



GLOBAL INITIATIVE FOR INCLUSIVE ICTs

Promoting the Rights of Persons with Disabilities in the Digital Age

Results: Global Survey on Technology & Access to Justice For Persons with Disabilities

Washington, DC
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www.g3ict.org

Survey Purpose & Methodology

- Article 13 of the United Nations (UN) Convention on the Rights of Persons with Disabilities (CRPD) requires that States Parties ensure effective access to justice for persons with disabilities on an equal basis with others.
- Courts and justice systems worldwide are undergoing digital transformations. It is not clear that their technology roadmaps include a commitment to ensuring access to justice for persons with disabilities.
- In order to promote greater progress on CRPD Article 13, G3ict has launched a global Access to Justice and Technology initiative.
- As part of its global initiative, in April & May of 2018 G3ict partnered with the International Disability Alliance (IDA) to survey IDA members, disabled persons organizations (DPOs), about technology and access to justice.
- The survey was provided in all 6 UN languages, including Arabic, Chinese, English, French, Russian, and Spanish.
- A total of 67 IDA respondents took the survey. Respondents represented 34 countries, including 11 from developed countries and 23 from developing countries (according to the [UN M49 standard](#)).

Key Findings (1)

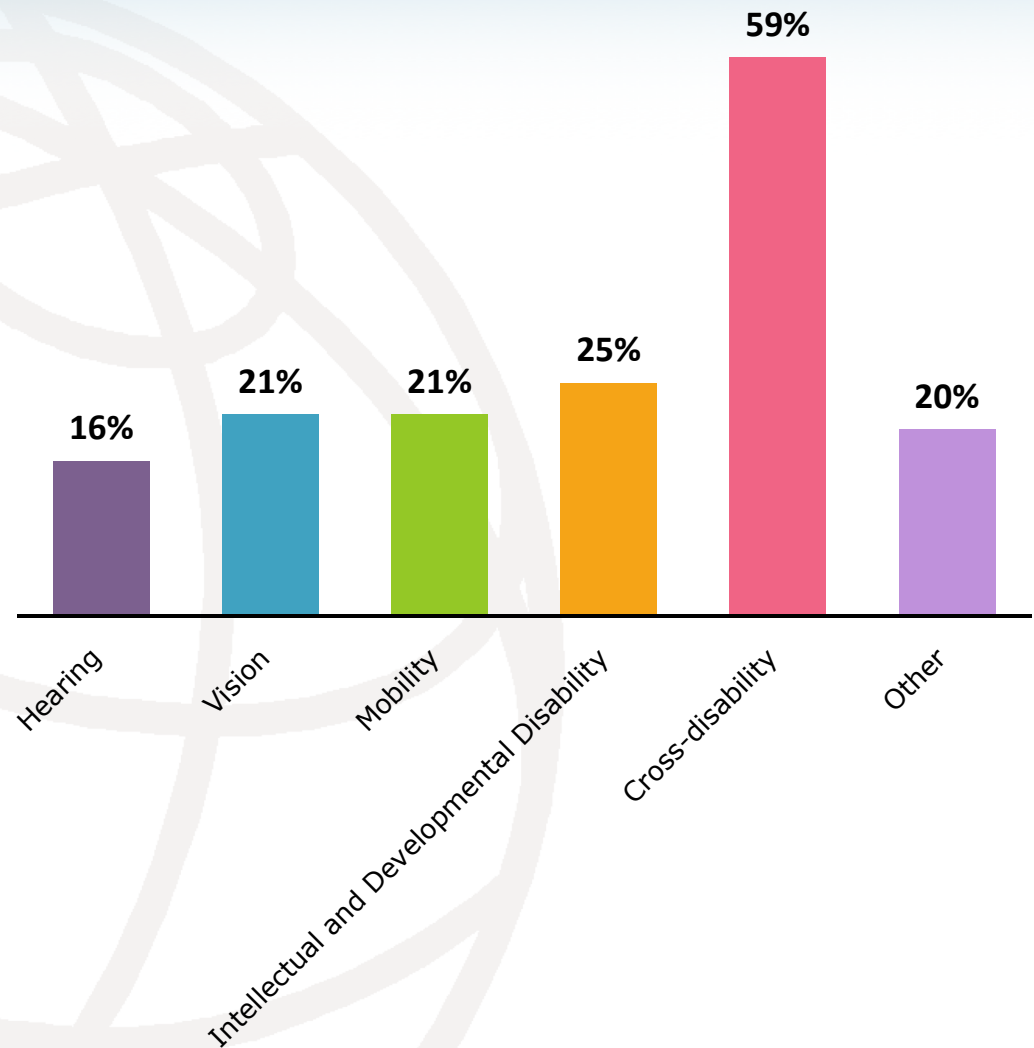
- **A large majority of respondents said persons with disabilities *do not* have access to the justice system that is equal to that of others in the geography where their DPO does work .** In fact, 84% of respondents said access to the justice system is not equal for persons with disabilities.
- **Access to the justice system for persons with disabilities is perceived as largely non-existent.** More than three-quarters of respondents said persons with disabilities have no access or very little access to the justice system in the geography where their DPO does work.
- **Most respondents believe persons with disabilities face insurmountable barriers to the justice system in the geography where their DPO does work.** In fact, 85% of respondents said persons with disabilities face moderate to extreme barriers to the justice system.
- **Nearly all respondents feel barriers to the justice system are having a significant impact on persons with disabilities in the geography where their DPO does work.** Roughly 90% of respondents said barriers to the justice system are having a moderate or major impact on the lives of persons with disabilities.

Key Findings (2)

- **Most respondents believe technology could be used to improve access to justice for persons with disabilities in the geography where their DPO does work.** In fact, 88% said it could be used to improve access to justice for persons with disabilities.
- **Justice systems today are not leveraging technology to help.** A large majority, 65%, report that technology currently is not being used by justice systems to assist persons with disabilities.
- **Nearly all respondents are willing to use technology to increase access to justice for persons with disabilities in the geography where their DPO does work.** Fully 97% said they would be willing to interact with the justice system and use technology to improve access to justice for persons with disabilities.

