the critical role of wayfinding technology in your strategy with our guest presenter Lucy.   
  
I apologise my slides and working at the moment so I will talk through as clearly as I can but we will be introducing Lucy more formally and she will be running her slide presentation.   
  
Before I commence, I would like to start with an Acknowledgement of Country. We acknowledge the Indigenous Australians. We pay our respects to the Elders past and present. Now that we welcome you and you're all settled in. In a moment I'll provide some housekeeping information so we can get the most out of our webinar. I will then hand over to Lucy from BindiMaps and Lucy will present on unlocking accessibility, the critical role of wayfinding in your strategy.   
  
We will then take some time for questions and answers with our audience and then wrap up the session. We are due to conclude at 2 PM Australian eastern standard time. I would like to start with some housekeeping information so we can get the most out of this webinar. We have got live captions available throughout the session and they can be accessed on a separate browser. My colleague Lydia will be posting the link in the chat function. We also have two interpreters during yesterday, Sarah and Maxine welcome.   
  
Cameras and microphones are off for our audience members but please feel free to use the chat function and react buttons. We tested the audio, we did many checks. But if you're having trouble hearing our speakers or the video, please let us know in the chat if it's a unique issue or if others are experiencing the same challenge. Please check your own audio settings if the sound is not ideal.   
  
The webinar is being recorded and the recording, the transcript and slides will be posted on our website in the coming weeks. If you have any questions for our presenter, please post these in the Q&A function. You will find that at the top banner of your screen. Feel free to post as we go and will address as many as his questions as we have time for when we get to the Q&A section after Lucy's presentation.   
  
It is now my great pleasure to hand over to Lucy who is the head of user experience and designer BindiMaps and was recently appointed to the technical advisor group for the disability termination act advisory note. Lucy is a passionate practitioner of enclosing design and places a strong emphasis on user disability and research. Drawing from a background of communications, strategy, leases Jenny has empowered her to craft accessible products and craft research projects across various industries, including healthcare, telecommunications, not-for-profit, banking, logistics and (inaudible).   
  
SPEAKER:   
Thank you so much Peta and to the Australian Disability Network. Bear with me as I share my screen and will get straight to it. Hopefully everyone can see my screen? Good morning everyone or good afternoon. My name is Lucy and I go by the pronouns she/her and I'm presenting from the beautiful country of the Wurundjeri people of the Kulin Nation.   
  
I'm the head head of user experience and design at BindiMaps, it's a company that specialises in... My role often involves me physically going out to large complex locations like hospitals, university campuses and office towers.   
  
About a year ago I was at a hospital here in Melbourne doing a demonstration of the BindiMaps app. I was with a young woman named Sarah and her guide dog charcoal, Sarah is legally blind and she was trailing out the BindiMaps out for the first time.   
  
She use the navigation app to navigate to different places around the hospital using our text and audio mode feature, she navigated to the CafÃ© on the seventh, accessible bathrooms on level III. After she had done a few tasks of the app, I asked her, if she was to come back to the hospital say to visit a friend, would she use the BindiMaps app to indifferently navigate the building?   
  
Sarah turned to me and said, independence isn't either you are someone for directions or use the BindiMaps app, is a combination. If I rather this hospital and I'm here to visit a specific person that I suspect there will be a level of assistance required at some point. BindiMaps can get me closer, it can guide me to the right floor, to the right ward, and this reduces the amount of assistance I will need and give me back some of my agency.   
  
I'm sharing this story with you because Sarah reminded me that accessibility is really about giving people choices. The choice to find the bathrooms or the meeting room or the quiet room. The choice to explore what's around you without having to ask. So today, I invite you to consider what choices people have to explore and navigate your buildings?   
  
Over the next 40 minutes were going to be exploring this theme of choice. As we unpack the critical role that we are finding technology plays in creating a truly accessible spaces. We will be defining what wayfinding is and why it matters, wayfinding inaction, exploring examples and limitations. We'll be hearing from stories from Cali on her experience wayfinding in the (inaudible).   
  
