



# MindView®

Assistive Technology Suite

## Assessors' Toolkit

Workplace

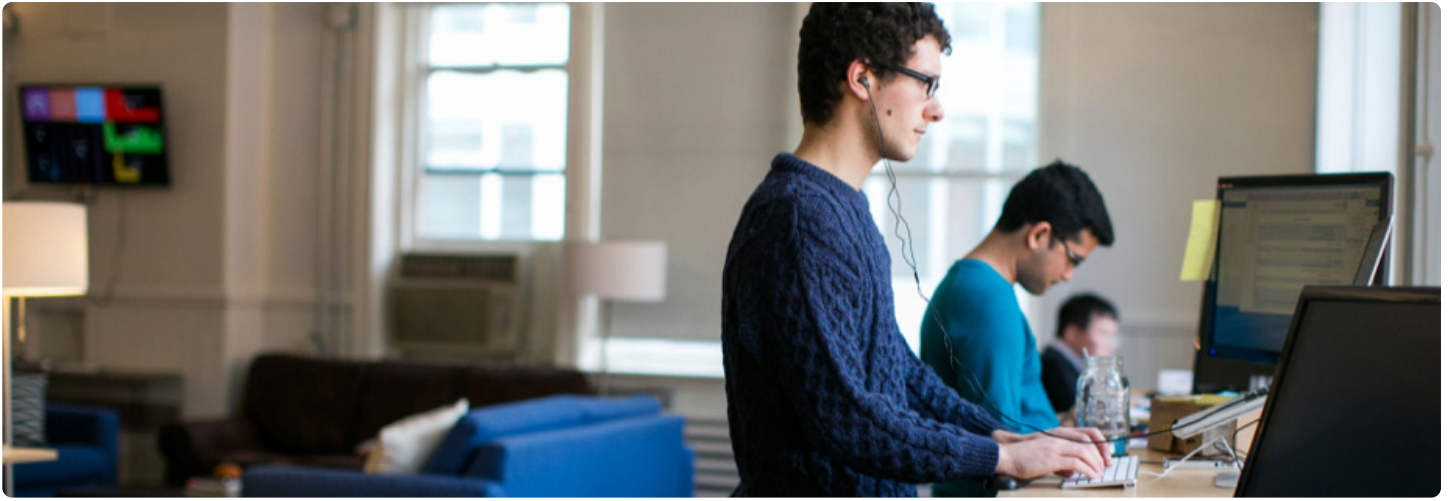




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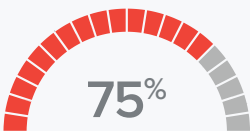
# Unlocking Potential: Addressing Neuro-Inclusion with MindView

In today’s rapidly evolving workplace, the importance of neuro-inclusion cannot be overstated. The “Your Voice Matters: MindView AT Survey” provides valuable insights into how assistive technology like MindView can address the challenges faced by neurodivergent individuals and unlock their potential in the workplace.

## Understanding the Challenges

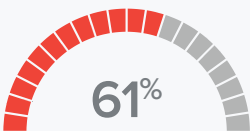
The survey highlighted several critical issues faced by neurodivergent individuals, including:

### Stigma and Non-Disclosure



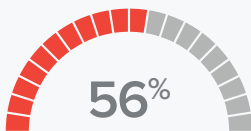
75% of neurodivergent individuals do not disclose their condition at work due to perceived stigma.

### Retention Issues



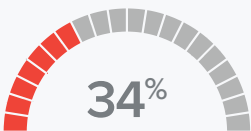
61% have experienced stigma in the workplace affecting retention.

### Communication Barriers



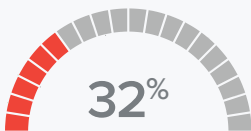
56% have faced communication barriers at work.

### Recruitment Barriers



34% have experienced difficulty in recruitment processes.

### Career Progression Barriers



32% attribute their lack of career progression to their neurodiverse condition.