Most DPO respondents were cross-disability organizations

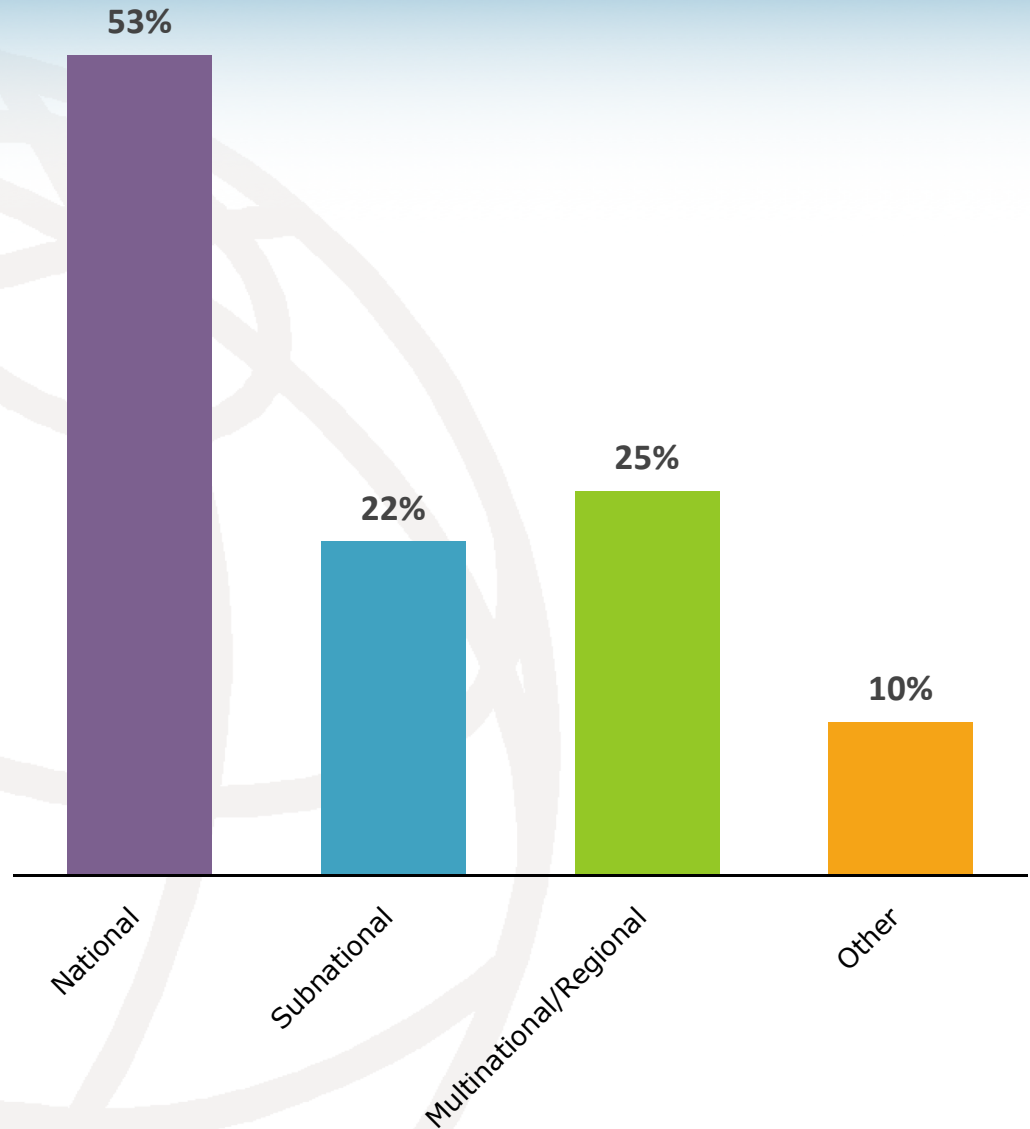
- 59% of DPOs focus on multiple disabilities



*What is your DPO's area of focus?
Please select all that apply.*

Most DPO respondents focus on national level work

- 53% of DPOs focus on the national level

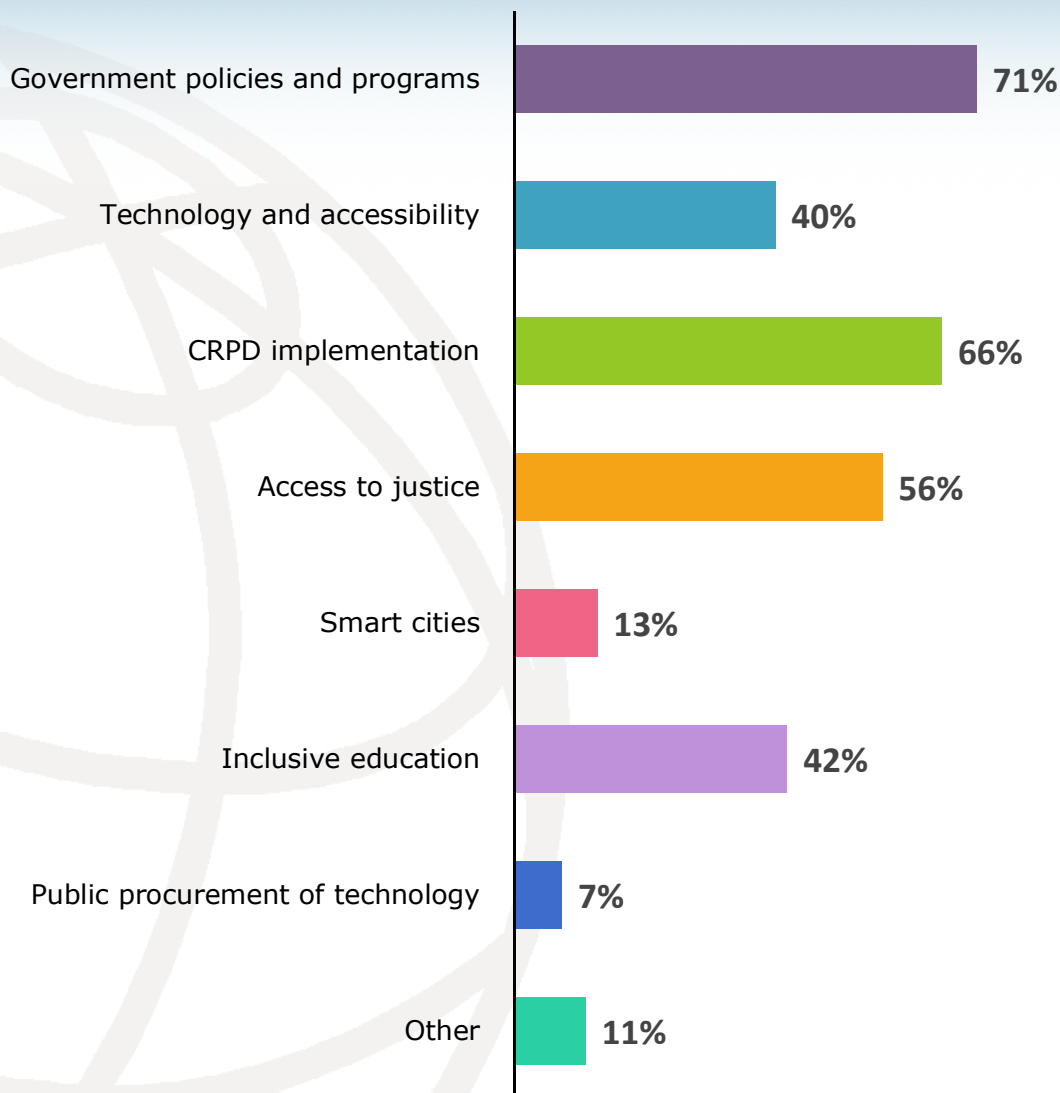


What is your DPO's geographic area of focus? Please select all that apply.

DPOs have a strong focus on policy and the CRPD. More than half work on access to justice.

