TOOLKIT: KEY INDICATORS OF ACCESSIBILITY

Reporting on the UN CRPD

For
The Delta Centre
Norwegian Directorate for Children, Youth and Family Affairs

Prepared by
The Global Alliance on Accessible Technologies and Environments (GAATES)

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1 Introduction

"This report was initiated and funded by The Delta Centre at the Norwegian Directorate for Children, Youth and Family Affairs". The objective of the report was to develop a toolkit that identifies key indicators on Universal Design and Accessibility in a national and international context. The toolkit serves to inform States Parties and is a model for signatories to the UNCRPD. Additionally, it fosters a higher level of understanding of accessibility and universal design around the world.

The toolkit identifies a set of indicators that may be relevant when the signatories compile their reports to the UN on development in the area of universal design, in accordance with their obligations to UNCRPD, especially Article 9 on Accessibility. It provides an overview of accessibility/universal design indicators and measures that have been reported on by signatories to the CRPD.

Nineteen countries were selected included those that have necessarily been the first to prepare submissions to the UN CRPD Committee and include the following:

- Australia
- Belgium
- Canada
- China
- Denmark
- Ecuador
- European Union
- Haiti
- Iran
- Kenya
- Korea
- Mauritius
- Nepal
- New Zealand
- Qatar
- Spain
- Sudan
- Sweden
- United Kingdom of Great Britain

Key indicators for universal design and accessibility aid in facilitating the evaluation and monitoring of programs, activities, or outcomes guided by these mechanisms. Over 110 key indicators were extracted from the country reports and were classified under 16 headings:

- Definitions;
- Universal Design;
- Awareness and Training;
- Legislation, Standards, Guidelines;
- Accessibility of the Built Environment;
- Assistive Devices, Home and Vehicle Modifications;
- Employment;
- Governmental Offices;
- Transportation;
- Situations of Risk and Humanitarian Emergencies;
- Access to Information;
- Access to Justice;
- Healthcare;
- Education;
- CRPD Implementation;
- Housing

The full research data is presented in Appendix 1.

In summary, this report outlines obligations of the Convention that relate to accessibility and universal design (Chapter 2), summarizes reporting obligations (Chapter 3), reviews the concepts of accessibility and universal design (Chapter 4), explains and explores the concept of key indicators of accessibility (Chapter 5), provides a comparative analysis of Scandinavian approaches (Chapter 6) and Chapter 7 provides a database of key indicators submitted by States Parties.

2 Convention on the Rights of Persons with Disabilities (CRPD)

Although not defined, "accessibility" is a fundamental provision of the Convention and embedded in the structure of the Convention in many ways.

Accessibility is treated as a general principle. It supports the purpose of the Convention to ensure the full and equal enjoyment of all human rights and fundamental freedoms by all persons with disabilities. Without accessibility, a person with a disability cannot enjoy equal access.

Accessibility is integral to the many rights of the Convention that enable equal and full participation in all aspects of life; including the physical, social, economic and cultural sectors of society.

Accessibility is integral to the many rights of the Convention that enable equal and full participation in all aspects of life; including the physical, social, economic and cultural sectors of society. In fact, Articles 1 through 9 are considered the critical articles that form the foundation of the human rights expressed in the treaty. Some highlights follow.

Article 4 provides that States Parties are to undertake or promote research and development of universally designed goods, services, equipment and facilities that require minimum possible adaptation and the least cost to meet the needs of persons with disabilities.

Article 9: Accessibility

Article 9 is the overarching article on accessibility because it enables persons with disabilities to live independently and participate fully in all aspects of life. Accessibility is essential for the enjoyment of the rights defined in many other articles of the Convention. It is fundamental to the practical implementation of articles concerning employment, education, emergency services, access to justice, liberty of movement and personal mobility, participation in political and public life, and in cultural life, recreation, leisure and sport.
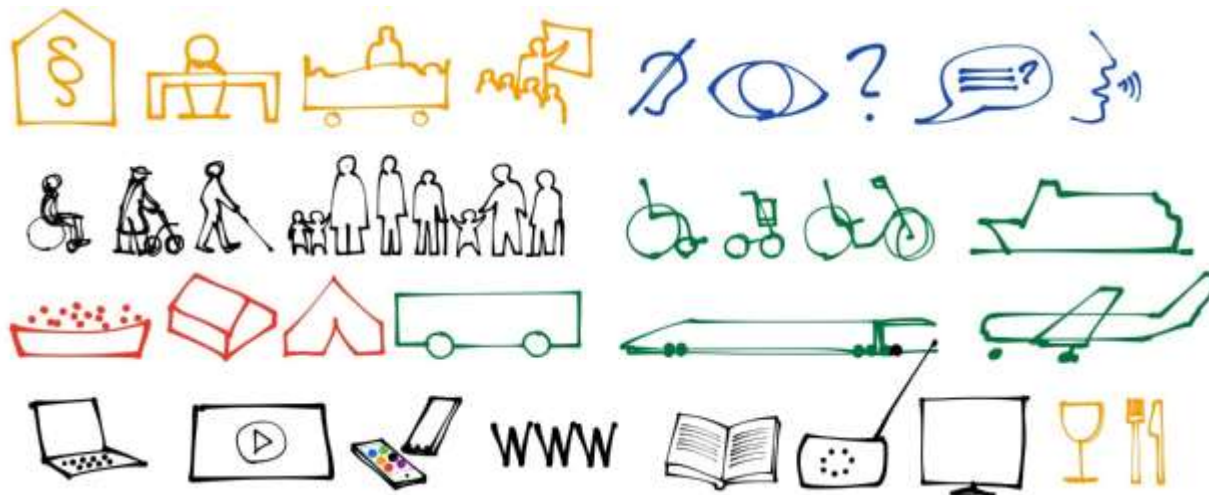
Article 11: Situations of risk and humanitarian emergencies requires that States Parties take all necessary measures to ensure the protection and safety of persons with disabilities in situations of risk, including situations of armed conflict, humanitarian emergencies and natural disasters.

