



PRACTICAL GUIDE

Everyday AI for Access, Communication & Independence

A practical guide for people living with disabilities, people with hearing loss, veterans, carers and the groups that support them.

USE AI WHERE IT REDUCES EFFORT

Leave it alone where it adds stress, risk or confusion.

GUIDE SUMMARY

What this guide helps with

Use AI safely and calmly, with privacy and control built in.

ABOUT THIS GUIDE

Start small. Keep control.

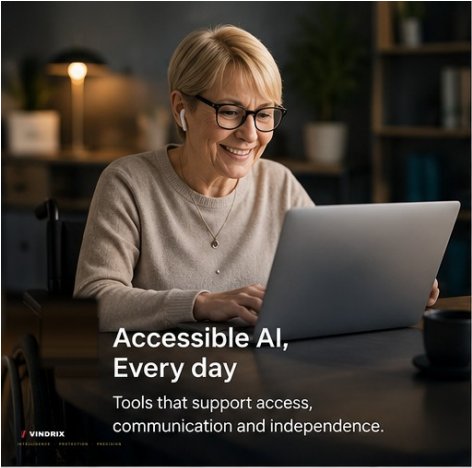
This guide is for anyone who wants to use AI to make everyday life a little easier - and for the families, carers, charities and community groups who support them. It sticks to practical, everyday use: clearer communication, better notes, less admin pressure and help with planning.

WHO THIS MAY HELP

People with hearing loss, fatigue, memory or concentration difficulties, anxiety around admin, mobility barriers, long-term health conditions - and anyone supporting someone who does.

REMEMBER

AI is not magic. It's a tool. Used carefully, it can take some of the effort out of everyday life - but you stay in charge of anything that matters.



A NOTE FROM THE FOUNDER

I use AI every day for a simple reason: it reduces friction. I live with severe hearing loss, so I know how tiring communication, meetings, admin and appointments can become.

AI doesn't remove every barrier, and it's not a substitute for proper support - but it can make some everyday tasks genuinely easier.

- Chris, Founder, Vindrix

AT A GLANCE

What AI can and can't do

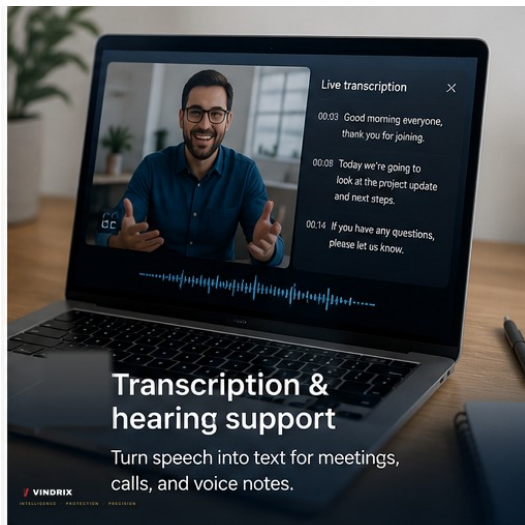
AI can draft, organise and explain. People still need to check, decide and take responsibility for anything important.

WHAT'S INSIDE • Transcription and hearing support • Plan, prioritise and reduce overwhelm • Help expressing what you need • Appointments, admin and forms • Veterans and community groups • Privacy checks and starter prompts	USEFUL RULE Use AI to prepare. Don't let it make important decisions for you.
AI can help with Turning speech, meetings or voice notes into text Summarising long letters, transcripts or notes Drafting emails, messages and questions Creating reminders, checklists and simple plans Explaining complex information in simpler language Helping you prepare for appointments and meetings	AI should not be relied on for Diagnosing medical conditions or replacing clinicians Making legal or financial decisions Handling sensitive documents without privacy checks Guaranteeing that every answer is accurate Replacing human support, advocacy or safeguarding Anything urgent, high-risk, or affecting your rights

EVERYDAY ACCESS

Turn speech into text

Meetings, calls and voice notes become easier to review.



ONE HONEST CAUTION

Automatic transcription can get things wrong. Background noise, strong accents, people talking over each other, technical terms and poor microphones all matter.