- 71% of DPOs focus on government policies and 66% focus on implementing the CRPD.
- 56% of DPOs have a focus on access to justice

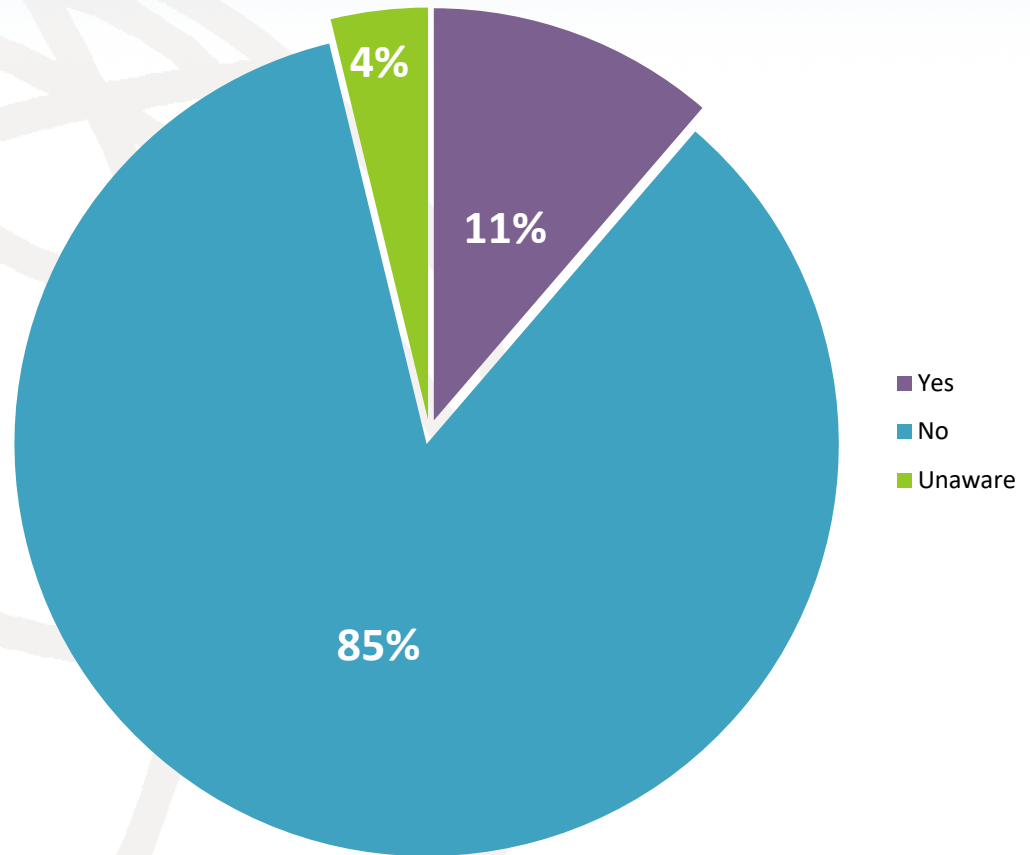
What is your DPO's substantive area of focus? Please select all that apply.



Persons with disabilities do not have equal access to justice.

- 85% of DPOs report unequal access to justice for persons with disabilities
- DPOs in developing countries were more likely to say no – 89%
- DPOs in developed countries were 2X more likely to say there is equal access to justice – but still just 19%

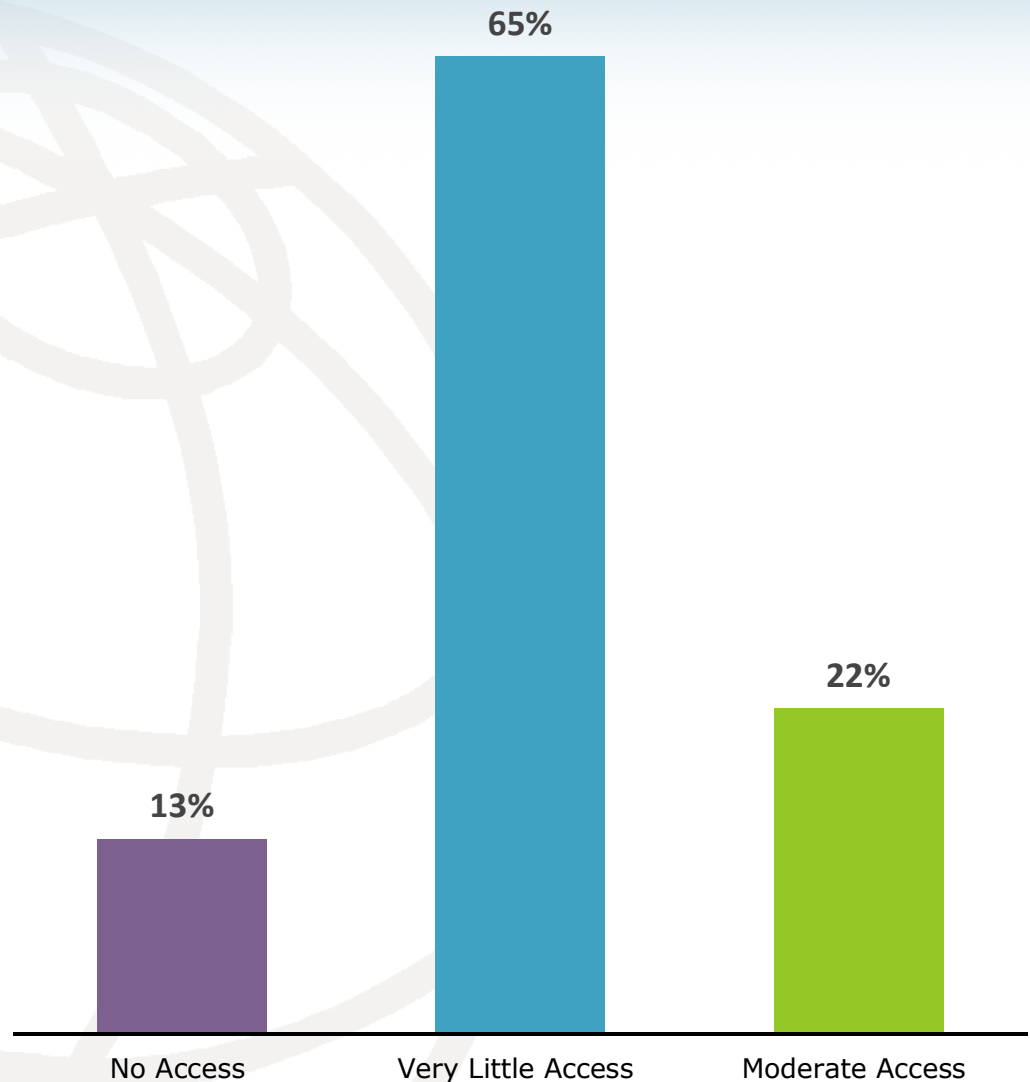
Do you feel that persons with disabilities in the geography where your DPO does work have access to the justice system that is equal to that of others?



Persons with disabilities have little to no access to justice

- 78% of DPOs responded **Very Little** or **No Access**.
- No DPOs responded **A Lot** or **Full Access**
- Access is worse in developing countries – where nearly 20% of DPOs responded **No Access**, while none from developed countries did.

