ACCESSIBLE BY DESIGN

THE NAB MOBILE BANKING APP

NAB Digital Accessibility | Feb 2022 | Alison Ennis

OVERVIEW

ACCESSIBILITY @ NAB

- What are our obligations?

ACCESSIBLE DESIGN PROCESS

- Inclusive Design Principles
- What makes an accessible design?
- What are the constraints?

DESIGN SPECIFICATIONS AND GEL COMPONENT LIBRARY

- How we have included accessibility in our designs
- Examples from the specs and NAB Mobile Banking App demo

ACCESSIBILITY @ NAB

NAB is committed to

Improving access to our internal technology services, as well as our customer facing online channels, products and services.

LEGAL OBLIGATIONS

INTERNATIONAL & GOVERNMENT

THE ACT & THE CONVENTION

- Disability Discrimination Act (1992)
- United Nations Convention on the Rights of Persons with Disabilities
- The Australian Human Rights Commission (AHRC)
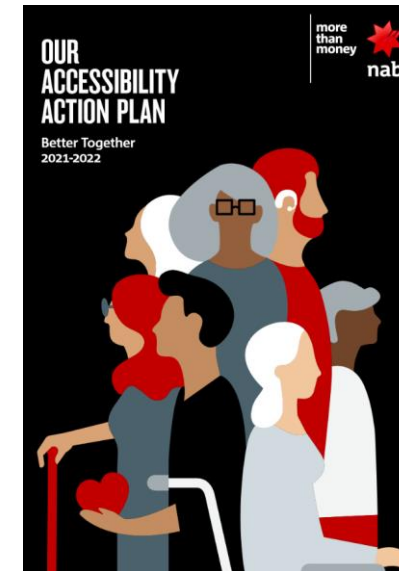
INDUSTRY

THE BANKING CODE

- The Australian Banking Association Code of Practice

NAB

POLICY, PLAN & COMMITTEE

- Accessibility Action Plan: In 1997, NAB was the first bank in Australia to lodge a Disability Action Plan with the Human Rights Commission

INCLUSIVE DESIGN
PRINCIPLES

INCLUSIVE DESIGN PRINCIPLES

"Disability arises when there are mismatched human interactions"

https://www.microsoft.com/design/inclusive/

INCLUSIVE DESIGN CONSTRAINTS

Design experiences for

- use with limited or no vision, colour perception

- use with limited or no hearing

- use with dexterity & mobility impairments - temporary or permanent

- use with cognitive disabilities

- different age groups - young and old

- digital power users or casual users

- everyone who enjoys a quality experience!

INCLUSIVE DESIGN CONSTRAINTS

Be more creative to be more inclusive

OUR ACCESSIBILITY GOAL

To deliver value for **all** our users,

we need to ensure that Accessibility is included at **all**

stages of development
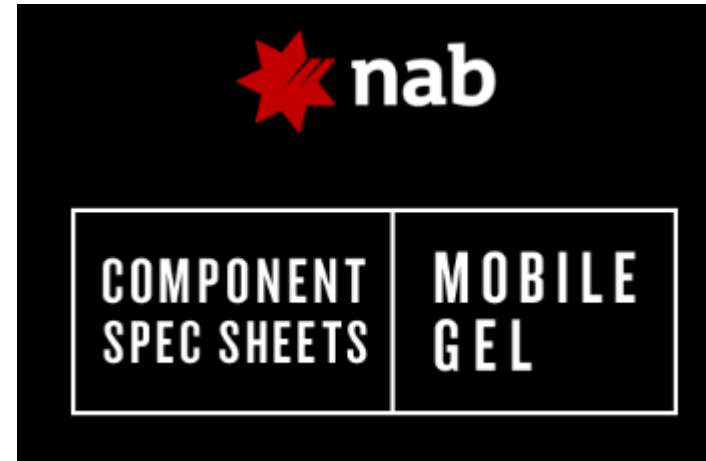
ACCESSIBLE DESIGN

Mobile design specs include

Accessibility as a **standard**

ACCESSIBLE DESIGN

- Use of colour, colour contrast
- Scaling behaviour
- Clear content, layout, structure, logical flow
- Meaningful grouping of information
- Screen reader announcements
- Hit Area / Touch target size
- Interactive states
- Consistent and clearly marked interactive elements

DESIGN
SPECIFICATION
THE GEL
COMPONENT
LIBRARY

GEL COMPONENT LIBRARY

- Designed with accessibility in mind
- Reusable, shared, standardised components
- Make best use of native patterns