This means that accessible housing, emergency shelters and accessible transportation must be available to persons with disabilities when situations of risk and humanitarian emergencies occur.

Article 20: Personal mobility

As provided in Article 20(a), States Parties shall take effective measures to ensure personal mobility with the greatest possible independence for persons with disabilities, including by facilitating the personal mobility in the manner and time of their choice at affordable cost. This implies the right to accessible transportation.

3   Reporting Obligations

Periodic reporting is mandated by the Convention where States submit reports to the Committee on the Rights of Persons with Disabilities on measures taken to implement the Convention. Obligations are outlined in Article 35 of the Convention.

Article 35: Reports by States Parties

1. Each State Party shall submit to the Committee, through the Secretary-General of the United Nations, a comprehensive report on measures taken to give effect to its obligations under the present Convention and on the progress made in that regard, within two years after the entry into force of the present Convention for the State Party concerned.
2. Thereafter, States Parties shall submit subsequent reports at least every four years and further whenever the Committee so requests.
3. The Committee shall decide any guidelines applicable to the content of the reports.
4. A State Party which has submitted a comprehensive initial report to the Committee need not, in its subsequent reports, repeat information previously provided. When preparing reports to the Committee, States Parties are invited to consider doing so in an open and transparent process and to give due consideration to the provision set out in article 4.3 of the present Convention.
5. Reports may indicate factors and difficulties affecting the degree of fulfilment of obligations under the present Convention.

To assist States Parties, the OHCHR has developed a resource, available in English and Russian: "Monitoring the Convention on the Rights of Persons with Disabilities: Guidance for Human Rights Monitors" and provides guidance on how to facilitate robust, evidenced reports by the States Parties.[1]

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[1] OHCHR "Monitoring the Convention on the Rights of Persons with Disabilities: Guidance for Human Rights Monitors" HR/P/PT/17 at www.ohchr.org/Documents/Publications/Disabilities_training_17EN.pdf

4 Universal Design and Accessibility

The promotion of Universal Design (UD) is a general obligation of States Parties in the UN Convention on the Rights of Persons with Disabilities and is defined by Article 2:

"Universal design" means the design of products, environments, programmes and services to be usable by all people, to the greatest extent possible, without the need for adaptation or specialized design. "Universal design" shall not exclude assistive devices for particular groups of persons with disabilities where this is needed.

Universal Design is a rapidly evolving design philosophy that has its roots in the barrier free design movement of the 1980's and 1990's. Whereas the focus of barrier free design was exclusively on providing appropriate facilities for persons with disabilities, UD takes a much broader approach based upon accommodating the diversity of human characteristics within the population as a whole.[2]

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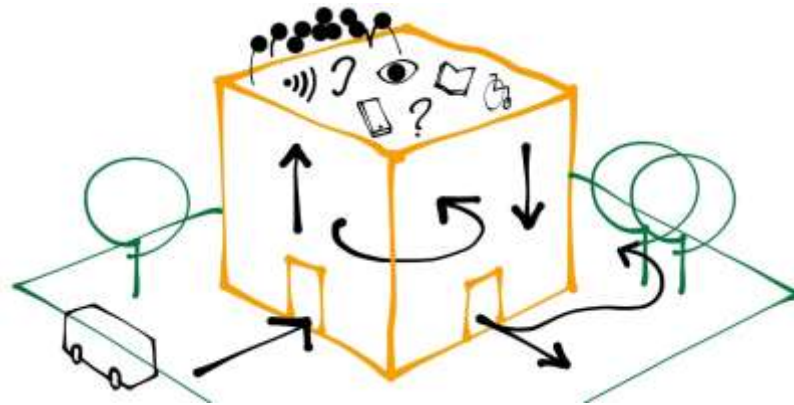
[2] The Center for Universal Design, College of Design, North Carolina State University, North Carolina, USA.