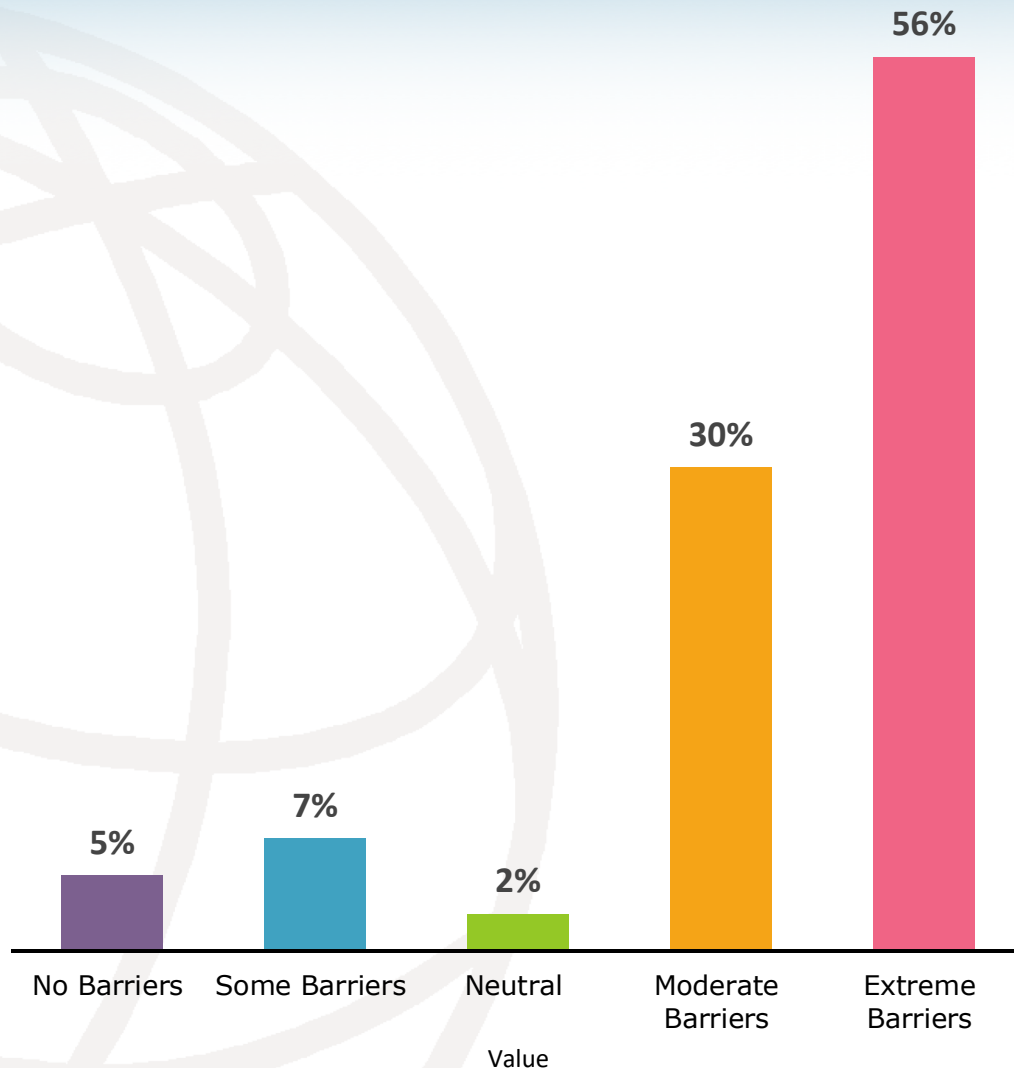
On a scale of 1 to 5, with 1 being no access and 5 being full access, what is the level of access to the justice system that persons with disabilities have in the geography where your DPO does work?



Barriers to justice are significant

- DPOs in developing countries were more likely to see extreme barriers – 61% (v. 40% in developed)
- And less likely to report no barriers – 3% (v. 10% in developed)

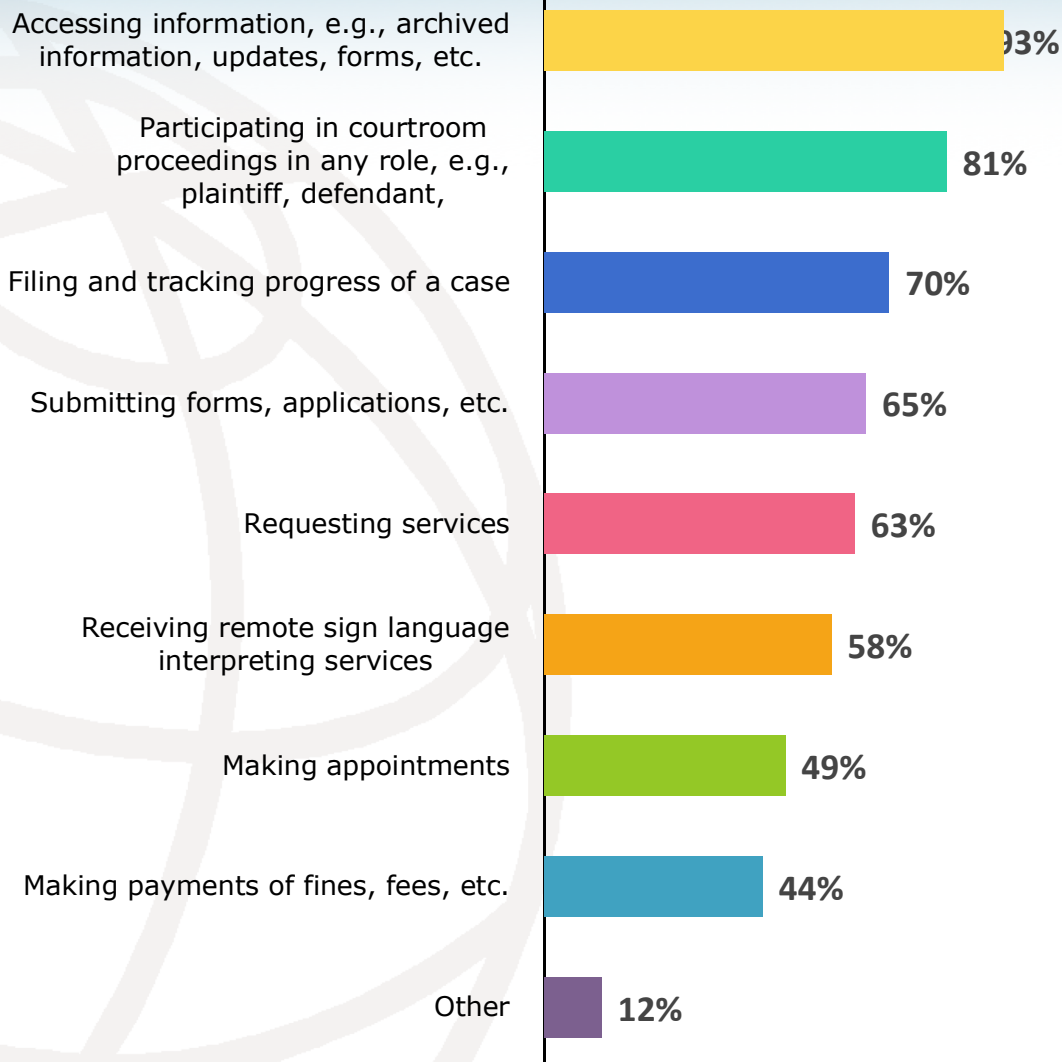
On a scale of 1 to 5, with 1 being no barriers and 5 being extreme barriers, what is the extent to which persons with disabilities experience barriers to the justice system in the geography where your DPO does work?