As Peta mentioned we have time again for questions, please feel free to use the Q&A feature as we go along. What is wayfinding? Have you ever wondered what wayfinding really means? It's one of those terms are we here tossed around a lot. But it's true essence isn't always particularly crystal-clear. When someone asked me about, my mind immediately went to the directional signs of arrows. But wayfinding is so much more than signs.   
  
Wayfinding is an information system that guides people through a physical environment. It's essentially a guide, like a friendly hand steering you three physical space. It's a system that helps us navigate airports, office buildings, shopping centres. But why does it matter?   
  
Consider this, every day you, your colleagues, everyone around you rely on the system. It's what allows us to move through spaces with ease and confidence. Wayfinding affects everyone. For some of us we may not think much of wayfinding and find it quite easy to navigate unfamiliar buildings and spaces and environments. For others these wayfinding systems can become a barrier for access.   
  
A significant portion discrimination complaints with 30% of people disabilities finding it difficult to navigate building. If individuals struggle to navigate a building, how truly inclusive and welcoming is it? Wayfinding plays a crucial role in shaping our environments and fostering a sense of welcome. The information systems we implement must consider the diverse array of people coming in our spaces. This is how we can make fully accessible workplaces.   
  
So what do we need to consider when thinking about wayfinding in a strategy? Let's distill the essence of wayfinding into these five key principles. Wayfinding is fundamentally knowing where you are, where you want to go, how to actually get there, knowing whether you have arrived or not, and then finding a way back.   
  
By unpacking this informational system into its core principles, we can now explore some examples of wayfinding in action. Signage is one of the most common ways of wayfinding. On-screen we have... With respective arrows pointing in the direction. Signage is designed to help people navigate unfamiliar environments and it's also useful labelling spaces so people know whether they have arrived or not.   
  
Even though signage can be quite helpful as a wayfinding tool, it comes in several limitations. Signage relies heavily on the user's ability to see and understand signs. Which makes it less effective for people with certain disabilities or newer diversities that may affect vision or cognition. After 10% of Australians are affected by dyslexia. Dyslexia is a spectrum and there are many different types but one typing where words appear as character swapped around.   
  
This is illustrated through this image of the previous wayfinding sign, however this version has characters swapped around making it difficult what these places mean. Dyslexia is one of many examples that can affect a person's ability to read and understand signage.   
  
People who are blind or have low vision, people with low literacy, people who may not be able to read English. Signage can also struggle to stay up-to-date if it's not probably maintained. When signage is incorrect, it can be incredibly misleading for people who are trying to find their way.   
  
Signage becomes a lot less effective in incredibly complex environments, particularly when there are multiple intersecting paths, too much signage can be overwhelming and confusing. Even though signage is important in a space, signage alone is not an effective wayfinding system doesn't work for everyone.   
  
Colour coding is another wayfinding technique which involves the use of different colours to indicate direction and information. Colour coding can be a helpful queue for differentiating between areas and sections as illustrated in this image of an underground multiple couple which has lots of bright yellow pillars in the background and a very distinctive green pillar in the foreground. It can be a quick way of interpreting written information. Occasionally hospitals use colour coding in the form of lines on floors to direct visitors to certain departments.   
  
Again colour coding alone doesn't work for everyone. Colour coding heavily relies on a person's ability to see and interpret colours accurately. Approximately 80% of the population is colourblind, affecting one in 12 men and one in 200 women. One of the most common forms of colourblindness is called (unknown term) word is diminishing the colour red poses a challenge.   
  
I've used the same example of the underground car park here to illustrate how colourblindness can affect the interpretation of colour coding solutions. The image on the top is the original image presenting normal vision, also known as (unknown term). The version below has been put through a red colour blindness stimulator resulting in the previously distinctive green colour now appearing to be the exact same yellow pillar as the background. This makes it very difficult to differentiate between them.   
  
