

A2J through comics?

Accessible information as a prerequisite to participation, autonomy and access to services

Laura Kallioma-Puha

- Accessible information is prerequisite for participation and A2J
- Comics as a solution?
- Why comics?

People have difficulties
to understand
legal/official texts and
documents

Official documents are
often not accessible

A wild idea: comic contract! Could a comic work better than pure text?

Exiting examples

- Robert de Rooy, [Creative Contracts](#)
- Camilla Andersen, University of Western Australia, [Comic Book Contracts](#)

-research group



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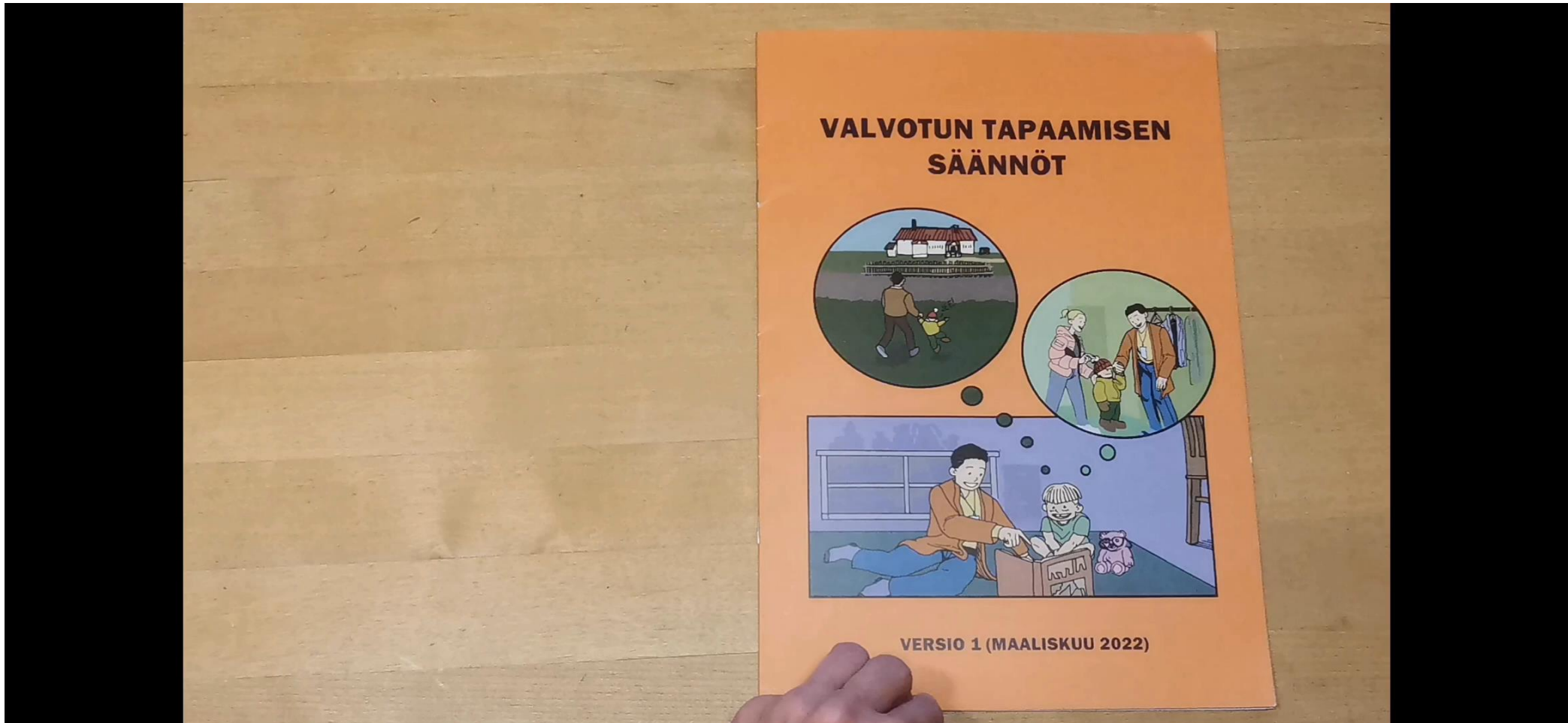