Access to information and participation are priority activities needing improvement

- Responses from the developed and developing countries were similar
- Responses were also similar regardless of whether the barriers in a country were described as extreme or moderate

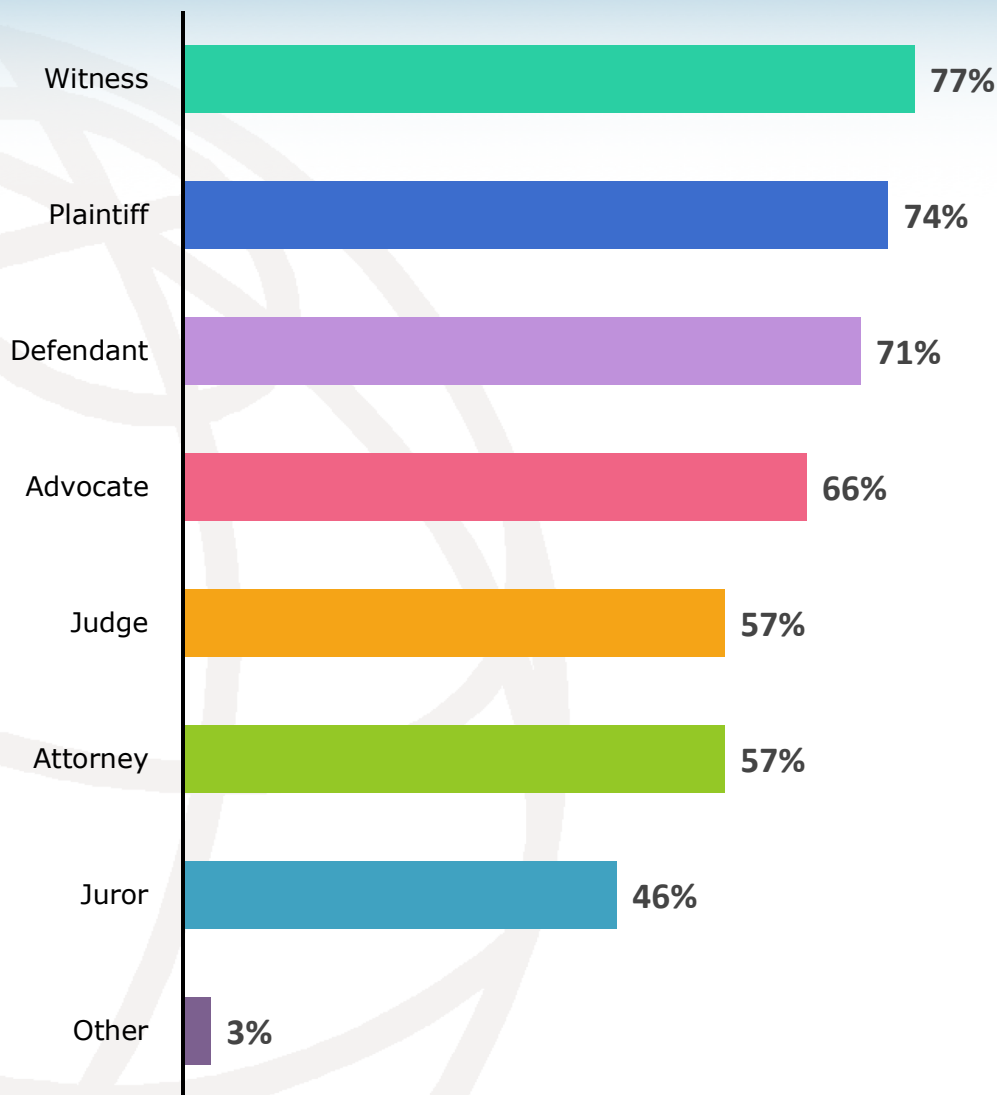
In the geography where your DPO does work, which of the following judicial activities do persons with disabilities not have full access to? Please select all that apply.



Persons with disabilities face barriers to participation in both direct and indirect roles

- Responses were similar in both developed and developing countries
- In countries with lower levels of barriers, access to the roles of judge and attorney are relatively harder to achieve

*In which roles do persons with disabilities not have full access to participate in courtroom proceedings?
Please select all that apply.*



Top barriers are staff training & information accessibility

- The relative ranking of types of barriers were similar in developed and developing countries & regardless of level of access reported in a country
- In countries with extreme barriers, basic ICT access, digital skills, and free legal advice are cited more often

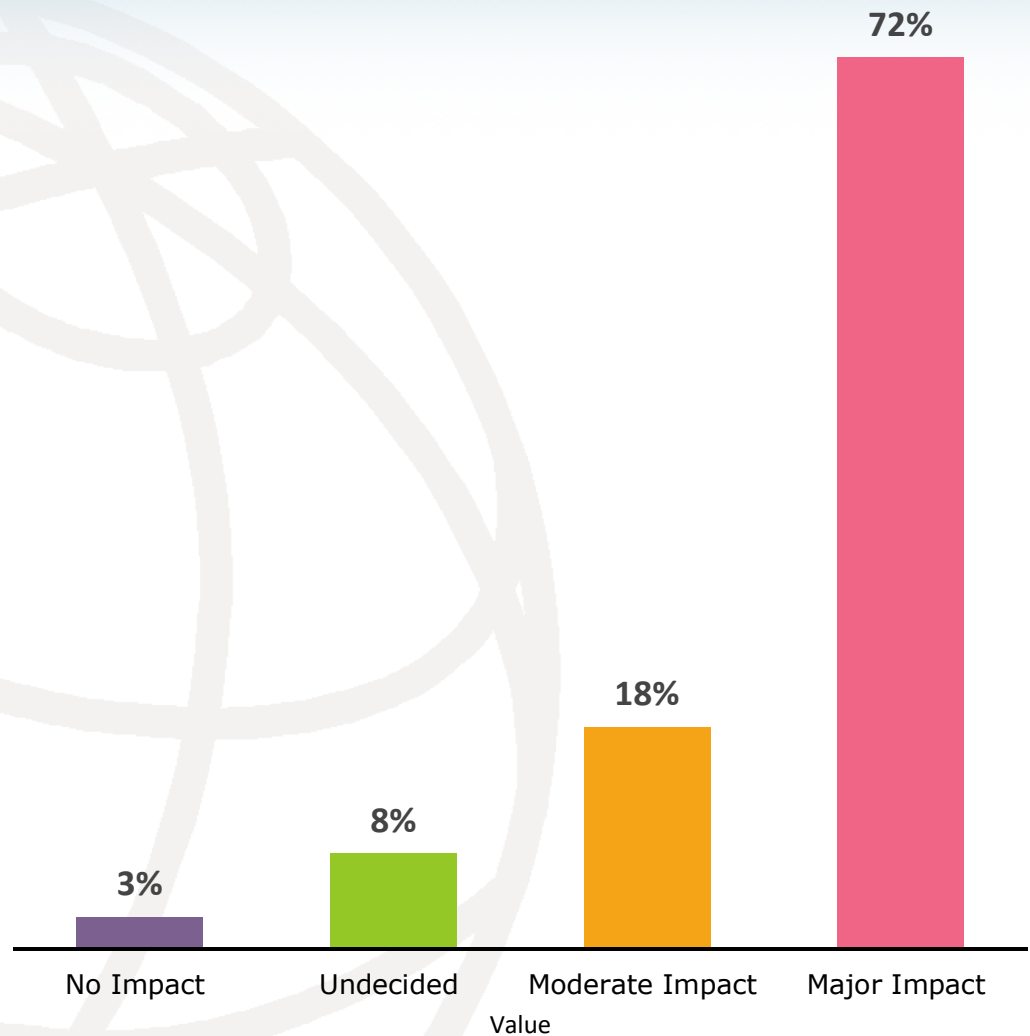
Which of the following are barriers to the justice system that persons with disabilities experience in the geography where your DPO does work? Please select all that apply.



