

# 親身體驗再設計 社創新手製「背包」助輪椅人士出行 A “Bag” for Wheelchair Users Designed with Personal Experience

270Bag - Leo Yiu & Louise Loong

撰文 黃淇



姚振邦（Leo）及龍曉虹（Louise）位於PMQ元創方的設計工作室內，擺放著用塑膠製成的燈座、設計別緻的透明茶杯等，途人不時停下，站在玻璃展櫃前注目觀看；兩人則在工作室內，密密埋頭工作。他們近年開始著手研發社會設計項目——「270包包」，一個能方便輪椅使用者出行的「袋」，只為還他們一個有尊嚴的生活。

Leo and Louise's design studio in PMQ is full of eye-catching products: lamp bases made of plastic, transparent tea cups with chic designs, etc. As Leo and Louise work devotedly in the studio, curious passers-by stop to stare at their glass showcase. Not long ago, Leo and Louise began working on a social design project, "270Bag", a "bag" that makes it more convenient for wheelchair users to go out, giving them back a dignified life.

## 親身體驗輪椅生活 萌生設計點子

Leo及Louise數年前成立設計工作室「PONG」並創立自家品牌「Getthe Pong」，一直從事商業產品設計。兩人分工合作，Leo負責設計，Louise則從事市場推廣工作。之所以踏上社會設計的路，他們說一切都是巧合，「一開初我們不是一心打算幫人，真的不是這樣。」Louise笑著耍手擰頭。兩人透過朋友介紹得知Good Seed，原本抱著嘗新心態加入，怎知計劃當中一次的輪椅體驗日，令Louise勾起從前一次回憶。

Louise清楚記得，以前就讀城大的時候，她曾短暫體驗過輪椅使用者的生活，目睹過輪椅使用者從天橋上衝下來，只為用力把門撞開，震撼的景象在她心中埋下種子。多年以後，當她再坐在輪椅上，再次感到輪椅使用者生活中的重重困難。

其中Louise留意到，輪椅使用者出行時難以使用手袋。大部分輪椅使用者會將背囊掛在輪椅後方，要從背囊中取得物品，只能伸手向後盲摸，過程極為困難，稍一不慎物品便統統掉在地上。

有人則會選擇將背囊手抱在大腿上方，但每次出行就抱幾個小時，對傷殘人士來說固然是一種負擔。這些不便Louise一一看在眼中，「很多人都遇到這個問題，但沒有人解決。輪椅人士天天都要外出，有沒有方法，可以令他們出行時方便又舒服？」

Leo及Louise開始著手做調查，找來市面上不同為輪椅使用者設計的背囊，發現大部分只是把袋掛在輪椅後，無法解決難題。於是他們念頭一轉，思考如何可以將背囊放在輪椅背後之餘，又能便捷地拿取物件？經過多次的構思及試驗，他們最後決定製造一個鋁合金支架——支架分成上下兩部分，上方可承托約5公斤的物品，用家能隨意前後拉動支架，將袋子轉到前方，方便提取物品。它取名作「270包包」，猶如一個走動自如的袋，便利輪椅人士出行。

# 270Bag, Designed for Wheelchair Users with Personal Experience

## Design Idea Inspired by Wheelchair Experience

Leo and Louise started their design studio, “PONG” and created their inhouse brand “Get the Pong”, a few years ago; they have been engaged in commercial product design ever since. They split the work with Leo working on design and Louise working on marketing. They said it was a coincidence that they picked up social design. “At first, we weren’t thinking about helping others. It really wasn’t like that,” Louise said, shaking her head with a laugh. They learnt about Good Seed from a friend. In the beginning, they were in for some new experience, not knowing that a wheelchair experience day in the project would remind Louise of a memory.

Louise has a vivid memory about a wheelchair user from when she studied at the City University of Hong Kong. She witnessed a wheelchair user rushing down from a bridge just to slam a door open. The shocking scene was imprinted in her mind. Years later, when she sat on a wheelchair, she realised anew the difficulties that wheelchair users face in their daily lives.

One of the difficulties is using a bag when they go out. Louise noticed that most wheelchair users hang their backpack at the back of the wheelchair.

