

2020 DARE INDEX

G3ict
Research

DIGITAL ACCESSIBILITY RIGHTS
EVALUATION INDEX

SUPPORTING QUALITATIVE
COUNTRY DATA SHARED BY
RESPONDENTS BY INDEX
VARIABLE

OCTOBER 2021

NOTE FROM THE PUBLISHER

This report is a compendium of the qualitative information provided by the respondents to the survey launched for the 2020 Digital Accessibility Rights Evaluation Index (DARE Index). It provides the unedited raw data shared by local advocates in support of their evaluations of local digital accessibility rights as of the end of 2019 or early 2020. It includes locally available references that document their evaluations to the best of their knowledge. Readers are encouraged to suggest any update or additional information by emailing it to: index@g3ict.org.

USEFUL LINKS:

- G3ict country dashboard with 137 detailed country profiles:
<https://g3ict.org/country-profile>
- G3ict 2020 DARE Index methodology:
<https://g3ict.org/digital-accessibility-rights-evaluation-index/>
- G3ict 2020 DARE Index reports in English, French, Spanish, Arabic:
<https://g3ict.org/country-profile>

RESEARCH TEAM:

- Martin Gould, Ed.D., Director of Research, G3ict
- Axel Leblois, President, G3ict
- Francesca Cesa Bianchi, Vice President, Institutional Relations and Advocacy, G3ict
- Mohammed Ali Loutfy, Ph.D., Senior Advisor, G3ict, and Interim Executive Director and Representative at the United Nations, Disabled People's International (DPI)
- Viviana Montenegro, Research Analyst - DARE Index 2018-2020, G3ict
- Aarti Thakur, Programme Manager, Disabled People's International (DPI)
- Udit Singh, Communications Manager, G3ict
- Mahtab Irani, Digital Editor, G3ict

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FOREWORD

The Digital Accessibility Rights Evaluation (DARE) Index — in its second edition, DARE Index 2020 — is a benchmarking tool, developed by G3ict, for disability advocates, governments, civil society, international organizations, and policy makers to trace country progress in making Information and Communication Technologies (ICT) accessible for all, in compliance with Article 9 of the Convention on the Rights of Persons with Disabilities (CRPD).

Data collection for the DARE Index 2020 was completed in cooperation with Disabled People's International (DPI) and its National Assemblies, along with the support of other organizations of persons with disabilities (European Disability Forum and national disability organizations) and experts in countries around the world where DPI correspondents were not available.

With 90% of the world population covered, the second edition of the DARE Index comprehensively documents the advances made by 137 countries, among the 182 States Parties to the CRPD, in eight regions: Africa, Central Asia, East Asia and Pacific, Europe, Latin American and Caribbean, Middle East and North Africa, Northern America, and South Asia.

The DARE Index survey is based on one set of questionnaires completed, for its second edition 2020, by more than 160 local correspondents in 137 countries during the period of September 2019 and February 2020. The 137 countries surveyed have a combined population of approximately 7 billion (6,999,029,075) meaning that the 2020 Index covers 90 percent of the world population.

The DARE Index survey is designed to evaluate, track, and rank the progress made by States Parties to the CRPD in the implementation of digital accessibility treaty provisions (e.g., CRPD Article 9). Its conceptual framework is consistent with the United Nations Development Programme (UNDP) guidelines on Human Rights reporting (structure, process, and outcome). The DARE Index survey is divided into three dimensions or legs, as follows:

Leg #1 Country Commitments (Structure): It monitors essential laws, regulations, or policy programs in place in the country. This section measures the formal status of the country's government legal and policy regime in relation to those ICT commitments, the political commitments made with respect to national laws, policies, programs and plans of action that are relevant to the ICT provisions. Variables include:

- CRPD Signing/Ratification
- Marrakesh Treaty Signing/Ratification/Accession
- General Law protecting the Rights of Persons with Disabilities
- Definition of ICT accessibility established by legislation
- Definition of Reasonable Accommodation established by legislation
- Universal Service Obligation (USO) includes Persons with Disabilities

The two variables, corresponding to the CRPD and Marrakech Treaty ratification data points, were not collected through questionnaires but by referring to their official web sites and are not included in this report.

Leg #2 Country Capacity to Implement (Process): variables reflecting the basic capacity of a country to implement the ICT provisions of the CRPD. It refers to the required government agencies, organizational and institutional resources involved, the digital/technology resources available and the standard bodies the country follows. Key success factors in capacity to implement are identified through statistical and case study analysis. Variables include:

- Government Agency for Persons with Disabilities
- Government Agency for accessible ICTs
- Process to involve DPOs in Policy Making on ICT Accessibility
- Country refers to international ICT accessibility standards
- ICT accessibility Courses available at universities

Leg #3 Country Actual Implementation (Outcomes): It checks the systemic and/or individual impact(s) of a country's fulfillment of the ICT provisions of the CRPD. Outcomes are measured by degrees consistent with CRPD notion of progressive implementation in the 10 key areas of ICT accessibility according to the Digital Accessibility Decennial Call for Action issued at the United Nations on 3 December 2016 by the International Disability Alliance, Disabled People's International and G3ict. Variables include:

- Web
- TV and multimedia
- Mobile telephony
- E-books and digital contents
- Internet availability and usage among Persons with Disabilities
- Inclusive ICTs for all in education
- Enabling ICTs for all in employment
- E-government and Smart Cities for all
- Enabling Assistive Technologies and ICTs for independent living
- Procurement of accessible public goods and services for all citizens

The present report presents a compilation of all the comments and references provided by respondents from 137 countries, classified by variable. For "Outcomes", comments and references presented are limited to those countries with "Substantial and Full Level of Implementation." The intent is to help advocates, researchers, policy makers and anyone seeking examples from other countries for specific areas of commitments, capacity to implement or actual outcomes. The same information is already presented by country in the G3ict Country Dashboard.

ACKNOWLEDGMENTS

G3ict International Panel of Experts

The DARE Index is made possible by the original data received from expert members of the International Panel of the Dare Index Global Study representing [137 countries](#) for the 2020 edition.

Our gratitude goes to Disabled People's International (DPI) and to the individual respondents affiliated to DPI and other disability advocacy organizations who shared their views and written inputs for both editions (2018 and 2020) of the global survey, including:

- **Algeria**

[The Algerian Organization for People with Disabilities](#) (2018 and 2020)

- **Angola**

[ANDA, Associação Nacional dos Deficientes Angolanos](#) (2018 and 2020)

- **Argentina**

[Instituto Especializado en Derecho de Personas con Discapacidad, Colegio de Abogados de Rosario](#) (2018)

[Oficina Nacional de Tecnologías de Información \(ONTI\)](#) (2020)

[Red por los Derechos de las Personas con Discapacidad \(REDI\)](#) (2020)

- **Armenia**

[AGATE, Center for Women with Special Needs](#) (2018)

[Bridge of Hope Armenia](#) (2020)

- **Australia**

[AFDO, Australian Federation of Disability Organisations and Blind Citizens Australia](#) (2018 and 2020)

[ACCAN](#) (2020)

[Blind Citizens Australia](#) (2020)

- **Austria**

[HGB, Hilfsgemeinschaft d. Blinden und Sehschwachen Österreichs](#) (2018 and 2020)

- **Azerbaijan**

FICDP, The Society for International Cooperation of Disabled People of Azerbaijan (2018 and 2020)

[UDPO, Union of Disabled People Organizations of the Republic of Azerbaijan](#) (2018 and 2020)

- **Bangladesh**

[Innovation Garage \(A Unique Place for Creative Accessible Technological Solution and Supply\)](#) (2018 and 2020)

- **Barbados**

[Barbados Council for the Disabled \(2018 and 2020\)](#)

- **Belize**

[BAPDA, Belize Assembly of Persons of Diverse Abilities](#) (2018 and 2020)

- **Benin**

[APISAAB, Association pour la Promotion et l'Intégration Sociale des Aveugles et Amblyopes du Bénin](#) (2018)

- **Bhutan**

[DPAB, Disabled Persons' Association of Bhutan](#) (2018 and 2020)

- **Bolivia**

Escuela Taller de Integración (ETI) (2020)

- **Brazil**

[F123 Consulting](#) (2020)

[Mais Diferenças](#) (2020)

• **Burkina Faso**

[FEBAH, Fédération Burkinabè des Associations pour la Promotion des Personnes Handicapées \(FEBAH\)](#) (2018 and 2020)

• **Burundi**

[FAPHB, Fédération des Associations des Personnes Handicapées du Burundi and Union des Personnes Handicapées du Burundi](#) (2018 and 2020)

• **Cambodia**

[Cambodia Disabled People's Organization](#) (2018 and 2020)

• **Cameroon**

[ANAUMIC, Association Nationale des Aveugles Utilisateurs du Matériel Informatique du Cameroun](#) (2018 and 2020)

• **Canada**

[Neil Squire Society](#) (2018 and 2020)

• **Chad**

[UNAPHT, Union Nationale des Associations des Personnes Handicapées du Tchad](#) (2018 and 2020)

• **Chile**

[2BRAINS](#)

• **China**

One Plus One, University of Chicago (2020)

• **Colombia**

[TECNOAYUDAS - Corporación Discapacidad Colombia](#) (2018 and 2020)

• **Congo, Democratic Republic of**

[CICPH, Centre Intercommunautaire Congolais pour les Personnes avec Handicap](#) (2018 and 2020)

• **Congo, Republic of**

Union Nationale des Associations des Personnes Handicapées du Congo (UNHACO) (2020)

• **Cote D'Ivoire**

[COPHCI, Confédération des Organisations des Personnes Handicapées de Côte d'Ivoire](#) (2018 and 2020)

• **Costa Rica**

[MEP, Ministerio de Educación Pública](#) (2020)

[MICITT, Ministerio de Ciencia, Tecnología y Telecomunicaciones](#) (2020)

[CONAPDIS, Consejo Nacional de Personas con Discapacidad](#) (2020)

• **Czech Republic**

[Masaryk University](#) (2020)

• **Dominican Republic**

[CONADIS, Consejo Nacional de Discapacidad](#) (2018 and 2020)

• **Egypt, Arab Republic of:**

The Association of 7 million PWDs (2018 and 2020)

• **El Salvador**

[Fundación Sendas](#) (2018 and 2020)

• **Estonia**

[Estonian Chamber of Disabled People](#) (2020)

• **Ethiopia**

[FENAPD, Federation of Ethiopian National Associations of Persons with Disabilities](#) (2018 and 2020)

• **European Union**

[EDF, European Disability Forum](#) (2020)

• **Fiji**

[Fiji Disabled Peoples Federation](#) (2018 and 2020)

[The Pacific Disability Forum](#) (2020)

• **France**

[BrailleNet](#) (2018 and 2020)

[Fédération Nationale des Sourds de France](#) (2020)

[rogervoice](#)

• **Gabon**

FNAPHG, Fédération Nationale des Associations des et pour Personnes Handicapées du Gabon (2020)

• **Gambia, The:**

[Gambia Federation of the Disabled](#) (2018 and 2020)

• **Georgia**

[Association Anika](#) (2020)

[Central Election Commission of Georgia](#) (2020)

CIL, Coalition for Independent Living (2020)

• **Germany**

[HDM, Stuttgart Media University](#) (2018 and 2020)

[FTB, Forschungsinstitut Technologie und Behinderung](#) (2018 and 2020)

• **Ghana**

[GFD, Ghana Federation of Disability Organisations](#) (2018 and 2020)

• **Guinea**

[FEGUIPAH, Fédération Guinéenne pour la Promotion des Associations de Personnes Handicapées](#) (2018 and 2020)

• **Guinea-Bissau**

[FADPD-GB, Federação das Associações de Defesa e Promoção dos Direitos das Pessoas com Deficiência na Guiné-Bissau](#) (2018 and 2020)

• **Guyana**

[Guyana Council of Organizations for Persons with Disabilities](#) (2018 and 2020)

• **Haiti**

[RANIPH, Réseau Associatif National pour l'Intégration des Personnes Handicapées](#) (2018 and 2020)

• **India**

[BarrierBreak](#) (2018)

• **Indonesia**

[GPDLI, Indonesia Leprosy and Disability Care Movement](#) (2018 and 2020)

• **Iraq**

Short People Development Organization, Tagammo'a Nahdat Qesar Elqama (2020)

The Al-rafidain Collective of Iraqis with Disabilities (The Thiqr Chapter) (2018)

• **Ireland**

[National Disability Authority](#) (2018 and 2020)

• **Israel**

[Access Israel](#) (2018 and 2020)

• **Italy**

[Italian Union of the Blind and Partially Sighted](#) (2018)

[SIMFER, Italian Society of Physical and Rehabilitation Medicine](#) (2018)

[Veasyt](#) (2020)

• **Jamaica**

[Abilities Foundation](#) (2020)

• **Japan**

[Japan Abilities Association \(2018 and 2020\)](#)

• **Jordan**

[The Higher Council for the Rights of Persons with Disabilities \(HCD\) \(2020\)](#)

• **Kenya**

[National Council for Persons for with Disabilities \(2018 and 2020\)](#)

[United Disabled Persons of Kenya \(2018 and 2020\)](#)

• **Kosovo**

[Save The Children Kosovo \(2020\)](#)

• **Kyrgyz Republic**

[Disability Association Kyrgyzstan \(2018 and 2020\)](#)

• **Lao PDR**

[Lao Disabled People's Association \(2018 and 2020\)](#)

• **Lebanon**

[Friends of the Disabled Association \(2018 and 2020\)](#)

[Lebanese Physical Handicapped Union \(2020\)](#)

• **Lesotho**

[Lesotho National Federation of Organisations of the Disabled \(2018 and 2020\)](#)

• **Liberia**

[National Union of Organizations of the Disabled \(NUOD\) Liberia \(2018 and 2020\)](#)

• **Libya**

[Libyan Organization for the Rights of Persons with Disabilities \(2020\)](#)

• **Madagascar**

[FPFH, Federations of People with Disabilities \(2018 and 2020\)](#)

• **Malawi**

[FEDOMA, The Federation of Disability Organizations in Malawi \(2018 and 2020\)](#)

• **Malaysia**

[Malaysian Confederation of the Disabled \(2018 and 2020\)](#)

• **Maldives**

[Maldives Association for Persons with Disabilities \(2018 and 2020\)](#)

• **Mali**

[FEMAPH, Fédération Malienne des Association de Personnes Handicapées \(2018 and 2020\)](#)

• **Malta**

[FITA, Foundation for ICT Accessibility \(2018 and 2020\)](#)

• **Mauritania**

[Mauritanian Association for Women with Disabilities \(2018 and 2020\)](#)

• **Mauritius**

[Voice of Disabled Peoples' International, DPI \(2018 and 2020\)](#)

• **Mexico**

[Confederación Mexicana de Limitados Físicos y Representantes de Deficientes Mentales A.C. \(2018 and 2020\)](#)

• **Moldova**

[Association „MOTIVATIE” of Moldova \(2020\)](#)

• **Mongolia**

[Independent Research Institute of Mongolia \(2020\)](#)

• **Montserrat**

[Montserrat Association for Persons with Disabilities Inc. \(2018 and 2020\)](#)

• **Morocco**

[Moroccan Union of Organizations for the Rights of Persons with Disabilities \(2018 and 2020\)](#)

- **Mozambique**
[FAMOD, Forum das Associações dos deficientes de Moçambique](#) (2020)
- **Myanmar**
[Myanmar Independent Living Initiative](#) (2018 and 2020)
- **Namibia**
[The Namibian Nation Association of the Deaf](#) (2018 and 2020)
- **Nepal**
[National Federation of the Disabled - Nepal](#) (2018 and 2020)
- **Netherlands, The**
[Dutch Disability Council](#) (2020)
- **New Zealand**
[Disabled Person's Assembly](#) (2020)
- **Nicaragua**
[DPI, Disabled Peoples' International, Nicaragua](#) (2018 and 2020)
- **Nigeria**
[JONAPWD, Joint National Association of Persons](#) (2018 and 2020)
- **Norway**
[Oslo and Akershus University College of Applied Sciences](#) (2018 and 2020)
[Oslo Metropolitan University](#) (2018 and 2020)
- **Pakistan**
[Internet Society Pakistan Islamabad Chapter](#) (2020)
[NOWPDP, Network of Organizations Working with People with Disabilities, Pakistan](#) (2020)
[STEP, Special Talent Exchange Program](#) (2018 and 2020)
- **Palau**
[OMEKESANG](#) (2018)
- **Palestine, State of**
[Palestinian General Union for Persons with Disabilities](#) (2018 and 2020)
- **Panama**
[ANPI, Asociación Nacional De Personas Impedidas](#) (2018 and 2020)
- **Papua New Guinea**
[DPI Papua New Guinea](#) (2020)
- **Peru**
[Asociación Psico Inclusiva Kipu Llaxta](#) (2020)
[CONFENADIP, Confederación Nacional de Personas con Discapacidad del Perú](#) (2018 and 2020)
[ADECEP Perú, Desarrollo Socioeconómico de Poblaciones Vulnerables](#) (2020)
[Sense Internacional Perú](#) (2020)
- **Philippines**
[National Council on Disability Affairs](#) (2018 and 2020)
- **Poland**
[Widzialni Foundation](#) (2018)
- **Portugal**
[APD, Associação Portuguesa de Deficientes](#) (2018 and 2020)
- **Qatar**
[Mada – Assistive Technology Center Qatar](#) (2018 and 2020)
- **Romania**
[Pro ACT Support Association](#) (2020)
- **Russian Federation**
[The Deaf-Blind Support Foundation «Con-nection», ANO «Laboratory «Sensor-Tech»](#) (2020)
- **Saint Lucia**

[NCPD Inc., National Council of & for Persons with Disabilities](#) (2018 and 2020)

- **Sao Tome and Principe**
[ADSTP, Association des Personnes Handicapées de Sao Tomé et Príncipe](#) (2018 and 2020)
- **Senegal**
[FSAPH, Federation Senegalaise des Associations de Personnes Handicapees](#) (2018 and 2020)
- **Serbia**
[NOOIS, National Organisation of Persons with Disabilities of Serbia](#) (2018 and 2020)
- **Sierra Leone**
[Disability Awareness Action Group](#) (2018 and 2020)
- **Singapore**
[Disabled People's Association](#) (2018 and 2020)
- **Slovenia**
[Ministry of Labour, Family, Social Affairs and Equal Opportunities](#) (2018 and 2020)
- **Somalia**
[DAF, Disability Aid Foundation](#) (2020)
- **South Africa**
[Department of Transport](#) (2020)
[Disabled People South Africa](#) (2020)
Phosamash Consulting (Pty) Ltd. (2018)
- **South Sudan**
South Sudan National Platform for Persons with Disabilities (2018 and 2020)
- **Spain**
[Fundacion ONCE](#) (2018 and 2020)
- **Sri Lanka**
[DOJF, Disability Organizations Joint Front](#) (2018 and 2020)
- **Sudan**
Edrak Organization for PWD (2018 and 2020)
- **Sweden**
[The Swedish Disability Rights Federation](#) (2018 and 2020)
- **Tajikistan**
[National Union of Disabled People of Tajikistan](#) (2018 and 2020)
- **Tanzania, United Republic of**
[SBSD, Support Bridge for Students with Disabilities](#) (2018 and 2020)
- **The Netherlands**
[Dutch Disability Council](#) (2020)
- **Togo**
[FETAPH, Fédération Togolaise des Associations de Personnes Handicapées](#) (2018 and 2020)
- **Trinidad and Tobago**
[Consortium of Disability Organisations](#) (2020)
[Trinidad and Tobago Chapter of Disabled People's International](#) (2018 and 2020)
- **Tunisia**
[Tunisian Organization for the Defense of Rights of Persons with Disabilities](#) (2018 and 2020)
- **Tuvalu**
[Taupaka Fusi Alofa Association](#) (2018 and 2020)
- **Ukraine**
[National Assembly of Persons with Disabilities of Ukraine](#) (2018)
- **United Kingdom**
[RNIB, Royal National Institute of Blind People](#) (2018 and 2020)

• **Uruguay**

[Alianza de Organizaciones por los Derechos de las Personas con Discapacidad de Uruguay](#) (2020)

• **Uzbekistan**

Society of Disabled People of Uzbekistan (2018 and 2020)

• **Venezuela**

[Federación Venezolana de Instituciones de Ciegos](#) (2020)

• **Viet Nam**

[Can Tho Association of People with Disabilities](#) (2018)

• **Yemen**

AL SAEEDA Organization for Deaf Girls (2018 and 2020)

• **Zambia:** Patience Kanguma

[Zambia Federation of Disability Organizations](#) (2018 and 2020)

• **Zimbabwe**

NCDPZ, National Council of Disabled Persons of Zimbabwe (2020)

COUNTRY COMMITMENTS

CONSTITUTIONAL ARTICLE OR LAW DEFINING THE RIGHTS OF PERSONS WITH DISABILITIES

Does the country have a constitutional article or law defining the rights of Persons with Disabilities?