The interaction between people, throughout their life cycles and the environment in which they live, is dynamic; it is in a state of constant change. Universal Design recognizes this changing dynamic, and requires designers of websites, buildings and products to plan for it. Consider the design impact of:

a) Differing dimensional and ability characteristics of people from various age groups;
b) People navigating the built environment and the virtual environment without sight or hearing, or even with neither sight nor hearing;
c) Changes in ability that come with the development of literacy and language skills;
d) Changes in ability that are part of the aging process;
e) Varying language and comprehension skills of people to print media, radio and television communication and websites on the Internet;
f) Consequences of disease or trauma;
g) Challenges for people with limited mobility or agility as they seek to gain employment or raise a family; and
h) Various needs of people with mobility, vision, hearing or cognitive impairments.

Universal Design for the Internet is making sure that the presentation of content on the Internet and the design of Internet technology is flexible enough to accommodate the needs of the broadest range of users possible, regardless of age, language, or disability.[3] The World Wide Web Consortium (W3C) leads the Web Accessibility Initiative and develops guidelines widely regarded as the international standard for web accessibility.[4]

Universal Design of Communication Systems ensures that communications are usable by everyone. This may mean that a variety of different communication systems are offered, systems that can provide information to people who are deaf, hard of hearing, people with developmental, speech, learning or cognitive disabilities. Radio is excellent for people who can hear, while print materials or video may be more accessible to other users.

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[3] Burks, Michael and Cynthia Waddell, "Universal Design for the Internet" The Internet Society Member Briefing #2, 6 August 2001 and found at http://www.isoc.org/briefings/002/.
[4] See W3C Web Accessibility Initiative at http://www.w3.org/WAI/.

5 Key Indicators of Accessibility

The Convention imposes general obligations on States Parties to identify and eliminate barriers to accessibility to public and domestic buildings, transport systems and infrastructure, information and communication technologies and systems, public services (e.g. electronic and emergency services) and public facilities (e.g. medical facilities) and to report on progress being achieved. A growing number of States Parties to the Convention have begun to submit their reports to the CRPD Committee. This provides an opportunity for policy analysts and researchers and other States Parties to develop and monitor country reports, universal design and accessibility initiatives and emerging standards. States Parties are directed to establish focal points within their government and prepare status reports. As such, using key indicators for universal design and accessibility will aid in facilitating the evaluation and monitoring of programs, activities, or outcomes guided by these mechanisms.

Concept of Key Indicators

Indicators provide specific information on the state of condition of an event, activity or outcome and they can be a rich source of signals of change (French, 2007; Church & Rogers, 2006). Key indicators are variables that aim to reflect the changes resulting in an intervention. A wide range of indicators have been developed over the years to measure the progress of different programs which aim to address issues such as transportation (Morris, Dumble, & Wigan, 1978; Roberts, KC, & Rastogi, 2006), climate change (GermanWatch, 2014), business climate (World Bank Group, 2014), children's rights (World Policy Forum, 2014) and human development (UNDP, 2014).

Through indicators, analysts are able to identify improvements or differences in relation to the desired objectives or results within a particular context. In an intervention where the desired change or result is concrete, tangible, and measurable, indicators are not necessary. For instance, if the intended objective of a program is the production of 700 handbooks, the handbooks produced simply need to be counted to determine whether or not the intended production goal of 700 was met. Where intended objectives are more abstract, such as measuring human development, multiple indicators are needed to paint the overall picture, such as GDP per capita, employment, and access to information and communication technologies, among others.

Indicators need to provide certain information and need to pass tests of reliability, feasibility, and utility in decision-making. The following criteria developed by Church and Rogers (2006) outline the basic, minimal information contained in an indicator:

1. What is to be measured–What is going to change?
2. Unit of measurement to be used to describe the change
3. Pre-program status/state, also known as the baseline (where possible)