Colour coding can be a useful tool for wayfinding but it's not effective for everyone and not effective for everywhere. Landmarks are another example of wayfinding. Landmarks are distinctive features in an environment like a water feature, as culture, or even a pillar as presented in this image of an office lobby area.   
  
Landmarks can assist people in orientating themselves in an environment they can also come in a variety of sensory forms too. For example, the sounds of the lifts could be a landmark. The smell of subway in the food court, or the visual of an artwork.   
  
Landmarks are flexible and recognisable which makes them meaningful to many different people but they also have their own limitations. They don't feature directional information, they may help someone indicate roughly where they are in a space but they don't necessarily communicate where we want to go or how to get there. Landmarks can change or even be removed from an environment which in turn can also be very disorientating.   
  
This is illustrated with a before and after image of that same office lobby after it's gone through extensive renovations. That previously distinctive pillar is now not so prominent in the new look and feel. I remember recently navigating Sydney airport when they were doing major renovations to one of their terminals. I didn't realise how much I relied on the aesthetics of the Movita bar and restaurant to help me know where I was in the restaurant, to help me anchor my position.   
  
The moment they covered up the area with the scaffolding it felt like I was navigating Sydney airport for the very first time again. Landmarks rely heavily on a user's memory. There are many situational, temporary and permanent disabilities that can affect memory. Including having high stress, being on medication, dementia, and even depression is linked to effective memory.   
  
Landmarks can be helpful but we cannot rely on them as solely as a wayfinding tool, our environment changes and involves too often and so do our abilities as humans to remember landmark.   
  
I last example is maps. Maps are another popular tool for wayfinding, they provide detailed information about an area, a building, level. I have an example here on screen of a map of a particular form in an office building from a birds eye view, meeting rooms and areas are presented with outlines and labels on this map.   
  
Maps can assist people in knowing where they are in an environment and they can also educate people on what things are nearby or around them. Maps can also be used to plan around and know how to get to particular situation.   
  
Like all other wayfinding tools, they also have their own limitations. Maps are not always available. Like signage, they can also struggle to stay up-to-date with the constant changes in a building. Maps can also be quite overwhelming and difficult to interpret. Especially in complex environments.   
  
Maps rely on the user's ability to see the map and interpret the map correctly. Being a static visual medium, this is going to be useful for all users. People who are blind or have low vision may not be able to see the details in a map or perhaps the positioning of the map itself could be a barrier to see the map. Whether it's stilted or position to hire up to access.   
  
I have this illustrated on the screen with an image of the previous indoor map but from the perspective of someone who is in the average height for how the map was intended to be viewed.   
  
Reflecting on all these different wayfinding solutions, fundamentally each of these tools have their own benefits and limitations. As our indoor spaces grow in scale and growing complexity and constantly change and evolve, these physical wayfinding solutions struggle to effectively guide us through a physical environment.   
  
One of the most important limitations is that these solutions aren't accessible and inclusive for the people that rely on these information systems. It's not to say that accessibility is considered.   
  
Tactile's are those race services applied to flooring and used to warn people about hazards. Platform tactile is occasionally have some information to guide people to a certain area like an entrance, but you still need to find the tactile is in the room. You need to know they exist in the environment. Rail signage on the other hand allows people who are blind or have low vision who can read Braille to be able to read signage and labels.   
  
But you still need to find the Braille in the room. Last week I was at a new train station which had Braille signs on the barricade of the platform to indicate each respective door number which lined up with the train. What a fantastic way to communicate what train carriage someone is boarding. It's accessible, it's compliant, but how realistic is it that someone will be able to even get near that Braille sign when its peak hour on the platform is teeming with commuters?   
  
Where in these small wayfinding solutions is their choice to explore what we want to go on a building or the choice to find your own way there? Our definitions of accessible wayfinding fails to address those five key principles of wayfinding. It also fails to recognise that people come to physical environments with a vast range of situational, temporary and permanent disabilities. I'll tell you a little bit more but what I mean about that.   
  