General Statistics

Overall, 137 countries	A constitutional article, law or regulation defining the rights of persons with disabilities?
Percentage	88%

Region	A constitutional article, law or regulation defining the rights of persons with disabilities?
Africa	91%
Central Asia	100%
East Asia & Pacific	78%
Europe	92%
Latin America and the Caribbean	81%
Middle East and North Africa	94%
Northern America	100%
South Asia	88%

Country Income Level	A constitutional article, law or regulation defining the rights of persons with disabilities?
Low income	91%
Lower-middle income	92%
Upper-middle income	85%
High income	85%

Comments from Experts - DARE Index 2020

AFGHANISTAN	Afghanistan has the Constitutional Law Article 53 mainly focusing on the right of person with disabilities
ALGERIA	<u>Law No. 02-09 of May 8, 2002</u> , relating to the protection and promotion of persons with disabilities, which is in the process of being brought into conformity with the CRDP (International Convention on the Rights of Persons with Disabilities)
ANGOLA	Law 10/16 of July 27, Law of Accessibility
ARGENTINA	<u>Law 26378 - approves the convention on the Rights of Persons with Disabilities and its Optional Protocol</u> <u>Law 27044 - gives a constitutional hierarchy to the Convention on the Rights of People with Disabilities</u> <u>Law 22431 - integral protection system for persons with disabilities</u>
ARMENIA	There is no constitutional article on the rights of people with disabilities. The only article is # 29, that defines the prohibition of discrimination, where 'on the basis of disability' is mentioned. Armenia has ratified the UN CRPD in 2010. The law about mainstream education that declares the application of universal inclusive system of mainstream education at all schools and the inclusive education is recognized as the right for every child. In the education field the term 'disability' is not used and instead 'persons with special requirements in education' is used. The law about the social protection of disabled people is an old law totally based on medical model. The draft of the new law about the Rights and Social Inclusion of people with disabilities is ready for approval. No revisions are done in the legal framework to meet the binding principles of UN CRPD. The term Inclusive development has been appeared in the rhetoric of the Government, but at program level the disability is not tackled as human rights issue and is not mainstreamed in the development, with some exceptions in the field of inclusive education at school level.
AUSTRALIA	General Law Protecting the Rights of Persons with Disability: Australia has a national law <u>National Law</u> and each State also has complimentary legislation – example South Australia: <u>South Australia State Law</u> Disability Discrimination Act 1992: <u>Disability Discrimination Act 1992</u>
AUSTRIA	Constitutional Article: <u>Consolidated Federal Law</u> There are several laws, regulation rights of persons with disabilities in Austria, especially in regard to occupation, access (accessibility) and status. Some of the links are listed below (in German) - they are valid on a national basis for Austria in its entirety. <ul style="list-style-type: none"> • <u>Federal Law Gazette No. 22/1970</u> • <u>Federal Law Gazette No. 283/1990</u> • <u>Federal Law Gazette I No. 82/2005</u>

	<ul style="list-style-type: none"> • <u>The Austrian Disability Council</u> <p>There are also some laws on basis of federal states (there are 9 in Austria):</p> <ul style="list-style-type: none"> • <u>State Laws</u> • Federal Disability Equality Act § 6 (5): • <u>Federal Law Gazette I No. 82/2005</u> • Section 6(5) of the Disability Equality Act (Federal Disability Equality Act)
AZERBAIJAN	<p><u>Constitution of the Republic of Azerbaijan (42 Article)</u></p> <p><u>Laws of the Republic of Azerbaijan on the Rights of Persons with Disabilities</u></p> <p>Azerbaijan joined Convention on the Rights of Persons with Disabilities in 2006</p>
BANGLADESH	<u>Sensei International Disability Act</u>
BOLIVIA	Bolivia has the LAW 223 promulgated on March 2, 2012, General for Persons with Disabilities, which aims to guarantee persons with disabilities the full exercise of their rights and duties under equal conditions and equal opportunities, preferential treatment under a comprehensive protection system
BRAZIL	<u>Decree Law 6949</u> Brazilian law that ratifies UNCRPD.
BULGARIA	<u>Persons with Disabilities Act</u>
BURUNDI	There is the Law No. 1/03, of 10 January 2018 on the promotion and protection of the rights of persons with disabilities in Burundi National Policy for the Rights of Persons with Disabilities and its Action Plan, established in May 2019
CAMBODIA	Disability law, UNCRPD, Quota system of PWD on employment, National Disability Strategic Plan, Incheon Strategy make the rights real. Please visit DAC website www.dac.com
CAMEROON	LAW N ° 2010/002 OF APRIL 13, 2010, on the protection and promotion of people with disabilities In addition, the 17th indent of the preamble to the Constitution of Cameroon (Law No. 2008/001 of April 14, 2008, amending and supplementing certain provisions of Law No. 96/06 of January 18, 1996, revising the Constitution of June 2, 1972) clearly states that “The nation protects and encourages the family, the natural basis of human society. She (the nation) protects women, young people, the elderly and the disabled”

	<p>- LAW N ° 2015/007 OF APRIL 20, 2015, governing audiovisual activity in Cameroon (Article 40 - (I) Publishers of audiovisual services are required to: put in place measures to ensure the accessibility of programs to hearing and / or visually impaired people);</p> <p>- Decree No. 2018/6233 / PM of July 26, 2018, fixing the modalities of application of Law No. 2010/002 of April 13, 2010, on the protection and promotion of people with disabilities.</p>
CANADA	<p>The biggest update here is that Canada has now passed federal legislation. This legislation is called the <u>Accessible Canada Act</u> <u>Canadian Human Rights Act</u> and <u>Canadian Charter of Rights and Freedoms</u></p> <p>Each province also has a Human Rights Code which addresses many of the same issues on matters that are handled by the provincial governments, including most businesses.</p>
CENTRAL REPUBLIC OF AFRICA	<p>Law No. 00.007 of December 20, 2000, on the protection and promotion status of the disabled person and its implementing decree No. 02.205 of August 6, 2002.</p>
CHAD	<p>Law 007/2006 on the protection of persons with disabilities and Ref: C.N. 292.2019.</p> <p>TREATIES-IV.15 CRDPH, New York 13th December 2006</p>
CHILE	<p><u>Law 20.422</u>. It establishes rules on equal opportunities and social inclusion of people with disabilities. The purpose of this law is to ensure the right to equal opportunities for people with disabilities, in order to obtain their full social inclusion, ensuring the enjoyment of their rights and eliminating any form of discrimination based on disability. Law 20,422 was born in 2010 from the International Convention on the Rights of Persons with Disabilities, leading in turn to the creation of the National Disability Service.</p>
CHINA	<p>Law of the People's Republic of China on the Protection of Disabled Persons</p>
COLOMBIA	<p>Colombia has the <u>STATUTORY LAW 1618 OF 2013</u>, "By means of which provisions are established to guarantee the full exercise of the rights of persons with disabilities</p>
CONGO, REPUBLIC OF	<p>The law n ° 009/92 of April 22, 1992, relating to the status, promotion, and protection of persons with disabilities; article 234 of the Constitution of 25 October 2015 (Republic of the Congo)</p>

COOK ISLANDS	<u>Cook Islands Disability Act 2008</u>
COSTA RICA	<u>Political Constitution of the Republic of Costa Rica</u> <u>Law 8661: ratification of the International Convention on the Rights of Persons with Disabilities and its Optional Protocol</u> <u>Law 7600: Equal Opportunities for People with Disabilities</u> <u>Decree No. 26831: regulation of the Law of Equal Opportunities for People with Disabilities.</u> <u>Law 8862: Law of inclusion and labor protection of people with disabilities in the public sector</u> <u>Law 9049: Law of Recognition of Costa Rican Sign Language (LESCO) as a mother tongue</u> <u>Law 9379: Law for the Promotion of Personal Autonomy of People with Disabilities</u> <u>Guideline N ° 285-MEP: "Institutional Policies on Disability"</u> <u>Decree 40955-MEP: "Establishment of inclusion and accessibility in the Costa Rican Educational System"</u>
COTE D'IVOIRE	<p>Article 6 of the Constitution: The State ensures the protection of children, the elderly, and persons with disabilities.</p> <p>In addition, we have the convention relating to people with disabilities (CDPH), law N ° 98-590 of November 10, 1998, of orientation in favor of people with disabilities, article 12 of the labor law.</p>
CZECH REPUBLIC	<u>Rights of Persons with Disabilities</u>
DENMARK	<u>Law No. 688</u>
DOMINICAN REPUBLIC	<u>Convention on the Rights of Persons with Disabilities, Dominican Republic</u> <u>Official Gazette No. 10561</u> <u>Decree 363-16</u>
ECUADOR	<p>In Ecuador, people with disabilities and their families are protected by national and international regulations: The Constitution of the Republic (2008), Organic Law on Disabilities (2012) and its Regulations; the Convention on the Rights of Persons with Disabilities (UN-2006) and the Inter-American Convention for the Elimination of All Forms of Discrimination against Persons with Disabilities (OEA-1999), establish a broad and sufficient regulatory framework to guarantee and exercise of their rights in compliance with their obligations.</p> <p>There is a book where the laws and legal regulations for people with disabilities in the Republic of Ecuador are unified, here the link: <u>Judicial Laws about Disabilities in Ecuador</u></p>
EGYPT, ARAB REPUBLIC	There are nine constitutional articles pertaining to persons with disabilities in the Egyptian Constitution, the most important of which is Article 81 of the Egyptian Constitution.

	<p>And there is a law of disabled persons number 10 for year 2018 and its executive regulations number 2733 for year 2018. Link to The Egyptian Constitution</p>
EL SALVADOR	Law for Equal Opportunities for Persons with Disabilities
ESTONIA	The Constitution of the Republic of Estonia states that people with disabilities are under special protection of the state and municipalities
ETHIOPIA	Article 41(5) of the Federal Democratic Republic of Ethiopia (FDRE) constitution: it mentions persons with disabilities and stipulates that the State shall, within available means, allocate resources to provide rehabilitation and assistance to the physically and mentally disabled. This article assimilates persons with disabilities with the aged and children who have no parents and is only related with socio-economic rights
FIJI	Constitution of the Republic of Fiji – Chapter 2, Subsection 42: Rights of Persons with Disabilities. Rights of Persons with Disabilities Act 2018 (Act NO. 4 OF 2018)
FRANCE	<p>Law No. 2005-102 for equal rights and opportunities, participation and citizenship of people with disabilities: Law No. 2005-102 Law No. 2005-102 for equal rights and opportunities, participation and citizenship for persons with disabilities: Law No.2005-102 Article 47 of the 2005 disability law: Law No. 2005-102 Article 47 Article 106, Law No. 2016-1321 dated October 7, 2016 for a digital Republic: Article 106, Law No. 2016-1321 Article 80 of the 2018 Law No. 2018-771 as of 5 September 2018 relates to the freedom to choose one's professional future: Article 80 of the 2018 Law No. 2018-771 This law transposes two European directives related to digital accessibility. The associated decree which outlines the specifics in relation to the accessibility of public ICTs was published on 24 July 2019, as follows: Decree No. 2019-768 of 24 July 2019 refers to the accessibility for online communication services for persons with disabilities: Decree No. 2019-768</p>
GABON	Law 19/95 of February 13, 1996, on the Social Protection of Persons with Disabilities
GAMBIA, THE	1997 Constitution of the Gambia – Section 31 (Rights of the Persons with Disabilities)
GEORGIA	Constitutional article 11, paragraph 4

	<p><u>Law of Georgia on Social Protection of Persons with Disabilities (Adopted in 1995)</u></p> <p><u>Law of Georgia on the Elimination of All Forms of Discrimination</u> (Article 1; Article 2, Paragraph 7)</p> <p>New and a separate law on the rights of persons with disabilities needs to be adopted. The draft is under development</p>
GERMANY	<p><u>Law on Equal Opportunities for People with Disabilities</u> (Disability Equal Opportunities Act)</p>
GHANA	<p>Article 29 of the 1992 constitution. The Person with Disabilities act 2006(Act715) of Ghana. The country has also ratified the UNCRPD</p>
GREECE	<p>The Constitution of Greece</p> <p>(Article 4, paragraph 1)</p> <p>All Greeks are equal before the law</p> <p>(Article 4, paragraph 2) Greek men and women have equal rights and equal obligations.</p> <p>(Article 5A, paragraph 2) All persons have the right to information, as specified by law. Restrictions to this right may be imposed by law only insofar as they are absolutely necessary and justified for reasons of national security, of combating crime or of protecting rights and interests of third parties.</p> <p>(Article 21, paragraph 2) Families with many children, disabled war and peace-time veterans, war victims, widows, and orphans, as well as persons suffering from incurable bodily or mental ailments are entitled to the special care of the State.</p> <p>(Article 21, paragraph 3) The State shall care for the health of citizens and shall adopt special measures for the protection of youth, old age, disability and for the relief of the needy.</p> <p>(Article 21, paragraph 6) People with disabilities have the right to benefit from measures ensuring their self-sufficiency, professional integration, and participation in the social, economic, and political life of the Country.</p> <p>(Article 22, paragraph 1) Work constitutes a right and shall enjoy the protection of the State, which shall care for the creation of conditions of employment for all citizens and shall pursue the moral and material advancement of the rural and urban working population.</p> <p>(Article 22, paragraph 2) All workers, irrespective of sex or other distinctions, shall be entitled to equal pay for work of equal value.</p> <p>(Article 25, paragraph 1) The rights of the human being as an individual and as a member of the society and the principle of the welfare state rule of law are guaranteed by the State.</p> <p>(Article 25, paragraph 2) All agents of the State shall be obliged to ensure the unhindered and effective exercise thereof. These rights also</p>

	<p>apply to the relations between individuals to which they are appropriate. Restrictions of any kind which, according to the Constitution, may be imposed upon these rights, should be provided either directly by the Constitution or by statute, should a reservation exist in the latter's favour, and should respect the principle of proportionality.</p> <p>(Article 25, paragraph 3) The recognition and protection of the fundamental and inalienable rights of man by the State aims at the achievement of social progress in freedom and justice.</p> <p>(Article 25, paragraph 4) The abusive exercise of rights is not permitted.</p> <p>In 2012, Greece ratified the UNCRPD and its optional protocol. (Law 4074/2012. G.G.88/A')</p> <p>The Minister of State set, in a public electronic consultation, the draft law: "Guiding and organizational provisions for the implementation of the United Nations Convention on the Rights of Persons with Disabilities" The social partners and all interested parties to participate by submitting proposals in order to improve the provisions of the draft law. The consultation took place until 31/7/2017.</p> <p>Civil Law for persons with disabilities</p> <p>Articles referring to legal act (Civil Code, articles 128-133, 172, 929-931), legal guardianship (Civil Code, articles 1666-1669, 1671, 1674, 1676, 1680, 1683-1687.</p> <p>Criminal Law for persons with disabilities (Criminal Code, articles 33, 34, 36-41, 56, 69)</p> <p>Criminal Procedure Code for persons with disabilities (articles 80, 200, 227)</p> <p>Regulations for the Employee Disability Code (Law 3528/2007, articles 7, 8, 12, 21, 50, 53, 54, 56, 99, 100, 102, 152, 153, 165-167)</p> <p>Employment Regulations and Settings for persons with disabilities</p> <p>Law 2190/1994, 2643/1998, 2956/2001, 2972/2001, 3051/2002, 3227/2004, 3454/2006</p> <p>Mainly, Law 3304/2005 further guarantees the rights of people with disabilities by the legal guarantee of the principle of equal treatment by the incorporation into Greek national law of European Council Directive 2000/43 / EC of 29 June 2000 and Council Directive 2000/78 / EC of 27 November 2000 on combating discrimination based on religion or belief, disability, age or sexual orientation in the field of employment and occupation.</p>
GUATEMALA	Law for Persons with Disabilities Decree No. 135-96, The Congress of the Republic of Guatemala

HAITI	Draft Law on Universal Accessibility Standards for the Built Environment, Law on the Integration of Persons with Disabilities, and the Law of March 13, 2012. The Law on Accessibility Standards for the Built Environment was ratified in July 2018 and published on September 17, 2018, in the official journal "Le Moniteur".
HONDURAS	Honduras has the Law of Equity and Comprehensive Development for Persons with Disabilities, the legislative Decree No. 160-2005, and the public policy for the exercise of rights and social inclusion of the population of Honduras with disabilities, Decree no. pcm. 033-2013
INDIA	The Rights of Persons with Disabilities Act 2016 (RPD Act)
INDONESIA	Yes (link provided is not working)
IRAQ	The article 32 (of the constitution) states that the government takes care of persons with disabilities and persons with special needs and legally grant their right for rehabilitation towards insuring their inclusion in society
IRELAND	<u>Disability Act 2005</u> <u>Equal Status Act 2000-2015</u>
ISRAEL	The Equal Rights for Persons with Disabilities Law legislated in 1998 <u>Equal Rights for Persons with Disabilities</u>
ITALY	Italian Constitution (art. 2, 3, 24, 32) <u>Costituzione della Repubblica Italiana</u> Italian law n. 104/1992 about rights, assistance, and integration of persons with disabilities <u>Legge 5 febbraio 1992, n. 104 "Legge-quadro per l'assistenza, l'integrazione sociale e i diritti delle persone handicappate."</u> (Pubblicata in G. U. 17 febbraio 1992, n. 39, S.O.)
JAMAICA	<u>The Disabilities Act</u>
JAPAN	The Japanese Disabilities Act
JORDAN	The Law on the Rights of Persons with Disabilities No. 20 for the Year 2017 (henceforth referred to as 'the Law'). Jordan's Ministry of Public Works and Housing, via its National Building Commission, developed a new <u>Building Code Requirements for Persons with Disabilities and a corresponding checklist</u> , with technical assistance and input throughout from the Higher Council for the Rights of Persons with Disabilities (HCD) via the representation of two HCD staff members in the drafting and review committee established for that purpose. The Building Code deals with the technical requirements to be met in the following buildings:

	<p>New public buildings and constructions, that include the following¹:</p> <ol style="list-style-type: none"> 1. Administrative, commercial, and service buildings (ministries, banks, trade unions, associations, etc.....). 2. Public buildings (courts, ministries, industrial facilities, post offices, banks, trade unions, associations, etc.....). 3. Health and welfare buildings (Hospitals, health centres, medical complexes, clinics, rehabilitation centres for persons with disabilities, elderly care centres). 4. Educational, cultural, and scientific buildings (universities, society colleges, schools, kindergartens, nurseries, public libraries, museums, and exhibitions). 5. Theatres, cinemas, show rooms and entertainment buildings. Religious buildings (mosques, churches). 6. Transport- related buildings (Airports, train stations, travel complexes and ports). 7. Sport buildings. 8. Industrial buildings. 9. Hotels. 10. Residential apartments 11. Restaurants, cafeterias, and cafés, that have occupied area equal or more than 300 square meters (excluding services area). 12. Travel and tourism buildings 13. Historical and archaeological buildings. 14. Parks, gardens, and public beaches. <p>Features of the new Building Code, include:</p> <ol style="list-style-type: none"> 1. The requirements are illustrated in figures and shapes with dimensions. These requirements are sequential, starting from the car park slot in which the person with a disability stops to the external architectural spaces, and on to the entrance of the building to the internal facilities. 2. The building requirements for persons with visual and hearing disabilities in detail, which have not been addressed in the previous code. 3. A building emergency evacuation plan for persons with disabilities in accordance with the fire prevention code from Jordanian national building codes. 4. The modern accessibility techniques, such as: <ul style="list-style-type: none"> - Braille in signage and lift control panels.
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¹ “Existing buildings and constructions and the minimum requirements and modifications needed to be met to ensure the accessibility and usability for persons with disabilities into and of these buildings.

* External elements and designs in relation to the new elements in the city.” – elements taken from the English summary of said code, as prepared by the Ministry of Public Works and Housing.

	<ul style="list-style-type: none"> - Tactile pavement indicators, with full details about their specifications and points of installation. - Street crossing control buttons to help persons with visual disabilities to pass the traffic intersections safely. - Inclined lifting platforms and vertical lifting platforms, for easy access into existing buildings, by persons with disabilities. - Smart-system machines to suit the needs of persons with disabilities such as ATM machines, self-service machines and ticketing tellers for exchange and payment. - The audio-visual equipment in buildings for direct contact and public use by persons with hearing disabilities. <p>Also, the Ministry of Public Works and Housing and HCD developed <u>the National Plan for Rectifying Existing Buildings and Public Facilities 2019-2029</u>, which comes in compliance with the provisions of the Law on the Rights of Persons with Disabilities No. 20 for the Year 2017², (henceforth referred to as “the Law”), which, per Article 32, obliges the relevant executive authorities, namely the , the Greater Amman Municipality, Municipalities and others, as well as HCD to develop a 10-year national plan that includes solutions and alternatives for existing public buildings and facilities, which in the course of 10 years will be made accessible for persons with disabilities and adapted to their requirements for access to services independently and on an equal basis with others.</p> <p>The Plan was developed by a National Committee comprising the following entities: the Ministry of Public Works and Housing, Ministry of Education, Ministry of Tourism and Antiquities, Ministry of Health, Ministry of Municipal Affairs, Ministry of Transportation, the Greater Amman Municipality, and HCD.</p> <p>The plan includes the following components:</p> <ol style="list-style-type: none"> 1. Awareness and Advocacy 2. Legislation and Public Policies 3. Providing a database of existing public governmental and non-governmental buildings and facilities 4. Technical Capacity Building 5. Rectifying public buildings and facilities, including public facilities; transportation building facilities; public-service buildings; places of worship; and tourist and archaeological sites 6. Rendering inclusive pilot model zones, with four pilot areas: the Yarmouk University Street in Irbid; the Touristic Street in Petra and the Petra Archaeological Site; the Marine Park of Aqaba; and the Abdali Area in Amman. 7. Rendering accessible election centers (300 centers)
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² Available via the website of the Higher Council for the Rights of Persons with Disabilities (HCD).

	<p>The Plan's overall objective is to render accessible at least 60% of facilities and public buildings, which provide services to the public by 2029, by applying the provisions of the Building Code Requirements for People with Disabilities and / or finding appropriate alternatives as necessary.</p> <p>Article 33 of the Law stipulates against the act of endorsing or licensing of plans, designs or to grant licenses and work permits for public or private buildings or places of worship or tourist locations and other establishments and facilities extending services to the public unless they are fully accessible.</p> <p>The Building Code was issued in the last quarter of 2018 in hard copy and is now available at the Ministry of Public Works and Housing.</p> <p>The Bus Rapid Transit (BRT) project is an urban project that is now under construction process where assessment and site visits are done for the several on-going site to make sure that both the infrastructure of the project such as (the terminals, bus stations and the surrounding paths) are accessible for the use of the persons with disabilities as well as the buses that will be available for the transportation process. It is expected that this project will be functioning end of year 2022.</p> <p>As for the model zones mentioned in the 10-year action plan, the proposed projects in Abdali area, Irbid, the Yarmouk University Street are ongoing projects in the studies phase where all the drawings and documents are under design phase. It is expected that they will be ready in the first quarter of 2020. As for the Touristic Street in Petra and the Petra Archaeological Site, both are under construction and the Marine Park of Aqaba is still in the initial design phase. The four model zones are to be ready by 2022.</p> <p>As for the 10-year plan, it was launched on the 11th of March 2019 in the presence of 270 national and international stakeholders.</p>
<p>KAZAKHSTAN</p>	<p>The Constitution of the Republic of Kazakhstan (adopted at a republican referendum on August 30, 1995 (with amendments and additions as of 03.23.2019) In particular, in Art.28</p> <p>Law of the Republic of Kazakhstan "On social protection of people with disabilities in the Republic of Kazakhstan"</p> <p>In Kazakhstan, amendments have been made to 4 Codes and 24 laws. Amendments and additions to legislative acts continue. As an example, the following legislative acts can be cited:</p> <p>Code of the Republic of Kazakhstan "On marriage (matrimony) and family"</p> <p>Law of the Republic of Kazakhstan dated January 23, 2001, No. 149-II "On employment of the population"</p> <p>Labor Code of the Republic of Kazakhstan</p> <p>Code of the Republic of Kazakhstan "On taxes and other obligatory payments to the budget" (Tax Code)</p>

	<p>Law of the Republic of Kazakhstan "On Pension Provision in the Republic of Kazakhstan"</p> <p>Law of the Republic of Kazakhstan dated April 5, 1999, No. 365-I "On special state benefits in the Republic of Kazakhstan"</p> <p>Law of the Republic of Kazakhstan "On Special Social Services"</p> <p>Law of the Republic of Kazakhstan "On Compulsory Social Health Insurance"</p> <p>Law of the Republic of Kazakhstan "On public procurement"</p> <p>Law of the Republic of Kazakhstan dated July 4, 2003, No. 476-II "On road transport"</p> <p>On architectural, urban planning and construction activities in the Republic of Kazakhstan</p> <p>Law of the Republic of Kazakhstan dated July 16, 2001, No. 242. "On education"</p> <p>Order of the Minister of Health and Social Development of the Republic of Kazakhstan dated January 30, 2015, No. 44 "On approval of the Rules for conducting medical and social examination" (as amended as of 02/07/2018)</p> <p>Resolution of the Government of the Republic of Kazakhstan dated July 20, 2005, No. 754 "On approval of the list of technical auxiliary (compensatory) means and special vehicles provided to people with disabilities " (with amendments and additions as of 03.03.2017)</p> <p>Order of the Minister of Health and Social Development of the Republic of Kazakhstan dated January 22, 2015, No. 26 "On some issues of rehabilitation of people with disabilities "</p> <p>Decree of the Government of the Republic of Kazakhstan dated January 16, 2012, No. 64 "On approval of the first stage (2012-2013) of the Action Plan to ensure the rights and improve the quality of life of persons with disabilities in the Republic of Kazakhstan for 2012-2018"</p> <p>Decree of the Government of the Republic of Kazakhstan dated March 26, 2014. No. 254 "On approval of the second stage (2014 - 2015) of the Action Plan to ensure the rights and improve the quality of life of persons with disabilities in the Republic of Kazakhstan for 2012 - 2018" (as amended on February 05, 2015, No.)</p> <p>Decree of the Government of the Republic of Kazakhstan dated April 14, 2016, No. 213 "On the approval of the third stage (2016 - 2018) of the Action Plan to ensure the rights and improve the quality of life of persons with disabilities in the Republic of Kazakhstan for 2012 - 2018" (with amendments and additions dated 04.04.2017 g.)</p> <p>Decree of the Government of the Republic of Kazakhstan dated May 28, 2019, No. 326 "On approval of the National Plan to ensure the rights and improve the quality of life of persons with disabilities in the Republic of Kazakhstan until 2025"</p> <p>On the approval of the standards of the person with disabilities' workplace</p> <p>Order of the Minister of Health and Social Development of the Republic of Kazakhstan dated November 30, 2015, No. 910. Registered with</p>
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	<p>the Ministry of Justice of the Republic of Kazakhstan on January 12, 2016, No. 12854. Abolished by order of the Minister of Health and Social Development of the Republic of Kazakhstan dated June 14, 2016, No. 519</p> <p>Order of the Minister of Health and Social Development of the Republic of Kazakhstan dated June 14, 2016, No. 519 "On approval of standards for a person with disabilities' workplace"</p> <p>Decree of the Government of the Republic of Kazakhstan dated June 1, 2017, No. 330 "On approval of the initial report on measures taken by the Republic of Kazakhstan to implement the Convention on the Rights of Persons with Disabilities"</p> <p>State standards in the field of architecture, urban planning, and construction. CODE OF RULES OF THE REPUBLIC OF KAZAKHSTAN "Design of buildings and structures, taking into account accessibility for people with limited mobility. General provisions "SP RK 3.06-101-2012 National standard of the Republic of Kazakhstan. Elevators, escalators, travelators, and lifts for people with disabilities. Requirements for their delivery, installation and operation" and a number of other legislative acts</p>
KENYA	<p>UN Convention on the Rights of Persons with Disabilities and Persons with Disabilities Act No. 14 of 2003 (Civil Society Programs)</p> <p>Article 54 of the Constitution of Kenya, 2010</p> <p>Although there are in place very strong laws in writing that cater for all persons with disabilities there has been slow progress due to poor implementation.</p>
KOSOVO	Yes
KYRGYZ REPUBLIC	<p>Constitution of the Kyrgyz Republic, Article 16</p> <p>On the <u>Rights and Guarantees of Persons with Disabilities</u> Document</p> <p><u>Labor Code of the Kyrgyz Republic</u>, 5% quota when hiring if there are 20 or more employees in the team.</p>
LEBANON	<p>Lebanon did not ratify the UN CRPD; however, we have the Public Law 220/2000 which define the rights of persons with disabilities in various domains that is the right to access to social, educational, medical, vocational, housing, leisure, and transportation services. Many of these rights are not well fulfilled</p>
LESOTHO	<p>Section 33 of the Constitution of Lesotho provides that the state shall employ people with disabilities</p>
LIBERIA	<p>The National Human Right Action Plan</p>