SECTION 02

New to AI? Start here

You don't need to install anything complicated. The two most useful starting points are free.

CHATGPT AND SIMILAR TOOLS

Use it free in a browser at chatgpt.com, or download the app. You type a question and it answers. Other assistants like Copilot or Gemini work in a similar way.

LIVE CAPTIONS ON IPHONE

Can caption a conversation in front of you, or audio from a phone or FaceTime call. Turn it on in Accessibility settings.

ONE HONEST CAUTION

Captions help access. They are not a perfect record. If the detail affects health, money, safety, rights or consent, check it with the right person or source.

SECTION 01

Transcription and hearing support

Turning speech into text is one of the clearest everyday uses of AI for people with hearing loss. It means you can review what was said instead of relying only on memory, lip-reading or partial hearing.

- Live captions in meeting software for real-time text.
- Live transcription where a saved record is needed.
- Look for captions, transcription, subtitles or meeting notes in Zoom, Google Meet and similar tools.
- Check current availability before relying on ChatGPT Voice Mode or Record mode.

TRY THIS PROMPT

"Please summarise this transcript clearly. Give me the main points, any decisions made, and a short action list."

PRACTICAL GUIDANCE

Planning without overload

Use AI to make the next step clearer.

SECTION 03

Plan, prioritise and reduce overwhelm

AI can turn a messy list of tasks into a simple plan. That's useful when energy, concentration or memory varies from one day to the next.

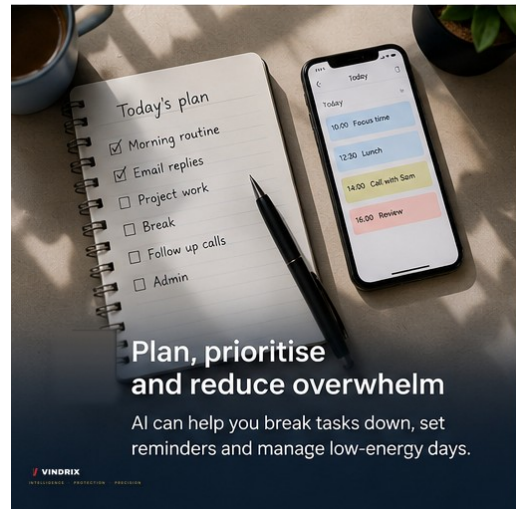
- Build a simple daily or weekly plan.
- Break a big task into smaller steps.
- Prioritise urgent things without overloading the day.
- Create a low-energy version of a plan for harder days.

TRY THIS PROMPT

"Here are the things I need to do today. Please turn them into a realistic plan with the most important tasks first."

TRY THIS PROMPT

"Create a low-energy version of this plan where I only do the essentials."



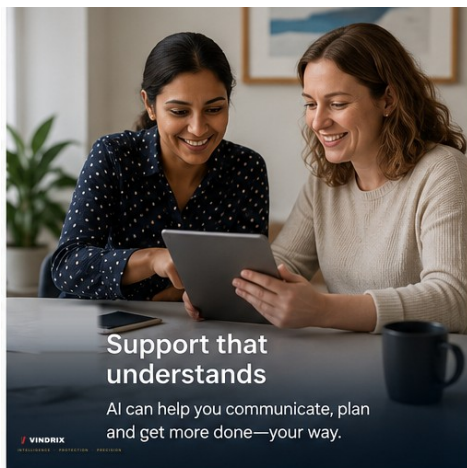
PRACTICAL TIP

Ask AI to find the next small step, not the perfect plan.

PRACTICAL GUIDANCE

Help expressing what you need

Clearer messages, scripts and adjustment requests.



NOT ABOUT CHANGING YOUR VOICE

This is about taking the effort out of writing and helping the message land.

SECTION 04

Help expressing what you need

AI can help you prepare a clear message without starting from a blank page. That's useful when you're asking for adjustments, contacting a service, or explaining what you need.

- Draft a polite but clear email.
- Reword a message so it is calmer and easier to follow.
- Prepare a short script before a phone call or appointment.
- Explain access needs in writing.
- Ask for written confirmation of something important.