Some examples of situational disabilities that exist for navigating large spaces could be navigating an airport jetlagged or sleep deprived. Feelings of stress while navigating a hospital to get to the appointment to learn about the health outcomes of a loved one. Feelings of anxiety, navigating a new office on the first day of a new job.   
  
Our needs as humans are constantly evolving and situational triggers can impact our abilities to perform tasks and absorb information. Our wayfinding systems indoors need to cater for this.   
  
The same goes for temporary disabilities. Navigating with an an arm... Or conjunctivitis, being on medication, being in pain, having a hangover. This can also impact our ability to communicate with others to ask for directions and navigate from one place to another.   
  
Just like situational and temporary disabilities, permanent disabilities can warrant a variety of needs from a wayfinding system. Whether that is preference is for lifts over stairs or stairs over lifts. 18% of Australians have a disability. It's important to note that not everyone has a physical disability and not everyone reports a stability.   
  
To acknowledge that humans are complex, there is no one size fits all approach and humans aren't one-dimensional either. Anyone can have or acquire one or more situational, temporary or permanent disability. So if we want to create a truly accessible space we need to give people choices.   
  
  
SPEAKER:   
Apologies for interrupting Lucy, Peta speaking. We are getting our message, our interpreters vision keeps freezing. Is there a way we can switch back to Sarah, Maxine and have you check your vision? It's quite slow thank you. Thank you Sarah.   
  
SPEAKER:   
Just to check, is it my video or is it..?   
  
SPEAKER:   
Peta speaking, it's fine Lucy, it's just the interpreters. Thanks for checking and apologies for the interruption.   
  
SPEAKER:   
All good, let me know when you're happy for me to continue.   
  
SPEAKER:   
Please go ahead.   
  
SPEAKER:   
Thank you. Next up I thought we do a little bit of storytelling with Kelly Schultz. She would love to be here in person but had prior commitments. Kelly is the founder of Knowable Me. They do user testing, product testing, or specifically with the disability community. Please look them up. In her prior roles she has worked at customer experience. Kelly identifies as blind with just enough vision to be dangerous and she is ably assisted by her guide dog Velvet. Over to Kelly.   
  
SPEAKER:   
Hi everyone, sorry I can't be there with you in person. I really wanted to share a bit of a story with you to help ground the concept of wayfinding and the potential impact of making it just a bit easier.   
  
I'm sure Lucy gave you a fabulous intro but to clarify my blind just enough vision to be dangerous, that generally means I overestimate my ability to see, like most people overestimate their ability to drive. With needing to go lots of places and lots people, I experienced everything the world has to offer in terms of why funding. The short version is, it's hard.   
  
It's possibly one of the hardest things I have to navigate. Finding the exact place where I need to be and hopefully getting there on time. In familiar environments that I've used every day, there are still challenges. If you're from a large corporate or work in a large office building, do you know how many entrances your building has?   
  
One of the buildings I worked in had 10 - 10 possible ways to get in there. Four of those had stairs, once you got into the building. You may not have known that when you use the entrance. Two of them were revolving doors, which are a bit of a hazard for guidance. Three of them had automatic swing doors but one of those had a 10 second delay to stop using that unless they had to. Think about that, all 10 seconds.   
  
If you are trying to get in and out of the building, four of them were automatic sliding doors but only three of those were available during business hours. And one of them was a (inaudible) door.   
  
You might be sitting there thinking ... Gee she's studied those entrances really hard but no I haven't, I just have to know these things alone. I can't stroll up to building and know how to get in. It feels like a basic need for everyone but there really isn't (inaudible) information for those sorts of things. While I'm pretty laid-back about these experiences, they can be quite anxiety inducing.   
  
I also can't read the sign on the door that may tell me about opening hours or to use a different entrance for some reason or another. Even with a guide dog in tow, people can be confronting or even aggressive about using the right door - using the right door but so are talking about.   
  
COVID provided a challenge just based on signage. I actively avoided going out at a time when we could because of how stress everyone seemed to be about using the wrong door. I have no idea I was supposed to use a different door.   
  