Mira
Kainulainen



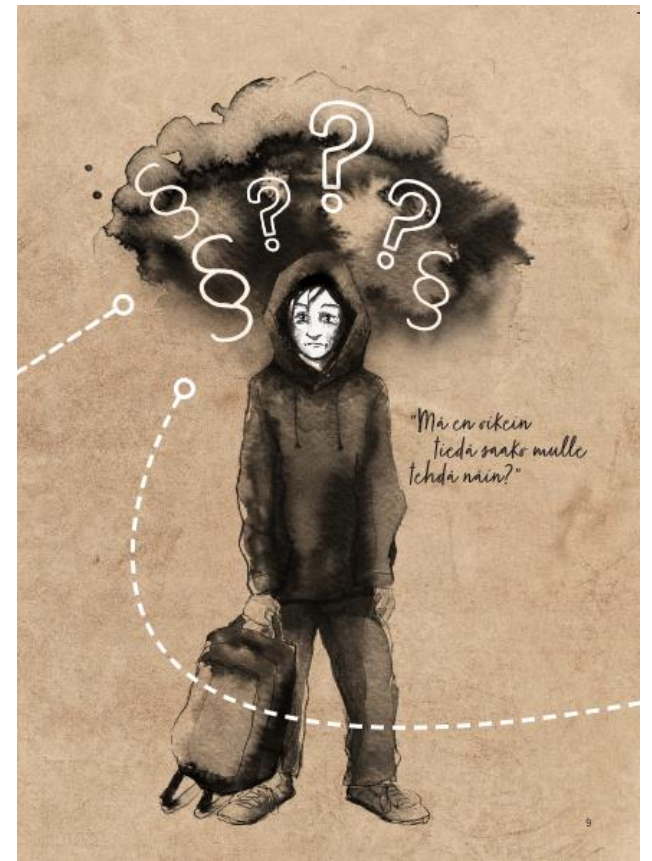
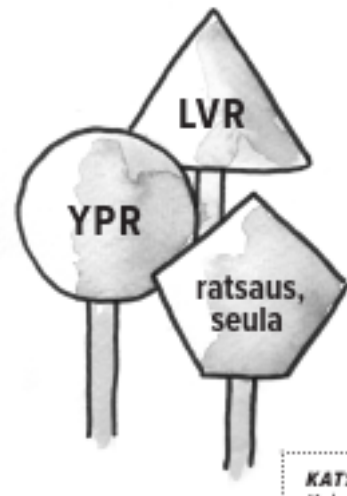
Jan
Pitkäsalo