SECTION 04 CONTINUED

Help expressing what you need

TRY THIS PROMPT

"Help me write a polite but firm email asking for reasonable adjustments because I have hearing loss."

TRY THIS PROMPT

"Help me explain that I may need people to face me when speaking, speak clearly, and confirm important points in writing."

SECTION 05

Appointments, admin and forms

Appointments and paperwork can pile on pressure, especially when the information is long, unfamiliar or emotionally heavy.

GOOD USES

- Prepare questions for a GP, audiology or support appointment.
- Make a one-page summary of your concerns.
- Turn appointment notes into clear actions afterwards.
- Explain a form in everyday language.
- List the documents you may need to gather.
- Draft a simple timeline from rough notes.

TRY THIS PROMPT

"Explain this form simply and tell me what information I may need to gather."

TRY THIS PROMPT

"I find writing emails hard. Help me turn these rough notes into a clear, professional message - keep my meaning, just make it easier to read."

PRIVACY REMINDER

Don't paste in full medical records, service records, bank details, addresses or reference numbers unless you understand the tool's privacy settings and have a clear reason to.

TRY THIS PROMPT

"Turn these rough notes into a simple timeline. Don't add anything that isn't in my notes."

TRY THIS PROMPT

"I have a medical appointment - for example audiology. Help me prepare a short list of questions to ask."

SECTION 06

For veterans and community groups

AI can take some of the load off admin and make conversations easier to prepare for. It's another practical tool - not a judgement on anyone's ability to cope.

**USEFUL USES**

- Prepare for a transition, employment or support meeting.
- Draft notes before speaking to a charity, adviser or caseworker.
- Summarise support options clearly.
- Prepare questions about hearing loss, tinnitus or access needs.
- Produce accessible handouts, agendas and summaries.

SECTION 06 CONTINUED

For veterans and community groups

TRY THESE PROMPTS

"I'm speaking to a support organisation. Help me prepare a short summary of what I need help with and the questions I should ask."

"Create a one-page handout for a veterans' group explaining how AI can help with transcription, planning and communication."

GOOD TO KNOW

For anything important, speak to the right person - a qualified adviser, your GP or audiology team, or an official support organisation.

SAFETY AND CONTROL

Privacy checks before using AI

Protect personal information and stay in control.

SECTION 07

Your privacy. Your control.

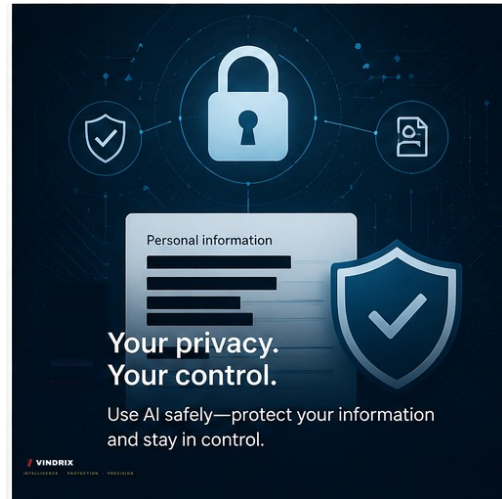
AI is helpful, but it isn't always right. It can misunderstand, leave things out, or sound confident when it's wrong.

THE GOLDEN RULE

Use AI to help you prepare. Don't let it make important decisions for you.

BEFORE YOU PASTE ANYTHING IN

1. Remove names, addresses, phone numbers, NHS numbers, service numbers, reference numbers and bank details.
2. If it affects health, money, safety or rights, use AI only to prepare questions or organise notes.
3. Tell people clearly and get consent before recording or transcribing.
4. Double-check dates, names, times, medication details and anything that needs to be accurate.
5. Check privacy settings before uploading documents, recordings or transcripts.



A QUICK TEST

If you wouldn't put it in a public group chat, pause before putting it into an AI tool.

PRACTICAL PRIVACY

What's usually fine, and what needs care

Use low-risk examples while you learn how the tool responds. Be especially careful with documents about someone else.