MADAGASCAR	Madagascar has a National Law related to the Rights of Persons with Disabilities since 1998, Law number 97/044
MALAWI	<u>Disabilities Rights in Malawi Constitution</u> <ul style="list-style-type: none"> - Article 13;(g) (i) (ii) (iii) - Article 20;(1) - Article 23;(4)
MALAYSIA	Persons with Disabilities Act 2008 (Act 685)
MALDIVES	Act No. 8/2010 " <u>Disability Act</u> " (Dhivehi)
MALTA	<u>Equal Opportunities Act of 2000</u> <u>Amendments to the Act 2016</u> <u>Malta Communication Authority (MCA) secondary legislation implementing the EU Web Accessibility Directive</u>
MAURITANIA	Yes
MEXICO	General Law for Persons with Disabilities, National Council for the Care of Persons with Disabilities
MOLDOVA	<p>Constitutional article No. 51 refers to the Protection of persons with disabilities: (1) People with disabilities have special protection from the whole society. The state provides for them normal conditions of treatment, rehabilitation, education, training, and social integration.</p> <p>There is the <u>Law No.60 on Social Inclusion of Persons with Disabilities (30.03.2012)</u>.</p>
MONGOLIA	<u>Law of Mongolia on Human Rights of Persons with Disabilities</u> was enacted in 2016 by the State Great Khural of Mongolia
MONTserrat	<u>Labor Code 2012</u> requires employers to make reasonable adjustments in the workplace in order to avoid discriminatory practices. <u>The Constitution Order 2010</u> .
MOROCCO	<p>In Morocco, rights of persons with disabilities are stated in the following resources:</p> <p>The Constitution The Framework Law on the rights of Persons with Disabilities The Accessibility Law</p>
MOZAMBIQUE	<u>The Constitution of Mozambique</u>

MYANMAR	Yes
NAMIBIA	Namibia has the National Disability Council ACT and Sector Policy on Inclusive Education as well. Namibia is also a signatory to the UNCRPD and SDGs
NEPAL	There are various clauses in <u>the new Constitution of Nepal</u> including political rights. Also a new <u>Disability Rights Act</u> is just passed from the constitution.
NEW ZEALAND	<u>The Bill of Rights (1990)</u> <u>The Human Rights Act (1993)</u> <u>The New Zealand Disability Strategy (2016)</u> New Zealand is a signatory to the United Nations Convention on the Rights of Persons with Disabilities (2006)
NICARAGUA	Art. 56 of the Political Constitution of Nicaragua, Law No. 763, Law of the Rights of Persons with Disabilities and its Regulations, Nicaraguan Obligatory Technical Standard NTON 03021-11
NIGER	The Constitution of the 7th Republic (Articles 22 and 26) Ordinances 93 012 determining the minimum social protection rules for persons with disabilities
NIGERIA	On January 23, 2019, the Discrimination Against Persons with Disabilities (Prohibition) Act, 2018 was signed in Law. <u>Disability Rights Laws</u> <u>Prohibition Bill 2018</u>
NORWAY	This is the <u>Equality and Anti-discrimination Law</u> .
OMAN	Oman has ratified many international agreements on the rights of persons with disabilities and has issued relevant local laws and policies: <u>The Ministry of Social Development</u> is responsible for the welfare of persons with disabilities. <u>The Information Technology Authority</u> is the body responsible for implementing national IT infrastructure projects and supervising all projects related to implementation of the <u>Digital Oman Strategy (e.oman)</u> while providing professional leadership to various other e-Government initiatives of the Sultanate. It has also included accessibility

	<p>as part of the national program for transforming the country digitally: eGovernment Transformation Plan. It is worth mentioning here that the ITA is providing the Read Speaker License for many government entities. Most importantly, it provides IT training programs for people with disabilities. Also, in collaboration with all government entities draft e-Accessibility policy. General IT Training Laws and Regulations to Protect Persons with Disabilities</p>
PAKISTAN	<p>Balochistan: The Balochistan Persons with Disabilities Bill 2017 Sindh: Sindh Empowerment of People with Disabilities Act of 2018 Punjab: THE DISABLED PERSONS (EMPLOYMENT AND REHABILITATION) ORDINANCE 1981 Federal: Disabled Persons' (Employment and Rehabilitation) Ordinance, 1981</p>
PALESTINE, STATE OF	<p>The Palestinian Disabled Law No.4 for the year 1999 defines the rights of persons with disabilities. Note: The Palestinian Disabled Law No.4 for the year 1999 is in the process of being reviewed and amended</p>
PANAMA	<p>Law No. 15 of May 31, 2016, that reforms Law No. 42 on Equalization of Opportunities</p>
PARAGUAY	<p>1.Law No. 3.540/08: <i>"The Convention on the Rights of Persons with Disabilities and Optional Protocol"</i></p> <p>The Convention on the Rights of Persons with Disabilities was promulgated by the United Nations General Assembly in 2006 with the aim of promoting, protecting, and guaranteeing the human rights of persons with disabilities.</p> <p>Paraguay ratified this regulation in 2008, assuming a commitment to work for compliance. Read more about this law from here.</p> <p>2.Law No. 2.479/04 and Law No. 3.585/08: <i>"Establish the obligation of the employment incorporation of persons with disabilities into public institutions"</i></p> <p>It states that all state institutions, governorates, and municipalities must incorporate in their staff at least 5% of persons with disabilities over the total civil service.</p> <p>Read more about these Laws here and here</p> <p>3.Law No. 4.934/13: <i>"Physical Environment Accessibility Act"</i></p>

	<p>It is the law that all public and private services must have the right infrastructure for persons with disabilities to access them. Read more about these regulations here</p> <p>4. Law No. 4.962/13: <i>"Tax Incentive Act"</i></p> <p>It is a law that motivates private companies to hire persons with disabilities, offering tax benefits to recruitment. Read more about this law from here.</p> <p>5. Law No. 5.136/13: <i>"Inclusive Education Act"</i></p> <p>This law states that all public and private schools are required to include persons with disabilities and provide them with the necessary support so that they can study. Read more of these regulations here.</p> <p>6. Law 4.720/12: "Creating the National Secretary for the Human Rights of Persons with Disabilities" (SENADIS)</p> <p>This law creates SENADIS: an institution of the State, responsible for all disability issues in all public institutions and their policies, as well as being the governing body of disability for the private sector and society. Read more of these regulations here</p> <p>7. Decree No. 10.514/13: "Regulating Law No. 4720/12 and creating the National Commission for the Human Rights of Persons with Disabilities (CONADIS).</p> <p>This Decree creates CONADIS, an articulating instance between State and Civil Society, where the main Ministries and sectors of the different types of disability, family, and interior representative (7 representatives in total) legitimately elected are represented. They are responsible for designing inclusive national and sectoral policies for the sector. This ensures the participation of persons with disabilities and their organizations in disability decision-making. Read more of these regulations here</p> <p>Decree No. 5507/16: "National Plan for the Rights of Persons with Disabilities"</p> <p>through this document, the Paraguayan State approves a cross-cutting action plan aimed at fulfilling the rights of persons with disabilities from an inclusive approach. This document was built jointly and in conjunction</p>
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	<p>between State and Civil Society within the framework of international standards endorsed by the United Nations.</p> <p>Read the full National Plan here</p>
PERU	<p>The main national regulations on disability are the <u>General Law on Persons with Disabilities</u> (Law No. 29973) and its regulations (approved with Supreme Decree No. 002-2014-MIMP).</p>
PHILIPPINES	<p><u>Republic Act 7277 - Magna Carta for Persons with Disabilities</u> <u>Republic Act 9442 - Amendments to Magna Carta</u> <u>BP 344 -An Act to Enhance the Mobility of Disabled Persons by Requiring Certain Buildings, Institutions, Establishments and Public Utilities to install Facilities and Other Devices</u></p>
POLAND	<ol style="list-style-type: none"> 1. <u>Constitution of Poland on Persons with Disabilities</u> 2. <u>Convention on the Rights of Persons with Disabilities</u> 3. <u>Accessibility Act</u> <p>Additionally, in Poland, there is a governmental program "<u>Accessibility Plus</u>" that aims to provide persons with special needs with free access to goods, services as well as opportunities to fully participate in social and public life..</p> <p>The above documents not only define rights of the persons with special needs but also serve as a base for other legal acts (acts, dispositions, detailed regulations) that delineate specific rights in terms of access to:</p> <ul style="list-style-type: none"> • Healthcare • Education • Justice • Employment • Culture • Transportation • Telecommunication and Postal Services
PORTUGAL	<p>Law 38/2004, 18 August – Legal arrangements for the prevention, enabling, rehabilitation and participation of the persons with disabilities.</p> <p>Portugal ratified the Convention the Rights of People with Disabilities in 2009.</p> <p>Law decree 163/2006, 8 August – technical norms of accessibility.</p> <p>Law 46/2006, 28 August – Prevents and prohibits discrimination on grounds of disability and aggravated health risk</p>

<p>QATAR</p>	<p>In Part Two (Guiding Principles of Society) of the Permanent Constitution of the State of Qatar, Article 18 explicitly states, “justice, benevolence, freedom, equality and high moral standards are core values of the Qatari society,” (Article 18 of The Permanent Constitution of the State of Qatar) whereas Article 19 states, “The State shall safeguard the foundations of the society and ensure security, stability and equal opportunities for all citizens.” (Article 19 of The Permanent Constitution of the State of Qatar)</p> <p>In Part Three (Public Rights and Duties) of the Permanent Constitution of the State of Qatar, Article 34 explicitly states, “Citizens shall be equal in terms of public rights and duties.” (Article 34 of The Permanent Constitution of the State of Qatar) Furthermore, Article 35 states, “All persons are equal before the Law and there shall be no discrimination whatsoever on grounds of gender, race, language or religion.” (Article 35 of The Permanent Constitution of the State of Qatar)</p> <p>Having constitutional articles that specifically outline the centrality of equality and non-discrimination in the eyes of the law forms a critical backbone on which all legislations and regulations relating to disability can find legitimacy and support.</p> <p>In 2004, Qatar issued law #2 in respect of Persons with Special Needs (Law No. 2 of 2004 in respect of People with Special Needs.) The law is comprehensive and far-reaching. Its articles address accessibility in the following domains: technology, employment, education, and vocational training, rehabilitation, transportation, social care, independent living, social and cultural participation, sports and entertainment, and financial support. The law also contains articles that make explicit reference to the issuance of fines as punitive measures to ensure its application, primarily in the public sector. The status of the law is in force.</p> <p>Additionally, the State of Qatar has ratified the UNCRPD on May 13, 2008, after it came into effect on May 3rd of the same year. The UN Convention on the Rights of Persons with Disabilities (the UNCRPD) is the first human rights treaty of the 21st century, and the first binding instrument specifically focused on protecting persons with disabilities within the framework of the UN's universal system of human rights. As per Article 6 of Qatar’s Permanent Constitution, “The State shall respect international charters and conventions and shall strive to implement all international agreements, charters and conventions to which it is party.”</p> <p>The needs and rights of Persons with Disabilities are also explicitly addressed in other Qatari laws:</p> <p>EMPLOYMENT:</p> <ul style="list-style-type: none"> • Article 14 in Law No. 15 of 2016 promulgating the Civil Human Resources Law: Law No. 15 of 2016 promulgating the Civil Human Resources Law (available only in Arabic) • Article 1 in Law No. 38 of 1995 On social security: Herein, the law states that, “Persons with disabilities are entitled to a pension.” • Resolution of the Minister of Interior No. 6 of 2010 on the Issuance of the Executive Bylaw of the Traffic Law Promulgated by Decree-Law No. 19 of 2007 (Resolution of the Minister of Interior No. 6 of 2010 on the Issuance of the Executive Bylaw of the Traffic Law Promulgated by Decree-Law No. 19 of 2007): This bylaw states that, “Persons with
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	<p>disabilities have the right to drive vehicles with special specifications.”</p> <ul style="list-style-type: none"> • The land transportation affairs of Ministry of Transportation and Communication has published several manuals that incorporate polices generated from international research and best practice design principle, traffic operation and safety performance as well as encompassing numerous technical changes in procedures and values that were customized for the unique needs and conditions of the state of Qatar. It accommodates the needs of all road users including pedestrians, cyclists, elderly, persons with disabilities as well as transit users in the state of Qatar. <p>This law explicitly states that “Governmental bodies are obliged to provide employment for persons with disabilities in accordance with the provisions of Law No. (2) of 2004 on persons with disabilities and to provide them with all appropriate means to perform their job duties and equipping their workplaces with requirements that suit their needs.”</p> <p>SOCIAL PROTECTION:</p> <ul style="list-style-type: none"> • <u>Article 1 in Law No. 38 of 1995 On social security:</u> Herein, the law states that, “Persons with disabilities are entitled to a pension.” <p>TRANSPORTATION:</p> <ul style="list-style-type: none"> • Resolution of the Minister of Interior No. 6 of 2010 on the Issuance of the Executive Bylaw of the Traffic Law Promulgated by Decree-Law No. 19 of 2007 (<u>Resolution of the Minister of Interior No. 6 of 2010 on the Issuance of the Executive Bylaw of the Traffic Law Promulgated by Decree-Law No. 19 of 2007</u>): This bylaw states that, “Persons with disabilities have the right to drive vehicles with special specifications.” • The land transportation affairs of Ministry of Transportation and Communication has published several manuals that incorporate polices generated from international research and best practice design principle, traffic operation and safety performance as well as encompassing numerous technical changes in procedures and values that were customized for the unique needs and conditions of the state of Qatar. It accommodates the needs of all road users including pedestrians, cyclists, elderly, persons with disabilities as well as transit users in the state of Qatar. <p>In addition to the laws, The State of Qatar has also put in place key policies and regulations that have a direct impact on the lives of Persons with Disabilities in several domains. As follows:</p> <p>DIGITAL ACCESSIBILITY:</p> <ul style="list-style-type: none"> • In 2011, The State of Qatar issued the Qatar National e-Accessibility Policy, which is under the auspices of the Ministry of Transport and Communications (<u>Qatar’s e-Accessibility Policy</u>) By 2019, the Minister of Ministry of Transport and
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	<p>Communications approve the draft of ICT accessibility legislation as first step toward the implementation of the accessibility law in the State of Qatar.</p> <ul style="list-style-type: none"> • In 2018, the General Secretariat of the Council of Ministers the State of Qatar's accession instrument to the Marrakesh Treaty. The treaty allows for copyright exceptions to enable the creation of books and other copyrighted works for visually impaired and print- persons with disabilities. • In June 2009, the Additional Educational Support Policy launched and administered by the Ministry of Education and Higher Education. The policy presented a set of policies and guidelines to support students with disabilities. • In 2009, the Qatar Central Bank issued Directive No.73 regarding the provision of accessible banking services to Persons with Disabilities. The Directive specifically mandates the need to present critical information in alternative formats such as audio and Braille. <p>EDUCATION:</p> <ul style="list-style-type: none"> • <u>Shafallah Center for Children with Special Needs</u> • <u>Al Awsaj School (Qatar Foundation)</u> • Al-Hedaya Primary School and kindergarten • <u>Renad Academy (Qatar Foundation)</u> • <u>Audio Education Complex</u> • <u>Al Noor Institute for the Blind</u> • <u>Rou'a Assessment, Advice and Support Center (Ministry of Education and Higher Education)</u> • <u>Qatar University – Inclusion and Special Needs Support Center</u> • <u>Community College of Qatar – Special Needs Center</u> • <u>Rumailah Hospital</u> • Special Needs Department in the mainstream schools of Qatar Foundation that support students with disabilities <p>INDEPENDENT LIVING AND THE RIGHT TO ACCESS INFORMATION:</p> <ul style="list-style-type: none"> • In 2009, the Qatar Central Bank issued Directive No.73 regarding the provision of accessible banking services to Persons with Disabilities. The Directive specifically mandates the need to present critical information in alternative formats such as audio and Braille. • Definition of ICT accessibility: <p>ICT accessibility is explicitly addressed in the National e-Accessibility Policy (<u>Qatar's e-Accessibility Policy</u>), which was passed by the Supreme Council of Information and Communication Technology (now replaced by the Ministry of Transport and Communications) in 2011.</p> <p>The Policy is a first of its kind document for the MENA region and addresses accessibility to websites and mobile apps, telecommunications services, ATMs and public access terminals, and assistive technologies. It also includes a special call to action to make digital content accessible, particularly that which is produced in the Arabic language.</p>
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	<p>Additionally, ICT Accessibility is defined and explicitly outlined in Qatar’s National ICT Plan, launched in 2015 by the Supreme Council of Information and Technology (now the Ministry of Transport and Communications). Program 4 of the Plan (Boosting Capacity) contains the “Accessibility for All” initiative.</p> <p>It is described in the following manner, “To ensure that ICT products and services in Qatar are accessible to all members of society—especially those with special needs—ictQATAR will work with Qatar’s Assistive Technology center, Mada, to formulate an e-accessibility policy. This policy will help persons with disabilities overcome major barriers in utilizing ICT in their daily lives. It will address issues including requirements for telecommunications service providers to offer accessible services and handsets, accessibility requirements for public sector websites, accessibility of public service terminals and automated teller machines, and recommendations for producers and distributors to provide accessible digital content. This policy will build on significant initiatives already undertaken by Mada, which opened in June 2010. Since then, the Center has helped hundreds of persons through training and providing them with technology to meet their needs.” (Qatar National ICT Plan)</p>
ROMANIA	Romania has ratified the UN Convention for the rights of people with disabilities in 2010 as a fundamental treaty of human rights. Also, it developed a national law, Law 448/2006, a base for each initiative/service/regulation in disability field.
RUSSIAN FEDERATION	The Constitution of the Russian Federation guarantees everyone social security, including in case of disability. Federal Law « The Persons with Disabilities Act » of 24.11.1995, №181-FZ
SAMOA	The constitution of the independent state of Samoa, 1962 states that all persons are equal and are entitled to the equal protection under the law. The Samoan Government is progressing with discussions with its partners to develop a national disability bill
SAO TOME AND PRINCIPE	Law 7/2012 and The Convention on the Rights of Persons with Disabilities
SENEGAL	Law 2010-15 on the Social Orientation Law on the promotion and protection of the rights of persons with disabilities
SERBIA	The Constitution explicitly prohibits disability- based discrimination, there is a law on prevention of discrimination against persons with disabilities and general anti- discrimination law. In addition, there is a law on professional rehabilitation and employment of persons with disabilities. Disability is mainstreamed in many systemic laws
SIERRA LEONE	Sierra Leone Disability Act 2011
SLOVENIA	In the Constitution of Republic of Slovenia there are some articles, which refer also to the human rights of the persons with disabilities, for example: Article 14: (Equality before the law) »In Slovenia everyone is guaranteed equal human rights and fundamental freedoms, irrespective of nationality, race, sex, language, religion, political or other beliefs, financial status, birth, education, social status, disability or any other

	<p>personal circumstance. All are equal before the law. “Article 52: (Rights of Persons with Disabilities)”. Disabled in accordance with the law guaranteed protection and work-training.</p> <p>Children with physical or mental disabilities and other severely disabled persons have the right to education and training for an active life in society. Education and training in the preceding paragraph shall be financed from public funds, and Article 62: (The right to use their language and script) “Everyone has the right to the exercise of their rights and duties and in procedures before state and other bodies performing a public service, to use his language and script in a manner provided by law.” Article 62 is including the right of the deaf to use the Slovenian sign language and to right of the blind to us the Braille script. Here is the web link to the page of Constitution in Slovenian language: The human rights of the disabled persons and persons with special needs are included also in some other legal and other important acts: they are mentioned in:</p> <p>The Equalization of Opportunities of Persons with Disabilities Act (ZIMI) from 2010, The Law About Disabled People's Organization from 2006, The Law on the Slovenian Sign Language (ZUSZJ) from 2002, Social Inclusion of Disabled Persons Act from 2018 and in the Action Program for Persons with Disabilities 2014–2021, which was adopted in January 2014 (English version of the Action Program for Persons with Disabilities 2014–2021 is available on the website of the Ministry of Labour, Family, Social Affairs and Equal Opportunities</p>
SOMALIA	Somali constitution 1) Article 11- Equality 2) Article 27-Economic and Social rights 3) Article 30-Education and many other articles
SOUTH AFRICA	The Constitution of the Republic of South Africa, 1996 White Paper on the Rights of Persons with Disabilities Promotion of Equality and Prevention of Unfair Discrimination Act
SOUTH SUDAN	The rights of persons with disabilities are provided for under article 30 of the Transitional Constitution of the Republic of South Sudan 2011. However, the article refers to persons with disabilities as ‘people with special needs’
SPAIN	The Spanish Constitution of 1976: articles 1, 9.2, 10.1 General Law on the rights of people with disabilities and their social inclusion
SRI LANKA	Protection of the Right of Persons with Disabilities Act No 28 of 1996
SUDAN	Sudan Disability Act 2017
SURINAME	The Parliament approved the CRPD on September 25 th , 2015

TAJIKISTAN	Law of the Republic of Tajikistan on the social protection of persons with disabilities
TANZANIA, UNITED REPUBLIC OF	<u>Disability Rights Tanzania</u>
THAILAND	<u>Thailand's Constitution</u> , section 71
TOGO	There is a law on social protection of people with disabilities in Togo; in addition, there are other texts that take disability into account: a law regarding disability established in the Togolese Constitution, revised in 2019; the law on the labor code, the law on the Togolese code of persons with disabilities and their families
TUNISIA	The article 48 of the Tunisian Constitution says: "The State shall protect persons with disabilities against all forms of discrimination. Every citizen with disabilities shall have the right to benefit, based on the nature of their disability, from all of the measures guaranteeing their full integration into society. The State must take all necessary measures to realize this
TURKEY	Constitution Article 10 acknowledges the positive discrimination for the benefit of the disabled in Turkey. Moreover, the Law for the Disabled, Act No. 5378 Article 7 identifies the right to ICT accessibility together with the environmental accessibility for persons with disabilities
TURKMENISTAN	The Convention on the Rights of Persons with Disabilities was adopted in 2008 and ratified in 2010
UGANDA	Articles 32 and 35 of the 1995 constitution of Republic of Uganda
UNITED KINGDOM	<u>2010 Equality Act</u> <u>Disability Discrimination Act 1995</u> (Northern Ireland)
UNITED STATES	<u>Americans with Disabilities Act</u>
URUGUAY	Uruguay has the Law 18418 that ratifies the International Convention on the Rights of Persons with Disabilities. Law 19691 on the comprehensive protection for persons with disabilities <u>Law 19691-2018</u> Law 19307 on Audiovisual Communication Services - Regulation of its provision (Media Law) <u>Law 19307 on Audiovisual Communication Services</u> Law 17378 on the recognition of the Uruguayan Sign Language as the natural language for deaf persons and their communities throughout the territory of the Republic <u>Law 17378</u> The <u>Law 19262</u> through which the Marrakesh Treaty is ratified and <u>Decree 295/017</u> on the application of this treaty and the "Action Protocol for the Inclusion of Persons with Disabilities in the Educational Centers" and its regulation <u>Decree 72/017</u>
UZBEKISTAN	Persons with Disabilities Rights Act

VENEZUELA	In the constitution of the Bolivarian Republic of Venezuela, in its article 81 it states: "Every person with a disability or special needs has the right to the full and autonomous exercise of their capacities and to their family integration and community. The State, with the solidarity participation of families and society, it will guarantee respect for their human dignity, the equalization of opportunities, satisfactory working conditions, and promote their training. This refers to the training and access to employment according to their conditions, in accordance with the law. Deaf or speech impaired people are recognized the right to express themselves and communicate through the Venezuelan sign language". In the same way, on January 5, 2007, the Law for Persons with Disabilities was enacted, which includes articles framed to guarantee the rights of PWD, with equal opportunities. Likewise, the National Council for People with Disabilities (CONAPDIS) was created, which ensures the inclusion and respect of this population.
YEMEN, REPUBLIC OF	<u>Law No. 61 of 1999 Care and Rehabilitation Act of Persons with Disabilities</u>
ZAMBIA	The Persons with Disabilities Act, No.6 of 2012
ZIMBABWE	Zimbabwe Persons with Disabilities Act (Chapter 17:01)

REASONABLE ACCOMMODATION

Is a definition of "Reasonable Accommodation" included in any law or regulation of the country regarding the Rights of Persons with Disabilities?