These findings are supported by various sources that emphasize the importance of creating inclusive cultures. For instance, Deloitte’s report on creating a culture of belonging highlights how inclusive workplaces lead to better employee engagement and productivity. Additionally, research shows that inclusive cultures have healthier and happier workplaces.





## Why Mind Mapping as a strategy for disabled employees?

Mind mapping helps people externalize ideas, see relationships, and organize complex information visually. For colleagues with dyslexia, ADHD, autism, visual or motor impairments, or executive-function challenges, this reduces working-memory load, makes multi-step tasks manageable, and builds confidence.

### Key benefits:

- ▶ Reduces cognitive load through visual externalization
- ▶ Improves organisation and sequencing for documents, reports, presentations and meetings
- ▶ Supports memory and recall for audits, casework, and complex processes
- ▶ Diminishes blank-page anxiety, boosting confidence
- ▶ Enables flexible thinking; add, move, and restructure ideas quickly
- ▶ Fits everyday Microsoft 365 workflows via export to Word, PowerPoint and Excel



## What is MindView (AT edition) for Workplace Accommodations?

MindView AT is an assistive mind-mapping and project-planning suite used to plan, sequence and communicate work. It is built for neurodiverse and disabled employees and is fully accessible. 508 Compliant and certified to support WCAG 2.2 AA-level user needs and works with leading assistive technologies (e.g., Dragon Professional voice control, Talk-Type, JAWS, SuperNova, ZoomText).

MindView removes “blank-page” pressure by helping employees capture ideas visually, check sequence in Outline, Timeline or Gantt views, and export directly into Microsoft 365 documents with hierarchical headings and a table of contents, so drafting starts with structure rather than from scratch.

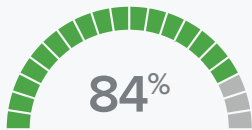


**MindView - Accredited Assistive  
Technology Mind Mapping Software**

## Survey Insights: The Impact of MindView

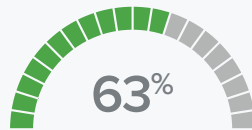
The “Your Voice Matters: MindView AT Survey” sheds light on how MindView, an assistive technology tool developed by MatchWare, addresses these challenges and supports neurodivergent individuals in the workplace.

### Enhanced Productivity



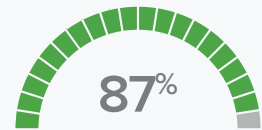
**84%** respondents reported being more productive.

### Confidence Boost



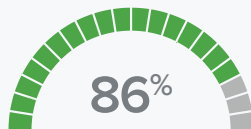
**63%** reported an increase in confidence among respondents.

### Increased Support



**87%** reported feeling more supported with MindView.

### Highly Recommend



**86%** of respondents would recommend MindView.

### Daily Time Savings



**28 minutes** on average saved daily by using MindView.





# Where Mind Mapping Fits in Workplace Adjustment (Typical Use Cases)



## From blank page to finished draft

*(reports, policies, long emails)*

**Barrier:** struggles to start, hold structure, or maintain flow.

**MindView fit:** capture ideas visually > Outline to check order > Export to Word with headings/ToC so drafting starts with a framework.

## Meeting preparation and follow-up

*(solo or collaborative)*

**Barrier:** meetings feel overwhelming; actions get lost.

**MindView fit:** map the agenda (topics, decisions, owners), co-capture notes, flag actions, then share the Outline as minutes.



## Time and priority visibility

*(weekly plans, deadlines, dependencies)*

**Barrier:** time-blindness; can't see priorities across tasks.

**MindView fit:** break work into branches with start/due/priority, use Timeline/Year Wheel/Gantt, and export reminders where applicable.