COMPONENT SPECIFICATION

- Colour use
- Scaling
- Spacing and alignment
- Interactive states
- Screen reader announcements
- Hit area / Touch target

COLOUR

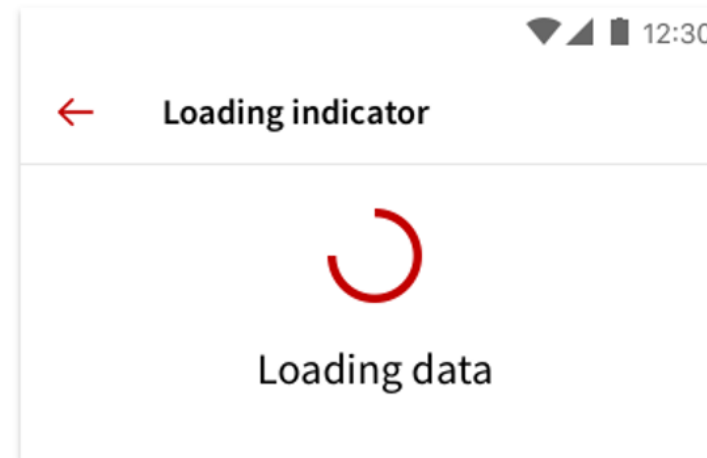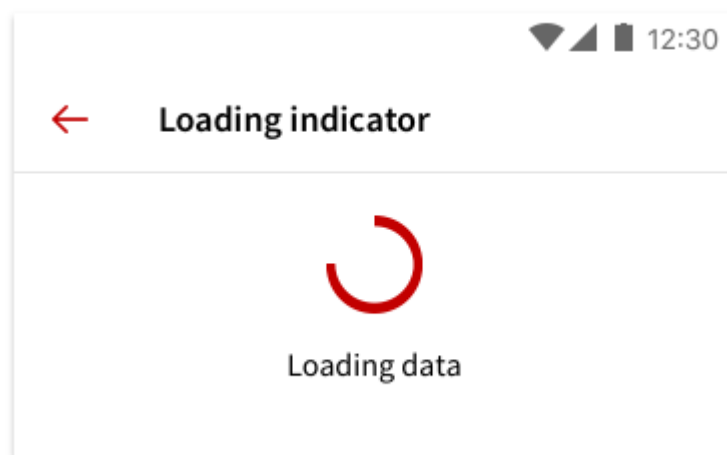**Default**

Label ⟩

No interaction with the element
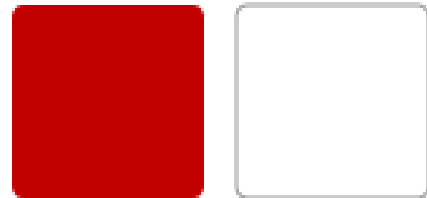
Default Text to Background
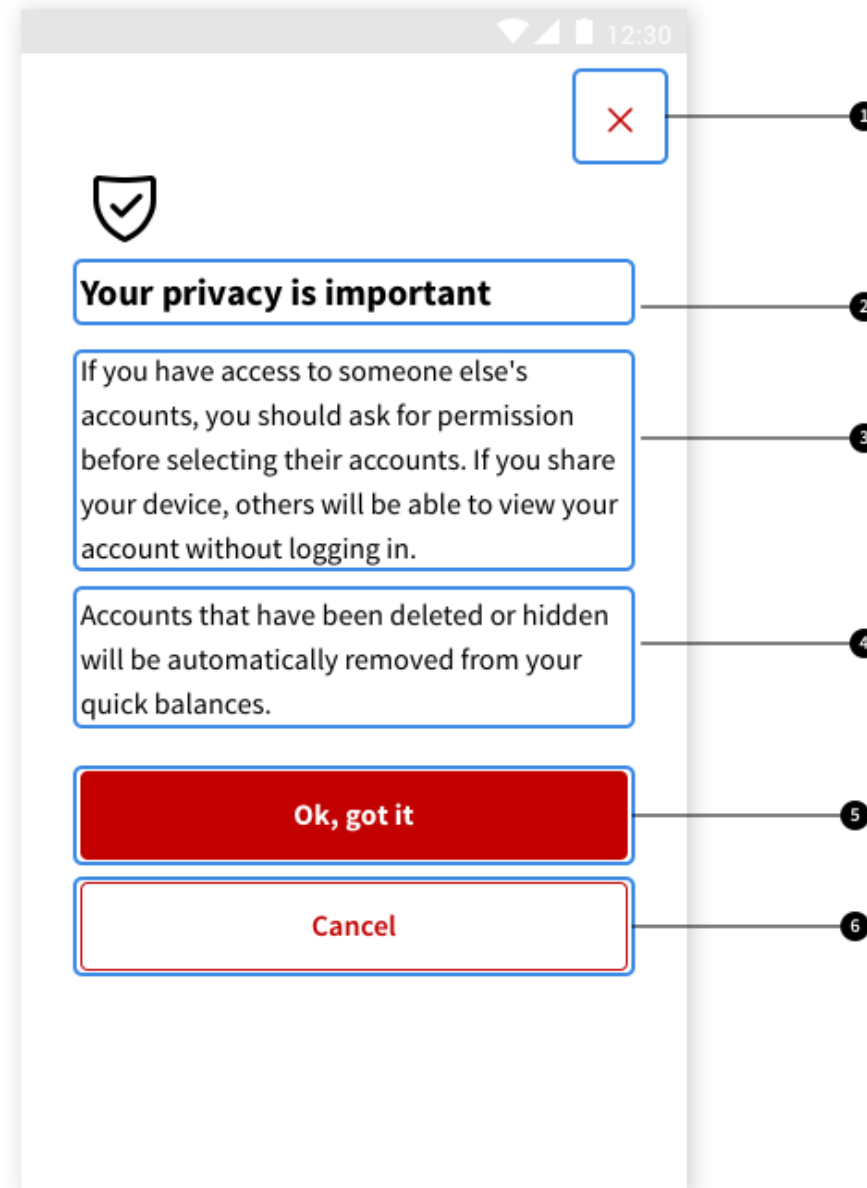contrast: **6.38:1**