That's what I think the second part of what I want to share was about adapting to change and not forgetting about wayfinding and the difference it can make. When they set out a new office building, nice and shiny new things, all new meeting rooms, even then I found it challenging to find the logic behind meeting room, naming conventions or numbering systems. To the clockwise? Anticlockwise? It hardly makes sense.   
  
And in the era of hot desk in, even desk numbers are challenging to figure out now. Someone suggests we give all the meeting rooms great team names. So let's have a Lamborghini room because we get things done fast. All of a sudden that way considered wayfinding doesn't make much sense anymore because we are all gathering in the Lamborghini room, it's not called room five anymore.   
  
But who knows about the change? Did we actually do it officially and properly and update all the resources? Then we realise that we forgot to add storage to the floor because people are not hot desking there but we need a story. So now one of those rooms is a storeroom and so the numbering system goes 1, 2, three ... six. So there is no room five.   
  
So how does wayfinding keep up? It creates another barrier for me engaging in the space and doing that basic thing of getting to where I need to go on time. At the heart of it for me it feels like something very simple and so when I'm not able to get it right, I feel incompetent. And possibly that other people will see me that way too.   
  
If I can't find a meeting room, how will anyone tell you what I have to say or respect my opinions on the more important things? You might dismiss that and say ... "Know people won't think that." But if I'm not starting from equal position, there will always be disparity.   
  
Wayfinding can't be done without the people you are designing for. In a recent trip to Sydney I was in a fabulously appointed office building   
  
On Darling Harbour, only a few years old and (inaudible) I found the sign outside in Braille to find it proclaimed the conference room as 'unisex toilet'.   
  
That's got to be the toilet with the best view of Sydney but those Braille signs were made and labelled and sent to the company to fit them out and never tested or concerned by anyone who will actually rely on them for information. While I think these things seem to happen to me to provide material for this author presentations, all I say is please work with the people you're designing away for. And without I'll leave you to it. Thanks for having me.   
  
SPEAKER:   
Thanks Kelly. It's narratives like these that drive home the significant impact that wayfinding can have on the daily lives and independence of people with disabilities in particular in the workplace. I think it also highlights this urgent need for more inclusive and accessible solutions.   
  
This is where wayfinding technology can play a transformative role in making places were accessible. White funding technology can play a is formally. Let's dive into the power of wayfinding technology by sharing a little bit about a research study we conducted late last year.   
  
In a nutshell, we wanted to identify, the smartphone behaviours of people with a vision impairment while navigating. We launched a global survey to learn more about the navigation app usage in the blind and low vision community. We wanted to know how popular are navigation apps? Which ones they use, how popular are they and where are they using them?   
  
We have thousands of responses with a sample of more than 1400 people. And guess what we discovered? 95% of smartphone users with a vision impairment use a navigation app. 95%. This insight speaks volumes about the power of wayfinding technology and specifically the role of navigation apps to enhance accessibility and independence.   
  
We wanted to learn more about where people use these apps and we discovered they use them in a variety of different environments. 80% have use the navigation at outdoors, 80% have used it indoors, and 82% on public transport.   
  
The need for navigation exists everywhere. We also wanted to learn more about what are the triggers for actually opening up a navigation app? So we asked respondents, when they typically use a navigation app using those five key principles of wayfinding as a multiple-choice question.   
  
Here is rather like to get a little bit more interactive and so I encourage you to use the chat to tell us, which of the below options do you think was the most common reason for using a navigation app? Was it A, to know where you are? B, to know where to go? C, to know how to get there? D, to let you know when you've arrived? Or E, to find your way back.   
  
I'm going to give you two minutes to answer that. Which of these answers? Hopefully you are writing a few in the chat by now. I'm going to admit I can actually see the chat right now I can visualise it. (Laughs) I'll give you one more minute ...   
  