## Caseload/project hub

*(investigations, audits, client work)*

**Barrier:** scattered evidence/notes; sequence gets muddled.

**MindView fit:** one map holds chronology, notes, links and files; icons/color show status; keep order while updating.

## Presentation storyboard & talking points

**Barrier:** hard to structure a narrative; slides sprawl.

**MindView fit:** map the story arc > Export to PowerPoint for a clean deck with structure baked in.



## Onboarding and process guidance

*(SOPs)*

**Barrier:** complex processes are hard to follow and remember.

**MindView fit:** visual SOPs with steps, exceptions, links and attachments; Branch Focus for step-by-step work.

## Research/analysis & synthesis

*(themes, sources, findings)*

**Barrier:** overwhelmed by volume; can't see patterns.

**MindView fit:** cluster themes, link sources, then flip to Outline for a clean summary to share.







## Weekly planning & Kanban-style tracking

**Barrier:** starts many tasks, finishes few; loses momentum.

**MindView fit:** simple “Next / In-Progress / Done” branches or Kanban/Year Wheel, with small, visible steps.

## Low-effort restructuring for motor fatigue or pain

**Barrier:** typing and reformatting are exhausting.

**MindView fit:** drag-and-drop to reorganize without retyping; dictation/voice control if needed; export handles layout.



## Comfortable, low-glare planning for visual strain/light sensitivity

**Barrier:** bright/cluttered interfaces cause fatigue.

**MindView fit:** high-contrast themes, keyboard-only navigation, and accessible export keep structure readable across tools.

A public sector example is West Midlands Police, who use MindView as a workplace adjustment to organise investigations chronologically and stay on track; see the published case study at <https://www.matchware.com/case-study/west-midlands-police>

# Disability Impact in Workplace & MindView Solutions



# Dyslexia

## Workplace barriers

Many dyslexic employees find it difficult to break complex briefs into steps, hold structure in working memory, and get started on documents such as reports, proposals, and longer emails. Reviewing dense drafts is slow and tiring, which can lead to fragmentation, rework and reduced confidence—especially when juggling hybrid inputs (email, Teams, SharePoint) alongside deadlines. Additional strain comes from frequent context switching, inconsistent templates or house styles, and scattered notes/attachments across channels, which increases the risk of losing key points and duplicating effort. Under pressure, colleagues may default to last minute editing rather than structured planning, resulting in uneven flow, formatting errors and avoidable redrafts.



## How MindView helps

MindView externalises thinking so structure is visible from the start. Colleagues brainstorm in a map, switch to Outline to confirm the order, then Export to Word/PowerPoint so drafting begins from a ready made framework (headings/ToC) rather than a blank page. Colour, icons and drag and drop make sequencing intuitive; Dictation and Text to Speech support planning and review without extra fatigue. Reusable templates and branch notes keep micro checklists, requirements and reference material with the work, while attachments/links on branches reduce hunting across apps. Branch Focus helps draft one section at a time, improving concentration and preserving narrative flow.

## Example workplace adjustments

- ▶ “Plan > Outline > Export” routine for weekly reports and policies.
- ▶ Visual SOPs for recurring tasks; branch notes hold micro checklists so steps aren’t kept in memory.
- ▶ Use Text to Speech to proof long documents and emails before sending.

## Key Features

- |  |                                |
|--|--------------------------------|
| ▶ Visual mind mapping                    | ▶ Colour/icons                 |
| ▶ Outline                                | ▶ Drag and drop;               |
| ▶ Export to Word/PPT with headings & ToC | ▶ Dictation and Text to Speech |



# Autism

## Workplace barriers

Ambiguous instructions, shifting priorities and unstructured meetings can trigger cognitive overload and anxiety. Employees may find it hard to turn unclear briefs into actionable steps, maintain context during frequent switches between channels (email/Teams/SharePoint), and cope with late changes to scope or format. Sensory stress from busy interfaces or unpredictable collaboration rhythms can drain working memory, leading to stalled starts, over editing and uneven progress—especially in hybrid schedules where expectations vary by team or location.



## How MindView helps

MindView converts a brief into a visual map of sections, sub tasks and owners, making expectations concrete and predictable. Branch Focus and Filtering enable single section work with fewer distractions, while Outline provides a clear linear narrative for sign off before drafting. Adding task data and viewing Timeline/Gantt makes deadlines and dependencies tangible without countdown pressure; templates standardise deliverables so changes are controlled and transparent. Export to Word/PPT preserves structure across hand offs, reducing anxiety and rework.