4. Size, magnitude, or dimension of the intended change

5. Quality or standard of the change to be achieved

6. Target population(s)

7. Timeframe
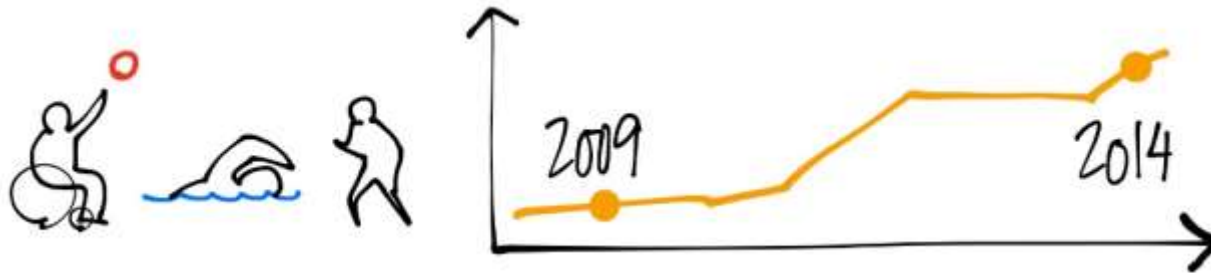
Table 1: Example of Indicator Components

	Example 1	Example 2
Indicator Components	Indicator: Increase in number of persons with disabilities registered participation in recreational activities and/or organized sports from X% in 2009 to Y% in 2014.	Indicator: Increase the proportional number of city projects that incorporate Universal Design standards from X% in 2010 to Y% in 2012.
What is to be measured– What is going to change?	Increased participation of persons with disabilities in recreational activities in their community.	The % of city projects that are integrating Universal Design standards
The unit of measurement to be used to describe the change	% of participants	% of city projects
Pre-program status/state, also known as the baseline (where possible)	FROM X%	FROM X%

The size, magnitude or dimension of the intended change	TO Y%	TO Y%
The quality or standard of the change to be achieved	Improved integration of persons with disabilities in community recreational activities	Increased access to public spaces for persons with disabilities
Target population(s)	Persons with disabilities of all ages, gender, ethnicity, income	City projects databases
The timeframe	2009-2014	2010-2012

In addition to the components of indicators, it is important to note what indicators can and cannot tell us. Indicators can tell us things, such as:

- To what extent program objectives have been met;
- What progress a project or program has made;
- The extent to which targets have been met;
- That a change in which we are interested is happening.

On the other hand, indicators cannot be used as proof since they only manifest that something has changed. They cannot answer:

- Why our program or project has made a difference;
- Why and how change occurs;
- How our communication activities should be undertaken.

Definitions

Key indicators are measurable manifestations of change in a situation as a result of an intervention. Indicators can either be qualitative or quantitative. Below are a few definitions of indicators that can aid in developing key indicators for universal design and accessibility in relation to disability.

- "Indicators are pieces of information that provide insight into matters of larger significance and make perceptible trends that are not immediately detectable." (In J. Abbot and I. Gujit: "*Changing views on change: participatory approaches to monitoring the environment*," International Institute for Environment and Development, *SARL Discussion Paper 254*, 1998, p. 40.)

"[Indicators are] the aggregated and combined summaries of facts, as 'signposts' for what a situation is and how it is developing. For example the existence of freely operating political parties and of major newspapers that are not controlled by the state is an indicator of the observance of civil liberties. Indicators may be strictly quantitative (such as the UNDP Human Development Index), largely qualitative, or a mix of both." (M. Radstaake and D. Bronkhorst: *Matching Practice with Principles. Human Rights Impact Assessment: EU Opportunities*, HOM, Utrecht, 2002, p. 2, and "Appendix 2: The Use of Indicators", p. 47-48.)

"Indicator: A device for providing specific information on the state or condition of something." (UNDP: *Indicators for Human Rights Based Approaches to Development in UNDP Programming: A User's Guide*, UNDP, New York, 2006, p. 21.)

Context within Society

One challenge in developing a set of key indicators is the need to make them contextually relevant. In order to have good indicators, they need to be drawn from local contexts, culture, and perceptions of stakeholders, including government and persons with disabilities. As indicators aim to reflect the changes in line with certain objectives, it is important to note that these objectives or goals are driven by local realities and may vary from one person with a disability to another.

Central to the development of good indicators is the engagement of persons with disability, particularly when they stand to be directly affected by any intervention. Such feedback is key to all facets of community living, such as public transportation and infrastructure, housing, information and communication technologies, recreational spaces, product design and development, and government or private services. Even with feedback channels in place, it is important that the consultation, participation, and engagement of persons with disabilities occur on an on-going basis, which can be extremely beneficial for recurring modifications, monitoring / compliance, and gaps assessment of any intervention.

Selecting Key Indicators

Good indicators can be assessed using the following guidelines from "*Equal Access Participatory Monitoring and Evaluation toolkit*" by Lennie *et al.* (2011)

- They are relevant and accurate enough for those concerned to interpret the information; they do not need to be perfect.
- Relevance of information is essential to identifying appropriate indicators.
- The need to be achievable and realistic.
- They should enable one to assess change over a period of time.

Additional guidelines in selecting indicators have also been popularly used. These include the SMART guidelines used for quantitative indicators and SPICED which is used for qualitative indicators. SMART describes the properties of the indicators themselves while SPICED relates to how indicators should be used.