USUALLY OK	BE CAREFUL	DON'T UPLOAD UNLESS YOU'RE SURE
A rough task list	Appointment letters	NHS or service numbers
A draft email with names removed	Medical symptoms	Bank details
General questions	Money matters	Passwords or recovery codes
Anonymised notes	Workplace issues	Full medical records
A made-up example	Personal history	Legal or confidential documents
A checklist with no personal details	Meeting transcripts	Confidential information about someone else

TRY THIS PROMPT

"I want to summarise this, but I don't want to share unnecessary personal information. Tell me what I should remove or replace before I paste it in."

KEEP IT PRACTICAL

Use AI where it reduces effort. Leave it alone where it adds stress, risk or confusion.

PROMPT BANK

More starter prompts

The best prompts are clear, specific and say what format you want.

FOCUS Break this project into small steps with a clear order, so I don't get stuck deciding where to start.	ENERGY I have limited energy today. Help me pick the three things that genuinely have to happen and let the rest wait.
MEMORY Turn this letter into a short checklist of what I need to do and by when, so I don't miss anything.	ANXIETY I'm anxious about this phone call. Help me write a short script so I know what to say and what to ask.

REMEMBER

Use the tool that reduces effort. Leave it alone where it adds stress, risk or confusion.



COPY AND ADAPT

Starter prompts

SITUATION	TRY THIS PROMPT	SITUATION	TRY THIS PROMPT
Transcription	Summarise this transcript into key points, decisions and actions.	Forms	Explain this form in simple terms and tell me what information I may need.
Meetings	Create a simple agenda for a meeting about my support needs.	Travel	Help me plan this journey with extra time, clear steps and accessibility in mind.
Hearing access	Help me explain my hearing access needs clearly and politely.	Confidence	Help me practise how to ask for support without sounding apologetic.
Planning	Turn this list into a simple daily plan with the essentials first.	Adjustments	Help me write a clear, polite, practical request for reasonable adjustments.
Low-energy day	Create a minimum-effort version of this plan with only the essential tasks.	Follow-up	Turn these notes into a short follow-up email confirming what was agreed.
Appointments	Help me prepare questions for my audiology appointment.	Accuracy check	Review this summary and list anything I should check against an official source.
Emails	Rewrite this message so it is clear, calm and respectful.	Privacy check	Tell me what personal information I should remove before using this with AI.

SOURCES AND FURTHER LEARNING

Tools and where to learn more

Official sources and product features change. Use the links below to check current availability, privacy settings and support guidance before relying on a tool.

TOOL / TOPIC	PUBLISHER	LINK
Apple Live Captions on iPhone	Apple Support	Apple Live Captions guidance
Google Live Transcribe on Android	Google / Android Accessibility	Live Transcribe overview
Live Transcribe - how to use it	Android Accessibility Help	How to use Live Transcribe
Speech-to-text smartphone apps for hearing loss	RNID	RNID speech-to-text apps
Microsoft Teams - live captions	Microsoft Support	Teams live captions guidance
Microsoft Teams - live transcription	Microsoft Support	Teams live transcription guidance
ChatGPT Voice Mode	OpenAI Help Centre	ChatGPT Voice Mode FAQ
ChatGPT Record	OpenAI Help Centre	ChatGPT Record guidance
AI and your data (privacy)	Information Commissioner's Office	ICO guidance on AI and data
Hearing loss and tinnitus support	RNID	RNID information and support
Veteran support	GOV.UK - Find support for veterans and their families. Helpline 0808 802 1212	GOV.UK veteran support

PLEASE NOTE

The information contained in this guide is not medical or legal advice. Check health, money, rights or safety matters with the right professional or official source.



FINAL NOTE

Keep it practical.

Use AI where it reduces effort. Leave it alone where it adds stress, risk or confusion.

A safe first step is a low-risk task: a draft email with names removed, a simple checklist, or a made-up example.

INSIDE THE GUIDE

- Captions and transcription
- Prompts for planning and appointments
- Privacy checks before using AI
- Plain-English examples

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RATHER BE RIGHT THAN LOUD