Alright, drumroll ... it was C. The answer is C, to know how to get there. 61% of people with a vision impairment use a navigation app to know how to get to their destination. 54% is a navigation app to find where they want to go. 46% is to know whether they have arrived or not. Closely behind 34% want to know what they are and 29% use a navigation app to find their way back.   
  
If we zoom out and reflect on these features of knowing where to go and how to get there, these are two very unique features to a navigation app. Many of the other wayfinding examples were explored earlier either didn't support these wayfinding principles or relied on certain sensors to understand where to go and how to get there.   
  
As we learnt before, Braille and tactile's can only help communicate where you are and if you have arrived. As long as you can find the Braille and tactiles in the room. This insight really illustrates the power of technology and particularly navigation apps in bridging this gap's inclusion.   
  
It was these exact apps, that prompted Anna... At the time she was working as a university professor when she was diagnosed with a condition which meant that she would eventually go blind. She was looking for accessible Google map indoors. Something that would help to navigate to the lecture theatres and other places on campus.   
  
Turns out there was no such product out there so she decided to start BindiMaps. I would like to dive into a little bit more about BindiMaps's approached accessible wayfinding.   
  
From the very beginning BindiMaps has held tight to the philosophy of never about us without us. Collaborating with users and with various advocacy groups, including guide dogs Australia, Vision Australia, the Royal Society of the blind and blind citizens Australia. Fast forward... The BindiMaps app is dedicated to making space is accessible and inclusive to everyone.   
  
Because we believe everyone believes the right to find their way indoors. We have also expanded our product suite to include BindiMaps kiosk which is designed to assist people with finding reception desks and information. And also Bindi work which can be embedded in calendar links and notices.   
  
For the key approaches to however protocols or wayfinding is dynamic content. Changes to application are reflected quickly and globally across all our BindiMaps products whether it's the Lamborghini room which is now a storeroom, or if routes are no longer available due to construction or maintenance works in a building it is very simple process for us to update the content in the location.   
  
We empower users with a choice in how they would like to be guided indoors, users can customise their interface to be that map mode which visually displays the position in the floor plan, or text and audio mode which lists the directions and key points of interest on the screen and read it aloud. This is a much simpler and efficient interface for screen reader users.   
  
Meticulous mapping, we put meticulously map BindiMaps locations because we know the devil is in the detail from quiet spaces to defibrillators. Accessible and unisex bathrooms, seating areas, drinking rooms, drinking fountains, you name it, we map it.   
  
And lastly user centric design, BindiMaps is solving a human problem and the human is at the centre of   
of our approach to solving these wicked wayfinding problems. We evolve our database... This is how we are fundamentally able to continually iterate and enhance our approach to accessible wayfinding.   
  
We are Australia's largest indoor wayfinding product, having mapped millions of square metres across Australia several locations overseas as well. Here on-screen is a board of some of the places we have mapped. St Vincent's Hospital, Peter McCallum centre as well as sunshine coast airport.   
  
Our focus is to often map large complex locations like office buildings, healthcare facilities, shopping centres and airports. With our mission to make spaces or hundred percent accessible, we continue to map a vast range of physical environments from ACT law courts to the Australian open, Newcastle theatre to an AGL powerplant.   
  
Technology has the power to make their way funny experience a more seamless and equitable one for the people who occupy the space. This was the same line of thinking that a major hardware retailer was having back in 2022 when they were planning to relocate the national office from an old inaccessible building to a brand-new office.   
  
This is a case study of how BindiMaps and has workplace accessibility for this major retailer. Their objective was likely to create a more inclusive workplace and increase the employment of people with disabilities within the organisation. They knew they had to go beyond Braille and tactile to make the space accessible and easy to navigate. Especially considering their new office included five floors with more than 50 meeting rooms. That's a lot of Lamborghinis.   
  
They also knew that when they open the doors to their brand-new office after all those lockdowns, the staff or 400+ people would have to learn how to navigate this brand-new building. They wanted a solution that would ease the burden of navigation for existing and future staff. BindiMaps was installed and covered all five floors of their brand-new office building.   
  