SMART indicators are characterized by the following:
- Specific (to the change being measured)
- Measurable (and unambiguous)
- Attainable (and sensitive)
- Relevant (and easy to collect)
- Time-bound (with term dates for measurement)
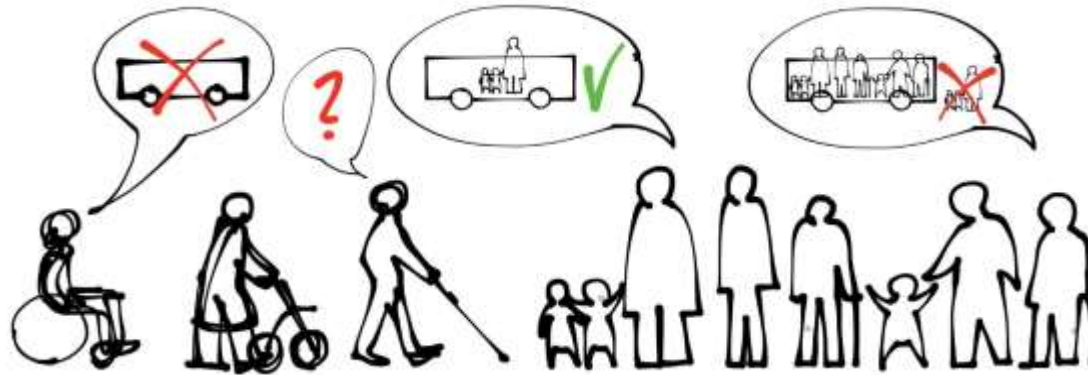
On the other hand, SPICED indicators are:

- **Subjective:** Informants have a special position or experience that gives them unique insights which may yield a very high return on the investigators time. In this sense, what others see as 'anecdotal' becomes critical data because of the source's value.
- **Participatory:** Objectives and indicators should be developed together with those best placed to assess them. This means involving a project's ultimate beneficiaries, but it can also mean involving local government and the community of persons with disabilities.
- **Interpreted (and communicable)**: Locally defined objectives / indicators may not mean much to other stakeholders, so they often need to be explained.
- **Cross-checked:** The validity of assessment needs to be cross-checked, by comparing different objectives / indicators and progress, and by using different informants, methods, and researchers.
- **Empowering:** The process of setting and assessing objectives / indicators should be empowering in itself, and allow groups and individuals to reflect critically on their changing situation.
- **Diverse and disaggregated:** There should be a deliberate effort to seek out different objectives / indicators from a range of groups, especially men and women. This information needs to be recorded in such a way that these differences can be assessed over time.

On the whole, developing indicators that take into account societal context follow the appropriate guidelines for quantitative and qualitative data collection, and incorporate feedback and participation of persons with disabilities makes it possible to gain a clearer picture of the strides made towards building a barrier-free society. And in so far as persons with disabilities continue to be incorporated in a consultative, participatory, and empowering role in these discussions, it will ensure a greater likelihood of success of on-going and future interventions.

6   Comparative Report on Scandinavian Approaches

Headline	Norway	Sweden	Denmark
Main headline for policies	Universal design	Accessibility	Accessibility
Clear distinction between accessibility and universal design approaches?	Yes.	No	No
Long term policy approach?	Yes. Very strong UD approach since the nineties in most areas of accessibility and UD. Rivaling Sweden on UD currently. Lately research based work has been added to policies. The new government is, however, pointing towards loosening up as to building regulations on universal design of dwellings.	Yes. Traditionally leader of the pack in Scandinavia. 40 year long approach at least. Participation in development of ISO, CEN and EU in the built environment, transport, goods and services. Standards, heavily backed by Swedish national research and indicator work.	Not as clear as in Norway and Sweden. Traditionally trailing Sweden, but not on the same coordinated basis. Awaiting EU initiatives for the past 5 years, refraining from developing further on own standards and indicators. Participation in development of CEN, ISO and EU coordination on standards on the built environment, transport, goods and services instead.
Remarks on law systems	Important: Scandinavian and civil law in general is	Important: Scandinavian and civil law in general is	Important: Scandinavian and civil law in general is

Headline	Norway	Sweden	Denmark
	fundamentally different to UK, Canadian, US or Australian common law. Case law and rights based rulings do not play nearly the same role in Scandinavia in general. EU case law, as it could be labelled, increasingly is changing this picture, but has largely not affected accessibility policies on the built environment yet, as EU acts in this area do not yet exist. Web accessibility and work place accessibility e.g. is running under EU laws as a minimum indicator.	fundamentally different to UK, Canadian, US or Australian common law. Case law and rights based rulings do not play nearly the same role in Scandinavia in general. EU case law, as it could be labelled, increasingly is changing this picture, but has largely not affected accessibility policies on the built environment yet, as EU acts in this area do not yet exist. Web accessibility and work place accessibility e.g. is running under EU laws as a minimum indicator.	fundamentally different to UK, Canadian, US or Australian common law. Case law and rights based rulings do not play nearly the same role in Scandinavia in general. EU case law, as it could be labelled, increasingly is changing this picture, but has largely not affected accessibility policies on the built environment yet, as EU acts in this area do not yet exist. Web accessibility and work place accessibility e.g. is running under EU laws as a minimum indicator.
Discrimination acts	Not traditionally employed in the Scandinavian countries, with Sweden behaving a little differently, though. Acts now in place in Norway and Sweden, but	Not traditionally employed in the Scandinavian countries, with Sweden behaving a little differently, though. Acts now in place in Norway and Sweden, but	Not traditionally employed in the Scandinavian countries, with Sweden behaving a little differently, though. Acts now in place in Norway and Sweden, but