## Example workplace adjustments

- ▶ Pre mapped agendas with decisions/owners captured live; export Outline as minutes.
- ▶ Standard templates for recurring deliverables (e.g., Quarterly Review, Incident Report) to reduce ambiguity.
- ▶ Team wide icon/colour legend so status cues are consistent and predictable.

## Key Features

- ▶ Templates
- ▶ Branch Focus
- ▶ Filtering
- ▶ Outline view
- ▶ Timeline & Gantt
- ▶ Consistent colour/icon cues
- ▶ Export to Word/PPT

## Workplace barriers

Initiation and sustained attention are challenging; context switching leads to “multi tab sprawl,” scattered notes and unfinished drafts. Working memory limits make it hard to hold the big picture while fixing details, so ideas are lost mid flow. Time blindness and planning fallacy risk cause late starts, uneven pacing and missed actions from meetings—especially when requests arrive via multiple channels and priorities shift during the week.



## How MindView helps

Rapid visual capture lowers the barrier to start. The Map > Outline toggle keeps big picture and detail visible, while Branch Focus supports single task execution without side tracks. Add start/due/priority to branches and pace work with Timeline/Year Wheel/Gantt, building in realistic buffers; a simple Kanban in the map limits WIP and protects attention. Export tasks/minutes to Outlook for reminders and accountability, and use branch notes and attachments to keep micro steps and reference material with the work.

## Example workplace adjustments

- ▶ Weekly visual plan (Outcomes> small, verb first tasks) reviewed in Timeline to balance deadlines.
- ▶ Kanban branches (Next / In Progress / Blocked / Done) to limit WIP and track flow.
- ▶ Run meetings from the map; capture actions live and export minutes immediately.

## Key Features

- ▶ Branch Focus
- ▶ Map/Outline toggle
- ▶ Task data on branches
- ▶ Timeline/Year Wheel/Gantt
- ▶ Kanban mapping
- ▶ Outlook/calendar reminders
- ▶ Export to Word/PPT/Excel

# Dyspraxia

## Workplace barriers

Fine motor effort (typing, selecting, reformatting) increases fatigue and reduces bandwidth for planning. Precision actions and small targets slow iteration; copying and restructuring text in linear documents is laborious, leading to lost momentum on proposals, SOPs or longer emails. Inconsistent templates and frequent style fixes amplify mechanical workload, pulling focus from content to formatting.



## How MindView helps

MindView enables instant restructuring with drag and drop or keyboard shortcuts—no retyping or reformatting. Content can be dictated using Dragon or built in Dictation, reducing reliance on fine motor input. Export to Word applies headings and layout automatically to match house styles, while branch notes and attachments keep checklists and references in one place. Keyboard first navigation and predictable templates help colleagues iterate quickly without unnecessary effort.

## Example workplace adjustments

- ▶ Draft proposals in a map; restructure with drag and drop; export for consistent formatting.
- ▶ Voice led note capture after meetings to avoid fatigue from typing.
- ▶ Keyboard first workflows to minimise mouse use and precision clicks.

## Key Features

- ▶ Drag and drop organisation
- ▶ Keyboard shortcuts
- ▶ Dictation/Dragon integration
- ▶ Outline view
- ▶ Export to Word (auto formatted headings/ToC)
- ▶ Structure templates



# Visual Impairments

## Workplace barriers

Poor contrast, small targets and colour only cues impede navigation and comprehension. Gaps in screen reader support and mouse heavy interfaces increase fatigue; long documents without proper headings or landmarks are hard to orient within at high magnification. For light sensitivity, bright or cluttered screens can trigger discomfort or migraines, shortening productive time.