General Statistics

Overall, 137 countries	A definition of "Reasonable Accommodation" included in any law or regulation regarding the Rights of Persons with Disabilities?
Percentage	68%

Region	A definition of "Reasonable Accommodation" included in any law or regulation regarding the Rights of Persons with Disabilities?
Africa	64%
Central Asia	38%
East Asia & Pacific	61%
Europe	76%
Latin America and the Caribbean	73%
Middle East and North Africa	63%
Northern America	100%
South Asia	88%

Country Income Level	A definition of "Reasonable Accommodation" included in any law or regulation regarding the Rights of Persons with Disabilities?
Low income	61%
Lower- middle income	67%
Upper-middle income	68%
High income	74%

Comments from Experts - DARE Index 2020

AFGHANISTAN	In Afghanistan, persons with disabilities are accommodated in most of the laws and policies but the problem is the lack of attention of the government for the implementation of the mentioned laws, as follows: United Nations Convention on the Rights of Persons with Disabilities (UNCRPD) Afghanistan Constitutional Law (article 53) Education Law of Afghanistan Afghanistan National Development Strategy Education Sector Strategy National Law on the Rights and Benefits of Persons with Disabilities
ANGOLA	The Accessibility Law 10/16 of July 27: it has all the accommodations for accommodation, in the various domains of persons with disabilities' life
ARGENTINA	The definition is included in Law 26378 that approves the Convention in Argentina
AUSTRALIA	Reasonable adjustment' is defined in the abovementioned Disability Discrimination Act 1992. As follows: - <u>Disability Discrimination Act and (DDA) 1992</u> - <u>Australian Human Rights Commission</u> - <u>Australian Human Rights Legislation</u>
AUSTRIA	Section 6(5) of the Disability Equality Act (Bundes-Behindertengleichstellungsgesetz)
AZERBAIJAN	<u>Reasonable Accommodation Laws Azerbaijan</u>
BANGLADESH	Rights and Protection of Persons with Disabilities Act 2013, section 16/M
BHUTAN	There is no specific article on the rights of PwDs but the Constitution does not discriminate against PwDs
BRAZIL	<u>Law No. 10048</u> <u>Law 13146</u>
BULGARIA	<u>Law on Protection against Discrimination</u>
BURUNDI	In the National Policy for the Rights of Persons with Disabilities and its Action Plan, established in May 2019, in its article 3: Reasonable Changes are the necessary, appropriate, and proposed adjustments so as not to impose a disproportionate burden, necessary in a particular

	case, to ensure that persons with disabilities enjoy or exercise on an equal basis with others all human rights and fundamental freedoms
CANADA	<u>Canadian Human Rights Act</u>
CENTRAL AFRICAN REPUBLIC	Law No. 00.007 of December 20, 2000, and its implementing decree No. 02.205 of August 6, 2002.
CHAD	CRPD Article 28
CHILE	<p>Article 8, title I, of Law 20,422, indicates the following: “In order to guarantee the right to equal opportunities for people with disabilities, the State will establish measures against discrimination, which will consist of demands for accessibility, making the necessary adjustments and preventing harassing behavior”. Meanwhile, it defines the necessary or reasonable adjustments as "the measures of adaptation of the physical, social environment and attitude to the specific deficiencies of people with disabilities that, effectively and practically and without involving a disproportionate burden, facilitate accessibility or participation of a person with a disability on equal terms with the rest of the citizens".</p> <p>Article 24 of the same Law (Accessibility Measures) mentions “Any person or institution, public or private, that offers educational services, training or employment, demanding the rendering of exams or other similar requirements, must make the necessary adjustments to adapt selection mechanisms, procedures and practices in all that is required to safeguard equal opportunities for people with disabilities who participate in them”.</p> <p>Article 27 states "Public access libraries must have accessible material, infrastructure and technologies for people with sensory disabilities, considering facilities, necessary adjustments and provision of support services for the care of these users".</p> <p>Article 30, related to Transport, indicates “The Ministry of Transport and Telecommunications will supervise transport operators so that they adopt the necessary measures and adjustments to avoid discriminatory practices in the provision of the public passenger transport service established in the regulation referred to in the second paragraph of this article. Operators may not require a passenger with a disability to comply with special requirements or conditions to access the public transport service”.</p> <p>Article 59, related to the National Registry of People with Disabilities, establishes “If people with sensory disabilities appear, the court must make the necessary adjustments that allow these people to communicate and access the background of the process, so as to guarantee their rights properly”.</p> <p><u>Law No.20422</u></p>
CHINA	In 2017, the <i>Regulation on Disabled Persons’ Participation in the National Entrance Examinations of Mainstream Higher Education Institutions</i> mentioned “reasonable accommodation” for the first time. The regulation requires that disabled exam takers be provided reasonable

	accommodations. However, so far, no law or regulation has clarified the meaning of reasonable accommodation. Nor does any law or regulation state that refusal to provide reasonable accommodation constitutes discrimination based on disability
COLOMBIA	Statutory Law 1618 in its "TITLE II. DEFINITIONS AND PRINCIPLES", adopts the term "Reasonable Adjustment" based on the Law No. 1346 of 2009, and expresses it as follows: PARAGRAPH. For the purposes of this law, the definitions of "communication", "Language", "discrimination based on disability", "reasonable accommodation" and "universal design", established in Law No. 1346 of 2009, are also adopted.
COOK ISLANDS	<u>Disability Act 2008</u>
COSTA RICA	<u>Law 8661: Ratification of the Convention on the Rights of Persons with Disabilities and its Protocol</u> <u>Law 9379: Law that Promotes the Individual Autonomy of Persons with Disabilities</u>
COTE D'IVOIRE	CHAPTER IV Article 13 of N ° 98-590 of November 10, 1998, on guidance in favor of persons with disabilities. These provisions aimed at improving the lives of persons with disabilities
CZECH REPUBLIC	Accessibility Law (Czech Accessibility Law) Antidiscrimination Act (Antidiscrimination Act)
DOMINICAN REPUBLIC	Organic Law 5-13 on the Rights of Persons with Disabilities - Article 91. Regulations for the application of Law 5-13 - Article 5 UN Convention on the Rights of Persons with Disabilities - Article 2
ECUADOR	Ecuador, in its legal and juridical framework in favor of rights and obligations, has an extensive and protagonist participation of persons with disabilities. It is important to mention that there is still a lack of knowledge of laws that protect the rights of persons with disabilities and socialization with their families, without ceasing to side the active participation of our local, regional and national authorities.
EGYPT, ARAB REPUBLIC	In the Law of Persons with Disabilities No. 10 of 2018 in the Definitions of the Law, page 5
EL SALVADOR	<u>Press Release about Accessibility Legislation for Persons with Disabilities</u>
ESTONIA	The concept of reasonable accommodation in the Estonian Equal Treatment Act is a bit vague, and it does not cover access to goods and services. However, legal acts to cover ICT are transposed into national legislation based on relevant EU legislation. As follows: 1) Discrimination of persons on grounds of religion or other beliefs, age, disability or sexual orientation is prohibited upon:

	<p>2) establishment of conditions for access to employment, to self-employment or to occupation, including selection criteria and recruitment conditions, as well as upon promotion;</p> <p>3) entry into employment contracts or contracts for the provision of services, appointment or election to office, establishment of working conditions, giving instructions, remuneration, termination or cancellation of employment contracts or contracts for the provision of services, release from office;</p> <p>4) access to vocational guidance, vocational training, advanced vocational training and retraining, practical work experience;</p> <p>5) membership in an organization of employees or employers, including a professional organization, and grant of benefits by such organizations</p>
ETHIOPIA	Yes
FIJI	Constitution of the Republic of Fiji – Chapter 2, Subsection 42: Rights of Persons with Disabilities. Rights of Persons with Disabilities Act 2018 (Act NO. 4 OF 2018)
FRANCE	<p>Article 1, law No. 2008-496 passed on May 27, 2008: Law No. 2008-496</p> <p>Additional information is found on page 9 in the following document: Rights of Persons with Disabilities</p> <p>The term “reasonable accommodation” is used in relation to providing equal access to employees with disabilities. Workers with disabilities are entitled to adjustments and arrangements in their working hours and shifts, and in the tools they need to do their job (including hardware and software). This is outlined in the Law No. 2005-102: Law No. 2005-102</p> <p>In addition, article 106 of the Law No. 2016-1321 dated October 7, 2016 for a digital republic in relation to public sector employees: Law No. 2016-1321</p> <p>These measures include the equipping of all digital tools contributing to the accomplishment of the agents' mission, such as business and office software as well as mobile devices</p>
GAMBIA, THE	Yes
GERMANY	<p>Equal Rights Law for Persons with Disabilities</p> <p>Equal Rights Law for Persons with Disabilities (Disabled Equality Act - BGG), §7 (2):</p> <p>“Reasonable precautions are measures that are suitable and necessary in individual cases to ensure that a person with a disability can enjoy and exercise all rights on an equal basis with others, and that they do not burden the public authorities disproportionately or unreasonably according to § 1 paragraph 2. ”</p>
GHANA	It is contained in the UNCRPD that has been ratified
GREECE	Law 3304/2005, which further guarantees the rights of persons with disabilities by the legal guarantee of the principle of equal treatment by the incorporation into Greek national law of European Council Directive 2000/43 / EC of 29 June 2000 and Council Directive 2000/78 / EC of 27 November 2000 on combating discrimination based on religion or

	<p>belief, disability, age, or sexual orientation in the field of employment and occupation.</p> <p>Law 3304/2005 includes references to accessibility in areas of public interest (not specifically in workplaces)</p>
GUATEMALA	<p>For the purposes of this Convention:</p> <p>“Communication” will include languages, text display, Braille, tactile communication, large-print, easily accessible multimedia devices, as well as written language, auditory systems, plain language, digitized voice media, and other augmentative or alternative modes, media, and formats of communication, including easily accessible information and communications technology.</p> <p>By "language" we mean both oral language and sign language and other forms of non-verbal communication.</p> <p>"Discrimination on the grounds of disability" shall mean any distinction, exclusion, or restriction on the grounds of disability that has the purpose or effect of obstructing or invalidating the recognition, enjoyment, or exercise, under equal conditions, of all human rights and fundamental freedoms in the political, economic, social, cultural, civil, or other fields. It includes all forms of discrimination, including the denial of reasonable accommodation.</p> <p>“Reasonable accommodations” shall mean the necessary and adequate modifications and adaptations that do not impose a disproportionate or undue burden, when required in a particular case, to guarantee the enjoyment or exercise of persons with disabilities, on equal terms with others, of all human rights and fundamental freedoms.</p> <p>Article 14</p> <p>Liberty and security of the person</p> <p>1. States Parties shall ensure that persons with disabilities, on equal terms with others:</p> <p>a) Enjoy the right to liberty and security of persons</p> <p>b) They are not illegally or arbitrarily deprived of their freedom and that any deprivation of liberty is in accordance with the law, and that the existence of a disability does not justify in any case a deprivation of liberty.</p> <p>2. The States Parties shall ensure that persons with disabilities who are deprived of their liberty due to a process have, on equal terms with others, the right to guarantees in accordance with international human rights law and to be treated as conformity with the objectives and principles of this Convention, including the provision of reasonable accommodation</p>
HAITI	<p>Law on the Integration of Persons with Disabilities. The law of March 13, 2012, published in the country's official journal (the Monitor) on May 21, 2012. Chapter IV section 2 development of rental houses, section 3- public buildings. Section III (arrangement of the workspace article 48,49)</p> <p>Built Environment Accessibility Standards Act ratified in July 2018 and published in September 2018</p>
INDIA	<p><u>The Rights of Persons with Disabilities Act 2016</u> (RPD Act)</p>

IRAQ	Yes
IRELAND	The Acts require those selling goods or providing services to provide reasonable accommodation or special treatment or facilities where, without these, it would be impossible or unduly difficult for a person with disabilities to avail of the goods and services, unless this would cost more than a nominal cost. What amounts to a nominal cost will depend on the circumstances such as the size and resources of the body involved
ISRAEL	Under the Law of Equal Rights for Persons with Disabilities, "Reasonable Accommodation" is mentioned 28 times
ITALY	Yes
JAMAICA	<u>Disabilities Act</u>
JORDAN	<p>Yes, as in the Law, per the following articles:</p> <p><u>Article 2:</u> (definitions of key terms), including Accessibility and Reasonable Accommodation, as follows:</p> <p>Reasonable Accommodation: The alteration of the environment or time-related conditions within a specific context of time or place to enable the person with a disability to practice a right and freedom, or to gain access to services on an equal basis with others.</p> <p>Accessible Formats: The transformation of information, data, pictures, drawings and other classified items to Braille, or large print, or the transformation of information into electronic or audio formats, or translating into Sign language, or using simplified language, or clarifying the information in any other manner without making any change in the essence or meaning in order to enable persons with disabilities to review and understand the issue.</p> <p>Accessibility: The construction of buildings, roads, facilities, and other public and private sector venues in a way that is accessible to all the public and making adjustments in accordance with the Building Code Requirements for Persons with Disabilities as issued in the provisions of the Jordan National Building Code and any other special standards issued or approved by the Council.</p> <p><u>Article 33:</u> (on the need for and the endorsement accessible and compliant plans, designs or to grant licenses and work permits for public or private buildings or places of worship or tourist locations and other establishments and facilities extending services to the public)</p> <p><u>Article 39:</u> (on the right to acquire oral or written notifications, or records, or statistics, or written documents, photographs or recordings, or any electronically archived material or otherwise, and in accessible formats in accordance with the provisions of the Access to Information Law with the different forms to be provided)</p> <p><u>Article 40:</u> (on the roles and responsibilities of the media and media organs)</p> <p><u>Article 41:</u> (on the roles and responsibilities of the Ministry of Awqaf, Islamic Affairs and Holy Places, the Councils of Churches, and other official and national religious authorities)</p>

	<p><u>Article 43:</u> (on the right to access accessible and inclusive banking services)</p> <p>There is also a clear provision on persons with disabilities in the <u>Jordanian Constitution</u>, as per article 6, paragraph 5, which states: “The law shall protect motherhood, childhood and the old-aged; and shall avail care for the youngsters and those with disabilities and protect them against abuse and exploitation.” (Available and accessible via</p>
KENYA	<p>Article 54 of the Constitution of Kenya, 2010 (Public Policy Programs)</p> <p>PWD Act, 2003 under Section 15 (5) (Public Policy Programs)</p> <p>Persons with Disabilities Act 2003 under Section 15 (5) (Civil Society Programs)</p>
KOSOVO	<p>This is regulated under Law Nr. 05/L -021 on Protection from Discrimination, Article 4</p>
LAO, PDR	<p>Decree on Disabilities No. 137</p>
MALAWI	<p>It’s defined but to some extent it’s not explicitly and specifically elaborated in Disability Act articles of 2012, The Disability Act needs to be reviewed and explicitly elaborate on areas of reasonable accommodation, and Reasonable Accommodation Act needs to be created.</p> <p>Disability Act 2012 is under review</p>
MALAYSIA	<p>In Section 2 of Persons with Disabilities Act 2008 (Act 685)</p>
MALTA	<p><u>Equal Opportunities Act of 2000</u></p> <p><u>Amendments to the Act 2016</u></p>
MAURITANIA	<p>Yes</p>
MAURITIUS	<p><u>Training and Employment of Disabled Person’s Act 1996</u> amended in 2012</p> <p><u>Equal Opportunities Act</u> amended in 2012</p> <p><u>Equal Opportunities Act</u></p>
MEXICO	<p>It is included under general laws on persons with disabilities, National Council for the Care of Persons with Disabilities and under programs in the states of the republic and municipal regulations</p>
MOLDOVA	<p>A definition of "Reasonable Accommodation" is included in the article 2, general notions of <u>the Law No.60 on Social Inclusion of Persons with Disabilities</u> (30.03.2012)</p>
MONGOLIA	<p>In the Law of Mongolia on Human Rights of Persons with Disabilities, the term of assistive device has been defined. Exactly the term of reasonable accommodation has not been included in legal documents. However, these two terms are translated similarly in Mongolian.</p>

	4.1.3.“Appropriate device” means equipment, material, devices, software, environment and services that persons with disabilities need, in order to exercise basic human rights and fundamental freedoms, on equal basis with others
MONTSERRAT	Section 82 of the Labor Code “Special measures taken by, or required of, employers of a temporary nature to promote equality of opportunity in employment based on the grounds set out in section 79 shall not be deemed to be unlawful discrimination.” Section 79 includes disability. Disability can also not be grounds for dismissal. Section 81 covers the requirement to make workplace adjustments that are not unreasonable
MOROCCO	It is under the Constitution
MOZAMBIQUE	The Constitution of the Republic refers to in Articles 35, 37 and 125. There is also the Convention on the Rights of Persons with Disabilities that Mozambique ratified and finally has resolution 20/99
MYANMAR	Definition of Reasonable Accommodation is included in the law
NAMIBIA	National Disability Act; Act No26 of 2004 defines the Reasonable Accommodation
NEPAL	The New Act Name is Disability Rights Act 2017 Provision Disability Right Act Chapter (3) 8 Right against discrimination: (1) No person with disability shall be subjected to discrimination on the basis of disability or be deprived of personal liberty. Explanation: For the purposes of this Section, “discrimination on the basis of disability” means any distinction, exclusion or restriction on the basis of disability which has the purpose or effect of impairing or nullifying the recognition, enjoyment or exercise, on an equal basis with others, of human rights and fundamental freedoms in the political, economic, social, cultural, civil or any other field, and this term also includes denial of reasonable accommodation. Chapter 5.21(9) The persons with disabilities shall be enabled to obtain access to vocational and technical education, adult education, practical education, and continuing learning, by providing them with reasonable accommodation
NICARAGUA	Art. 3 Law 763, Law on the Rights of Persons with Disabilities
NORWAY	In Norwegian, the term is “tilrettelegging”. It is included in the <u>Equality and Anti-Discrimination Law</u> (Article 3: Universell utforming og individuell tilrettelegging (Universal design and individual accommodation)
OMAN	Royal Decree No. 63/2008
PAKISTAN	Sindh Empowerment of People with Disabilities Act of 2018

	<p>“Discrimination on the basis of disabilities” means any distinction, exclusion, or restriction on the basis of disabilities which has the purpose or effect of impairing or nullifying the recognition, enjoyment or exercise, on an equal basis with others, of all human rights and fundamental freedoms in the political, economic, social, cultural, civil or any other field. It includes all forms of discrimination, including denial of reasonable accommodation</p> <p>“reasonable accommodation” means necessary and appropriate modification where needed in a particular case, to ensure that the ‘Persons with Disabilities’ enjoy or exercise on an equal basis with others of all human rights and fundamental freedoms at home, workplace and in social life.</p> <p>The Balochistan Persons with Disabilities Act of 2017 “Reasonable accommodation” means necessary and appropriate modification where needed in a particular case, to ensure that the Persons with Disabilities to enjoy or exercise on equal basis access with others of all human and fundamental rights of freedoms at home, workplace and in social life.</p>
PANAMA	In Law No. 15 in article 3 in the glossary section point 4, there is a definition "Reasonable Adjustment"
PARAGUAY	<p>The definition is mentioned in the same Law that ratifies the Convention The Law on Accessibility to the Physical Environment mentions and aligns with the Convention In the Inclusive Education Law</p>
PERU	<p>1) <u>The regulation of Law No. 29973</u> establishes the definition of “reasonable accommodations” (numeral 3.2 of article 3.- Definitions) stating that “they are the necessary and adequate modifications and adaptations required in a particular case that, without imposing a disproportionate or undue burden, serves to guarantee the person with a disability the enjoyment or exercise, on equal terms with others, of all human rights and fundamental freedoms ”. Next, the corresponding link:</p> <p>2) Legislative Decree No. 1417 that promotes the inclusion of people with disabilities / art 2, third complementary provision).</p> <p>3) Guidelines for the granting of reasonable accommodations to people with disabilities, in the selection process and in the workplace and the criteria to determine a disproportionate or undue burden, applicable in the private sector ", approved by Ministerial Resolution No. 171-2019-TR.</p> <p>4) "Guidelines for the granting of reasonable accommodations to persons with disabilities in the selection process carried out by entities in the public sector", Executive Presidency Resolution No. 140-2019-SERVIR-PE.</p>

<p>PHILIPPINES</p>	<p><u>RA 7277 - Magna Carta for Persons with Disabilities</u></p> <p>Section 4- Definition of Terms</p> <p>h). Reasonable Accommodation include (1) improvement of existing facilities used by employees in order to render these readily accessible to and usable by disabled persons; and (2) modification of work schedules, reassignment to a vacant position, acquisition or modification of equipment or devices, appropriate adjustments or modifications of examinations, training materials or company policies, rules and regulations, the provisions of auxiliary aids and services, and other similar accommodations for disabled persons</p>
<p>QATAR</p>	<p>Article 14 of Law No. 15 of 2016 (<u>Civil Human Resources Law</u>) promulgating the Civil Human Resources Law mentions, explicitly, the right of persons with disabilities to have an appropriate means to perform their job duties. This right, “Governmental bodies are obliged to provide employment for persons with disabilities in accordance with the provisions of Law No. (2) of 2004 on persons with disabilities and to provide them with all appropriate means to perform their job duties and equipping their workplaces with requirements that suit their needs,” constitutes a clear definition of reasonable accommodation as part of a binding legislation.</p> <p>Additionally, an addendum was added to Qatar's eAccessibility Policy (<u>Qatar's eAccessibility Policy</u>) as an Appendix C that contains a clear definition of Reasonable Accommodation as follows:</p> <p>"Appendix C - REASONABLE ACCOMODATION</p> <p>The National e-Accessibility Policy encourages public stakeholders to adhere to the principle of “Reasonable Accommodation,” as per the guidance of the United Nations Convention on the Rights of Persons with Disabilities (UNCRPD), to which the State of Qatar is a signatory and a ratifying party.</p> <p>“Reasonable Accommodation,” is understood to mean making necessary, proportionate, and appropriate modifications and adjustments to ensure that Persons with Disabilities are empowered, in this case through ICT, to enjoy independent living, human rights and fundamental freedoms on an equal basis.</p> <p>In the context of the National e-Accessibility Policy; this will mean that all public sector organizations employing or providing services to Persons with Disabilities are encouraged to make accommodations, as per the standards outlined in the policy, to the way persons with disabilities interact with or use websites, web content for mobile devices, telecommunication services, ATMs and public access terminals or kiosks so that persons with disabilities are able to use these technologies on equal basis with their peers."</p>
<p>ROMANIA</p>	<p>Law 448/2006</p> <p>The National Strategy in disability field “A society without barriers”</p>
<p>RUSSIAN FEDERATION</p>	<p><u>Federal Law The Disabled Persons Act</u> of 24.11.1995 №181-FZ, and other normative legal acts generally provide for accessible environment and contain norms regulating accommodation of people with disabilities.</p>