BindiMaps was integrated into the staff on boarding process, illustrating some of the key Disability features of the building is also helpful for staff to navigate the facilities.   
  
Which again attracts a wider talent pool with a commitment to creating accessible workplaces. The BindiMaps is used by employees, contractors. I have a quote on screen from the head of diversity and inclusion who stated,   
"For people who potentially never thought they could work at the national office, BindiMaps enables them to come into the office and navigate their way around our building confidently."   
  
This reminds me of one of the points that Kelly raised earlier, if we are working on making a space is more accessible, we cannot forget about the impact of wayfinding. It's the information system that guides people in a physical environment. And if people struggle in the system, they will simply not show up.   
  
At BindiMaps were committed to leading the charge to making spaces absolutely accessible, one space at a time. We believe by leveraging technology and a deep understanding of user needs, we are transforming the way people explore and experience indoor environments.   
  
And with that, I would like to thank you all so much for coming along the journey with us. We cannot wait to learn more about where you are in your journey to making physical spaces more accessible and welcoming for all. I have some contact details on screen on how to reach us if you've got any questions or would like to learn more about our products at hello@bindimaps.com or check our website for more information.   
  
Will be sharing a link in the chat tray contact form if you like to get access to an exclusive white paper on accessible wayfinding. Alternatively have a QR code on screen. On our hand over the microphone to Peta.   
  
SPEAKER:   
Thank you so much Lucy and Nina. It was very informative and demonstrated what groundbreaking and love changing technology BindiMaps is. We appreciate you sharing all the stories with us and experiences. I'm conscious of time, as it turns out I will allow a minute for anyone who is interested in asking a question of you in the Q&A function to please do so.   
  
I have a question before we close out the session, and we will still close it two. Judging from the slide he presented with the various spaces you have transformed through the BindiMaps, it's great to see a lot of our members on that side as well.   
  
There is a lovely alignment there but I guess a lot of the audience also won't necessarily be familiar with BindiMaps or involved in the creation of spaces, if there is any one you like participants today to take away in terms of considerations, is there any kind of key takeaway you would like them to leave with?   
  
SPEAKER:   
Absolutely, it's a great question and I think fundamentally, I think we feel like wayfinding is a little bit forgotten. It's one of those things that people don't always tend to consider when they're thinking about accessibility and their own strategy. The key takeaway is to not forget about wayfinding and to really investigate on how to make spaces more accessible with wayfinding. As we heard from Kelly, it has a huge impact on how someone's confidence feels about working as an employee, or even moving around a space.   
  
So I would definitely just say, reach out, ask questions, and don't forget about wayfinding. (Laughs)   
  
SPEAKER:   
Peta speaking. Thank you so much Lucy and you're right, is often forgotten and I think for many taken for granted as well. Hearing that wonderful story from Kelly was insightful as well. We have just gone 2 o'clock and I would like to thank you Lucy and they now for the fantastic presentation.   
  
Please extend our thanks also to Kelly for sharing your story with us. I like to thank all of our audience participants, the Australian disability network members and friends, your passion for access and inclusion is really what drives us forward together.   
  
I know if anyone is keen to learn more about BindiMaps than to ask questions in person, the great news is you can connect with the BindiMaps team at the upcoming Australian Disability Network Conference. Our conference takes place on 9 May, coming up very soon we have our disability conference awards the evening beforehand on 8 May.   
  
My colleague Lydia will person the chat a link that will provide you with more information on the conference and I would encourage everybody, if you have not already secured your tickets, please do so. It's an absolutely fantastic event. Thank you very much everybody and thank you to our interpreters as well.   
  
I wish you all a fabulous Tuesday. Again apologies for the delayed start of this webinar and the tech issues but as I said, we will be posting further information about the webinar on our website and all follow-up with an email to participants with the slides and the webinar recording as well and some more information about BindiMaps.   
  
Go well everybody and enjoy the rest of your Tuesday. Thanks so much everyone.   
  
SPEAKER:   
Thank you.   
  
(End of captions)

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