## How MindView helps

MindView AT provides high contrast modes and customisable colour themes, keyboard only navigation, and compatibility with JAWS, SuperNova and ZoomText. Text to Speech and Dictation reduce reliance on vision and fine motor input. Branch Focus minimises panning/scrolling at high magnification, while accessible exports to Word preserve semantic structure (headings/ToC) for personalised reading settings. Replace colour only indicators with icons/labels to ensure meaning is perceivable for everyone.

## Example workplace adjustments

- ▶ High contrast templates with large text and clear iconography; avoid colour only cues.
- ▶ Keyboard first workflows with branch level notes for context (less scrolling at high zoom).
- ▶ Export to accessible Word for review with preferred magnifier/screen reader settings.

## Key Features

- |  |                                     |
|--|-------------------------------------|
| ▶ High contrast themes                                     | ▶ Text to Speech & Dictation        |
| ▶ Keyboard only navigation                                 | ▶ Accessible exports                |
| ▶ Screen reader compatibility<br>(JAWS/SuperNova/ZoomText) | ▶ Branch Focus                      |
|  | ▶ Icon/label alternatives to colour |

# Executive Function Disorder

## Workplace barriers

Persistent difficulties with planning, prioritising, time estimation and self monitoring cause overload, off brief work and missed deadlines. Hidden dependencies and interruptions fragment attention; without a stable routine, colleagues can lose the “big picture” while drafting or managing caseloads, leading to reactive task switching, duplicated effort and rework.



## How MindView helps

Templates convert briefs into standard structures (Objectives > Sections > Actions), reducing decision load and making progress visible. Colour/icon cues and status make priorities explicit; adding start/due/priority to branches and reviewing Timeline/Gantt exposes capacity limits and bottlenecks. Notes and attachments keep requirements and evidence with the work, lowering off brief risk. Export to Word provides an immediate draft scaffold, and Outlook/calendar reminders reinforce follow through between check ins.

## Example workplace adjustments

- ▶ Visual “plan of work” for each case/project; weekly Timeline review to rebalance capacity.
- ▶ Team legend for status (e.g., Due Today, Waiting, Risk) to drive quick triage and consistent updates.
- ▶ Exported outlines used as check in artefacts with managers and stakeholders.

## Key Features

- ▶ Templates
- ▶ Colour/icon cues & status indicators
- ▶ Task data; Timeline/Gantt
- ▶ Notes & attachments
- ▶ Export to Word; Outlook/calendar reminders

# Mental health conditions (e.g., stress, anxiety, low mood)

## Workplace barriers

Large, ambiguous tasks can feel overwhelming and delay starts; competing requests and uncertainty about “what good looks like” increase cognitive load. Rumination after meetings and fluctuating energy across the week undermine pacing and on time delivery, often leading to perfectionism, over editing or avoidance when deadlines loom.



## How MindView helps

Visual brainstorming shrinks ambiguity into clear steps and immediate next actions. Branch Focus supports short, manageable bursts that build momentum; Timeline/Year Wheel spreads workload realistically and protects buffer time for high stress periods. Pre mapped agendas with decisions/actions captured live create a single source of truth, and exported minutes reduce post meeting rumination. Templates for recurring updates simplify decisions and promote steady routines that lower anxiety.

## Example workplace adjustments

- ▶ Outcome based weekly maps with obvious first steps; review Timeline to pace work.
- ▶ Standard report/briefing templates to reduce decision load and enforce “good enough” structures.
- ▶ Use exported outlines as progress anchors to show movement early and prevent over editing.

## Key Features

- ▶ Visual brainstorming
- ▶ Branch Focus
- ▶ Task data on branches
- ▶ Timeline/Year Wheel
- ▶ Templates for recurring updates
- ▶ Export to Word/PPT
- ▶ Notes & attachments for single source context



# Employee personas and example MindView recommendations





## Owen

*Customer Success Specialist (ADHD)*



### Profile

29 year old Customer Success Specialist working hybrid across email, chat and quarterly reviews; juggles renewals, health checks and hand offs to Sales and Support.