Barriers have a major impact on the lives of persons with disabilities

- 72% of all DPOs report major impact
- DPOs in developing countries were even more likely to report major impact – 77% (v. 56% in developed)
- DPOs in countries with greater barriers & less access reported greater impact

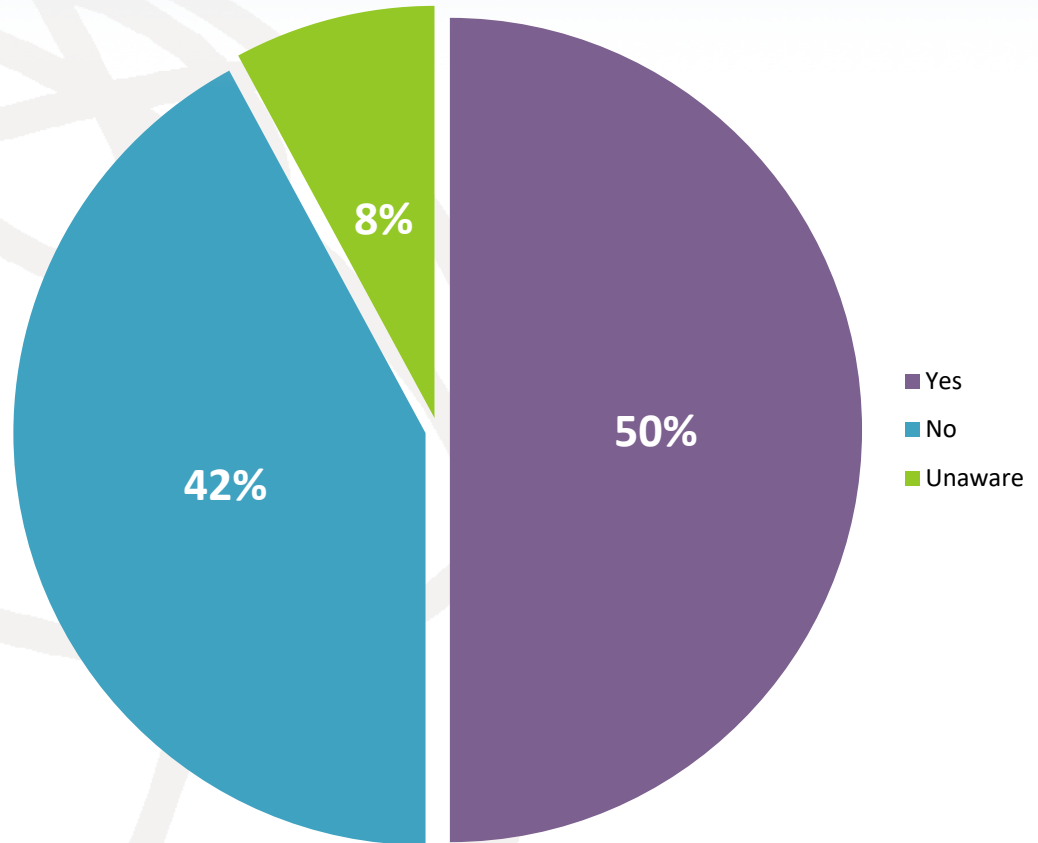
On scale of 1 to 5, with 1 being no impact and 5 being a major impact, how much of an impact have barriers to the justice system had on the lives of persons with disabilities in the geography where your DPO does work?



Half of all DPOs are consulted on improving access to justice

- DPOs in developing countries were even more likely to be consulted – 77% (v. 56% in developed)
- DPOs in countries with greater barriers & less access were less likely to be consulted

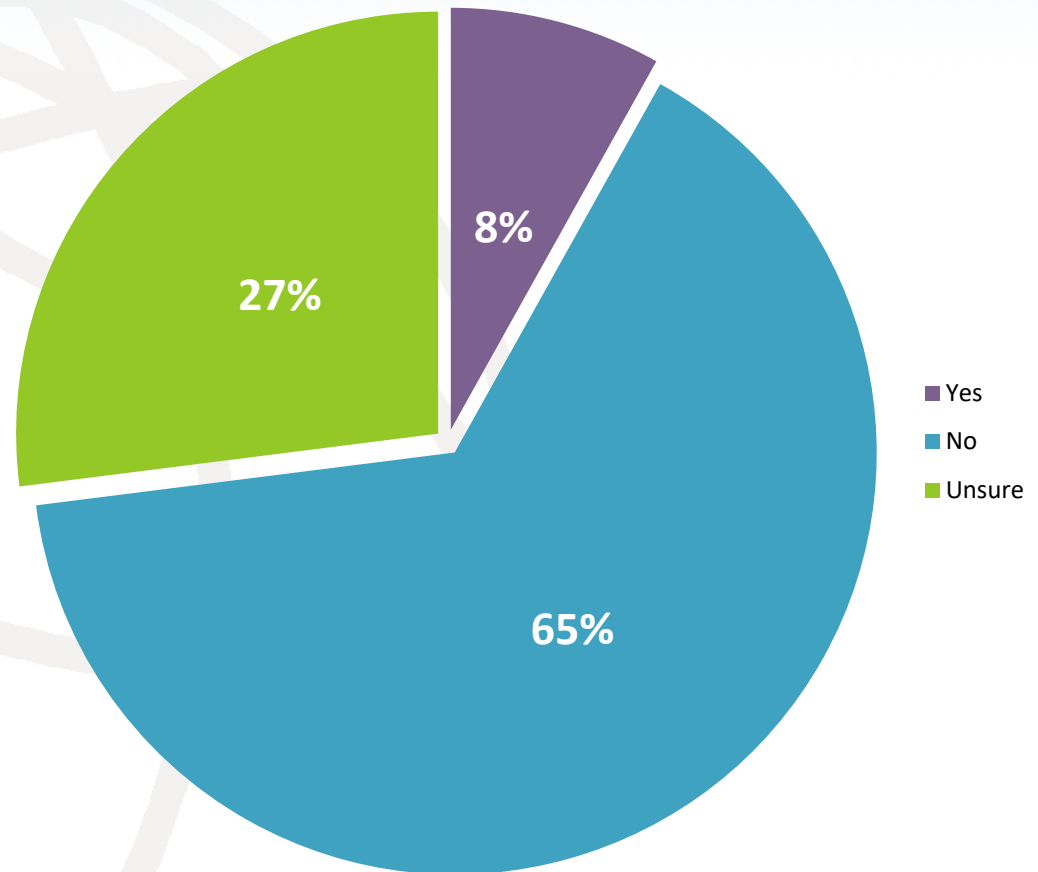
Does the geography where your DPO does work regularly [closely consult and] involve DPOs and persons with disabilities in improving access to justice?