	<p>Federal Law on amendments to a number of legislative acts of the Russian Federation concerning social protection of the disabled persons in connection with ratification of the <u>Convention on the Rights of Persons with Disabilities» №419-FZ</u> of 01.12.2014 and <u>Decision №1297 by the Russian Government</u> dated by December, 1, 2015 «On Approval of The State Program Accessible Environment from 2011 to 2020» have been drafted in accordance with the provisions of the Convention on the Rights of Persons with Disabilities and include some similar terms aimed at establishing accessible environment for people with disabilities</p>
SAMOA	<p>The national construction code has clear definition of accessibility. The electoral act 2018 has provisions for reasonable accommodation to allow persons with disabilities who are unable to read and write to register and cast their votes</p>
SAO TOME AND PRINCIPE	<p>Law 7/2012, published in the Official Journal Lacks its regulation, Rights of the Persons with Disabilities' Convention, already ratified its missing optional protocol and its respective implementation</p>
SERBIA	<p>Law on prevention of discrimination against persons with disabilities and Law on professional rehabilitation and employment of persons with disabilities prescribe for reasonable accommodations</p>
SIERRA LEONE	<p>Yes</p>
SLOVENIA	<p>Reasonable accommodation shall mean necessary legal, administrative, and other measures not imposing a disproportionate burden, as required in a particular case, to ensure to persons with disabilities the enjoyment or the exercising on an equal basis with others of all rights and freedoms (Paragraph 4 of Article 3 of the Equalisation of Opportunities for Persons with Disabilities Act).</p> <p>Act on Vocational Rehabilitation and Employment of Persons with disabilities (ERA) provides possibilities of reasonable accommodation for unemployed persons. Besides, also Act on Pension and Invalidity Insurance (PII) provides possibility of workplace adaptation, including assistive technology.</p> <p>In Slovenia, researchers at University Rehabilitation Institute Republic of Slovenia studied conclusions of the European Commission study (KMU Forschung Austria 2008). In research (Tabaj 2014) we put together information about all forms of reasonable accommodation (RA) at workplaces for PwD.</p> <p>Some forms of reasonable accommodation are apparently more rare or frequent than others. Technical solutions, job coaching and personal assistance, awareness raising are very rare or not present. Very frequent measures are organizational solutions, workplaces in disability companies and rehabilitation, which are also more traditional forms.</p> <p>- During the years 2010 - 2013 there is a trend of decreasing measures from Pension and Invalidity Insurance Institute (PIII), while measures from Employment and Rehabilitation Act (ERA) are slightly increasing.</p>

	<p>From the above-mentioned research, the main factors for reasonable accommodation for PwD at workplaces were detected:</p> <ul style="list-style-type: none"> - 1. Attitudes and support from the employer - 2. Characteristics connected with employee - 3. Possibilities for reasonable accommodation - 4. Awareness raising of environment and PwD of reasonable accommodation. <p>In the research we checked which reasonable accommodation forms are recognized: this is the common supportive environment and the specific forms of RA possibilities. The main specific forms were technical and architectural adaptations, organizational solutions; the least recognized were education, subvention of wage and personal assistance. Rehabilitation and awareness rising were in between.</p> <p>In the study we also researched obstacles towards reasonable accommodation – the main factor were systemic obstacles – financial resources, the length of procedures, the knowledge about procedures of all stakeholders in the process of RA. Obstacles on the side of PwD and discrimination were not detected as the influencing factor.</p> <p>Slovenian Ministry of Labour, Family, Social Affairs and Equal Opportunities has decided in 2015 to prepare project “Zmoremo” (“We’ll manage”), within Progress programme, co-financed by EU, based on the awareness raising of employment with PwD, to present in Slovenia systemic measures for supporting employment and rehabilitation for PwD, including also reasonable accommodation issues.:</p> <p>The Republic of Slovenia adopted the <u>Act on the accessibility of websites and mobile applications</u> and Regulations of the accessibility statement regarding the compliance of websites and mobile applications with accessibility requirements and the <u>methodology</u> for monitoring compliance of websites and mobile applications.</p> <p>This Act regulates measures to ensure the accessibility of websites and mobile applications of public sector bodies to all users and in particular to users with various forms of disabilities and transposing Directive 2016/2102.</p>
SOUTH AFRICA	<u>Disability Monitoring Framework and Guidelines</u>
SPAIN	General Law on the Rights of Persons with Disabilities and their social inclusion. Article 2.M
SRI LANKA	<u>Disabled Persons (Accessibility) Regulations No. 1 of 2006</u> promulgated under Article 23 (2) of Protection of the Rights of Persons with Disabilities Act No. 28 of 1996
SUDAN	All buildings must be accessible for especially those providing services for public. Resource: Sudan Disability Act 2017

TANZANIA, UNITED REPUBLIC OF	<p>This is explained in part I on page 7 of the Laws and Regulation on Disabilities Document</p> <p>"discrimination" means any distinctions, exclusion, or restriction on the basis of disability which has the purpose, effect or impairing or nullifying the recognition, enjoyment or exercise on equal basis of human rights and fundamental freedom in the political, economic, social, cultural, civil or any other field and includes all forms of discrimination and denial of reasonable accommodation; "discriminate" means any distinction, exclusion or restriction to</p> <p>And below is explained in part IX under page 37 of the same document encouraging and providing reasonable accommodation to persons with disabilities to stand for elections, and to hold office and perform all public functions at all levels in the government</p>
THAILAND	<p><u>Disability Welfare Document 7-1</u> <u>Disability Welfare Document 7-2</u> <u>Disability Welfare Document 7-3</u></p>
THE NETHERLANDS	<p>The UNCRPD was ratified in 2016. Reasonable Accommodation is mentioned in <u>Article 2</u> about definitions with the word 'redelijk' and in some of the other articles</p>
TOGO	<p><u>Disability and Social Protection Document - Togo</u></p>
TURKMENISTAN	<p>Provided for in the CRPD and the construction of new buildings provided the necessary conditions in all cities</p>
UGANDA	<p>Reasonable accommodation is well defined in the Persons with disabilities Act 2019. Reasonable accommodation is provided under Persons with Disabilities Act 2019 section 8, b, c, g. Failure to provide the reasonable accommodation is indicated and constitutes discrimination under section 8, (g). This related to employment of persons with disabilities</p>
UNITED KINGDOM	<p>Yes</p>
UNITED STATES	<p><u>Section 504 of the Rehabilitation Act</u></p>
URUGUAY	<p>Under law 18651 referring to the protection of the human rights of persons with disabilities, the term "technical aids" is adopted to define and equate it to the concept of "reasonable accommodation". However, based on the protocol of action for the inclusion of persons with disabilities in schools and its regulation No. 72/017 of 2017, the term "reasonable accommodation" (framed in education) is already adopted and defined as: those supports necessary for students with disabilities in the educational center, in terms of general availability of services and facilities that allow students with disabilities to actively participate in the educational plan in order to promote their autonomy. The above-mentioned include working along with welfare and health institutions, families and the educational community in general. It also refers to</p>

	<p>provide and promote spaces for participation, information, reflection, orientation and consultation in educational centers. The objective is to facilitate continuous and personalized support, individualized educational strategies that identify the adjustments and support necessary for each student. For example, this refers to the provision of compensatory aids and assistance (specific learning materials, alternative and augmentative means of communication, etc.), as well as qualified human resource support when needed. However, despite the fact that there is no explicit provision in which it is clearly stated that the denial of the implementation of the reasonable adjustments constitutes an act of discrimination, from the reading of the regulations indicated in the previous section, it is interpreted that the failure to guarantee these "grants" is a violation of the rights of persons with disabilities to perform on an equal basis. The reference of the concept of "technical aid" as stated by Law 18651, article 88, reference on "reasonable accommodation" under the Protocol of Action for the Inclusion of Persons with Disabilities in Educational Centers, Article 7, Paragraph 7.2, in Decree N ° 72/017 in Provision V, and in Law 19691, Article 4</p>
<p>ZAMBIA</p>	<p>A definition of "Reasonable Accommodation" is included in the Persons with Disabilities Act, No.6 of 2012</p>

DEFINITION OF ICT ACCESSIBILITY IN LEGISLATION

Is a definition of accessibility which includes Information and Communication Technologies (ICTs) or electronic media included in the country laws or regulations?

General Statistics

Overall, 137 countries	A definition of accessibility which includes Information and Communication Technologies (ICTs) or electronic media in the country laws or regulations?
Percentage	61%

Region	A definition of accessibility which includes Information and Communication Technologies (ICTs) or electronic media in the country laws or regulations?
Africa	48%
Central Asia	63%
East Asia & Pacific	50%
Europe	80%
Latin America and the Caribbean	63%
Middle East and North Africa	69%
Northern America	100%
South Asia	50%

Country Income Level	A definition of accessibility which includes Information and Communication Technologies (ICTs) or electronic media in the country laws or regulations?
Low income	52%
Lower-middle income	64%
Upper-middle income	54%
High income	76%

Comments from Experts - DARE Index 2020

ALGERIA	<u>The Law No. 06-455 of 20 Dhou El Kaada 1427</u> corresponding to December 11, 2006, fixing the modalities of accessibility of persons with disabilities to the physical, social, economic, and cultural environment
ANGOLA	Law 10/16 of July 27, Law of Accessibility
ARGENTINA	Specific for web pages: Law 26653 - <u>ACCESSIBILITY OF INFORMATION ON WEB PAGES</u> (extendable to software, hardware and mobile applications, although this has not happened yet) Audiovisual media in general: <u>Law 26,522 - Regulate Audiovisual Communication Services throughout the territory of the Argentine Republic</u> Related to ICT in general: <u>Law 27.078 - ARGENTINA DIGITAL</u> (art. 1 and art. 62) The definition is included in Law 26378 that approves the Convention in Argentina
AUSTRALIA	World Wide Web Access: Disability Discrimination Act Advisory Notes ver 4.1 (2014) <u>Web Access Disability Discrimination Act</u> The provision of information and online services through the web is a service covered by the DDA. Equal access for people with a disability in this area is required by the DDA where it can reasonably be provided. Digital Service Standard criteria: <u>Digital Service Standard Criteria</u> Telecommunications (Consumer Protection and Service Standards) Act 1999: <u>Consumer Protection and Service Standards</u> Telecommunications (Equipment for Persons with Disabilities) Regulations 1998: <u>Telecommunications Regulations 1998</u> While the following do not include specific definitions of accessibility, they nonetheless outline criteria relating to the accessibility of ICT
AUSTRIA	Structural and other facilities, means of transport, technical objects of daily use, information processing systems and other designed areas of life are barrier-free if they are accessible and usable for people with disabilities in the usual way, without particular difficulties and generally without outside help. It was replaced by the Web Accessibility Law in accordance with the Directive (EU) 2016/2102 of the European Parliament and Council of 26 October 2016 regarding the accessibility of the websites and mobile applications of public sector bodies which came into force by September 26 th , 2018.
AZERBAIJAN	<u>Regulations Azerbaijan</u>
BELIZE	Belize Communications Act

BOLIVIA	Although law 223 refers to the alternatives for the implementation of so-called Information and Communication Technologies (ICT) applied to people with disabilities, in practice little or nothing has advanced <u>Accessible ICT for Education</u>
BRAZIL	<u>Law No. 13146</u> <u>Law No. 10048</u> <u>Law No. 13146</u> In chapter I - XI and chapter V (MORADIA) in Law No. 13,146/2015 <u>Law No. 13146</u>
BULGARIA	<u>Disabled People Act</u>
BURUNDI	National Policy for the Rights of Persons with Disabilities and its Action Plan, established in May 2019 In its article 3, Communication includes speaking and sign languages, text display, Braille, tactile communication, large print, accessible as well as written multimedia, audio, simple language, human and improved reader and alternative modes, means and forms of communication, including accessible information and communication technology
CAMEROON	Law N ° 2010/002 OF APRIL 13, 2010, on the protection and promotion of persons with disabilities Article 32: The State, decentralized territorial communities and the civil society take all appropriate measures to facilitate access for people with disabilities to information and communication technologies
CANADA	<u>Accessible Canada Act</u> <u>Canadian Telecommunications Act</u> ; also, Canada in the process of developing accessibility legislation where it is highly expected that information and communication technologies will be specifically addressed – see page 16 <u>Telecommunications Act</u> “24.1 The offering and provision of any telecommunications service by any person other than a Canadian carrier are subject to any conditions imposed by the Commission, including those relating to (a) service terms and conditions in contracts with users of telecommunications services (b) protection of the privacy of those users (c) access to emergency services and (d) access to telecommunications services by persons with disabilities.” Ironically, this only applies to *foreign carriers* providing service in Canada. This section does not technically apply to Canadian carriers. The <u>CRTC</u> has, through Telecom Regulatory Policies, adopted some

	requirements for all carriers including Canadian carriers (e.g., CRTC 2009-439), but this is not a part of the legislation per se.
CHAD	CRPD Articles 9, 26, 20
CHILE	Law No. 20,422 defines as Universal Accessibility: The “condition that environments, processes, goods, products and services must meet, as well as objects or instruments, tools and devices, to be understandable, usable and practicable by all persons, in conditions of safety and comfort, in the most autonomous and natural way possible”. The National Disability Service defines as Accessibility to Information and Communication: “Effective capacity that people have to access, without barriers, information, interact and communicate, either through the use of ICT technologies, formats or accessible communication systems, among other mechanisms”.
CHINA	The Regulation on the Construction of Barrier-Free Environments was issued in 2012. Although it did not include the concept of reasonable accommodation, its Article 2 did define barrier free, including the exchange of information
COLOMBIA	In Law 1618 in its TITLE II. DEFINITIONS AND PRINCIPLES”, as follows: 4. Access and accessibility: Conditions and pertinent measures that the facilities and information services must comply with to adapt the environment, products and services, as well as objects, tools and utensils, in order to ensure access for people with disabilities, under equal conditions, to the physical environment, transport, information and communications, including information and communication systems and technologies, in both urban and rural areas. The technical aids will be made with appropriate technology taking into account the height, size, weight and needs of the person.
COSTA RICA	<u>Presidential Directive N ° 51 MTSS-MICITT Implementation of accessible websites in the Costa Rican public sector</u>
CZECH REPUBLIC	Czech Accessibility Law (<u>Czech Accessibility Law</u>)
DOMINICAN REPUBLIC	UN Convention on the Rights of Persons with Disabilities - Article 9 Regulations for the application of Law 5-13 - Article 5 Organic Law 5-13 on the Rights of Persons with Disabilities - Article 4
EGYPT, ARAB REPUBLIC OF	In the Disability Act No. 10 of 2018 in Article 30 of the Law
EL SALVADOR	<u>Technical Accessibility Legislation</u>
ESTONIA	Several ICT related regulations apply 2018 a renewed <u>accessibility regulation</u> was adopted, comprising access to ICT

	<p>Accessibility of public sector webpages have been transposed into national legislation</p> <p>European Accessibility Act has not yet been transposed</p>
ETHIOPIA	<p>It is under the employment rights of persons with disabilities proclamation no. 568/2008</p>
FIJI	<p>Rights of Persons with Disabilities Act 2018 (Act No. 4 OF 2018) Section 40: All persons with disabilities have the right to exercise the right to freedom of expression and opinion including the freedom to seek, receive and impart information and ideas on an equal basis with others and through all forms of communication of their choice, including –</p> <ul style="list-style-type: none"> a. Information intended for the general public in accessible formats and technologies appropriate to different kinds of disabilities in a timely manner and without additional cost. b. The use of sign language, braille, augmentative and alternative communication and all other accessible means, modes, and formats of communication of their choice in official interaction and c. <u>The right to the use of sign language</u>
FRANCE	<p>Yes</p>
GERMANY	<p><u>Equal rights law for persons with disabilities,</u> Behindertengleichstellungsgesetz – BGG, §4</p>
GHANA	<p>It is clearly defined in the UNCRPD (Article 2)</p>
GREECE	<p>The Constitution of Greece (Article 5A, paragraph 2) All persons have the right to information, as specified by law. Restrictions to this right may be imposed by law only insofar as they are absolutely necessary and justified for reasons of national security, of combating crime or of protecting rights and interests of third parties. (Article 21, paragraph 6) People with disabilities have the right to benefit from measures ensuring their self-sufficiency, professional integration, and participation in the social, economic and political life of the Country. Law 4070/2012 Regulations for electronic communications, transport, public works, and other provisions</p>
HAITI	<p>Law on the Integration of Persons with Disabilities in Chapter VIII (Access to Information) Articles 35, 36 and 37</p>

HONDURAS	National Plan on Universal Accessibility
INDIA	Yes
INDONESIA	Yes
IRELAND	Disability Act 2015. Section 28.2 states: “Where a public body communicates in electronic form with one or more persons, the head of the body shall ensure, that as far as practicable, the contents of the communication are accessible to persons with a visual impairment to whom adaptive technology is available”
ISRAEL	The accessibility laws and regulations and standards, specifically the accessible services regulation that refer particularly to web site accessibility, application accessibility, automatic machines and kiosks accessibility and data information accessibility. The regulation about web site accessibility, application accessibility forward to Israeli standards that forwards to W3C WCAG 2. The accessible services regulation also defines to advertise information of accessibility services The Accessible Telephone Regulation defines various specifications of phones to all kind of disabilities and a mediation telephone / SMS q Fax center
ITALY	Italian law n. 4/2004 (so called “Legge Stanca”, “Stanca’s law”, from the name of the proposal) Legge 9 gennaio 2004, n. 4 aggiornata dal decreto legislativo 10 agosto 2018, n. 106 AgID, Presidenza del Consiglio dei Ministri, Accessibilità del siti web (Accessibility of websites) Italian law n. 99/2013 Legge 9 agosto 2013, n. 99, Gazzetta Ufficiale della Repubblica Italiana Delibera n. 456/16/CONS Condizioni economiche dei servizi soggetti agli obblighi di servizio universale Agenzia per l’Italia Digitale (AgID, Presidenza del Consiglio dei Ministri) Osservatorio Nazionale sulla Condizione delle Persone con Disabilità (Presidenza del Consiglio dei Ministri) Agenzia per l’Italia Digitale (AgID, Presidenza del Consiglio dei Ministri) Fondazione Mondo Digitale Fondazione LIA Siteimprove Università di Torino, Accessible Cinema Fondazione ASPHI Università di Siena, Post-degree Training in Accessible Tourism Università di Macerata, MA in Accessibility to Media, Arts and Culture (2012-2013)

JAMAICA	<u>The Disabilities Act</u>
JORDAN	<p>Yes, as in the Law, <u>article 2</u>, as follows: Accessibility, Accessible Formats and Reasonable Accommodation, as follows: Reasonable Accommodation: The alteration of the environment or time-related conditions within a specific context of time or place to enable the person with a disability to practice a right and freedom, or to gain access to services on an equal basis with others. Accessible Formats: The transformation of information, data, pictures, drawings and other classified items to Braille, or large print, or the transformation of information into electronic or audio formats, or translating into Sign language, or using simplified language, or clarifying the information in any other manner without making any change in the essence or meaning in order to enable persons with disabilities to review and understand the issue. Accessibility: The construction of buildings, roads, facilities, and other public and private sector venues in a way that is accessible to all the public, and making adjustments in accordance with the Building Code Requirements for Persons with Disabilities as issued in the provisions of the Jordan National Building Code and any other special standards issued or approved by the Council</p>
KAZAKHSTAN	<p>Article 28. Ensuring access to information for persons with disabilities In accordance with Article 28 Ensuring access to information for persons with disabilities</p> <p>1. The state provides disabled persons with access to information in accordance with the legislation of the Republic of Kazakhstan through</p> <p>1) the release of periodical, scientific, educational, methodological, reference and informational and fiction literature for the disabled, including those published on audiocassettes, disks, braille, and videotapes with sign language translation.</p> <p>1-1. At least one television program of a news nature is provided with sign language translation or translation in the form of subtitles in accordance with the legislation of the Republic of Kazakhstan on television and radio broadcasting.</p> <p>2. Sign language is used as a means of interpersonal communication, which is also used in educational programs for deaf and hard of hearing children</p>
KENYA	<u>Information and Communications Act 2 of 1998</u>
KOSOVO	This is mentioned in the National Strategy for the Rights of Persons with Disabilities (2013 – 2023)
LEBANON	There is a decree which enable public transparency; however, it is not well fulfilled. Lebanon also has laws to protect Intellectual property
MALAWI	It is mentioned in Disability Act of 2012, but not elaborately described on ICTs. Disability Act 2012; Article 8

MALAYSIA	In Section 2 of Persons with Disabilities Act 2008 (Act 685)
MALTA	Equal Opportunities Act of 2000 Item Four – Goods and services: <u>Equal Opportunity Act of 2000</u> <u>Malta Communication Authority (MCA) secondary legislation implementing the EU Web Accessibility Directive</u> Equal Opportunities Act of 2000 <u>Equal Opportunity Act of 2000</u> Amendments to the Act 2016 <u>Amendments to the Act 2016</u>
MOLDOVA	A definition of "Reasonable Accessibility" is included in the <u>article 2</u> . General notions of the <i>Law No.60 on social inclusion of persons with disabilities</i> (30.03.2012)
MONGOLIA	In accordance with the clause 11 of the Law on Human Rights of Persons with Disabilities access to information by persons with disabilities are guaranteed the following way: t information and communication services should align with the needs of persons with disabilities, series of steps will have been undertaken including ensuring compliance of web pages of public organizations with the needs of persons with disabilities; introducing screen reader applications and other new technologies and assistive devices; publish newspapers, government decisions, official letters and labels of goods with bar code to ensure accessibility of persons with disabilities; provide accessibility to persons with hearing impairments to services of police, health and emergency organizations through sending text messages, sign language interpreter image and conversations
MOROCCO	The Accessibility Law The Framework Law on the Rights of Persons with Disabilities
MOZAMBIQUE	Mozambique has Decree 53/2008 on accessibility but does not include ICTs. There is only one television that includes sign language interpretation
MYANMAR	Yes
NEPAL	The directive called <u>Accessible Physical Infrastructure and Communication Services for People with Disabilities</u> was approved by Cabinet Level (Ministers Meeting Headed by Prime minister) in 2013
NICARAGUA	Art. 17 Law 763, Law on the Rights of Persons with Disabilities
NORWAY	<u>Article 3: Universell utforming og individuell tilrettelegging (Universal design and individual accommodation)</u> , § 17.Universell utforming and § 18 Særlig om universell utforming av IKT (special about universal design of ICT)
OMAN	The e-Accessibility Policy was issued to regulate the ICT inclusion of the persons with disabilities and define the guidelines of web accessibility: <u>e-Accessibility Policy</u> Chapter One: Definitions and General Provisions [Articles 1-4] Chapter Two: Rights of the Persons with Disabilities [Articles 5-12. Article 8 provides that the Ministry is to provide appropriate opportunities for professional qualifications and certificates for persons with disabilities. Article 9 provides that enterprises of over 50

	<p>employees are to allocate a certain percentage of places for persons with disabilities]</p> <p>Chapter Three: The National Committee for Welfare of the Persons with Disabilities [Articles 13-15]</p> <p>Chapter Four: Rehabilitation Centers for Persons with Disabilities [Articles 16-18]</p> <p>Chapter Five: Penalties and Compensation [Articles 19-22. Articles 19 and 20 contain provisions for penalties for employers who do not respect the legal requirements for the payment of wages for workers with disabilities and compensation for persons with disabilities].</p> <p>e-Accessibility is the extent to which an ICT-based product, tool, information, or service can be used by persons with disabilities and the elderly people as effectively as it can be used by a person without disability</p>
PAKISTAN	<p>Sindh Empowerment of People with Disabilities Act of 2018</p> <p>6. Ease of access and mobility - (1) To enable ‘Persons with Disabilities’ to live independently and participate fully in all aspects of life, the Government shall take appropriate measures to ensure ‘Persons with Disabilities’ access, on equal basis with others to public facilities and services, to public buildings, to transportation, to information and communications and to other facilities and services open or provided to the public both in urban and rural areas; a) Buildings, roads, transportation and other indoor and outdoor facilities, including schools, housing, medical facilities and workplaces; b) Information, communications and other services, including electronic services and emergency services.</p> <p>The Balochistan Persons with Disabilities Act of 2017</p> <p>(2) The council shall develop a guideline for removing barriers and obstacles to access in buildings, roads, modes of transportation, housing, hospitals, schools, workplaces, communication, and information related services and get them implemented by the concerned authorities and persons both in public and private sectors</p>
PALESTINE, STATE OF	<u>Disability Report/Palestinian Disability Law</u>
PANAMA	Chapter IV of Law 15 contains an Article 29.H on access to information and communication
PERU	<p><u>The regulation of Law No. 29973</u> establishes the definition of “accessibility” (paragraph 3.1 of article 3.- Definitions), stating that it seeks to “ensure the access of people with disabilities on equal terms with others to the physical environment. , means of transport, information and communications, including information and communication systems and technologies and other services and facilities open to the public or for public use, both in urban and rural areas, so that they can live independently and fully participate in all aspects of life ”.</p> <ul style="list-style-type: none"> • General Law on Persons with Disabilities, Law No. 29973, article 23 and fourth complementary provision. • Supreme Decree No. 012-2018-housing, which approves the National Accessibility Plan 0217-2023.