Border colour: NAB Red #C20000

SCALING

Behaviour on text scaling

- Only labels will scale with text sizing

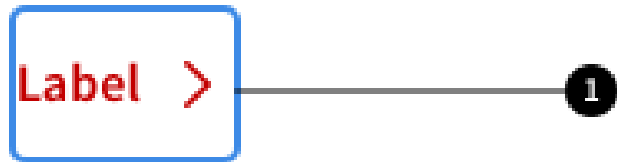- Both spinner and labels will scale on display scaling and screen zoom
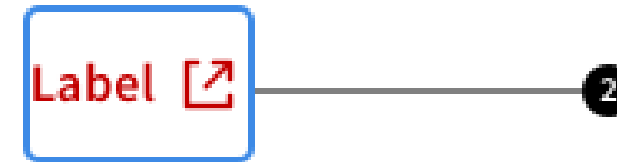
HIT AREA / TOUCH TARGET

Screen reader grouping

SCREEN READER ANNOUNCEMENT

Label > ———————●1

1. Label with icon: "Label, button, double tap to activate"

Label ↗ ———————●2

2. Label with icon: "Label, opens in a web browser, button, double tap to activate"

STATES (FOCUS, PRESSED, HOVER)

Screen reader

Screen reader layer

Label >

Screen reader will work natively to each platform and sit on top of any interaction focus

Focus

Label >

Using a keyboard (e.g. Tab key) or voice the user highlights or focuses on the component.
OR
Screen reader swipes and lands on a component

✓ Focus Border to Background contrast: **3.84:1**

Border: 2dp
Colour: #C20000

Active/Pressed

Label >

When a user is pressing/holding down on the button ('down state')