In most countries technology is not being used to assist persons with disabilities

- 65% of DPOs say technology is not currently used
- DPOs in developing countries were more than twice as likely to say technology is not currently used – 75% (v. 33% in developed)
- In countries with extreme barriers to justice, technology is less likely to be used

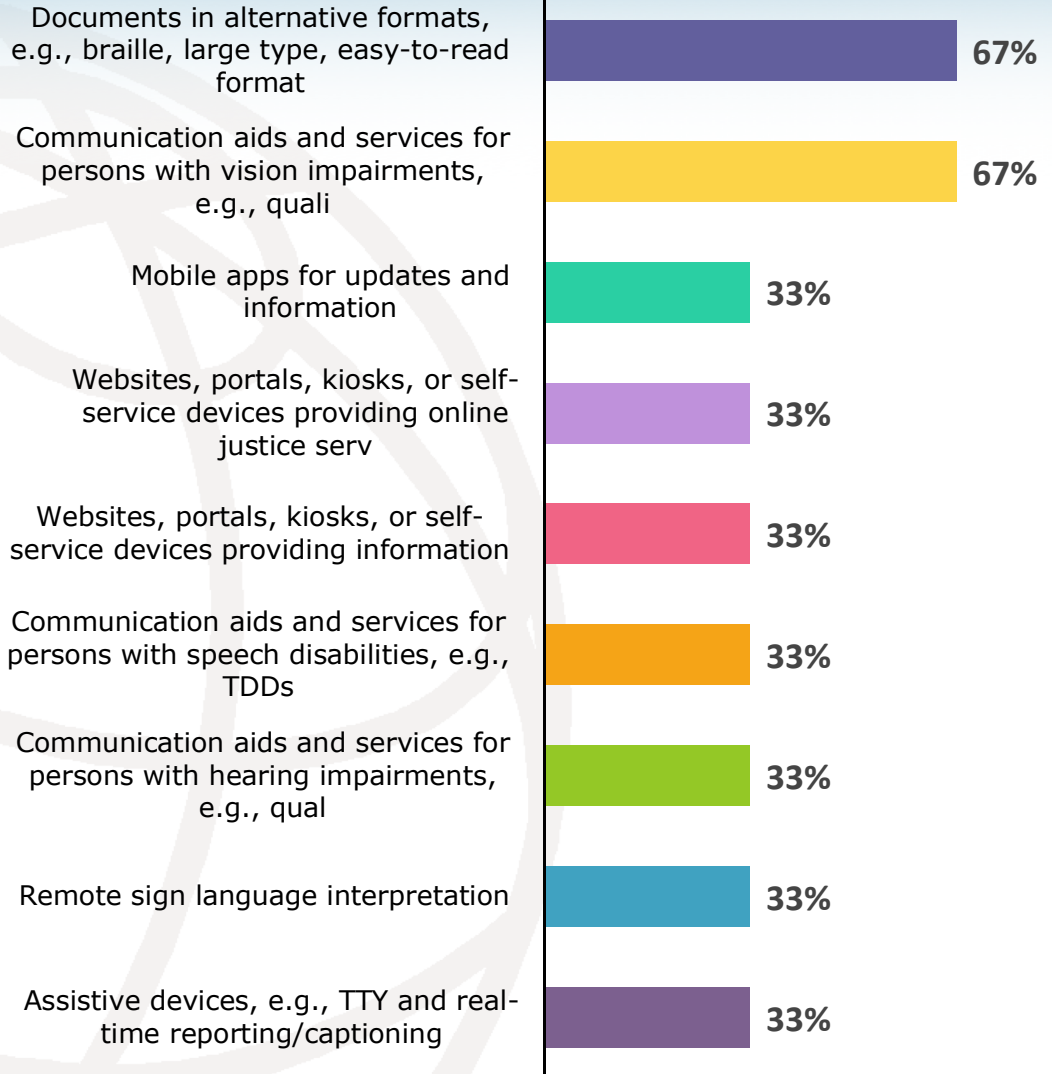
Is technology currently being used by justice systems to assist persons with disabilities in the geography where your DPO does work?



A limited number of technologies are being used broadly in justice systems today

- Only documents in alternative formats and communication aids for persons with vision impairments were reported as being used in justice systems today by more than 1/3 of DPOs

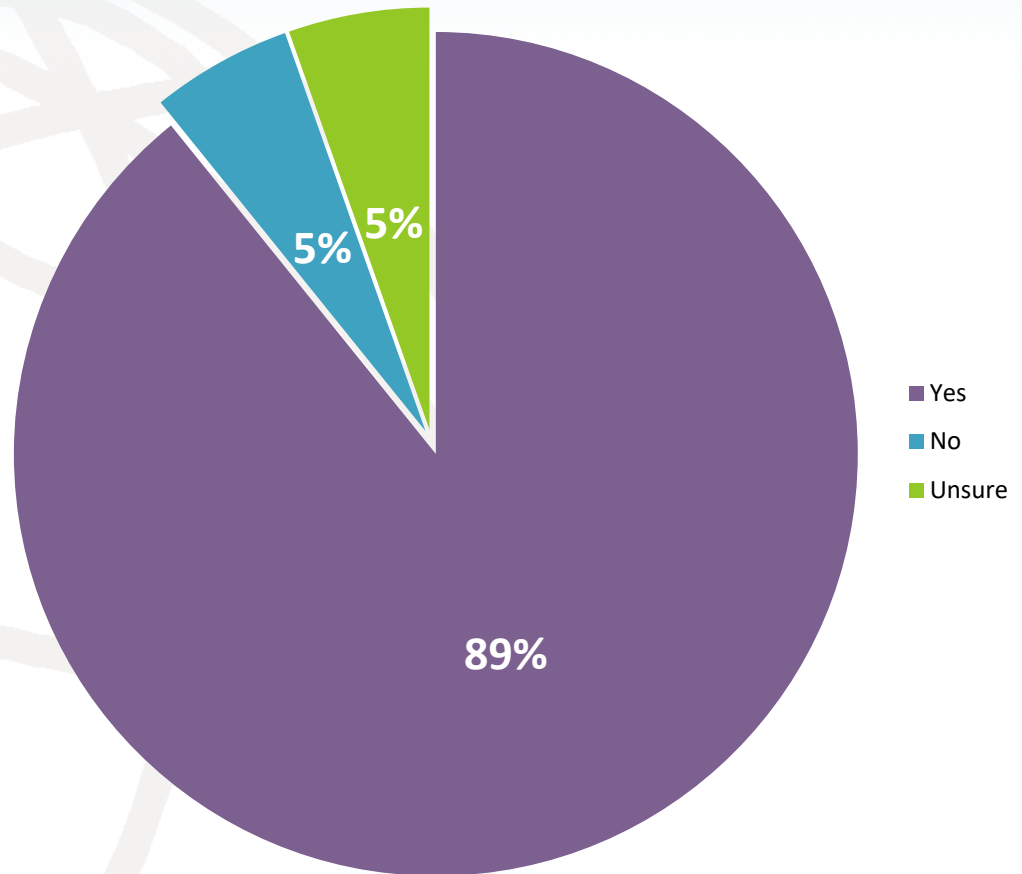
Please select all technologies that are being used by justice systems to assist persons with disabilities in the geography where your DPO does work.



