MAKING WORKING CONDITIONS FOR PEOPLE WITH MOBILITY IMPAIRMENT BETTER

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Ass 1b: Project Proposal - Design & Analysis Artifacts

Project Proposal Report

August 2, 2020

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# EXECUTIVE SUMMARY

Working conditions are of big concern these days, more so for the disabled. The disabled have special needs like need of wheelchair facility, some with colour-blind conditions, some cannot hear/speak, etc. These group of people while working in a workplace need more attention and care than we realise. These days graduates who have physical disability are in great disadvantage as even if they are well-educated and fit for any job, they need have special needs to work. Keeping them in mind, this report will cover some important features which will help make the working conditions better for people with mobility impairment.   
The purpose of this report is to bring out some unique features into a website for the disabled person with mobility impairment and make their work life better. The features the website will have are Recommender feature which will include recommendations regarding needs of the disabled person who have mobility impairment, another feature is the map function where in it will help the disabled to locate the nearest disabled parking spot or restrooms and other services, the third feature explained is the Volunteer connect where the disabled person will be given assistance when required by the volunteers who are willing to help them in times of needs, the fourth feature will ensure they aren’t depressed in their workplace and hence will have some interactive and motivational features to help with deal with depression if they are facing any or if they feel lonely. The last feature includes the condition report of a disabled person across the day if they feel ok or if they feel depressed which can be used by their managers to keep a track of their working condition in the workplace.   
Having said that the features will help make the working environment better for a disabled, we aim to cover both the physical and mental aspects from a disabled persons point of view. Lastly the report will analyse the PACT theory in order to provide a brief understanding on the product or website being made.

# Introduction & Project Description

## 2.1 Introduction & Purpose

The project being developed is better working conditions for the disabled. Open data from the government, professional news media and other relevant organizations will be collected, based on these open data to build a website. To provide help to disabled people as well as two-way information matches. The website will address the main theme from a bidirectional mutual assistance perspective. For example, people with disabilities will use the website to recognize what kind of company is more suitable for them to work, and at the same time, the website will also provide some related services to help people with disabilities face their current life positively.

## 2.2 SOLUTION

As a web-based designing platform, the future website will provide several features with the attributes of interaction, practicability, and professionalism. Based on our final goal of helping disabled people to be familiar with physical or mental working conditions or workplace adjustments which should be helpful and meaningful, we plan to design below five features to achieve the goal.

1. Recommender   
(Physical and mental consideration - main feature)

Based on the open data including the rating data to companies from people worked there before regarding disability, we can give informative or a visual feedback such as star rating icon, popular employer ranking list or warning list to users after they did relative quizzes or selections we designed. By doing so, this feature will simply and quickly give users a reference whether the company they will be working for is in the popular list or warning list. on the other hand, to give relevant information about workplace adjustments with pictures and words accordingly, when users finished a quiz or small game.

2. Interactive map   
(Physical consideration)

This feature would be very interactive with users, which means users will be able to see the facilities or services outside a company or nearby such as parking areas for the disabled, disabled-friendly restaurants. The feature is going to focus on working conditions outside and we assume it will attract user’s attention with very practical information and interactive processes. Lastly, it should be stressed that the map not a live map like Google map, more likely to be a kind of static but interactive map and it is designed according to data visualization knowledge and open data support.

3. Volunteer connect  
(Physical and mental consideration)

This feature aims to bridge the gap between the disabled who request some help for working conditions and volunteers who have kindness and professional knowledge to give a hand. Specifically, People with disabilities leave specific details of help they need, and volunteers respond or contact when they see information they can help. This feature can be set to be visible only to both parties. In addition, it can be implemented as dialogs or interactive sticky notes around different sub-topics.

4. Happy calendar   
(Mental consideration)

According to research, many people with disabilities face temporary depression or negative emotions at work. For this situation, we will design an interactive tool, similar to the timeline. Give a virtual time plan, and arrange corresponding resources and links for users at each time node, such as motivational videos, movie recommendations, outdoor activity recommendations, etc. The implementation of this feature will help them have something to do and advice to refer to when they are feeling down. We can also think of it as an online virtual temporary companion. And this is from the mental aspect of the working conditions for the disabled.

5. Top-care for disabled people in questionnaires   
(Physical and mental consideration - Optional feature)

This function is also considered from the mental aspect of a design. It will provide a simple and convenient card-based questionnaire to help managers obtain the psychological state of their employees with disabilities through the design of some questions. This feature can be irregular and voluntary, but if the user fills out the questionnaire the results are automatically sent to the manager. However, the feature includes consideration of the needs of the company and is not only for the disabled, which should be further considered.

