

Untapped's first-ever collaboration with Swinburne University of Technology's 2020 TOM@University program, Building An Accessible and Inclusive Future Workforce, was a hugely successful and rewarding experience for all participants – despite the challenges of an unprecedented online semester.

TOM@University, a program in partnership with TOM:Melbourne, combines the TOM mission – to create and disseminate affordable solutions to the neglected challenges neurodiverse and physically disabled people face– with Swinburne's human-centred design and engineering curriculums. Pauliina Mattila, Design Factory Melbourne coach and program advisor, talks about the aim of the 2020 program: "The challenges tapped into the large movement towards an inclusive and diverse workforce, a topic that was particularly relevant in the pandemic times and for addressing the very low employment participation rates for people with disabilities in Australia. The student teams went above and beyond in their efforts and created some very interesting concepts ranging from inclusive banking to improving access to study, all inherent parts of the pathway of pursuing a career and independent life."

For the initial twelve-week program, Untapped was paired with a bright team of Occupational Therapy and Design Honours and Masters students who enthusiastically took on the task of creating a solution to the industry challenge we put forward: improving the accessibility of financial services and products to the neurodiverse cohort. Jaiden Gusti, speaking on behalf of his other team members Courtney Forbes, Claire Ioannidis and Celestine Le Blanc says: "We live in a world of convenience, with it becoming increasingly more digital. It is only right that we continue to design the world we live in to be one for everyone, especially for those who have been disenfranchised so frequently before. Having the chance to not only interview, but collaborate with neurodiverse people to develop an experience that would be relevant for everyone, was an opportunity our team could not pass up!"

Throughout the twelve weeks, Untapped representatives had the opportunity to regularly ideate with the student team and facilitate meetings with relevant experts, researchers, and user groups. These sessions proved extremely fruitful and we would like to extend a special thanks to Ru Ying Cai from Autism Spectrum, trainees in ANZ's Spectrum Program, and ANZ's digital banking and diversity teams for being generous with their time and knowledge.

At the end of the twelve weeks, an impressive prototype of the proposed solution – an all-inclusive financial literacy and banking app called Money&Me that can be optimised for individual engagement preferences – was presented by the student team to a range of stakeholders, including ANZ's Head of Accessibility, Meg Dalling, who says: "We were delighted to welcome the students to ANZ to present the results of their work- an innovative prototype banking app designed to tackle the barriers that can present for the neurodiverse community. Their approach represents the best of inclusive design- underpinned by insights from those whose needs are often not met by mainstream services. We know that accessible banking is fundamental to financial inclusion, which in turn supports confidence, dignity, independence and financial wellbeing. The project sparked a great conversation between our designers and the students on the power of inclusive design to change lives." During the second phase of TOM@University, Swinburne's engineering students develop some of the prototypes into open products which are to be ultimately disseminated globally through the TOM Project Platform.

TOM@University does an inspiring job of bringing together educational institutions, influential corporations, small businesses, diverse user groups and a young-generation of interdisciplinary minds to address the neglected challenges of people living with disability – and in doing so, shows that making the world a more accessible place requires the efforts of all of us.

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