

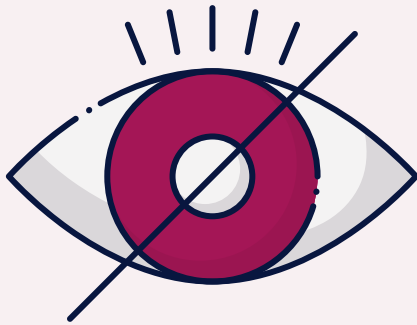
**ACCESSIBLE**  
BY **DEFAULT**

for everyone, everywhere.

# Vision

## Everyday accessibility needs

Making services accessible benefits everyone. It could be a long-term or short-term accessibility need, or because of the environment and situation. Everyone deserves access to the services they need.

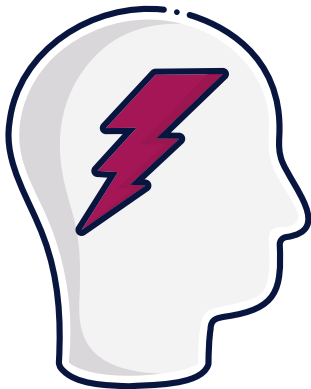


## Permanent

An accessibility need someone always has.

For example

**Someone who is legally registered blind.**

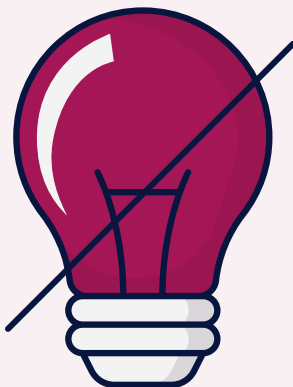


## Temporary

An accessibility need someone has for a period of time.

For example

**Someone who has a migraine.**



## Situational

An accessibility need someone has in the moment.

For example

**Someone who is in a badly lit area.**

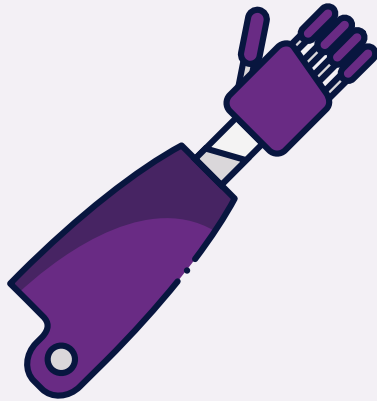
**ACCESSIBLE**  
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# Mobility

## Everyday accessibility needs

Making services accessible benefits everyone. It could be a long-term or short-term accessibility need, or because of the environment and situation. Everyone deserves access to the services they need.



## Permanent

An accessibility need someone always has.

For example

**Someone who has no, or limited use of their arm or hand.**



## Temporary

An accessibility need someone has for a period of time.

For example

**Someone who has an injured arm or hand.**



## Situational

An accessibility need someone has in the moment.

For example

**Someone who has something in their hand.**

**ACCESSIBLE**  
BY **DEFAULT**

for everyone, everywhere.

# Speech

## Everyday accessibility needs

Making services accessible benefits everyone. It could be a long-term or short-term accessibility need, or because of the environment and situation. Everyone deserves access to the services they need.

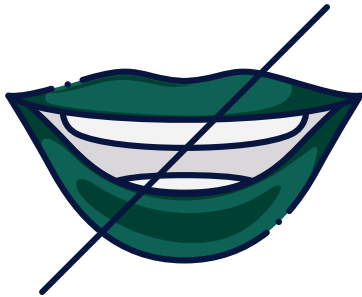


## Permanent

An accessibility need someone always has.

For example

**Someone who is non-verbal.**

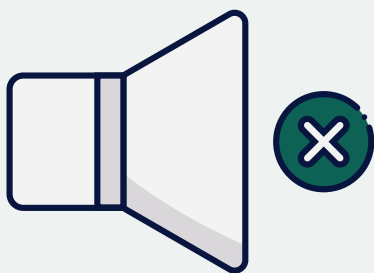


## Temporary

An accessibility need someone has for a period of time.

For example

**Someone who has lost their voice.**



## Situational

An accessibility need someone has in the moment.

For example

**Someone who is in a quiet space.**

**ACCESSIBLE**  
BY **DEFAULT**

for everyone, everywhere.

# Hearing

## Everyday accessibility needs

Making services accessible benefits everyone. It could be a long-term or short-term accessibility need, or because of the environment and situation. Everyone deserves access to the services they need.

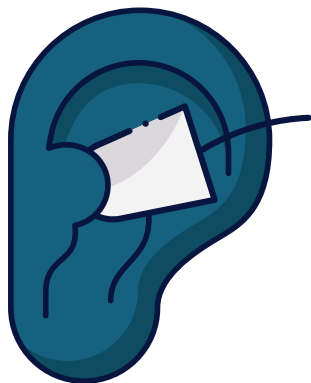


## Permanent

An accessibility need someone always has.

For example

**Someone who is deaf.**



## Temporary

An accessibility need someone has for a period of time.

For example

**Someone who has a blocked ear.**



## Situational

An accessibility need someone has in the moment.

For example

**Someone in a noisy environment without headphones.**