	<ul style="list-style-type: none"> • Law for the promotion of Internet access for people with disabilities, Law No. 28530. • Ministerial Resolution No. 126-2009-PCM, which approves guidelines for Accessibility to web pages and Applications for mobile telephony for public institutions of the National Information System, describes techniques for creating accessible content in the Hypertext Markup Language (HTML) and use of Style Sheets (CSS). The purpose of this Act was to provide "Web Content Accessibility Guidelines 1.0" ([WCAG10]). There is still a need to update and disseminate this standard on web accessibility and that it is not only for users with visual disabilities, but for everyone
PHILIPPINES	Prescribing the Philippine web accessibility policy and adopting for this purpose ISO/IEC 40500:2012 information technology - W3C web content accessibility guidelines (WCAG) 2.0 as the Philippine standard for making web content more accessible to a wider range of people with disabilities
POLAND	<u>Act on Web and Mobile Applications Accessibility (of Public Entities)</u>
QATAR	<p>ICT accessibility is explicitly addressed in the National e-Accessibility Policy (<u>Qatar's e-Accessibility Policy</u>), which was passed by the Supreme Council of Information and Communication Technology (now replaced by the Ministry of Transport and Communications) in 2011.</p> <p>The Policy is a first of its kind document for the MENA region and addresses accessibility to websites and mobile apps, telecommunications services, ATMs and public access terminals, and assistive technologies. It also includes a special call to action to make digital content accessible, particularly that which is produced in the Arabic language.</p> <p>Additionally, ICT Accessibility is defined and explicitly outlined in Qatar's National ICT Plan, launched in 2015 by the Supreme Council of Information and Technology (now the Ministry of Transport and Communications). Program 4 of the Plan (Boosting Capacity) contains the "Accessibility for All" initiative.</p> <p>It is described in the following manner, "To ensure that ICT products and services in Qatar are accessible to all members of society—especially those with special needs—ictQATAR will work with Qatar's Assistive Technology center, Mada, to formulate an e-accessibility policy. This policy will help persons with disabilities overcome major barriers in utilizing ICT in their daily lives. It will address issues including requirements for telecommunications service providers to offer accessible services and handsets, accessibility requirements for public sector websites, accessibility of public service terminals and automated teller machines, and recommendations for producers and distributors to provide accessible digital content. This policy will build on significant initiatives already undertaken by Mada, which opened in June 2010. Since then, the Center has helped hundreds of persons through training and providing them with technology to meet their needs." (<u>Qatar National ICT Plan</u>)</p>
ROMANIA	<p>Law 448/2006</p> <p>The National Strategy in disability field "A society without barriers"</p>

RUSSIAN FEDERATION	The State Program “ <u>Accessible Environment</u> ” contains clauses aimed at providing access to ICT to persons with disabilities
SIERRA LEONE	Yes
SLOVENIA	<p>In accordance with article 11 of the Audiovisual Media Services Act (Official Gazette of RS, Nos. 87/11 and 84/15), which transposes Audiovisual Media Services Directive, the Republic of Slovenia shall encourage providers to gradually provide access to their services for persons with a sight or hearing disability.</p> <p>In accordance with article 4 of the Act on Radiotelevizija Slovenija (Official Gazette of RS, Nos. 96/05 , 109/05 - ZDavP-1B 105/06 - dec. US, 26/09 - ZIPRS0809-B 9/14) RTV Slovenija, among other thing, within its remit provides programming intended for blind and visually impaired persons and for deaf and hearing impaired persons using systems adapted for such persons; pays special attention to persons with disabilities and content associated with them; and supports the broadcasting of programming intended for deaf and blind persons using systems adapted for such persons.</p> <p>Ministry of Culture within its budget allocates funds intended to support (via public tender) to the creation and dissemination of programmes intended for the blind and the deaf-and-dumb using techniques thereto adapted, and to the development of the appropriate technical infrastructure.</p> <p>Republic of Slovenia adopted the Act on the <u>Accessibility of Websites and Mobile Applications</u> and Regulations of the accessibility statement regarding the compliance of websites and mobile applications with accessibility requirements and the methodology for monitoring compliance of <u>Websites and Mobile Applications</u></p> <p>This Act regulates measures to ensure the accessibility of websites and mobile applications of public sector bodies to all users and in particular to users with various forms of disabilities and transposing Directive 2016/2102</p>
SOUTH AFRICA	<u>Disability Monitoring Framework Guidelines</u>
SPAIN	General Law on the rights of people with disabilities and their social inclusion. Article 22.1
SRI LANKA	Article 13 (p) of Protection of the Rights of Persons with Disabilities Act No 28 of 1996 states “to introduce programs to make the physical environment accessible to persons with disabilities and implement schemes to provide access to information and communication by persons with disabilities”
TAJIKISTAN	Law of the Republic of Tajikistan on the social protection of persons with disabilities

TANZANIA, UNITED REPUBLIC OF	<u>Law Commissions of Tanzania</u>
THAILAND	<u>Disability Report</u>
THE NETHERLANDS	<u>Temporary Decree on Digital Accessibility of Government</u> This mentions EN 301 549 and the European Web Accessibility Directive (EU) 2016/2102
TOGO	<u>Law 2012-18</u>
TUNISIA	The Orientation Law number 83 for the year 2005 stipules that: "The State, the local authorities, the public and the private enterprises and institutions work to accommodate the environment, including the communication and information tools, and to facilitate the mobility and the access of persons with disabilities. They also work to provide transportation facilities that are suitable for the use of persons with disabilities. In addition, the internal and external parking of public and private buildings open to the public is designed to provide parking spaces for people with disabilities <u>The Tunisian Constitution of January 2014 including the article 48</u>
TURKEY	Article 7 of the Act no 5378 The Law for Persons with Disabilities includes ICT accessibility
UGANDA	Persons with disabilities act 2019 defines what accessibility to buildings means in section 10. While access to information is talked about to constitute use of information assistive devices and technology in section 15 Reference. Persons with Disabilities Act 2019
UNITED KINGDOM	This element would fall inside making employment and services accessible to persons with disabilities <u>UK Legislation 2010/15</u> The concept of Reasonable Adjustment within the Equality Act 2010 <u>Equality Act 2010</u>
UNITED STATES	<u>Section 508</u>
URUGUAY	Under Law 18651, the definition of "accessibility" is oriented towards the reduction of architectural barriers in physical spaces (Reference in Article 77). Law 19691 adopts a generic definition (oriented mainly to the labor area) of "accessibility" without mentioning Information and Communication Technologies (ICT). As mentioned under article 7 of this law, the definition of accessibility, however, is limited to the educational field under the "protocol of action for the inclusion of persons with disabilities in educational centers". The reference is made to the requirements that tools and devices must meet, in order to be understandable, usable and operable by all persons under conditions of safety, comfort and in the most autonomous way possible. Especially in paragraphs 6.2 and 6.5 of this article, the different types of accessibility are broken down where the information and communication technologies are mentioned and detailed for persons with disabilities. Under Law 19307, the articles 35, 36 and 37 are dedicated to the

	accessibility of audiovisual communication services for persons with disabilities, referring to the fact that open television services must provide part of their programming with subtitles, sign language or audio description, especially the content of general interest such as informational, educational, cultural and relevant events
UZBEKISTAN	Persons with Disabilities Rights Act
VENEZUELA	In the Law of Social Responsibility of Radio and Television, respective guidelines are made regarding the right of the population with disabilities to be informed, in the same way in article 44 of the Law for People with Disabilities it is stated: Telecommunications service facility requested by people with disabilities, or their relatives will be attended with priority, providing devices adapted to the applicant's disability. The installation of public telephone service must comply with the architectural and universal design measures necessary for adaptability to people with disabilities". However, there is still a long way to go because accessibility in web pages, especially in public or private banking, is very scarce with screen readers, in the same way, ATMs are not yet adapted with a system that favors access autonomous by the visually impaired. Whether advances have been made for short people in ATM retrofitting and other settings
YEMEN, REPUBLIC OF	Within the CRPD since the government has signed it
ZAMBIA	A definition of accessibility which includes Information and Communication Technologies (ICTs) is there in the UNCRPD to which Zambia is a signatory and the Persons with Disabilities Act, No.6 of 2012
ZIMBABWE	Zimbabwe National Policy for Information Communications Technologies (ICT) 2016

DEFINITION OF UNIVERSAL SERVICE OBLIGATION INCLUDES PERSONS WITH DISABILITIES

Is there a definition of Universal Service Obligation in the country telecommunication legislation that explicitly includes Persons with Disabilities?

General Statistics

Overall, 137 countries	A definition of Universal Service Obligation in telecommunication legislation that includes Persons with Disabilities?
Percentage	41%

Region	A definition of Universal Service Obligation in telecommunication legislation that includes Persons with Disabilities?
Africa	27%
Central Asia	25%
East Asia & Pacific	22%
Europe	76%
Latin America and the Caribbean	44%
Middle East and North Africa	38%
Northern America	100%
South Asia	25%

Country Income Level	A definition of Universal Service Obligation in telecommunication legislation that includes Persons with Disabilities?
Low income	26%
Lower-middle income	36%
Upper-middle income	24%
High income	76%

Comments from Experts - DARE Index 2020

ANGOLA	Law 10/16 of July 27, Law of Accessibility
ARGENTINA	<u>Law 27.078 - ARGENTINA DIGITAL</u> (Art. 1 and Art. 62)
AUSTRALIA	Telecommunications (Consumer Protection and Service Standards) Act 1999: <u>Telecommunications Act 1999</u> The definition of Universal Service Obligation is limited to standard telephone service, which is interpreted as a fixed line phone, so does not include mobile telephony or broadband. <u>The Australian Communication Act 1997</u> has many references regarding access for people with disabilities and its compliance with the Disability Discrimination Act 1992
AUSTRIA	Telecommunications Act and Regulation for Universal Service Obligation regarding accessibility of public telephone stations and implementation of Directive 2009/136/EC regarding access to universal service
AZERBAIJAN	Yes
BOLIVIA	Within the <u>General Telecommunications Law</u> imposed in the Plurinational State of Bolivia, it is mentioned that adequate access to services for people with disabilities should be guaranteed One of the aspects to mention is that in practice not much progress on the subject has been made, especially by using these services to improve the quality of learning and training for people with disabilities
BRAZIL	<u>Law No. 13146 of July 6, 2015</u> <u>Ordinance No. 1666 of August 30, 2019</u> <u>Constitutional Amendment No. 8 of August 15, 1995</u> <u>Law No. 9295 of July 19, 1996</u> Please also consult: <u>Constitutional Amendment No. 8 of August 15, 1995</u> <u>Law No. 9295 of July 19, 1996</u> <u>Law No. 9472 of July 16, 1997</u> <u>Decree No. 2338 of October 7, 1997</u> and <u>Decree No. 2534 of April 02, 1998</u>
BULGARIA	<u>Regulation No. 6 of March 13, 2008, on the Universal Service under the Electronic Communications Law</u> <u>Law on Electronic Communications</u> - Art. 182, paragraph 2
CANADA	This legislation is called the <u>Accessible Canada Act</u>
CHAD	CRDPH article 21
CHINA	There is no specific definition of this kind. However, the 2008 <i>Law on the Protection of Persons with Disabilities</i> and the 2012 <i>Regulation on the Construction of Barrier-Free Environments</i> both made requirements on telecommunication services. They also mentioned barrier-free communication and measures to achieve that in sections on cultural activities, sports, social security, etc.
COSTA RICA	In the <u>Law 8642 General Telecommunications Law</u> , specifically in the following articles:

	<p>ARTICLE 2.- Objectives of this Law</p> <p>ARTICLE 3.- Guiding principles</p> <p>ARTICLE 32.- Objectives of universal access, universal service, and solidarity</p> <p>TRANSITORY VI - 2) Universal access</p>
CZECH REPUBLIC	Digital Communication Act (<u>Digital Communication Act</u>)
DENMARK	<p>Public responsibility for meeting the needs of disabled persons in the telecommunications area is placed on the telecommunications authorities (the Ministry of Science, Technology and Innovation and the National IT and Telecom Agency) and is primarily implemented via the universal service obligation (USO), under which special telecommunications services must be made available to certain defined groups of disabled persons. USO services for disabled persons include the provision of</p> <p>A PC-based text telephone service for deaf persons, persons with acquired deafness, deaf-blind persons as well as groups of persons with impaired speech or hearing. As part of the text telephone service, Internet access shall be offered, and the communication center of the text telephone service shall be open 24 hours.</p> <ul style="list-style-type: none"> • A nationwide directory enquiry service for numbers in the Danish numbering plan and automatic through-connection to the numbers in question at a reduced rate, for blind persons, deaf-blind persons, visually impaired persons, persons with reading disabilities, and certain groups of physically handicapped persons, who, via the service in question, may be compensated significantly for their disability
ECUADOR	Yes
EL SALVADOR	<u>Accessibility Technical Legislation</u>
ESTONIA	<p><u>Media services Act</u> is providing requirements for people with visual and hearing disability</p> <p>“Access to audiovisual media service of people with visual or hearing disability.</p> <p>An audiovisual media service provider shall make the service accessible to people with a visual or hearing disability using for that purpose, among other, the supplying of the program with subtitles, sign language translation, separate audio channels, teletext and other ancillary services that enable people with a visual or hearing disability to use the provided service.”</p> <p>The monitoring is put to <u>Consumer Protection and Technical Regulatory Authority</u></p>
FRANCE	<p>Law No. 2005-102 of February 11, 2005, for equal rights and opportunities, participation and citizenship for people with disabilities</p> <p>Law No. 86-1067 of September 30, 1986, relates to the freedom of communication: <u>Law No. 86-1067</u></p> <p>Law No. 2015-990 of August 6, 2015, for growth, activity, and equal economic opportunities: <u>Law No. 2015-990</u></p>
GERMANY	<p><u>Telecommunication law</u></p> <p>Telecommunications Act (TKG), §45 (1)</p>

	<p>“The interests of end users with disabilities must be taken into account by the providers of publicly accessible telecommunications services when planning and providing the services. Access is to be provided which is equivalent to the access available to the majority of end users. The same applies to the choice of companies and services”</p>
GREECE	<p><u>Ministerial Decision 255/83</u> for the content definition of the universal service by the National Telecommunications and Post Commission The Decision determines the provider’ obligations in the provision of services to persons with disabilities and other vulnerable groups</p> <p>For further information: <u>Criteria for the Universal Service Provider Selection Service</u></p>
HAITI	<p>Law on the integration of people with disabilities in chapter IV (access to information, articles 55, 56 and 57)</p>
INDONESIA	<p><u>Report for the Rights Disability Indonesia</u></p>
IRELAND	<p>S.I. No. 337/2011 - European Communities (Electronic Communications Networks and Services) (Universal Service and Users’ Rights) Regulations 2011. <u>Irish Statute Book</u></p> <p>Relevant sections: Section 6 deals with “Measures for end-users with disabilities” Section 17 deals with “Ensuring equivalence in access and choice for end-users with disabilities” Section 20 deal with “Single European emergency call number” Section 22 deals with “Harmonized numbers for harmonized services of social value”</p>
ISRAEL	<p>The Accessible Telephone Regulation defines various specifications of accessibility of cellular phones and regular phones to all kind of disabilities. These accessible models must be advertised at vendors web sites under a special accessibility section. In addition, each company must have a mediation telephone / SMS / Fax center: <u>Law 01/500 074</u></p>
ITALY	<p>Yes</p>
JAMAICA	<p>There is an Act establishing the Universal Service Fund which focuses on ICT. The inclusion of persons as a prime target is mentioned in the purpose of establishing the <u>Fund</u></p>
KENYA	<p><u>ICT and Disability Toolkit</u> (Civil Society Programs)</p>
MALAYSIA	<p>In Section 202 of <u>Malaysia Communication and Multimedia Act 1998</u> (Act 588)</p>
MOLDOVA	<p><u>LAW No. 241</u> from 15.11.2007 on Electronic Communications</p>
MOROCCO	<p>The right to access to information - the Framework Law on the Rights of Persons with Disabilities</p>
MOZAMBIQUE	<p>Yes</p>

NORWAY	<p><u>The e-Communication Law, Article 5</u>, Leveringspliktige tjenester og spesielle samfunnspålagte oppgaver (Services that are subject to delivery and special societal tasks) Section 5-1, Leveringspliktige tjenester (Services that are subject to delivery) covers special service to people with disabilities and other end users with special needs</p>
OMAN	<p>Article (38-3) of the <u>Telecommunications Act</u> supports the International Convention on the rights of Persons with Disabilities by requiring the telecom sector to provide telecommunications services to persons with special needs.</p> <p><u>Regulation for the Provision of Telecommunication Services for People with Special Needs.</u></p> <p>Oman is committed to the availability, affordability and accessibility of services for persons with disabilities as stated in the Persons with Disabilities Care and Rehabilitation Law issued by the Royal Decree No. 63/2008 and the e-Accessibility Policy: <u>e-Accessibility Policy</u> Royal Decree No 63/2008: Chapter 10: The Government entities are committed to take all the necessary requirements to ensure that people with disabilities benefit from the public services.</p> <p>Remark: Oman has drafted a national e-Accessibility policy, that covers all aspects of ICT for people with disability.</p> <p>The purpose of this policy is to provide fair and equal life opportunities to persons with disabilities and the elderly people through the use of information & communication technologies (ICT). Inclusion of this minority section of the public in life opportunities is critical in discharging the government’s social and economic responsibilities. <u>e-Accessibility Policy in Oman</u></p>
PAKISTAN	<p>Pakistan Telecommunication (Re-Organization) Act, 1996 (with 2006 amendments)’s clause 4(j): ensure effective compliance by licensees with Universal Services Obligations</p>
PALESTINE, STATE OF	<p>Yes</p>
PANAMA	<p>Article 29-G Chapter IV of Law 15 of May 31, 2016</p>
POLAND	<p>According to Act no 79c/1 on <u>telecommunication law</u>, a telecommunications services provider is obliged to provide the end-users with special needs the same access as to the other end-users. Specific requirements for telecommunications entrepreneurs are defined in the <u>Ordinance of the Minister of Administration and Digitization (from 26th March 2014)</u></p>
QATAR	<p>Section 5.4 of the National e-Accessibility Policy (<u>Qatar's eAccessibility Policy</u>)explicitly mentions: “As access to telecommunications services is mandatory for inclusion and integration in the ordinary economic and social mainstream of society today, ictQATAR [now the Ministry of Transport and Communications] requires that telecommunications service providers in Qatar ensure accessibility to critical telecommunications services and technologies.”</p>

	<p>The policy then continues to list accessible handsets and interfaces; accessible public payphone services; accessible telecommunications services; accessible emergency services and compliance and monitoring as the main components of this part of the policy.</p> <p>Additionally, the Consumer Protection Policy which is administered by the Communications Regulatory Authority in Qatar, makes specific reference to those complaints that are brought forward against telecoms operators by Persons with Disabilities (referred to as Persons with Special Needs).</p> <p>Note that this process has been agreed to by the country's two telecom operators (Vodafone and Ooredoo).</p> <p>The Consumer Protection Policy clearly states that all complaints made by Persons with Disabilities to telecoms operators will be referred to the Communications Regulatory Authority if they are unresolved within 48 hours. For complaints brought forward by able bodied customers, the telecoms operator has up to 30 days to resolve the complaint, before it is brought to the Communications Regulatory Authority for adjudication.</p> <p>This is clearly communicated on the Policy Website (Communications Regulatory Authority Consumer Complaint Process website).</p> <p>Additionally, complaints made through the Communications Regulatory Authority app are prompted to identify whether they are a Person with a Disability or not</p>
SLOVENIA	<p>National Programme for the Development of Telecommunication Electronic Communications Act</p> <p>Article 115, point 5 of the second paragraph, stipulates that within the framework of the smallest set of services that fall into the universal service, the provision of measures for disabled end-users, they allow equivalent use and access to services as other end-users. Those measures also include the universal service provider's obligation to provide end-users with disabilities, at a reasonable price, the possibility of purchasing or hiring such terminal equipment, which effectively allows end users with an equivalent use and access to services:</p> <p>On the basis of Article 115 point 5 of the second paragraph - Electronic Communications Act, the Decree on measures for disabled end-users, which is accessible on the following link:</p> <p>In addition, we would draw attention to Article 135 of Electronic Communications Act, which sets out measures for disabled users</p>
SOUTH AFRICA	<p>No. 36 of 2005: Electronic Communications Act, 2005, Chapter 12, Section 70: Code for people with Disabilities Regulations Ministry Women, Children and Persons with Disabilities Department of Social Development</p>
SPAIN	<p>Law 9/2014, of May 9, General Telecommunications Article 3.i</p>
SWEDEN	<p>The European Telecom Package has been implemented. In Swedish Law on electronic communications, which has been revised many times.</p>

	The European regulation regarding electronic communications has been revised. We have not been involved in the process of transposition. The following <u>organisations</u> have been invited to comment
TAJIKISTAN	Law about Social Protection of People with Disability, 2010
TANZANIA, UNITED REPUBLIC OF	<p><u>UCSAF Act</u></p> <p>This is stated below in part X page39 of the document under the provision of televisions and telephone services as below.</p> <p>All television stations shall provide a sign language inset or subtitles in all newscasts, educational programs and other programs covering national events. (2) The Minister may, by order in the Gazette, set a period during which the requirements under subsection (1) shall be complied with.</p> <p>56. All persons providing public telephones services shall, as far as possible, install and maintain telephone devices or units for persons with hearing disabilities and tactile marks on telephone sets to enable persons with visual disabilities to communicate through telephone system</p>
THE NETHERLANDS	<p><u>Universal Service Provision and End-User Interests</u></p> <p><u>Decree on Universal Service Provision and End-User Interests</u></p> <p><u>Telecommunications Act</u></p> <p>Specifically about the fee, at 9.5 it says: "If, pursuant to Article 9.4, a fee is awarded to the person designated as universal service provider, any person who offers public electronic communications services, public electronic communications networks or associated facilities, and who in the calendar year preceding the calendar year to which the fee to be paid relates, realizes a higher turnover in the Netherlands than an amount to be determined by or pursuant to an order in council, a contribution is due to the Authority for Consumers and Markets.</p> <p>2. It will be determined by order in council how the contribution referred to in the first paragraph will be calculated and when it is due." Based on our current Telecommunications Act, we have a telecom interpreting service (text and video relay service) using Total Conversation. The telecom interpreting service is open 24/7 for text relay service and between 07.00 and 20.00 hrs. for sign language video relay service. It's financed by the big telecom operators via some sort of tax which is collected by the telecom regulator body (ACM). This is explained in detail in the Telecommunications Act in article 9.5. At his moment we are in the process of the transposition of the European Electronic Communications Code. Ieder(in) has responded on the <u>public consultation</u></p>
TOGO	<u>Law 1998-05 Telecommunications</u>
TURKEY	There is no statutory regulation to that effect yet. On the other hand, Supreme Board of the Agency. For Information <u>Technologies</u> (BTK) has some resolutions in due course
UNITED KINGDOM	Yes

UNITED STATES	<u>The Telecommunications Act of 1996</u>
URUGUAY	<p>The Article 12 on universal access to radio and television of the Media Law 19307, refers to the fact that “the State must guarantee universal access, as well as the use of free and open radio and television broadcasting services such as part of a comprehensive strategy to achieve the objective of ensuring the social inclusion of the entire population and the exercise of fundamental rights recognized in the Constitution of the Republic”. On this basis, Article 28 refers to the right to non-discrimination when saying that audiovisual communication services may not disseminate content that incites or advocates discrimination and national, racial or religious hatred towards sectors of the population that are more vulnerable, among them, persons with disabilities are mentioned. <u>Media Law 19307</u></p> <p>Meanwhile, the decree 160/019 on the regulation of the provision of radio, television and other audiovisual communication services (Media Law 19307), establishes in its article 22 that open television services have the obligation to articulate mechanisms of accessibility of its contents to persons with disabilities. In articles 23, 24, 25 and 26, the parameters are set in terms of timing and procedures for these services to be accessible by persons with disabilities. Decree available at: <u>Decree 160-2019</u></p>
VENEZUELA	<p><u>Telecommunications Law</u></p> <p>In this context, the National Telecommunications Law of our Country, in its article 50 in literals 4, 5 establishes: 4. “That all people have access to the world Internet information network. 5; That users with disabilities or with special social needs have access to the fixed telephone service available to the public, under conditions comparable to those offered to other users”</p>
YEMEN, REPUBLIC OF	Yes
ZAMBIA	Yes
ZIMBABWE	<p>Zimbabwe National Policy for Information Communications Technologies: Section 18 – Marginalized Persons</p> <p>18.1 – Policy Statement: Develop ICT Policy to cater for marginalized people.</p>

CAPACITY TO IMPLEMENT

GOVERNMENT BODY SPECIFICALLY DEDICATED TO PERSONS WITH DISABILITIES.