Headline	Norway	Sweden	Denmark
	not in Denmark. Filing of complaints not a tradition under civil law compared to common law countries.	not in Denmark.	not in Denmark.
Action plans	Systematic approach on a national basis	Systematic approach for decades. Leadership on an EU scale on equality policies including accessibility in 2008 when under Swedish chairmanship. Not successful, though, largely due to resistance in a few member states not willing to accept the non-accessibility components of a draft equality act.	Action plans often lay out as voluntary and informative initiatives, with centralized and strict policies not being very common. Regional, municipal and local responsibility often keywords.
Scandinavian impact on EU policies		Swedish chairmanship initiative not successful, largely due to resistance in a few member states not willing to accept the non-accessibility components of a draft equality act.	
Local and municipal	Recommendations to e.g.	Clear recommendations	Voluntary basis, local

Headline	Norway	Sweden	Denmark
plans and indicators	municipal authorities on developing local accessibility policies	to e.g. municipal authorities on developing key indicators on accessibility and services	development. No common indicators.
Information based initiatives and policies	Yes	Yes, to a high degree, diverting somewhat from earlier more centralistic ways of handling things.	Yes, to a high degree
Documented in report to UN?	Not yet	Yes	Yes
Reviewed by UN?	No	No	Yes
Nationally based initiatives?	Yes, UD has been a cornerstone of Norwegian policy for almost 20 years		
EU governing policies?	In principle no, but for decades a close adherence also to EU directives and acts if these exist, despite Norway not being a member of the EU.	Not traditionally	Yes, at present, except for the built environment
Practical outcome	Many visible results when examining practical accessibility of shops, public buildings, websites	Many visible results when examining practical accessibility of shops, public buildings, websites	Results not as visible as in Norway and Sweden when examining practical accessibility of streets,

Headline	Norway	Sweden	Denmark
	etc. Comparative studies that document higher level of accessibility than in other Scandinavian countries do not yet exist.	etc. Comparative studies that document higher level of accessibility than in other Scandinavian countries do not yet exist.	shops, public buildings etc. Comparative studies that document higher level of accessibility than in other Scandinavian countries do not yet exist on an official basis. An unfinished study on a simplified indicator, level access to buildings with some kind of service, be it public or private, pointed towards Denmark being at a lower level than Norway and Sweden.
Transport by rail, Scandinavia	Official indicators do not exist. The Scandinavian countries have attempted to develop common indicators for the last 5 years, but no outcome yet. The EU Passenger train transport directive means that industry has mapped accessibility in most member states, and	Official indicators do not exist. The Scandinavian countries have attempted to develop common indicators for the last 5 years, but no outcome yet. The EU Passenger train transport directive means that industry has mapped accessibility in most member states, and	Official indicators do not exist. The Scandinavian countries have attempted to develop common indicators for the last 5 years, but no outcome yet. The EU Passenger train transport directive means that industry has mapped accessibility in most member states, and

Headline	Norway	Sweden	Denmark
	indicators of progress are in some form required for future plans.	indicators of progress are in some form required for future plans.	indicators of progress are in some form required for future plans.
Transport by rail, country	Action and investment plans exist, but official indicators besides the standards set out by the EU are not known.	UN CRPD report states the number of stations fully complying with the EU TSI-PRM, in itself a very clear and detailed indicator. Information system on accessibility already has been in place for several years. Uncomplicated rendering of Indicators.	Clear indicators existed 10 years ago. No update. EU TSI-PRM now the cornerstone for future work. Information system to be developed on accessibility and services, as required by the EU.

7 Analysis of Key Indicators from CRPD Reports

Note:

As an exercise to identify commonly used accessibility indicators, a review was done of CRPD reports that had been submitted by a selection of countries. From these reviews, a listing of accessibility indicators was generated along with the countries that utilized it.

The table is not intended to be a comprehensive account of the accessibility of the selected countries. In many cases an indicator such as the existence of a human rights code may not be checked off for a particular country. This is not meant to suggest that it doesn't exist for that country but only that it was not observed as an indicator in their CRPD report. The indicators also do not imply the full accessibility of an element. For example, an indication of yes for the existence of accessible buses is not a qualification of buses being fully accessible. It is only a reference that accessibility features on buses was observed in their CRPD report.

The Analysis of Key Indicators from CRPD Reports is attached in a spreadsheet in Appendix 1.