### Disability Information

- ▶ ADHD (combined presentation)
- ▶ Attention regulation variability; impulsivity/restlessness
- ▶ Executive function challenges (initiating, prioritising, switching tasks); time blindness and planning fallacy; working memory limits for multi step tasks; reduced sustained attention in long meetings

### Frustrations

- ▶ Multi tab sprawl: starts many items and struggles to finish; loses the big picture while deep in details
- ▶ Actions and attachments get missed during context switches
- ▶ Long, unstructured meetings drain focus; actions go missing without a single capture place
- ▶ Overestimates bandwidth, commits to too much, then rushes to deadlines with uneven pacing

### Recommendation , Time & priority visibility; Planning & writing work outputs; Meeting prep & follow up

Give Owen a single visual system that turns scattered inputs into a staged, realistic plan. Map the week by outcomes (Clients, Renewals, Playbooks, Admin) and split each into

small, verb first tasks with start/due/priority and percent complete. Flip to Timeline/ Year Wheel or Gantt to rebalance workload and add buffer time to counter optimism. Use Branch Focus and Filtering to work one stream at a time; keep micro checklists in branch notes so steps don't live in working memory.

Run meetings from the map,pre map the agenda, capture decisions/actions live under the same branches, then Export the Outline as minutes. For QBRs and follow ups, storyboard in the map, validate in Outline and Export to PowerPoint/Word so drafting starts from structure, not a blank page. Standardise with templates and consistent icons/color, and limit WIP via a simple Kanban (Next / In Progress / Blocked / Done) to protect attention and drive finishes.

## **Key Features:**

Branch Focus and Filtering for distraction free work, Task data on branches (start/due/ priority, % complete) to make plans concrete, Timeline, Year Wheel and Gantt views for visual time planning, Kanban style mapping to limit WIP and track progress, Map > Outline toggle to validate sequence before drafting, Export to Word/PowerPoint/Excel for instant deliverables, Templates with icons and color cues for predictable routines, Notes and file/ URL attachments to keep context with the work.



## Pawel

*Junior Analyst (Autistic; anxiety)*



### Profile

24 year old chemistry graduate (entering junior analyst/operations role).

### Disability Information

- ▶ Autism and anxiety
- ▶ Adjusts colors to reduce stress/distractions
- ▶ Executive function challenges (planning, prioritising, switching tasks); sensory overload from busy interfaces; difficulty interpreting ambiguous instructions

### Frustrations

- ▶ Time pressure/countdown interactions heighten anxiety
- ▶ Visually busy pages and ambiguous buttons/choices
- ▶ Needs consistent, predictable structure and cues

### Recommendation , Time & priority visibility; Meeting prep; Research/synthesis

Give Pawel a structured, low ambiguity workflow that reduces anxiety and supports focus. Use MindView to map tasks into clear, logical branches, then apply color and icon cues for quick recognition. Add start and due dates to branches and visualise them in Timeline or Gantt views to make deadlines tangible without countdown stress. Enable Branch Focus and Filtering so he can work on one section at a time, avoiding overload. Provide templates for recurring tasks to reinforce predictability and reduce decision fatigue.

### Key Features:

Branch Focus and Filtering for distraction free work, Timeline, Year Wheel and Gantt views for visual time planning, Color and icon cues for predictable structure, Templates for step by step workflows





**Simone**

*Office Manager (Dyslexic)*



## Profile

41 year old office manager.

## Disability Information

- ▶ Dyslexic
- ▶ Uses software that highlights text as it reads out
- ▶ Working memory limitations; slower reading speed; difficulty sequencing ideas and retaining structure

## Frustrations

- ▶ Dense text and long paragraphs
- ▶ Similar/ambiguous links (e.g., multiple social icons)
- ▶ Needs clear headings, spacing and simple wording

## Recommendation , Planning & writing work outputs; Presentation storyboard

Support Simone by transforming complex writing tasks into manageable steps. Use MindView to capture ideas visually and organize them into a logical sequence. Switch to Outline view to confirm flow before drafting, then export to Word with headings and a table of contents for a ready-made framework. Encourage her to use color coding and icons for navigation and built-in text-to-speech to review content audibly. This approach reduces cognitive load, speeds up drafting, and builds confidence.