Is there in the country a government body dedicated to Persons with Disabilities?

General Statistics

Overall, 137 countries	A government body specifically dedicated to persons with disabilities.
Percentage	88%

Region	A government body specifically dedicated to persons with disabilities
Africa	88%
Central Asia	63%
East Asia & Pacific	94%
Europe	96%
Latin America and the Caribbean	85%
Middle East and North Africa	75%
Northern America	100%
South Asia	100%

Country Income Level	A government body specifically dedicated to persons with disabilities.
Low income	87%
Lower-middle income	89%
Upper-middle income	80%
High income	100%

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AFGHANISTAN	A Deputy Ministry is considered within the Ministry of Labor, Social Affairs, Martyrs and Disabled (MoLSAMD) to be responsible for managing disabilities in the country
ALGERIA	Within the Ministry of National Solidarity of the Family and the Status of Women there is a <u>General Directorate for Persons with Disabilities</u>
ANGOLA	<u>Government Agency</u>
ARGENTINA	<u>Agencia Nacional de Discapacidad</u> (National Agency for Disabilities)
ARMENIA	There is no specific Government body dedicated to people with disabilities. However, the Ministry of Labor and Social Issues is the coordination Governmental structure for people with disabilities
AUSTRALIA	<p>The Australian Department of Social Services (DSS) also was involved in the implementation of the:</p> <p><u>National Disability Insurance Scheme</u> supports Australians' <u>mental health</u>. Further supports are provided through a range of <u>programs and services</u>, and <u>grants and funding for organizations</u>.</p> <p>A major gap however still exists for people over age sixty-five, who do not have access to the National Disability Insurance Scheme. They can access services through the My Aged Care Scheme, but this has a focus on health rather than disability. Hence, assistive technology is not easily available for people accessing my Aged Care. In particular, those who are in receipt of lower-level support packages have little or no access to funding for assistive technology which would allow them to be more independent and continue to contribute to their communities. <u>Disability and Carers</u>.</p> <p>Another point of contention which disadvantages some National Disability Insurance Agency (NDIA) participants is the lack of agreement between NDIA and state-based education departments regarding who should provide assistive technology to students. Education departments typically provide assistive technology to be used in the school environment, but not at home. Hence, students do not have the ability to reinforce their learning on these pieces of technology at home as other students can use conventional technology. While there have been instances where the NDIA have provided technology to students for home use, these cases have been the result of appeals of original decisions to decline requests for this technology</p>
AUSTRIA	<u>Ministry of Social Affairs</u> And: <u>Federal Council for Persons with Disabilities</u>

AZERBAIJAN	<u>Government Agency</u>
BANGLADESH	Reference: Rights and Protection of Persons with Disabilities Act 2013, section 17-20
BARBADOS	The National Disabilities Unit
BELIZE	NARCIE, Ministry of Education, Special Education Unit-National Resource Center for Inclusive Education
BHUTAN	The government has identified the Gross National Happiness Commission, GNHC as focal agency for disability policy and related issues. No particular agency responsible for PWDs, but several ministries have been given some obligations for developing policy or providing services
BOLIVIA	In Bolivia, <u>CONALPEDIS</u> the "National Committee of Persons with Disabilities" is an Institution of the Plurinational State of Bolivia, it is the Governing Body on Disability matters at the national level. The main objective is the orientation, coordination, control and advice on policies and actions for the benefit of people with disabilities
BRAZIL	<u>Government Agency for Persons with Disabilities</u>
BULGARIA	Ministry of Labor and Social Policy <u>Agency for Persons with Disabilities</u>
CAMBODIA	Yes
CAMEROON	Le <u>Ministère des Affaires Sociales</u>
CANADA	<u>Office for Disability Issues, Employment and Social Development Canada</u>
CENTRAL AFRICAN REPUBLIC	Directorate of Integration and Reintegration at the Ministry for the Promotion of Women, the Family and Child Protection
CHAD	The Ministry of Social Welfare
CHILE	<u>National Disability Service</u> , Senadis, currently part of the Ministry of Social Development and Family. The Senadis was created by mandate of Law No. 20,422 that Establishes Norms on Equal Opportunities and Social Inclusion of People with Disabilities, norms published in the Official Gazette on February 10, 2010. Its purpose is to promote equal opportunities, social inclusion, participation and accessibility for people with disabilities. Its mission is "to promote the right to equal opportunities for people with disabilities, in order to obtain their social inclusion, contributing to the full enjoyment of their rights and eliminating any form of discrimination based on disability, through the coordination of State actions, the implementation of policies, plans, programs and initiatives that contribute to improving the quality of life of people

	with disabilities, within the framework of inclusive territorial development strategies ”
CHINA	There is the Disabled Persons' Work Committee of the State Council, which is composed of delegates from different government sectors. The committee supervises the China Disabled Persons' Federation, a semi-governmental organization, to serve, represent, and manage persons with disabilities
COLOMBIA	<u>Counseling for the Participation of People with Disabilities</u> <u>National Institute for the Blind - INCI</u> <u>National Institute for the Deaf- INSOR</u> Likewise, there is the National Disability System - SND, which is the set of guidelines, rules, activities, resources, programs and institutions that allow the implementation of the general principles of disability contained in <u>Law 1145 of 2007. Art. 2</u>
CONGO, REPUBLIC OF	Ministry of Posts and Telecommunications in charge of the digital economy
COOK ISLANDS	Government has a focal point but not a body. Cook Islands Government - Ministry of Internal Affairs formerly
COSTA RICA	The <u>Consejo Nacional de Personas con Discapacidad -Conapdis-</u> as the agency for disabilities, created followed the <u>Law No. 9303</u>
COTE D'IVOIRE	In Ivory Coast, within the minister in charge of social protection, there is a central directorate responsible for promoting the rights of people with disabilities
CZECH REPUBLIC	Government Board for People with Disabilities (<u>Government Board for Persons with Disabilities</u>) Public Defender of Rights – Monitoring of the rights of people with disabilities (<u>Public Defender Rights</u>)
DENMARK	<u>Ministry of Social Affairs</u>
DOMINICAN REPUBLIC	<u>Consejo Nacional de Discapacidad, CONADIS</u>
ECUADOR	Ecuador has the <u>National Council on Disabilities</u> , in charge of ensuring the interests of people with disabilities
EGYPT, ARAB REPUBLIC OF	There is the National Council for Persons with Disabilities developed by Law 11 of 2019
EL SALVADOR	<u>National Council</u> for Comprehensive Attention to Persons with Disabilities
ESTONIA	Yes and no. There is not one single government body specifically dedicated to persons with disabilities. As the Estonian policy have been based on the mainstreaming of disability approach, several bodies are working for disability issues. UN CRPD monitoring have been put to Chancellor of Justice office. There is an Equal treatment ombudsman-s office, several Ministries have units/specialists focusing on disability
ETHIOPIA	A directorate within the Ministry of Labor and Social Affairs (MoLSA)

FIJI	<p>In Fiji, the <u>Ministry of Women, Children & Poverty Alleviation</u> is the government body that dedicated to persons with disabilities, within the Ministry than we have the National Council for Persons with disabilities.</p> <p><u>National Council for Persons with Disabilities</u> – The council act as a coordinating body for all organization dealing with the care and rehabilitation for persons with disabilities.</p> <p>The function of the council is to advice the minister on all matters relating to persons with disabilities in Fiji</p>
FRANCE	<p>Ministry of State for Persons with Disabilities, part of the Prime Minister Cabinet: <u>Ministry of State for Persons with Disabilities</u></p> <p>National Advisory Council for Persons with Disabilities (Conseil National Consultatif des Personnes Handicapées, CNCPH): <u>National Advisory Council for Persons with Disabilities</u></p>
GAMBIA, THE	<p>Disability Unit, Department of Social Welfare under the Ministry of Health and Social Welfare</p>
GERMANY	<p><u>Government Commissioner for the Affairs of Persons with Disabilities</u></p>
GHANA	<p>There is a National Council on Persons with Disabilities (NCPD) under the Ministry of Gender, Children and Social Protection</p>
GREECE	<p><u>National Commission for Human Rights</u></p> <p>The GNCHR is the independent advisory body to the State specialized in human rights issues. It has been established and is functioning in accordance with the UN Paris Principles.</p> <p><u>The Greek Ombudsman</u></p> <p>The Greek Ombudsman is the national equality body with a mandate to combat discrimination and promote the principle of equal treatment irrespective of gender, racial or ethnic origin, family or social status, religion or belief, disability or chronic disease, age, sexual orientation, gender identity or gender characteristics The Department of Equal Treatment is competent for handling cases of discrimination pertaining to all aforementioned grounds as they relate to access of employment, vocational training and promotion and working conditions, in both in the public and the private sector, including contractual employment, self-employment, work and pay.</p> <p><u>Special Committee on the Protection of the Rights of Persons with Mental Disorders</u></p>
GUATEMALA	<p>CONADI, National Council for the Care of Persons with Disabilities (Consejo Nacional para la Atención de las Personas con Discapacidad)</p>
HAITI	<p>The Secretary of State for the Integration of Persons with Disabilities, (SEIPH)</p> <p>Social Assistance Fund (C.A.S) which provides a small monthly subsidy to certain persons with disabilities,</p> <p>CASAS, school adaptation and support commission (Ministry of National Education)</p>

HONDURAS	Secretary of Development and Social Inclusion, SEDIS
INDIA	Department of Empowerment of Persons with Disabilities (Divyangjan) Ministry of Social Justice and Empowerment, Government of India <u>Disability Affairs</u>
INDONESIA	<u>MINISTRY OF SOCIAL</u>
IRAQ	<u>MOLSA</u>
IRELAND	Government agency for Persons with Disabilities: Services such as healthcare, social services, information about government services and information on assistive technology have been ‘mainstreamed’ across government agencies such as: <ul style="list-style-type: none"> • <u>The Health Services Executive</u> • <u>Citizens Information Board</u> The National Disability Authority is the independent state body providing expert advice on disability policy and practice to the government and the public sector and promoting Universal Design in Ireland: <u>The National Disability Authority</u> The Centre for Excellence in Universal Design is part of the NDA. It has a specific remit around digital accessibility: <u>The Centre for Excellence in Universal Design</u>
ISRAEL	<u>Ministry of Labor, Social Affairs and Social Services</u> Commission for Equal Rights of Persons with Disabilities in the Ministry of Justice <u>National Insurance Institute of Israel</u>
ITALY	There is not a “standard” body. The Italian government used to have a dedicated office under the Ministry of Labor and Social Policies. Between May 2018 – August 2019, a specific Ministry dedicated to Persons with Disabilities was established. From September 2019 the dedicated Ministry ceased operations, being replaced by a Commission for Persons with Disabilities, under the Prime Minister. <u>Ufficio per le politiche delle persone con disabilità (Presidenza del Consiglio dei Ministri)</u>
JAMAICA	<u>Ministry of Labor and Social Security</u>
JAPAN	Yes
JORDAN	The Higher Council for the Rights of Persons with Disabilities (HCD) <u>Website, Facebook, Twitter, YouTube, Instagram</u>
KAZAKHSTAN	<u>Ministry of Labor and Social Protection of the Population of the Republic of Kazakhstan</u> ” deals with disability problems
KENYA	National Council for Person with Disabilities (NCPWD) Global e-government Web Accessibility: An Empirical Examination of EU Asian and African Sites

KOSOVO	There is a government body, under the <u>Office for Good Governance</u>
KYRGYZ REPUBLIC	<u>Ministry of Labor and Social Development</u> , there is a Department for Persons with Disabilities
LAO, PDR	NCDE National Community for Disabled and Elderly People
LEBANON	PL 220/2000 indicates that Persons with disability concerns are being monitored by the “National Council for persons with Disability”. It is elected by a- persons with disability, b- service providers, c- organizations of persons with disability and d- appointed members from Ministry of Social Affairs. Each mentioned party is represented by 4 members. The national Council is supposed to be the executive Governmental body which monitor and follow up implementation of the PL 220/2000. But it has only consultancy role and not executive
LESOTHO	The Ministry of Social Development has a department of disability. However, the department is dysfunctional because it is not resourced properly
LIBERIA	National Commission on Disabilities, NCD
MALAWI	The Department of Disability and Elderly under, the Ministry of Children, Gender and Social Development
MALAYSIA	<u>Government Agency</u>
MALDIVES	Yes
MALI	The Ministry of Solidarity and Humanitarian Action
MALTA	The Commission for the Rights of Persons with Disability (CRPD) and The Foundation for Information Technology Accessibility (FITA): FITA
MAURITIUS	<u>Ministry of Social Security National Solidarity & Environment and Sustainable Development</u> <u>Training and Employment of Disabled Persons Board</u>
MEXICO	CONADIS, Consejo Nacional de Personas con Discapacidad
MOLDOVA	Governmental Council for the Rights of Persons with Disabilities
MONGOLIA	<u>General Agency for Development of Persons with Disabilities</u>
MOROCCO	The Ministry of Family and Solidarity: a governmental unit affiliated to the Ministerial Cabinet responsible for relevant sectoral program coordination and assessment of national policies
MOZAMBIQUE	Ministry of Gender, Children and Social Welfare. The same Ministry includes Women, older people in general and Children
MYANMAR	Yes
NAMIBIA	<u>Government Agency</u>

NEPAL	<u>Disability Rights Promotion Section</u> inside of Ministry of Women Children and Social Welfare is focal government body for disability services. Also, the Women Development Offices (WDO) in all districts are focal disability agencies at local level
NEW ZEALAND	<u>Ministry for Disability Issues, and the Office for Disability Issues</u>
NICARAGUA	National Council of People with Disabilities, part of the Ministry of Health
NIGER	National Directorate for the Promotion of People with Disabilities
NIGERIA	The Agency at state and national levels responsible for disability issues are the federal and state Departments of Rehabilitation most situated within Ministries of Women Affairs and Social Development or Ministries of Youth and Social Development. A few states create Ministries for disability and other related matters while some states establish specific agencies for disability matters
NORWAY	<u>The Norwegian Labour and Welfare Administration</u> and the <u>Norwegian Directorate for Children, Youth and Family Affairs</u> covers, but not limited to, persons with disabilities. <u>The Norwegian Directorate for Children, Youth and Family Affairs</u>
OMAN	<u>The Ministry of Social Development</u> is responsible for the welfare of persons with disabilities. <u>The Information Technology Authority</u> is the body responsible for implementing national IT infrastructure projects and supervising all projects related to implementation of the <u>Digital Oman Strategy (e.oman)</u> while providing professional leadership to various other e-Government initiatives of the Sultanate. It has also included accessibility as part of the national program for transforming the country digitally: <u>eGovernment Transformation Plan</u> . It is worth mentioning here that the ITA is providing the Read Speaker License for many government entities. Most importantly, it provides <u>IT training programs for people with disabilities</u> . Also, in collaboration with all government entities draft e-Accessibility policy. <u>General IT Training</u>
PAKISTAN	The provinces of Pakistan all have a Provincial Council for the Rehabilitation of People with Disabilities (PCRDP) and a National Council for the Rehabilitation of People with Disabilities (NCRPD). The province of Sindh also has the Department of Empowerment of People with Disabilities (DEPD) which has taken over functions from the PCRDP after the promulgation of the new law
PANAMA	Law 23 of June 28, 2007, created the National Secretariat for Disability (SENADIS)
PAPUA NEW GUINEA	Department for Community Development is the focal government agency with <u>responsibility for disability</u>
PARAGUAY	It is the National Secretariat for the Human Rights of Persons with Disabilities - SENADIS through Law N ° 4,720 / 12, the body in

	<p>charge of generating, promoting, and ensuring compliance with Public Policies for the sector.</p> <p>And together with it, the CONADIS (National Commission for the Human Rights of People with Disabilities) is created by means of Regulatory Decree 10.514 / 13. Articulating body between the State and Organized Civil Society (with 7 representatives elected by the civil society of the sector). A section can be found on the SENADIS website where the progress of this Commission is detailed</p>
PERU	<p>In Peru, there is the National Council for the Integration of Persons with Disabilities - CONADIS, a public body specialized in disability attached to the Ministry of Women and Vulnerable Populations. This body was created with the previous General Law of Persons with Disabilities, Law No. 27050 of 1999 and then ratified with the current General Law of Persons with Disabilities, Law No. 29973 of 2012. The following is the link of the CONADIS</p>
PHILIPPINES	<p>Social Justice and Human Rights Section 13, Article XIII Executive Order No. 232 Executive Order No. 709</p>
POLAND	<p>Rights of persons with special needs are referred to in the Ministry of Family, Labor and Social Policy's agenda. However, when it comes to matters such as telecommunications, transport, digital accessibility, etc. it is task of specific ministries or other related entities to take care of the rights in these fields</p>
PORTUGAL	<p>In Portugal, there is the State Secretary for the Inclusion of Person with Disabilities</p>
QATAR	<p>In 2019, a national committee was officially established for women, children, older persons, and persons with disabilities. This will constitute an overarching entity for the creation of and delivery of strategies and services related to persons with disabilities.</p> <p>Moreover, in the State of Qatar the Ministry of Administrative Development, Labor and Social Affairs is the government body officially tasked with the creation of and delivery of strategies and services related to persons with disabilities and the elderly (Ministry of Administrative Development, Labor and Social Affairs). In Qatar, the following organizations are also public sector organizations that provide services and resources to persons with disabilities. Their efforts are coordinated to a high degree through a variety of national initiatives and strategies.</p> <p>EDUCATION</p> <p>Shafallah Center for Children with Special Needs Al Awsaj School (Qatar Foundation) Al-Hedaya Primary School and kindergarten Renad Academy (Qatar Foundation) Audio Education Complex Al Noor Institute for the Blind</p>

	<p><u>Rou'a Assessment, Advice and Support Center (Ministry of Education and Higher Education)</u></p> <p><u>Qatar University – Inclusion and Special Needs Support Center</u></p> <p><u>Community College of Qatar – Special Needs Center</u></p> <p><u>Rumailah Hospital</u></p> <p>Special needs department in the mainstream schools of Qatar</p> <p>Foundation that support students with disabilities</p> <p>REHABILITATION</p> <p><u>Rumailah Hospital (Child Development Center)</u></p> <p><u>Aman Protection and Social Rehabilitation Center</u></p> <p><u>Qatar Rehabilitation Institute (HMC)</u></p> <p><u>Sidra Medicine (Pediatric Rehabilitation Medicine)</u></p> <p><u>Mada (Qatar Assistive Technology Center)</u></p> <p>Qatar Autism Society</p> <p><u>Ministry of Interior – Special Needs and Elderly Section</u></p> <p><u>Qatar Social and Cultural Center for the Blind</u></p> <p><u>Qatar Social and Cultural Center for the Deaf</u></p> <p>Qatar Society for the Rehabilitation of Persons with Special Needs</p> <p><u>Qatar Paralympic Committee</u></p> <p><u>Best Buddies</u></p> <p>DIGITAL INCLUSION</p> <p><u>Mada (Qatar Assistive Technology Center)</u></p> <p>INDEPENDENT LIVING</p> <p>Qatar Autism Society</p> <p><u>Ministry of Interior – Special Needs and Elderly Section</u></p> <p><u>Qatar Social and Cultural Center for the Blind</u></p> <p><u>Qatar Social and Cultural Center for the Deaf</u></p> <p>Qatar Society for the Rehabilitation of Persons with Special Needs</p> <p><u>Qatar Paralympic Committee</u></p> <p><u>Best Buddies</u></p> <p>To know more about the above entities' services and resources for persons with disabilities, visit <u>Hukoomi Disability Portal</u>.</p> <p>Qatar Digital Government (Hukoomi), in cooperation with Mada Center, has developed a single digital platform that includes information about all resources and services available to persons with disabilities in the country. The <u>Hukoomi Disability Portal</u> is delivered in an accessible manner, and is embedded in the country's wider e-government portal. Hukoomi Disability Portal was designed based on human rights approach to implement the UNCRPD. Qatar Digital Government was highlighted in the National Strategy for Information & Communication Technology (<u>Qatar National ICT Plan</u>) which supports <u>Qatar National Vision 2030</u></p>
ROMANIA	The National Authority for Disabled People
RUSSIAN FEDERATION	Ministry of Labor and Social Protection Commission for the Disabled under the President of the Russian Federation

SAMOA	In 2008, Samoa appointed the ministry of women community and social developments to be the focal point for PWD. This ministry also coordinates the national disability policy and oversees the implementation of disability funded programs on disability
SENEGAL	Yes
SERBIA	Government Council for Persons with Disabilities is body consisting of representatives of different ministries and DPO
SIERRA LEONE	National Commission for Persons with Disability (NCPD)
SINGAPORE	<u>The Ministry of Social and Family Development</u> is the Government focal point/coordinator for disability related policy and implementation of the CRPD)
SLOVENIA	Ministry of Labor, Family, Social Affairs and Equal Opportunities <u>Disability, Veterans and Victims of War Directorate</u>
SOUTH AFRICA	<u>Department of Women Youth and Persons with Disabilities</u> It is part of the Presidency, and falls under Women, Youth and People with Disabilities in the presidency
SOUTH SUDAN	Disability issues are included in the mandate of the Ministry of Gender, Child and Social Welfare. This institution alone cannot handle issues related to persons with disabilities since it also deals with gender and children's affairs. Its budget is quite limited as well. Disabled People's Organizations are advocating for the formation of a national council for disability
SPAIN	Instituto de Mayores y Servicios Sociales (Imserso)
SRI LANKA	National Council for Persons with Disabilities (NCPD) established under Article 2 of the Protection of the Rights of Persons with Disabilities Act No 28 of 1996 and Articles 12 & 13 describe the functions of the Council
SUDAN	National Disability Council (NDC)
SWEDEN	<u>The Swedish Agency</u> for participation
TANZANIA, UNITED REPUBLIC OF	<u>Ministry of Labor, Employment and People with Disabilities</u>
THAILAND	<u>Department of Empowerment of Persons with Disabilities</u>
THE NETHERLANDS	The <u>Ministry of Healthcare</u> has a program for implementing the UNCRPD government wide
TOGO	This is the <u>Directorate of People with Disabilities</u> placed under the supervision of the Ministry of Social Action, the Promotion of Women and Literacy
TRINIDAD AND TOBAGO	<u>Disability Affairs Unit</u>
TUNISIA	The Parliamentary Commission of the Disability Rights and the Vulnerable Populations

	The State Secretary charged with the Immigration and Inclusion affairs in the Ministry of Social Affairs
TURKEY	Yes
UGANDA	National Council for Disability which was created by the National Council for Disability Act 2003
UNITED KINGDOM	<u>Equality Human Rights</u>
UNITED STATES	<u>Office of Disability Employment Policy, Office of Special Education Programs, National Council on Disability</u>
URUGUAY	There is the National Honorary Commission on Disability (CNHD) ratified by law 18651 of 2010 which is a public entity under private law that operates under the jurisdiction of the Ministry of Social Development and the National Program on Disability (PRONADIS). <u>The National Honorary Commission on Disability</u> In addition, there is the National Disability Program (PRONADIS), which is the national benchmark program on disability that is coordinated by the Ministry of Social Development and whose purpose is the promotion, coordination and execution of programs and supports that allow the implementation of policies focused on the inclusion of persons with disabilities. The objective is to improve their quality of life and social inclusion. Currently, PRONADIS has adopted most of the roles that the CNHD was performing. <u>National Disability Program`</u>
VENEZUELA	<u>Consejo Nacional para las Personas con Discapacidad</u>
YEMEN, REPUBLIC OF	Yes
ZAMBIA	Zambia Agency for Persons with Disabilities (ZAPD)
ZIMBABWE	National Disability Board, whose functions are provided for in the Disabled Persons Act (Chapter 17:01), Section 4

MECHANISM TO INVOLVE PERSONS WITH DISABILITIES IN POLICY MAKING AND MONITORING

Is there in the Country a systematic mechanism to involve organizations of Persons with Disabilities working in the field of digital accessibility to the drafting, designing, implementation and evaluation of laws and policies?