Technology can help improve access to justice

- 89% of DPOs believe tech can help improve access to justice
- DPOs in developing countries were even more likely to see tech as a tool – 93% (v. 78% in developed)
- DPOs in countries with less access to justice were more positive about the potential role of technology

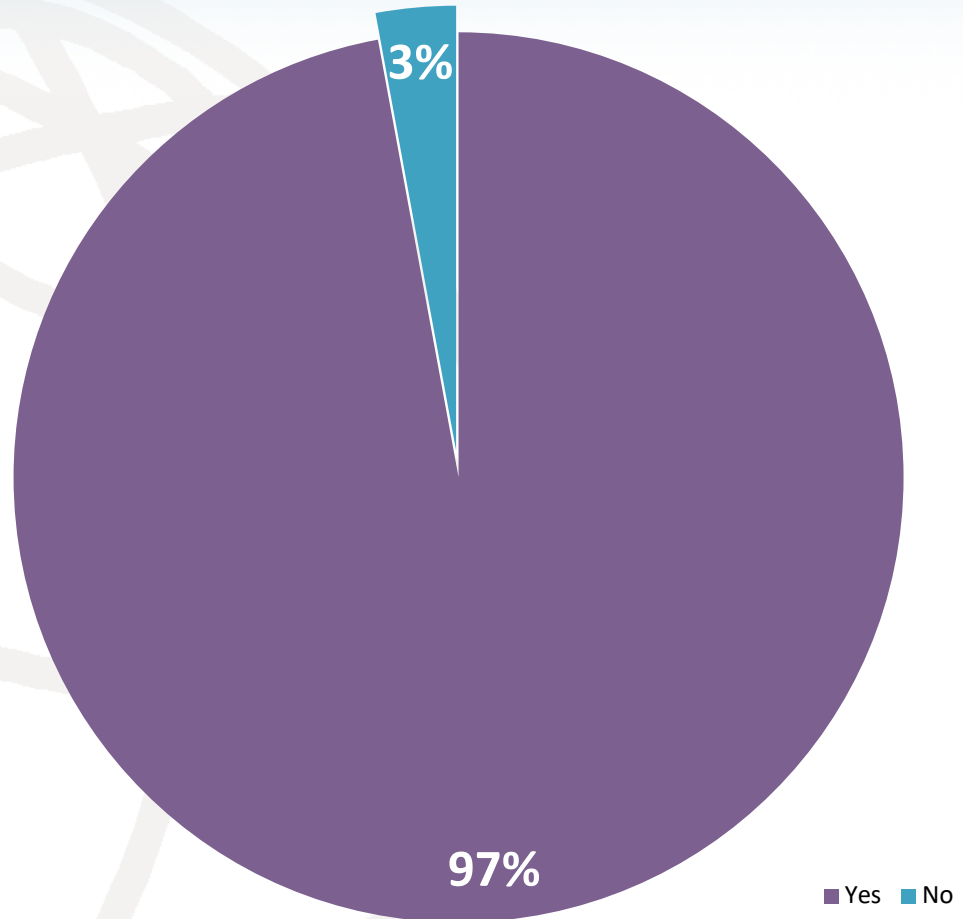
In general, do you believe technology could be used to improve access to justice for persons with disabilities in the geography where your DPO does work?



There is an overwhelming openness to using technology

- 97% of DPOs would be willing to use tech in justice systems
- DPOs in developing countries were even more willing – 100% (v. 89% in developed)

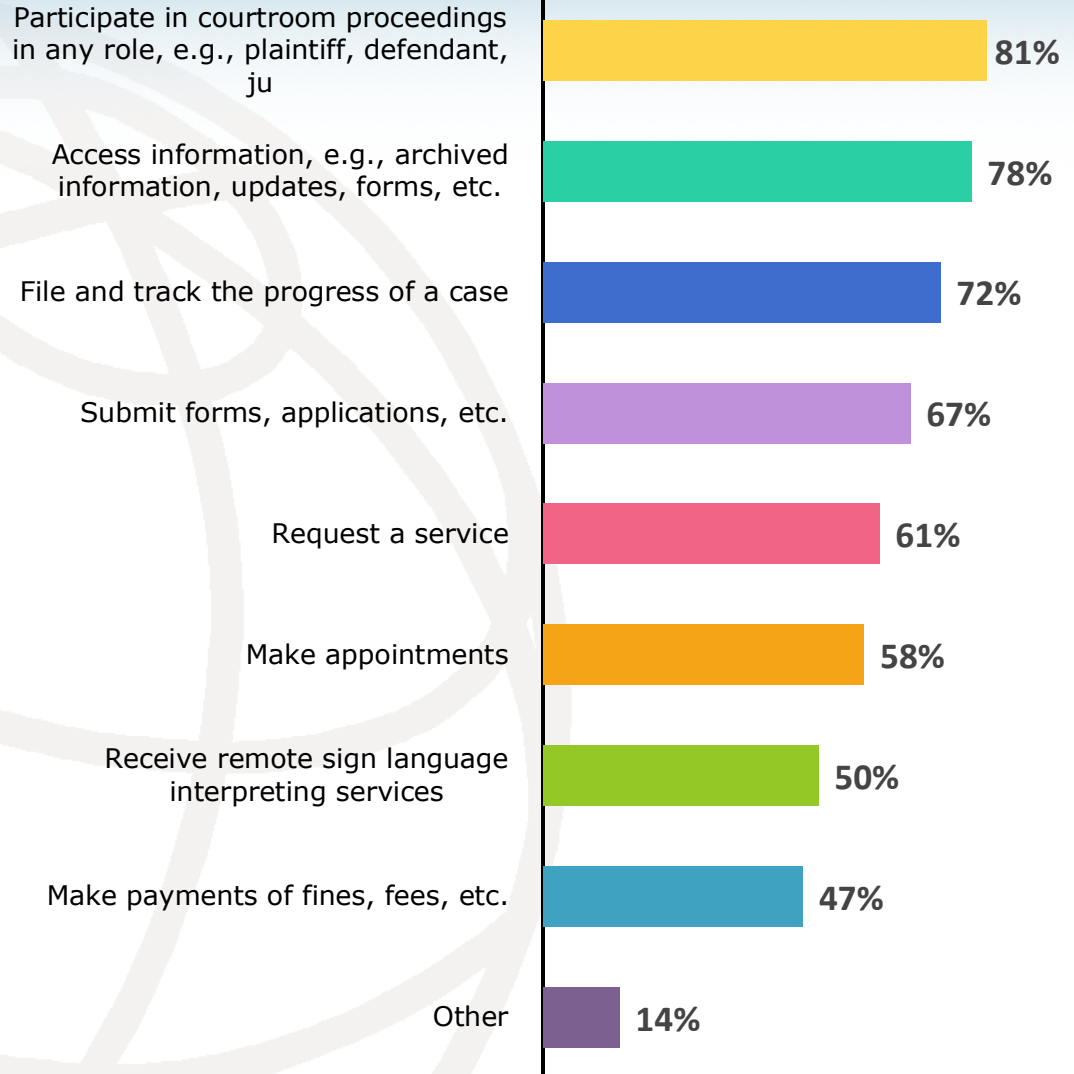
Would you be willing to interact with the justice system and use technology in the geography where your DPO does work to improve access to justice for persons with disabilities?



DPOs see many ways to use technology in justice systems

- Participating in courtroom proceedings, accessing information, and tracking the progress of cases are the top interactions identified by DPOs

In which of the following ways would you be willing to interact with the justice system and use technology to increase access to justice for persons with disabilities in the geography where your DPO does work? Please select all that apply.



DPOs see potential for different actors to improve access to justice

- Government and international organizations have the most potential to improve access to justice
- DPOs in countries with extreme barriers to justice see a relatively greater potential for tech companies

On a scale of 1 to 5, with 1 being no potential and 5 being full potential, what is the extent to which you believe _____ has the potential to improve access to justice for persons with disabilities in the geography where your DPO does work?

International & Multinational Organizations



Civil Society



Technology Companies



Government



0% 20% 40% 60% 80% 100%

■ No Potential ■ Very Little Potential ■ Moderate Potential ■ A lot of Potential ■ Full Potential