Appendix 1

Comparison of Accessibility Indicators used in CRPD Country Reports

Accessibility Indicator	Country														
	BEL	CAN	MUS	NZL	KEN	DNK	SWE	ESP	CHN	IRN	GBR	EU	KOR	NPL	AUS
Definitions															
Definitions of the following are included in legislation, constitution or other acts:															
Disability	yes	yes	yes	yes			yes		yes	yes	yes	yes	yes	yes	
Accessible Information															
Accessible Communication									yes						
Reasonable accommodation	yes	yes	no	yes			yes		yes		yes	yes	yes	yes	yes
Universal Design							yes		yes			yes		yes	
Universal Design															
Universal design promoted in research and development of goods, services, equipment						yes	yes	yes							
Universal design promoted in development of standards and guidelines							yes	yes							yes
Awareness and Training															
Training on accessibility issues	yes	yes	yes		yes			yes				yes	yes	yes	yes
Training for public service or policy makers on accessibility issues	yes	yes			yes			yes				yes	yes		yea
Public awareness campaigns on accessibility for persons with disabilities	yes	yes		yes	yes	yes	yes	yes			yes		yes	yes	yes
Legislation, Standards, Guidelines															
Existence of Bill of Rights Act (civil rights, political rights, non-discrimination against persons with disabilities)	yes	yes	yes	yes			yes	yes	yes	yes	yes	yes	yes	yes	yes
Existence of Human Rights Act	yes	yes		yes			yes	yes	yes	yes	yes	yes	yes		yes
Existence of Human Rights Commission	yes	yes		yes			yes				yes	yes	yes		yes

Accessibility Indicator	Country														
	BEL	CAN	MUS	NZL	KEN	DNK	SWE	ESP	CHN	IRN	GBR	EU	KOR	NPL	AUS
Percent of Human Rights cases that are disability related				33%											yes
Existence of Office of Human Rights Proceedings							yes								yes
Existence of filing procedures for disability related complaint				yes		yes	yes	yes					yes		yes
Existence of standards and guidelines for the accessibility of services open or provided to public		yes	yes				yes	yes			yes		yes		yes
Existence of a National Disability Policy or Strategy or Action Plan	yes		yes	yes	yes	yes	yes	yes			yes	yes	yes	yes	yes
Persons with disabilities represented in committees, advisory groups	yes	yes		yes			yes		yes		yes		yes	yes	yes
Accessibility of Built Environment															
The right to access to the BE is addressed in constitutional documents		yes			yes			yes			yes		yes		yes
National requirements to modify and adapt existing buildings		yes			yes		yes	yes	yes	yes			yes	yes	yes
National or State monitoring mechanism for accessibility compliance		yes			yes	yes	yes		yes				yes		
Building Act includes requirements related to accessibility	yes	yes	yes	yes		yes	yes	yes	yes	yes	yes		yes	yes	
Enforcement mechanisms for accessibility of the BE are in place				yes		yes	yes	yes					yes		
Existence of an advisory panel related to accessibility on building code	yes			yes			yes	yes						yes	
Percentage of public buildings that meet accessibility standards			60%												
Percentage of police stations that are accessible			15%												
Offering of incentives or awards to	yes		yes										yes		

Accessibility Indicator	Country														
	BEL	CAN	MUS	NZL	KEN	DNK	SWE	ESP	CHN	IRN	GBR	EU	KOR	NPL	AUS
encourage accessibility improvements															
Assistive Devices, Home and Vehicle Modifications															
Tax exemption for assistive devices or vehicle modifications	yes	yes	yes		yes	yes	yes	yes					yes	yes	
Exemption of postal charges on adaptive equipment					yes										
Availability of financial assistance for assistive devices	yes	yes	yes	yes		yes	yes	yes	yes	yes	yes		yes	yes	yes
Availability of financial assistance for mobile communication devices	yes												yes		yes
Tax exemption or financial assistance for home modification	yes	yes		yes		yes	yes	yes			yes		yes	yes	yes
Existence of legislation requiring that service animals be allowed in publically accessible places	yes	yes		yes					yes						
Employment															
Existence of regulations guiding access to employment, services and facilities	yes	yes	yes		yes	yes	yes	yes	yes		yes		yes	yes	yes
Policy providing personal assistive devices for employees	yes	yes				yes	yes	yes	yes	yes	yes			yes	
Requirements for jobs to be advertised in an accessible format								yes							
Reasonable accommodation policy	yes	yes				yes	yes	yes	yes	yes	yes		yes		
Requirements for emergency evacuation plans for employees		yes				yes	yes								
Governmental Offices															
Existence of Minister for Disability Issues/Ministerial Committee on Disability Issues		yes		yes		yes	yes				yes				
Accessibility requirement for all	yes	yes		yes		yes					yes		yes	yes	yes