✓ Active/Pressed Text to Background contrast: **11.96:1**
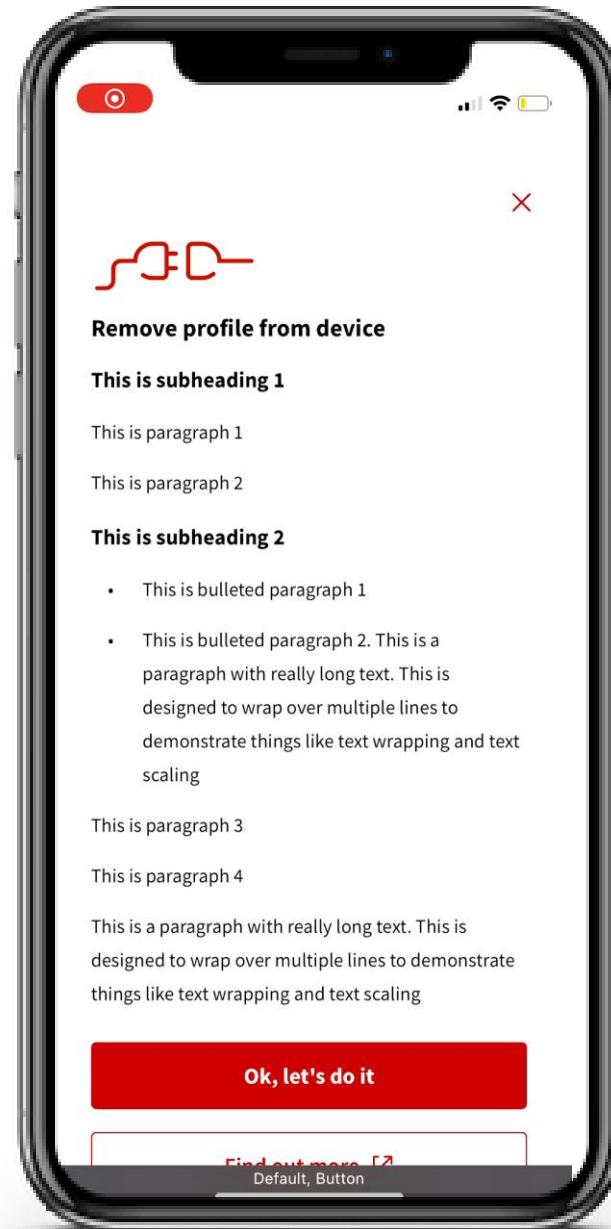
Border: 3dp
Colour: #75000

Hover

Label >

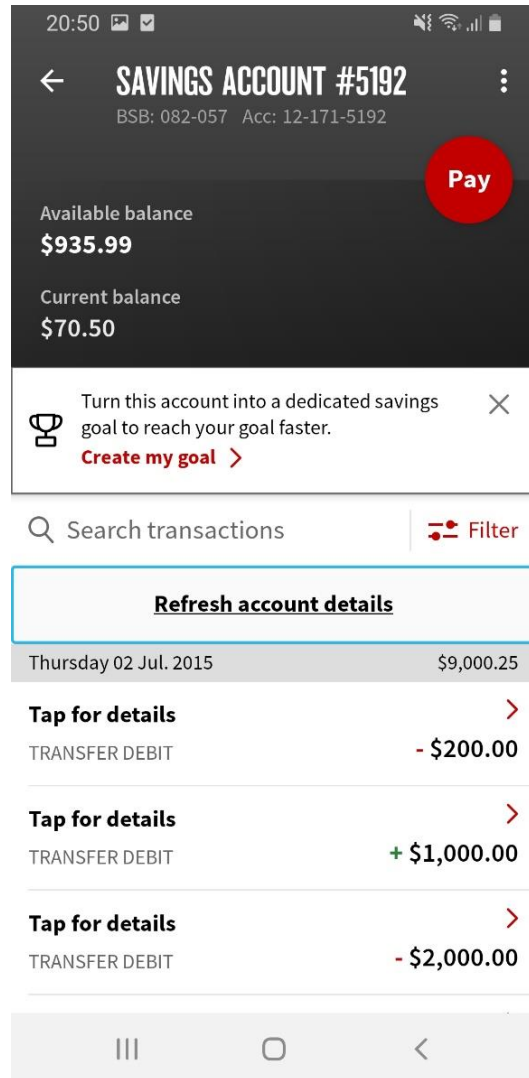After the user has pressed on the component and has now released it ('released state')

✓ Hover Text to Background contrast: **9.69:1**
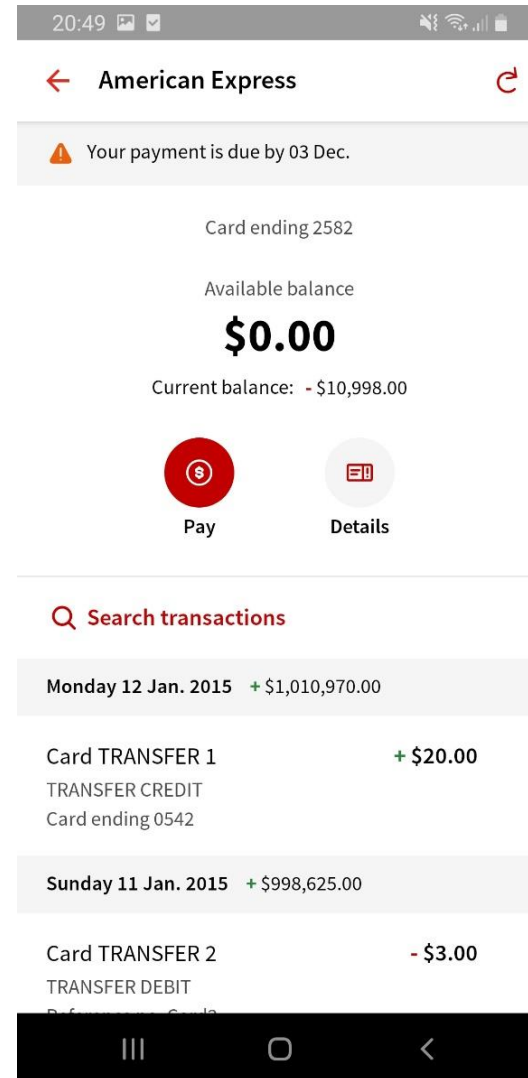
Border: 1dp
Colour: NAB Red #8F0000

