Papunet — FAIDD's User-Tested, Symbol-Supported Web Service for People With Complex Communication Needs (Finland)

Digital Inclusion · Good practice · Finland

Quality score: 72/100

Evidence strength: Strong

Summary

Finnish STEA-funded web service with symbol- and audio-supported pages, image banks (77,000 images) and easy-to-read tools, redesigned through user testing with disabled people; over 2 million visits in 2023.

Key dimensions

Dimension	Score
Innovation level	3/5
Sustainability (ongoing)	1/1
Evaluation evidence	0/1
Demonstrated reach	1/1
Documented learning	1/1

Evaluated by C-NAPSE

Data sources

C-NAPSE web research — accessed 2026-11-15

Kehitysvammaliitto (Finnish Association on Intellectual and Developmental Disabilities, FAIDD) — Papunet web service unit — accessed 2026-11-15

What is Papunet? (papunet.net) — accessed 2026-11-15

FAIDD annual report 2023, easy-to-read edition (visits, image banks) — accessed 2026-11-15

Final report on the user-centred redesign of the picture pages, 2009 — accessed 2026-11-15

W3C WAI Easy-to-Read on the Web Symposium paper (S. Älli, 2012) — accessed 2026-11-15

Cite this — Evidoria. *Papunet — FAIDD's User-Tested, Symbol-Supported Web Service for People With Complex Communication Needs (Finland)*. Persistent ID: a6b8f9b3-43c3-4545-b91e-e17941f22c2b.