

People with intellectual disability and the digitisation of services

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Introduction

NDIS seeks “to optimise the opportunities that technological advancement and digital disruption are offering society, putting people with a disability at the forefront of these opportunities” (NDIS, n.d.).

But digital service systems require alignment of circumstances such as disability supports, digital technology training and the availability of personal devices if exclusion is to be avoided.

Digital urban geography, 1

‘It no longer makes sense to think of “the Internet” as a thing that one accesses via a computer. Not when the city itself is reimagined and reconstructed as a platform for and a node within networked information-communication technologies’

Sadowski and Pasquale (2015: n.p.).

Digital urban geography, 2

Digital skills are not held by an individual, but come forth out of a 'co-mingling of humans and technologies'

Skills 'emerge across bodies and environments through repetitive practices'

Richardson and Bissell (2019: 278)

Digital urban geography, 3

Privatisation has fragmented service systems into what Graham and Marvin (2001) coined 'splintered urbanism'. These systems are now digitising, creating landscapes that are harder to navigate.

Accessibility of digital technologies for people with intellectual disability

Access is not a possession that can be 'had', access is a 'phenomenon-in-progress' (Elcessor, 2018: 8), a 'relational, unstable phenomenon that both grants benefits and interpellates individuals into larger social systems that may be empowering, exploitative, or both' (Elcessor, 2018: 7).

Method: in-depth interviews

10 people with intellectual disability

15 service managers

2 disability rights advocates

4 reference group meetings

Electronic payment systems



'if anyone robbed me now, they would be very disappointed.'

Electronic payment systems



Advisers found BPAY helpful because it helps remembering payment details

Public transport e-ticketing

Am I eligible?

You may be eligible for a Access Travel Pass if you;

- have permanent physical disability, cognitive condition or mental illness,
- can travel independently
- are unable to consistently physically touch on and off or consistently comprehend the need to touch on and off
- are a permanent Victorian resident.

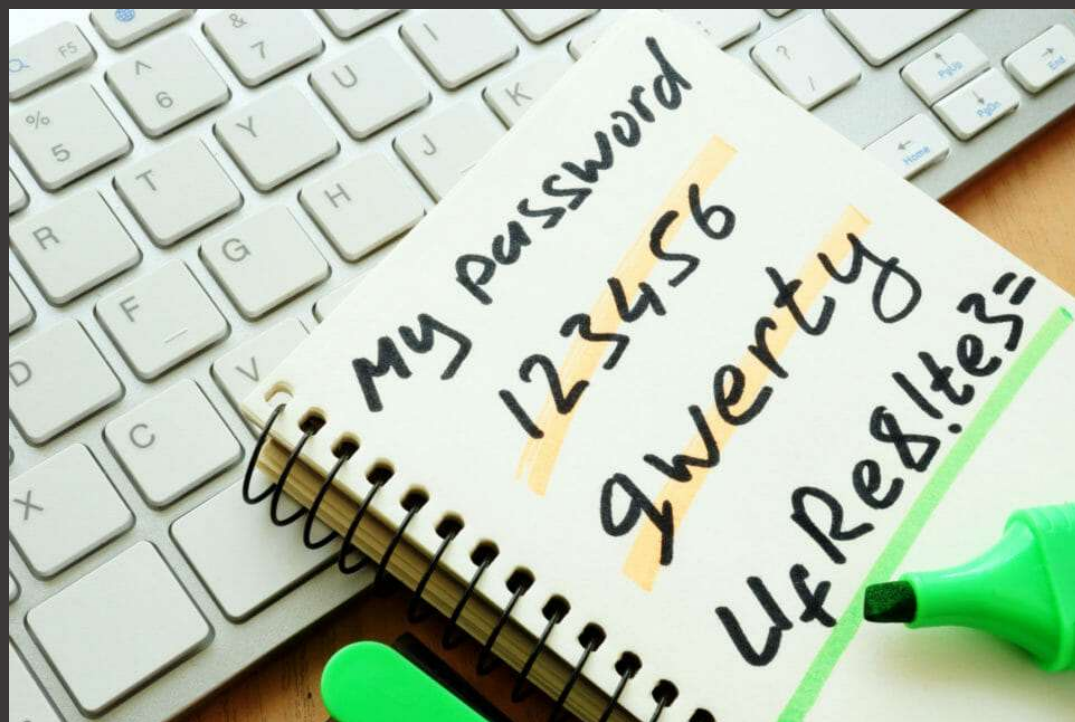
If you need to travel with a companion/carer, you aren't eligible for this pass.