## Key Features:

Visual mind mapping and Outline view, Export to Word with structured headings, Color coding and icons for navigation, Built in text to speech and dictation support



## Chris

Management Accountant (Rheumatoid arthritis; color vision deficiency)vision deficiency)



### Profile

53 year old management accountant.

### Disability Information

- ▶ Rheumatoid arthritis (prefers keyboard only, minimal mouse use; beginning voice control)
- ▶ Color vision deficiency (color blindness)
- ▶ Fatigue from physical effort can reduce focus and planning capacity; difficulty interpreting color only indicators

### Frustrations

- ▶ Mouse only interactions and small targets increase physical effort
- ▶ Content distinguished by color alone
- ▶ Multi step UI increases fatigue over the day

### Recommendation , Project/caseload hub; Time & priority visibility

Enable Chris to work efficiently without physical strain by using MindView's keyboard shortcuts and voice command integration. Replace color-only indicators with icons and text labels for clarity. Use drag-and-drop or keyboard reordering to restructure tasks quickly. Export task lists to Outlook or Excel for easy tracking. This workflow reduces fatigue, maintains clarity, and ensures Chris can manage complex projects confidently.

### Key Features:

Full keyboard shortcut support, Voice dictation integration (Dragon, built in), Icons and text labels for non color indicators, Drag and drop branch reordering



## Amira

*Operations Coordinator (Stress & Anxiety)*



### Profile

31 year old Operations Coordinator in a fast paced services team; works hybrid, balances supplier liaison, internal updates, and weekly reporting.

### Disability Information

- ▶ Generalised anxiety with periodic spikes of stress
- ▶ Heightened working memory load under pressure
- ▶ Decision paralysis and avoidance when tasks feel large/ambiguous
- ▶ Intrusive thoughts/rumination that interrupt focus
- ▶ Tendency toward perfectionism causing late starts and over editing

### Frustrations

- ▶ Overwhelmed by unstructured tasks and competing requests; struggles to decide where to start
- ▶ Blank page anxiety for reports/updates; loses flow and revises repeatedly
- ▶ Meetings feel draining; actions are scattered across emails/chats with no single source of truth
- ▶ Peaks and troughs in energy make it hard to pace work and meet realistic deadlines

### Recommendation — Time & priority visibility; Planning & writing work outputs; Meeting prep & follow up

Give Amira a calm, predictable planning routine that shrinks ambiguity and limits cognitive load. Start each cycle by mapping outcomes (Reports, Suppliers, Team Ops, Admin) and break them into small, verb first tasks so there's an obvious first step.

Add start/due/priority on branches and switch to Timeline or Year Wheel to pace work across the week—pull tasks forward during calm periods and protect buffer for high anxiety days.

Capture micro checklists in branch notes to avoid holding steps in working memory. For reporting, storyboard the update in the map, validate sequence in Outline, then Export to Word so drafting begins from structure, not a blank page. Run meetings from a pre mapped agenda, capture decisions/actions live on the same branches, and Export the Outline as minutes immediately, creating a single source of truth that reduces post meeting rumination.

Reuse templates for recurring updates (e.g., “Weekly Ops Report,” “Supplier Check in”) to minimise decision fatigue and keep every cycle consistent.

## **Key Features:**

Branch Focus and Filtering for low distraction work; Task data on branches (start/due/priority, % complete) to pace workload realistically; Timeline and Year Wheel views to smooth peaks/troughs; Map > Outline toggle to validate flow before drafting; Export to Word/PowerPoint for fast, structured outputs; Templates with consistent icons/color cues to reduce decision load; Notes & file/URL attachments on branches to keep context and actions in one place.



## Claudia

*Social Worker (Sight impaired; magnifier + high contrast) vision deficiency)*



### Profile

54 year old social worker.