## 2.3 Challenge and problem statement

The 4W problem statement for the project is: The disabled would like to make their lives positive so that use our web page to help them figure out their life difficulties when they meet negative treatment in working conditions.

## 2.4 Background

Through the analysis of the data provided by the Australian Human Rights Commission in recent years, we can clearly see that the highest proportion of complaint cases are from the disabled, with a complaint percentage as high as 37%. By analysing the complaint percentage, we can roughly judge that the disabled people in Australia cannot get the basic friendly life guarantee in the living or working environment. Our group considered the possible unfair treatment of disabilities in the social work environment can be regard as two aspects. From the perspective of physical conditions, many working conditions have restrictions on the disabled, and the disabled cannot be well protected when they are working, which is very dangerous for them. From the psychological perspective, nowadays, many disabled people are discriminated against from all walks of life in the society. They have physical disabilities themselves, so they should have a stable job to maintain their daily expenses. This group of people has the right to work even if they are physically disabled. We should respect the human rights of this group of people and treat them fairly, so that ensure their living conditions better. The society and the country need to balance, the temperature between people, can be a good balance of social relations, to make the country more stable and harmonious.

## 2.5 PACT analysis

### 2.5.1 People

In this world, everyone is equal, and no matter what product it is, it exists to serve people. As the most important role in interaction analysis, we need to put user's feelings in the first place of product design. For this website, we target users with disabilities with different personalities. We assume that people with disabilities who can use this website have basic vision and finger control. They have normal perception of emotions, and can make normal and rational judgments, with physical disabilities predominantly. Our website even provides features to cheer them up for those with lonely disability.

Computer Literacy/Knowledge

The people who visit our website are basically beginners, and there will also be corporate experts who come to our website. Based on this, our website will also cater to all types of people.

Cognitive Abilities

Combining people's basic sensory characteristics, people are rarely willing to remember, on the contrary, people are more willing to operate those functions that are easily recognized. Based on this, the website will focus on interaction to enhance user experience

Physical Abilities

For those with disabilities who have physical impairments, we will consider the visually impaired when designing, so as to follow the colour-friendly theory in website design.

### 2.5.2 Activities

No matter how simple or complex functions need to be implemented, when designing a website, it is important to always remember what the core content of the project is and what the main theme is. All functions and interactive activities must conform to the theme of this website. For example, the purpose of this website is to enable people with disabilities to better realize their own value in a working conditions, we need to make it clear that our website serves people with disabilities, so the website must be able to be operated by one person. There is no need to cooperate, and it can guide people with disabilities how to use the website simply and clearly. One of the main activities of the website is to match users with the company that best meets the user's expectations according to the user's preferences. By integrating the government's open data, the website can more conveniently provide users with a strong basis.

### 2.5.3 Context

We assume that the disabled will use our website at home, avoiding many of the security risks associated with using it outside the home. At the same time, in terms of the social context, the overall society's sympathy or discrimination against disabled people accounts for the majority, which makes disabled people cannot be treated as normal people. Meanwhile, they need their own exclusive communication channel to communicate, to reduce their psychological burden. We assume that most disabled people who use our website will do the activities after work, and only when unfair treatment happened at work, will this greatly promote disabled people to visit our website for help. After interacting with those activities provided on the website, the disabled would feel more positive.

### 2.5.4 Technology

For the product that we are building, it is planned to implement it through a website. WordPress for UI design and pure PHP to code the backend of the website will be used. connecting the database with open data in it to the website and will store all the registered information in another database.

# Assumptions(Risks)

The assumptions made is the website will be used by people who can see, talk and hear but cannot move without support. The website will also be usable for a person with colour-blind disorder, so the colour combination will be as simple and as aesthetic as possible so that they can see without having to trouble their eyes. There are some risks when it comes to storing and updating data about laws and information for the disabled person as government might change the laws or rights and we will need some time to update the information into our website.

# Appendices

Link to Kanban board:   
<https://monashie.leankit.com/board/1210722180>

Link to Mahara for Studio Mentors : <https://mahara.infotech.monash.edu.au/mahara/view/view.php?id=49500>

Link to Leankit on Mahara :  
<https://mahara.infotech.monash.edu.au/mahara/view/view.php?id=49500>