GEL DEMO APP
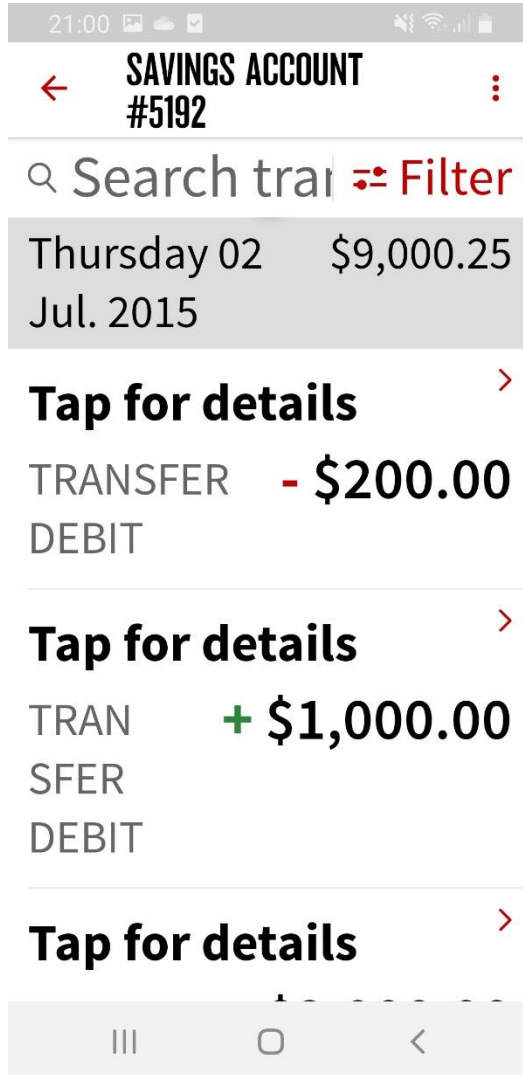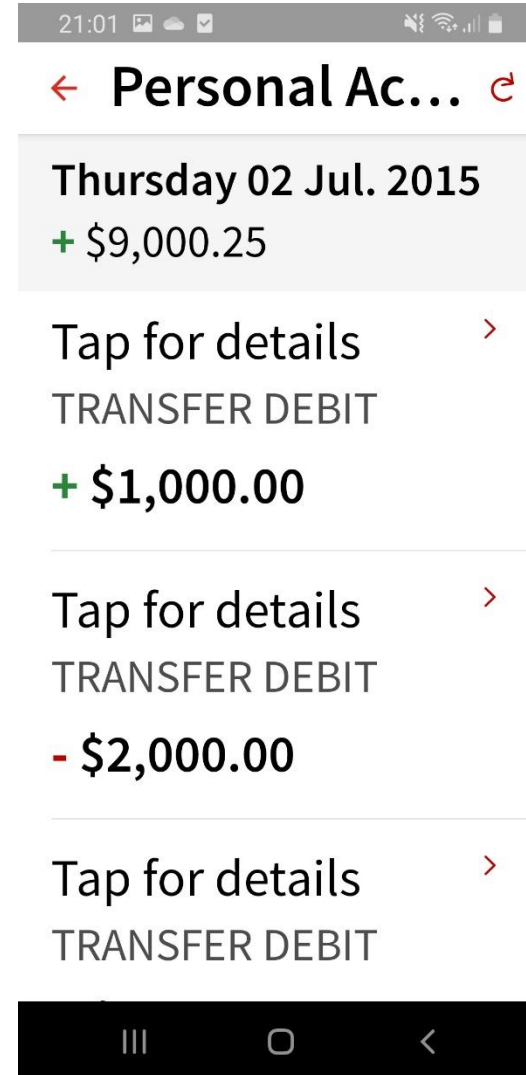
TRANSACTION HISTORY