### Disability Information

- ▶ Sight impaired (partially sighted)
- ▶ Uses a screen magnifier and adjusts colors for higher contrast
- ▶ Slower processing speed due to visual fatigue; difficulty maintaining context when scrolling; working memory strain when switching between magnified sections

### Frustrations

- ▶ Losing orientation when highly magnified (excess panning)
- ▶ Low contrast text and small targets (links/inputs)
- ▶ Forms that force horizontal scrolling

### Recommendation , Planning & writing work outputs; Onboarding/ SOPs

Help Claudia reduce visual strain and maintain context by using MindView's high-contrast themes and scalable text. Encourage her to break down complex processes into clear, hierarchical maps that minimise scrolling. Apply Branch Focus to isolate sections and reduce distractions. Export to Word with accessible formatting so she can review content in her preferred magnification settings. This approach ensures she can navigate confidently, retain structure, and complete tasks without unnecessary fatigue.

### Key Features:

High contrast and customisable color themes, Zoom and Branch Focus for simplified navigation, Large text and scalable map layout, Export to Word with accessible formatting





## Manager Quick Summary

What MindView AT does in the workplace: MindView AT gives colleagues a predictable, visual workflow to plan work, structure documents and presentations, and track tasks.

It reduces cognitive load (dyslexia/ADHD/EFD), supports accessible working (VI/light sensitivity, motor difficulties), and speeds up drafting by exporting to Microsoft 365 with headings, ToC and templates.

### When to consider MindView (typical triggers):

- ▶ Report/policy writing stalls at the “blank page” stage or lacks coherent structure
- ▶ Complex briefs need breaking into sections and actionable steps (ambiguity causes overload)
- ▶ Missed deadlines/time-blindness across competing tasks and hybrid contexts
- ▶ Reformatting/reworking text causes fatigue (motor effort) or errors
- ▶ High visual strain; need for screen-reader/keyboard navigation and high-contrast modes
- ▶ Caseload/project work needs a single view with links, notes and status

### Manager actions (3 steps):

1. Agree the barrier(s) and outcomes with the colleague (e.g., structured reports on time; predictable workflow)
2. Support the colleague’s ATW application (evidence of role, hours, and job duties); confirm reasonable adjustments provided by the employer
3. Enable adoption: schedule brief AT training; agree simple usage routines (e.g., map > outline > export) and review after 4–6 weeks

### Expected outcomes:

- ▶ Faster starts and fewer redrafts; clearer document structure
- ▶ Better time visibility and task sequencing; more on-time delivery
- ▶ Reduced cognitive/visual/motor load; sustainable performance in hybrid work

# Access to Work (ATW) application & claiming (assessor-ready)

## 1 Check scope & eligibility

ATW complements, not replaces, employer reasonable adjustments. It funds additional costs over what a non-disabled worker would need, meeting minimum needs with value-for-money. Confirm the colleague is 16+ and in, or about to start, paid work in Great Britain (employment or self-employment). For civil servants, departments fund support directly except for MHSS.

## 2 Apply online

The colleague applies on GOV.UK; have job details ready (role, hours, employer contact).

## 3 Adviser triage & (if needed) workplace assessment

A DWP adviser may arrange an assessment to recommend practical support (e.g., special aids/equipment, adaptations, support worker/communication support, travel-to-work/in-work travel).

## 4 Decision & award

Decision letter specifies support scope, period, any employer cost-share, and the annual cap applicable.

## 5 Ordering & implementation

Employer/individual purchases agreed items/services; keep invoices/receipts. MindView licensing/training can be scheduled immediately once approval is in place.

## 6 Claiming & evidence

Claims are submitted with evidence of spend (receipts/invoices, travel logs). Follow the award instructions for frequency and format. Update DWP on any change of circumstances; renew before expiry.

ATW can support flexible/hybrid working and multi-location setups; advisers can also give practical advice to employers on adjustments and support plans (including mental-health support plans).