Supervised exchange and meeting



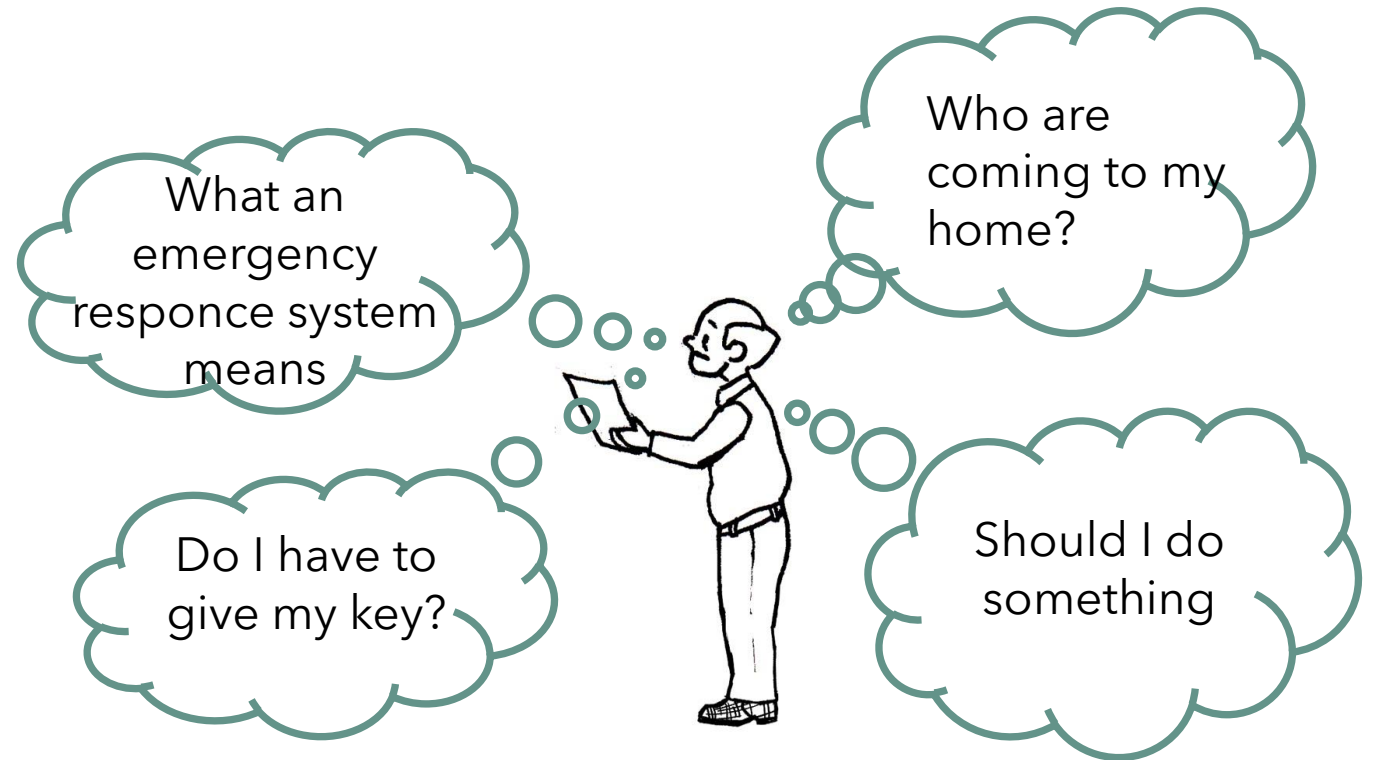


A guide book for youngsters
in emergency placement



Homeservices for older people

- Emphasis on homecare!
- Comics on homeservices for older people
- Welfare services county of Pirkamaa
- Clients may have memory illness, difficulties in seeing and hearing



- Many of the employees are from immigrant background and still learning Finnish
- The services are agreed upon a home visit
- Practical nurse explains what kind of services are
- Practical nurse explains the services with the help of a comic on emergency response service and meals on wheels

ATERIAPALVELU



Starting project on informal care agreement: Sovittua hoivaa

- An agreement between a welfare services county and an informal carer to take care of an old, sick or disabled person
- Small pay, pension accrual, days off for the carer + services for the care receiver
- Two targets:
 1. To improve the content of the informal care agreement
 2. Accessibility of the agreement

Why comics?

- Tempts one to read
 - Hagan s.a., Andersson & de Rooy, Kalliomaa-Puha ym. 2024)
- Helps to understands
 - Illiterate people, reading difficulties (Anderson & de Rooy 2022, Kalliomaa-Puha ym. 2024)
- Its fare – dignity (de Rooy 2022)
 - Accumulates trust – Jyrhämä 2024
- Helps remembering
 - picture superiority effect (Paivio & Csapo 1973)

- Makes participation possible
- Better business
- No arguments, shorter job orientation (Andersen & de Rooy 2022, Zan et al 2022)
- Possibility to stand out (Andersen & de Rooy 2022)
- Commitment, the targets are fulfilled better

A picture can tell 1000 words and more

Behavioral drivers –
Keating & Andersen 2020

Projecting success – de
Rooy 2022



SEKÄ VANHEMMAT ETTÄ LAPSET
VIERAILEVAT TAPAAMISPAIKASSA
ENNEN ENSIMMÄISTÄ
TAPAAMISTA.





A comic can add on accessibility

Engagement (willingness to receive
information), understanding
+ commitment
Behavioral drivers, projecting success

Kiitos!

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[Sovittua hoivaa | Soho](#)

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