Before

After

- Clear layout

- Sticky elements removed

- Screen reader only refresh button is available to all users

- Buttons are accessible via 'tab' on external keyboards
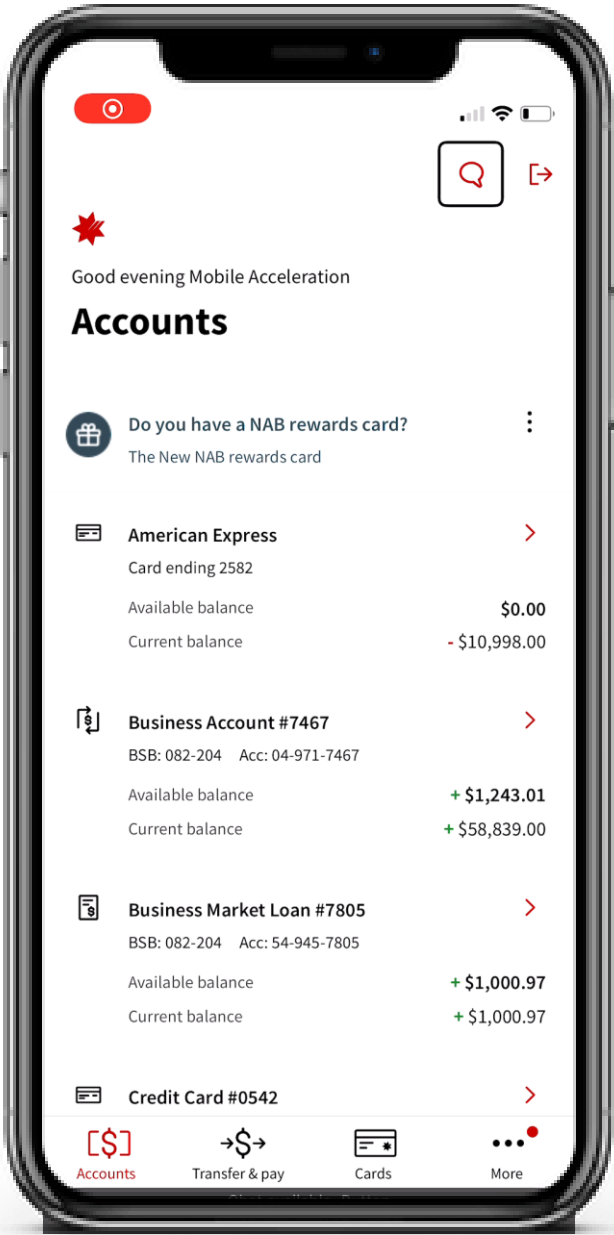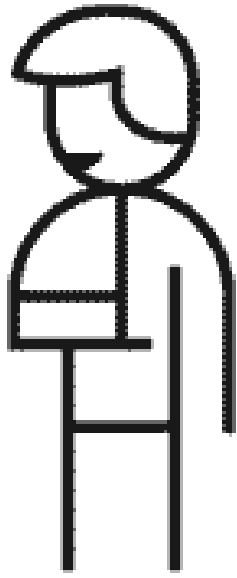
TRANSACTION HISTORY – SCALED UP

Before

After

- Content is no longer cramped together

- No overlapping of elements
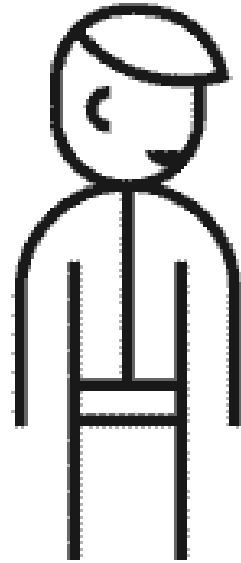
- Content scales and reflows accordingly

NAB APP DEMO

EVERYONE BENEFITS IN AN ACCESSIBLE WORLD!

Arm Injury **Ear Infection** **Learning to read** **Laryngitis** **Cognitive Overload**

Essential for some, beneficial for all!

Based on: https://www.microsoft.com/design/inclusive/

ACCESSIBLE OUTCOME

We are delivering a **great user experience** and **accessible banking** features to our customers

ACCESSIBLE BY DESIGN

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