It is hard for them to get things from the backpack as they can only reach back to feel blindly. One careless motion can cause everything to scatter all over the place. Some would choose to hold their backpack on their laps, but that means they would need to hold it for hours straight every time they go out, which is a burden in itself. Louise is aware of all these inconveniences. “It is a problem for many, yet no one has tried to fix it. Is there a way for wheelchair users to travel with comfort and convenience?”

Leo and Louise began their research, gathering different backpacks designed for wheelchair users in the market. They found that most of the existing bags are simply designed to be hung at the back of the wheelchair, which does not solve the problem. They came up with a thought: how can you hang a backpack at the back of a wheelchair and still be able to get things out of it easily? After a number of trials, they decided on making an aluminium alloy frame divided into an upper part and a lower part. The frame can carry a maximum weight of around 5 kg and can be pulled forwards and backwards, enabling the user to bring the bag to the front for easy access. Named “270Bag”, this movable bag allows wheelchair users to travel more conveniently.



「好的設計不用太標奇立異」

「輪椅使用者很多時候需要別人去幫助他，但是不是一定要別人幫忙？可不可以令他們重拾自由？一句『可不可以幫我在背囊取東西？』看似好簡單，但要一個成年人說出口求助，他真的會不开心。我們的出發點是，希望輪椅使用者可以有尊嚴地出行。」Leo說，開初設計時，由於考慮到香港人口擠逼的環境，故支架不能大幅度移動，避免碰撞他人。他們由人的需要出發，也顧及使用者以外的人的感受。

「從心出發」一直是二人的設計理念。Leo曾設計一個茶杯，茶葉的濾網以鐵製成，杯外加設一個磁貼，兩者輕易貼在一起，使用者變相不用直接觸碰濾網。一個簡單的巧思，輕易解決了換茶葉時容易滴水及燙手的問題，「從設計的角度，

我們覺得less is more，一個好的設計，不用太標奇立異，應是容易使用，能融入生活當中。」Leo如是說。

## 望透過設計喚起大眾關注

Leo及Louise加入社會創新行列後，身邊有同行朋友對計畫感到好奇，紛紛向他們詢問更多詳情，而兩人亦樂見其成，「透過我們，其他人會知道有這班小眾的存在。」Leo期望，藉著一個人性化的設計，能改善人的生活，而這個期許，並非單靠他們兩人就能完成，設計的最終目的，還是希望能喚起社會的關注，「假設我們這件設計可以幫到最多三千人，我不敢說用一件設計就能改善整個社會。反而是希望更多設計師及大眾能透過這件事，去留意及關心社會上的弱勢。關心好簡單，可能是在搭地鐵時讓個空位予輪椅使用者，或者幫忙開個門，就是如此簡單。」

"From the design perspective, we think less is more. A good design does not have to be quirky. It should be easy to use and to incorporate into everyday life,"

## A Good Design Does Not Need to be Quirky

“Wheelchair users often need help from other people. But is it necessary for them to depend on others’ help? Can they have their freedom back? It may sound simple to ask, ‘Would you mind getting something from my backpack for me?’ But in fact, having to say this can make an adult sad. We hope we can give wheelchair users their dignity back when they go out.” Leo said that considering the crowded environment in Hong Kong, they ruled out substantial movements of the frame to avoid accidentally hitting people. With people’s needs in mind, they also take the feelings of people around the users seriously.

Leo and Louise have always insisted on designing with their whole heart. Leo once designed a teacup with an iron tea strainer held in place by a magnet so that the user does not need to hold the strainer. This simple idea prevents dripping and helps the user avoid being scalded by hot water when replacing tea leaves. "From the design perspective, we think less is more. A good design does not have to be quirky. It should be easy to use and to incorporate into everyday life," said Leo.

## Hoping to Raise Awareness through Design

After Leo and Louise started participating in social innovation, their friends and peers in the industry became curious about the project and asked them for details. They are glad about that: "People learn through us about the existence of this minority." Leo hopes that a user-friendly design would make the user's life easier, but this is not a mission that can be achieved by them alone. The ultimate goal of their design is to raise awareness in society. "Let's say our design can help three thousand people at most. I won't claim that with just one product, we can improve the whole society. All I hope is that more designers and people would come to care about the disadvantaged in society because of it. Showing your care is not that hard. You can do that by freeing up space for a wheelchair user on the MTR or opening a door for them. It's that simple."