Accessibility Indicator	BEL	CAN	MUS	NZL	KEN	DNK	SWE	ESP	CHN	IRN	GBR	EU	KOR	NPL	AUS
government websites															
Government information available in alternate formats (video, Braille, large print, audio)	yes	yes		yes			yes	yes			yes		yes		
Accessibility of voting process (access of information, training of officials, access of election stations)	yes	yes	yes	yes		yes	yes	yes	yes		yes		yes	yes	yes
Transportation															
A Ministry of Transport Act that requires accessibility	yes	yes			yes	yes	yes	yes	yes	yes			yes		yes
Existence of accessible buses for local transport	yes	yes	yes	yes		yes	yes	yes	yes	yes	yes		yes	yes	
Existence of accessible trains	yes	yes		yes		yes	yes	yes	yes		yes		yes		
Existence of parallel transportation system for persons unable to use public transportation	yes	yes				yes	yes						yes		
Existence of accessible taxis		yes		yes					yes		yes		yes		
Existence of standards for accessible parking									yes						yes
Existence of accessible customer service training for transportation providers		yes	yes					yes							yes
Situations of Risk and Humanitarian Emergencies															
Disaster management committees have representation from persons with disabilities			no		yes										
Disaster management policies include persons with disabilities	yes	yes	no		yes	yes	yes	yes	yes	yes	yes			yes	yes
Availability of emergency messaging service for Deaf or hard of hearing	yes	yes	no	yes		yes									
Information and resources on inclusive			no	yes		yes	yes	yes		yes					yes

Accessibility Indicator	Country														
	BEL	CAN	MUS	NZL	KEN	DNK	SWE	ESP	CHN	IRN	GBR	EU	KOR	NPL	AUS
emergency preparedness															
Emergency warning broadcast in accessible formats (sign language and captioning)			no												
Emergency information in accessible formats			no	yes											yes
Regulations for accessible emergency signalling devices (eg visual alarms)			no					yes					yes		
Access to Information															
Constitutional right to have access to information	yes	yes			yes	yes	yes	yes			yes		yes	yes	
Requirement that business of Parliament be presented in sign language					yes										
Availability of newspapers and other print media in alternate format	yes				yes	yes							yes		yes
Availability of sign language or captioning on television broadcasts	yes	yes			yes	yes	yes		yes	yes	yes		yes	yes	yes
Existence of a Telecommunications and/or video Relay Service		yes		yes		yes	yes	yes	yes		yes		yes		yes
Existence of accessibility requirements for Web accessibility	yes	yes				yes	yes	yes			yes		yes		yes
Access to documentation of nationality or ID, immigration proceedings		yes				yes	yes								yes
Recognition of sign language as an official language	yes			yes		yes	yes	yes	yes		yes		yes		
Teaching of sign language interpretation						yes	yes	yes			yes				
Access to Justice															
Services to assist in legal proceedings (eg sign language interpreters, court	yes	yes	yes	yes		yes	yes	yes			yes		yes		yes

Accessibility Indicator	Country														
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appointed representatives)															
Accessibility of courthouses			yes	yes		yes	yes	yes							yes
Accessibility of police stations															
A person with a disability can serve on a jury				yes		yes	yes	yes							
Accessible prisons and/or support of prisoners with disabilities	yes	yes	yes	yes		yes		yes		yes	yes		yes		yes
Justice personnel receive training related to persons with disabilities		yes	yes						yes		yes		yes		yes
Healthcare															
Healthcare facilities required to be physically accessible						yes	yes	yes	yes	yes			yes		
Universal access to health services	yes	yes				yes	yes	yes	yes	yes			yes	yes	
Antidiscrimination regulation regarding access to health services	yes	yes				yes	yes	yes	yes		yes		yes	yes	yes
Education															
The right to access to educational facilities is addressed in constitutional documents	yes	yes	yes		yes		yes	yes			yes	yes	yes	yes	yes
Children with disabilities have universal access to education	yes	yes				yes	yes	yes			yes		yes		yes
Children with disabilities have access to mainstream education	yes	yes				yes	yes	yes		yes	yes		yes	yes	yes
Children with disabilities have access to specialized education	yes	yes				yes	yes				yes		yes	yes	yes
All new schools are required to be accessible			no					yes							
Existing schools are being upgraded to be made accessible			yes			yes	yes							yes	

Accessibility Indicator	Country														
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Assistive devices are provided to children at school	yes	yes				yes	yes	yes	yes	yes			yes	yes	yes
Employment of teachers, including teachers with disabilities who are qualified in sign language and/or Braille						yes		yes					yes		yes
Support services are provided to students	yes	yea	yes					yes	yes	yes	yes		yes		yes
CRPD Implementation															
Involvement of persons with disabilities in development of report		yes	yes			yes	yes	yes	yes		yes	yes	yes		Yes
Availability of report in alternate formats						yes	yes								Yes
Funding of a shadow report by organization of persons with disabilities															
Housing															
Funding to assist persons with disabilities to live in their own homes	yes	yes		yes				yes	yes	yes	yes		yes	yes	Yes
Percentage of public housing that is accessible	yes			yes			yes	3%	yes	yes	yes		yes		
Accessible design standards for accessibility in new residential houses	yes			yes											
Requirements for accessibility in new residential homes								yes		yes					