Public transport e-ticketing

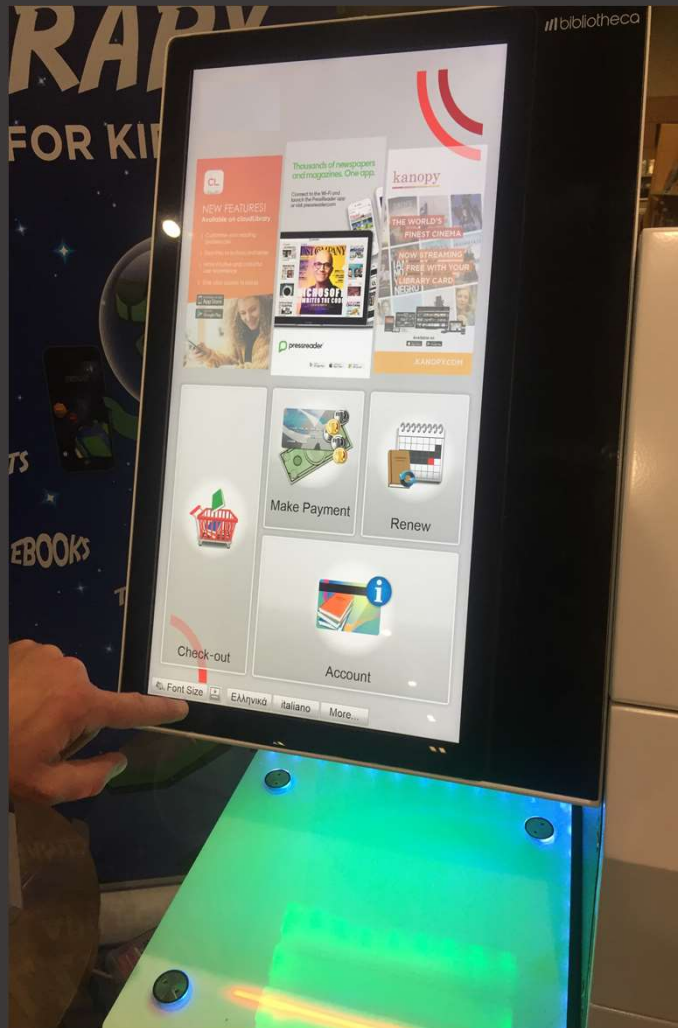


'I limp but that is not good enough for them'

Digital infrastructure in libraries



Digital infrastructure in libraries



‘The problem with the self-service model, with the self-assist kiosk, most people come in to borrow and they most time don’t even speak to a staff member like the old days when you were dealing face-to-face with everyone. So of course, it was much easier if you want to get to know customers, or regular customers, and be able to cater information specifically for them’.

Discussion

- Splintered infrastructure can create barriers
- Integration through digitisation can have exclusionary effects
- Exclusions occur in social interaction
- Important to encourage 'digital mediation of face-to-face interactions' (Elwood 2020: 11)

Thank you

Van Holstein, E., Wiesel, I., Bigby, C., & Gleeson, B. (2021). People with intellectual disability and the digitization of services. *Geoforum*, 119, 133–142.

Other peer-reviewed project articles

Wiesel, I., Whitzman, C., Gleeson, B., & Bigby, C. (2018). The National Disability Insurance Scheme in an Urban Context: Opportunities and Challenges for Australian Cities. *Urban Policy and Research*, 37(1), 1-12.

Van Holstein, E., Wiesel, I. & Legacy, C. (2020) Mobility justice and accessible public transport networks for people with intellectual disability. *Applied Mobilities*

Van Holstein, E. (2021) People with intellectual disability in neoliberalizing community spaces. *Political Geography*, 91, 102482.

Wiesel, I., Bigby, C., van Holstein, E., & Gleeson, B. (2022). Three modes of inclusion of people with intellectual disability in mainstream services: mainstreaming, differentiation and individualisation. *Disability & Society*, 1-22.