General Statistics

Overall, 137 countries	A systematic mechanism to involve the DPOs (persons with disabilities) working in the field of digital accessibility to the drafting, designing, implementation and evaluation of laws and policies
Percentage	26%

Region	A systematic mechanism to involve the DPOs (persons with disabilities) working in the field of digital accessibility to the drafting, designing, implementation and evaluation of laws and policies
Africa	18%
Central Asia	25%
East Asia & Pacific	28%
Europe	44%
Latin America and the Caribbean	11%
Middle East and North Africa	38%
Northern America	100%
South Asia	0%

Country Income Level	A systematic mechanism to involve the DPOs (persons with disabilities) working in the field of digital accessibility to the drafting, designing, implementation and evaluation of laws and policies
Low income	9%
Lower-middle income	22%
Upper-middle income	20%
High Income	50%

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ALGERIA	The sub-committee responsible for information and communication (Ministry of National Solidarity, the Family, and the Status of Women http://www.mtti.gov.ao
ANGOLA	
AUSTRALIA	The Australian Communications Consumer Action Network (ACCAN) is the Australia's communications consumer organization representing individuals, small businesses, and not-for-profit groups as consumers of communications products and services. ACCAN focuses on goods and services encompassed by the converged areas of telecommunications, broadcasting, the internet and online services, including both current and emerging technologies: <u>Disability Advisory Forum</u>
AUSTRIA	Monitoringausschuss is involving persons with disabilities in monitoring the implementation of the CRPD. <u>Monitoring Committee</u> The National Action Plan on Disability (Nationaler Aktionsplan Behinderung, NAP) of the Austrian Government: <u>The National Action Plan on Disability</u> A new NAP has been established for the period 2020 to 2030. There is also a legal institute serving as an umbrella institution for organizations and companies representing persons with disabilities in Austria, called <u>Austrian Disability Council</u>
BOLIVIA	Law 070 Chapter II Article 16 Subsystem of Alternative and Special Education
BRAZIL	National Council Rights of People with Disabilities (<u>CONADE</u>)
CANADA	<u>Bill C-81</u> has a requirement to consult with persons with disabilities The <u>CRTC</u> especially over recent years has had a number of proceedings that have potentially involved persons with disabilities and DPOs but generally speaking it is not a user-friendly process. Despite that within its mandate the CRTC has made some important progress with the input of persons with disabilities and DPOs
CZECH REPUBLIC	Governance Accessibility Expert Group <u>Accessibility Expert Group</u>
EGYPT, ARAB REPUBLIC OF	Yes, but not well established
ESTONIA	The relevant authorities have been involving people with disabilities organizations into drafting the laws and policies. Our representatives have been involved in all the above-mentioned processes. Estonian Chamber of Disabled People also itself actively was proposing ideas into the EU Accessibility Act during the Estonian Presidency of the Council of EU 2017. A challenge remains to have enough civil society level specialists to deal with rather specific accessibility issues within the ICT

FRANCE	National Advisory Council for People with Disabilities (Conseil National Consultatif des Personnes Handicapées, CNCPH): National Advisory Council for Persons with Disabilities
GERMANY	The detailed work on legislation takes place in the permanent committees, which are made up of Members from all the parliamentary groups. The committee members familiarize themselves with the material and deliberate on it at their meetings. They are also able to invite representatives of interest groups and experts to public hearings
GREECE	Electronic Accessibility and Disability http://www.esaea.gr/help/39-publications/books-studies/520-ekpaideytiko-egxeiridio-no-6-ilektroniki-prosbasimotita-kai-anapiria-toy-ioanni-mpasdeki www.prosvasi-amea.gov.gr
IRELAND	COMREG, the state telecoms regulator used to have a disability forum through which it consults with DPOs on new regulations. It now tends to consult on an ad hoc basis. The National Disability Authority sits in the statutory Consumer Advisory Panel of COMREG. However, NDA is not a DPO: COMREG
ISRAEL	Under the Law of Equal Rights for People with Disabilities, it is included in many sections that organizations of people with disabilities must be involved and be consulted with. Law of Equal Rights for People with Disabilities
ITALY	Yes
KENYA	Disability Report (Public Programs)
LAO, PDR	Lao Disabled People's association is the representative of DPOs in Laos to join the drafting committee for the national policy and national action plan for persons with disabilities in Laos
LIBERIA	National Commission on Disabilities, NCD
MALTA	MITA carries out consultation with FITA on issues linked to this topic. FITA in turn relies on the feedback of disability NGOs in order to formulate policy recommendations. As part of the requirements defined through the Web Accessibility Directive, FITA coordinates two annual focus groups involving persons with disabilities and disability NGO representatives. The feedback of these focus groups is submitted to the Malta Communications Authority in order to feed directly into the selection of assessment samples and the implementation of the Directive
OMAN	According to the e-Accessibility Policy , it is important to follow the best practices in this area: Requirements for both the majority and the minority sections of the public have to be taken into consideration in the development and implementation of public information, e-services, and ICT-based public equipment.

	Involve the process of designing and testing of websites, e-services and ICT-based public equipment by persons with disabilities, in particular the blind, deaf and mobility
PHILIPPINES	There is a Sub-Committee on ICT formerly chaired by the Department of Transportation and Communication where the ICT Office was formerly attached but with the creation of a law creating a Department on ICT in 2016, it became the chair of the Sub-Committee. The sub-committees are organic structures of the <u>NCTA Board</u> with the duty to recommend disability relevant policies, programs and projects to the NCTA Board. The composition of the board comes from relevant government agencies, Disable Peoples Organizations, Non-Government Organizations, private sector, and other stakeholders
POLAND	<ul style="list-style-type: none"> • <u>Group on Web Resources Availability (under the Ministry of Digital Affairs),</u> • <u>Working Group AccessTech (Accessibility Council under the Minister of Development Funds and Regional Policy)</u> <p>Moreover, Polish administration is also being regularly assessed by other entities (mostly NGOs) working to ensure rights of persons with disabilities. In terms of digital accessibility, it is worth mentioning "<u>Accessibility Report</u>" (published since 2012) that assesses web and applications accessibility as well as e-services in public administration. Additionally, similar audits are being implemented in railway transportation. Also, entities working for persons with disabilities certify products, services or accessibility areas (<u>digital</u>, <u>architectural</u> and <u>customer service</u>) of administration and business environment</p>
QATAR	<p>In the State of Qatar, government bodies working on developing laws and policies that impact the lives of persons with disabilities, set up interdisciplinary committees that include representation from PWDs and DPOs as a means of conducting consultation with the community.</p> <p>An example of this, the National Committee of Autism which is responsible on designing plan, guidelines, and frameworks, in 2017 established the Qatar's National Autism Plan with the involvement of the autism community. The plan, which makes specific reference to the needs for increased ICT access, was driven by the National Committee, and is currently part of Qatar's National Health Strategy.</p> <p>For all the matters related to ICT Accessibility, <u>Mada Center</u>, a national initiative dedicated to accessible ICTs, has a systematic mechanism for the involvement of DPOs in the drafting, implementation and evaluation of relevant laws and policies.</p> <p>As part of its commitment to the involvement of Persons with Disabilities (PWDs) and the Disabled Persons Organizations (DPOs) that represents them, and in accordance with the international best practice of, "Nothing about us, without us," Mada adheres to a systemic mechanism of community consultation and involvement as related to the drafting, designing, implementation and evaluation of any of its public facing policies.</p>

	<p>Mada also facilitates community consultations for key public sector stakeholders in Qatar through supporting with the organization of focus groups, surveys and town halls.</p> <p>Since its establishment in 2010, <u>Mada Qatar Assistive Technology Center</u> has been actively changing the region's digital landscape by providing resources and expertise to improve access for persons with disabilities to digital content. As the country's leading e-accessibility authority, the Center played a critical part in creating Qatar's National e-Accessibility Policy, a first-of-its-kind document for the region that encourages public sector organizations to implement international standards, namely WCAG 2.0 and 2.1 to websites, mobile applications, digital kiosks, public telephones, mobile handsets and digital content.</p> <p>Since then, Mada has worked with numerous digital content providers to ensure that their platforms adhere to international standards and meet usability best practices. In specific, Mada has focused its efforts on the country's most important public sector platforms, such as Qatar's e-government and Ministry of Interior applications.</p> <p>Those platforms that are successful in reaching certain levels of accessibility are recognized through a national accreditation system administered by Mada, while all major websites are registered in an automated e-accessibility monitor that keeps track of the country's e-Accessibility score. It is needless to say that the impact of this work has been widely felt throughout the disability community in Qatar and has been recognized internationally by leading e-accessibility organizations.</p> <p>Most notably, there are two indicators that embody the impact of Mada's work in this field. In brief, Mada's automated e-accessibility monitor indicated in 2019 that 94% of key government websites meet basic e-Accessibility standards. This is a tremendous achievement seeing that prior to Mada's involvement, there were virtually no websites that were implementing any e-accessibility thinking on their platforms.</p> <p>To perform its role as ICT Accessibility strategic enabler, Mada offers its strategic partners various services and activities. They are:</p> <ol style="list-style-type: none">1. Capability Building: Mada builds the capabilities of digital access specialists through specialized training programs and platforms designed and implemented according to the best international practices and standards to improve the quality of services provided to PWDs and the elderly.2. Digital Accessibility Services: Mada provides digital accessibility consulting services and accreditation for digital platforms in accordance with international standards to support the right of persons with disabilities and the elderly to access information independently.
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	<ol style="list-style-type: none"> 3. Advisory Services: Mada provides advisory services on ICT Accessibility, ICT ecosystem, digital accessibility policies, research, and publications. 4. Innovation: Mada works with its various partners and innovators to develop an ecosystem that is supportive of innovating technological solutions that promote digital access for PWDs and the elderly. 5. Research and Publications: Identify ICT Accessibility research agenda and lead the advancement and dissemination of global, regional, and local international industry leading practices. Mada also carries out research and analysis of ICT and develop publications covering ICT Accessibility, products and solutions, and accessible environments. 6. Awareness Building: Mada runs promotion campaigns to raise awareness on impact of ICTs and ICT-accessibility and create a demand for action from the community. It also raises persons with disabilities' awareness of what ICT can do to facilitate their economic and social inclusion. 7. Policy Advocacy: The center supports the formulation of national sectorial policies and strategies which foster widespread availability of accessible ICTs through collaboration and partnerships. Mada also promotes effective national public policies to ensure accurate ICTs-enabled services are introduced
ROMANIA	The College for the Consultation of Civil Society, The National Council of Disability
RUSSIAN FEDERATION	All-Russian Society of Disabled People, All-Russian Society of the Deaf, the All-Russia Association of the Blind have a right to introduce legislative initiatives to the Government. Representatives of such organizations take part in different working groups at many levels. For example, there exists the following practice that was established not that long ago: The State's Duma Technical Committee, besides other functions, is responsible for legislation in the field of web sites accessibility. The Committee includes persons with disabilities participating in legislative process. The Deaf-Blind Support Foundation «Con-nection», ANO «Enabling Technologies» represent persons with disabilities in Technical Committee and translate their consolidated position on designing, implementation and evaluation of relevant laws and policies in Russia
SOUTH AFRICA	The South African government consults widely with stakeholders in the disability sector when drafting, designing, implementation and evaluation of laws and policies. <u>Public Participation Framework</u>
UGANDA	Persons with disabilities have been involved in drafting national ICT policy to ensure systematic disability inclusion. Uganda Communication Commission has also carried out research on ICT and disability
UNITED STATES	<u>Federal Communications Commission/Consumer Advisory Committee -</u>

COUNTRY REFERS TO INTERNATIONAL ICT ACCESSIBILITY STANDARDS

Does the country refer to ISO (International Organization for Standardization, W3C – WCAG Web Content Accessibility Guidelines), Section 508, EN 301 549 ITU (International Telecommunication Union) or other international standards development organisations?

General Statistics

Overall, 137 countries	Country refers to ISO (International Organization for Standardization, W3C – WCAG Web Content Accessibility Guidelines), Section 508, EN 301 549 ITU (International Telecommunication Union) or other international standards development organization
Percentage	44%

Region	Country refers to ISO (International Organization for Standardization, W3C – WCAG Web Content Accessibility Guidelines), Section 508, EN 301 549 ITU (International Telecommunication Union) or other international standards development organization
Africa	21%
Central Asia	25%
East Asia & Pacific	39%
Europe	88%
Latin America and the Caribbean	42%
Middle East and North Africa	38%
Northern America	100%
South Asia	38%

Country Income Level	Country refers to ISO (International Organization for Standardization, W3C – WCAG Web Content Accessibility Guidelines), Section 508, EN 301 549 ITU (International
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	Telecommunication Union) or other international standards development organization
Low income	22%
Lower-middle income	31%
Upper-middle income	34%
High income	88%

Comments from Experts - DARE Index 2020

ALGERIA	There is a company in charge of standardization " <u>Algerian Institute for Standardization</u> "
ARGENTINA	The current guidelines for web content are W3C - WCAG 2.0 - Level AA. <u>ONTI provision</u> No. 6/2019. It is worth clarifying that it is required as a minimum level of compliance: 25 criteria until 9/30/2019 and 30 criteria from October 1, 2019. Of the total of 38 of the WCAG 2.0 level AA.
AUSTRALIA	<p>The non-government organization 'Standards Australia' develops and maintains standards for Australian businesses, organizations, and industry in compliance with international standards: <u>Standards Australia</u>. Australia's digital economy is estimated at more than \$79 billion, with the ICT sector a key driver of this innovation and economic growth. In Australia, ICT currently accounts for around 5% of the country's GDP. And with the market predicted to grow, the sector is one of the most robust in Australia: <u>Standards Australia</u>.</p> <p>However, while accessibility standards exist across a number of areas, there are few if any consequences for noncompliance by companies or government departments. Hence, the standards have limited impact and there is still a high level of noncompliance in areas such as transport, education, public procurement and web access.</p> <p>As a member of ISO/IEC JTC 1, Information technology, Standards Australia ensures the country's stakeholders' views are heard and that Australia remains at the forefront of innovation.</p> <p>Key current activities:</p> <ul style="list-style-type: none"> • <u>Blockchain</u> • <u>Industry 4.0</u> • <u>Smart Cities</u> • <u>Black Economy</u>
AUSTRIA	ASI – Austrian Standardization Institute, Web Accessibility Directives
BRAZIL	ISO: <u>International Organization for Standardization</u> -ABNT: Brazilian Association of technical standardization

	<p>-ABNT CB 40: It is a work force for accessibility</p> <p>-W3C has a <u>Brazilian Chapter</u></p>
BULGARIA	<p>World Wide Web Consortium - Web Content Accessibility Guidelines 2.0 (WCAG 2.0)</p> <p>https://identity.egov.bg/wps/portal/identity/accessibility</p> <p>https://www.minfin.bg/bg/accessibility-policy</p>
CANADA	<p>The new accessibility act federally as already established the <u>Canadian Accessibility Standards Development Organization W3C - WCAG AA</u>. However, the application of these standards is in no way guaranteed and there are many government services which remain inaccessible or difficult to access for those with disabilities notwithstanding the existence of these standards.</p> <p>Under the new accessibility act it is already created a new body called Canadian Accessibility Standards Development Organization</p> <p>https://www.parl.ca/DocumentViewer/en/42-1/bill/C-81/royal-assent</p>
CENTRAL AFRICAN REPUBLIC	<p>Agence de régulation des télécommunications (ART) et la société centrafricaine de télécommunication (SOCATEL)</p>
CHILE	<p>W3C - WCAG Web Content Accessibility Guidelines</p> <p>In 2015, the Ministry General Secretariat of the Presidency, Segpres, published Supreme Decree No. 1, which approves the technical standard on systems and websites of state administration bodies. Among the aspects mentioned in relation to web accessibility, he points out:</p> <p>Article 5.- For the development or implementation of web systems and web sites, development standards, compatibility, and the main guidelines of international and national standards on universal accessibility must be applied, in order to allow access, with equal opportunities, to people with disabilities. For these purposes, the accessibility standards established in the 2006 Convention on the Rights of Persons with Disabilities and ratified by Chile in 2008 must be considered; the provisions of Law No. 20,422, of 2010, which establishes standards on equal opportunities and social inclusion of people with disabilities; and the international standards defined by the W3C.</p> <p>Article 7.- The web systems and web sites must use updated web development standards recommended by the W3C, ensuring their access at any time, place and on any type of electronic device that allows viewing.</p> <p>Said regulation refers only to public services of the State, while the private sector lacks an updated standard in this matter</p>
CHINA	<p>The Ministry of Industry and Information Technology has joined the W3C and WCAG. It has also issued relevant guidelines based on them</p>
COLOMBIA	<p>On June 15, 2011, the Colombian Institute of Technical Standards and Certification (ICONTEC) ratified Technical Standard 5854, which seeks</p>

	to establish the accessibility requirements that web pages must implement in Colombia. <u>This standard</u> is equivalent to WCAG 2.0
COSTA RICA	<p>Through Presidential Directive N ° 51 MTSS-MICITT Implementation of accessible websites in the Costa Rican public sector, it is established as mandatory for the Costa Rican public sector to comply with the WCAG 2.1 standard Accessibility guidelines for web content.</p> <p>Likewise, the permanent subcommittee on accessibility and universal design of information and communication technologies, INTE CTN 03 / SC 02, promoted by the Institute of Technical Standards of Costa Rica - INTECO, has adapted the WCAG2.0 version under the INTE / nomenclature. ISO / IEC 40500: 2017 and is soon to adopt the WCAG 2.1 version from the year 2020</p>
CZECH REPUBLIC	Accessibility Law (<u>Accessibility Law</u>) refers to WCAG 2
DENMARK	Danish Standards (Dansk Standard) www. Ds.dk
DOMINICAN REPUBLIC	The regulation was recently approved: <u>NORDOM 826</u> - Accessibility Requirements for content on the web
EL SALVADOR	<u>National Quality Council</u> , Salvadoran Technical Regulation Body, Salvadoran Accreditation Body, Metrology Research Center
ESTONIA	WCAG is the only standard to our knowledge what is used. Based on Information got from the Estonian Blind Union, other standards are not used in Estonia. This question is indeed difficult to answer as we don't possess this information, other that the usage of WCAG
FRANCE	<p>Article 47 of the French Disability Law No. 2005-102 of February 11, 2005, for equal rights and opportunities, participation, and citizenship for persons with disabilities</p> <p>It recognizes that all public websites must follow international accessibility guidelines in accordance with European recommendations (namely ISO/WCAG 2.0). The French digital accessibility standard, the French General accessibility reference for administrations (Référentiel Général d'Accessibilité pour les Administrations, RGAA), is based on and directly transposable onto WCAG 2.0.</p> <p>In the Summer of 2019, an updated version of the French digital accessibility standard was published: the <u>RGAA-4</u></p>
GERMANY	<p>DIN</p> <p>VDE</p> <p>DKE (https://www.dke.de/en)</p> <p>W3C</p>
GREECE	ISO or other international standards development organization related to Digital Accessibility haven't been followed at state level. There are certain cases where predetermined international standards are used, such as in National Confederation of Disabled People (NCDP). NCDP website meets level AAA according to Total Validator Web Standard, which means that all users, regardless of disability, can access the site
INDIA	The National Informatics Centre (NIC) refers to WCAG in the Guidelines for Indian Government Web sites, The RPD rules refers to EPUB.

	The Bureau of Indian Standards (BIS) represents India in various standards making bodies and refers to ISO standards as part of its work
INDONESIA	http://www.bsn.go.id/
IRELAND	The Centre for Excellence in Universal Design at the NDA has a statutory remit to support the development of standards. It has contributed to standards development in CEN/CENELEC, ETSI, and ISO. It is involved in standards development at national level with various committee in the National Standards Authority of Ireland. It sits in the CEN/CENELEC Strategic Advisory Group on Accessibility (SAGA) and was involved in standardization mandates 376 and 473: <u>M/376 Standardization Mandate to CENELEC and ETSI</u> <u>M/473 Standardization mandate to CEN, CENELEC and ETSI to include "Design for All"</u>
ISRAEL	The Accessibility Services Regulation from 2013 defines how to make web sites and applications accessible according to the definition of the Israel Standard for Accessible Web sites (#5568 that directs to W3C – WCAG 2.0 Web Content Accessibility Guidelines): <u>The Accessibility Services Regulation</u>
ITALY	Yes
JORDAN	WCAG version 2.1 For the English Version we use: <u>/https://www.w3.org/TR/WCAG21</u>
KENYA	Yes
MALAWI	MACRA, Malawi Communications Regulations Authority
MALAYSIA	SIRIM. But. There is no consistency of implementation as it is not regulated
MALTA	The Foundation for ICT Accessibility applies these, and other relevant standards as outlined at <u>Foundation for ICT Accessibility</u>
MOLDOVA	See DECISION No. 188 of 03.04.2012 regarding the official pages of public administration authorities in the Internet network, <u>http://lex.justice.md/md/342699/</u>
MOROCCO	The Ministry of Communications The Higher Council for Audio Visual
NEPAL	Many Disability (Non-Profit organization) has started following WCAG for making their websites accessible and some government agency like the Ministry of Women Children and Social Welfare has also modified their website according to that, however, it is not yet mandatory. Also, the Department of IT is in the process of revising their government website policy to and our organization NFDN is lobbying to include accessibility module in that directive and the government agency is very positive. Our organization have prepared Web Accessibility Guidebook based on WCAG and we are trying to have it referenced as mandatory in government directive for new websites.

	Link to the web accessibility guide is: http://nfdn.org.np/publications/web-accessibility-guide.html
NEW ZEALAND	<u>Standards and Accessibility</u>
NICARAGUA	ISO (the International Organization for Standardization)
NIGER	ISO (the International Organization for Standardization)
NORWAY	<ul style="list-style-type: none"> • Web Content Accessibility Guidelines 2.0 (WCAG 2.0)/NS/ISO/IEC 40500:2012 • CEN/TS 15291:2006 – Identification Card Systems Guidance on design for accessible card-activated devices. • NS-EN 1332-1:2009 – Identification Card Systems – Human-machine interface – Part 1: Design principles for the user interface. • NS-EN 1332-2:1998 – Identification Card Systems – Man-machine interface – Part 2: Dimensions and location of a tactile identifier for ID-1 cards. • NS-EN 1332-3:2008 – Identification Card Systems – Man-machine interface – Part 3: Keypads. • NS-EN 1332-4:2007 – Identification Card Systems: – Man-machine interface – Part 4: Coding of user requirements for people with special needs. • NS-EN 1332-5:2006 – Identification Card Systems – Man-machine interface – Part 5: Raised tactile symbols for differentiation of application on ID-1 cards. • NS-EN ISO 9241-20:2009 – Ergonomics of human-system interaction -- Part 20: Accessibility guidelines for information/communication technology (ICT) equipment and services. • ISO 20282-1:2006 – Ease of operation of everyday products - - Part 1: Design requirements for context of use and user characteristics. • ISO/TS 20282-2:2006 – Ease of operation of everyday products -- Part 2: Test method for walk-up-and-use products. • ISO/TR 22411:2008 – Ergonomics data and guidelines for the application of ISO/IEC Guide 71 to products and services to address the needs of older persons and persons with disabilities
OMAN	According to the e-Accessibility Policy, “Websites and e-services shall comply with World Wide Web Consortium (W3C) Web Content Accessibility Guidelines (WCAG) 2.0” <u>e-Accessibility Policy Index</u>
PAKISTAN	<ul style="list-style-type: none"> • IT Policy for Persons with Disabilities PTA • Higher Education Commission (HEC)
PERU	ISO ITU

PHILIPPINES	<p>PRESCRIBING THE PHILIPPINE WEB ACCESSIBILITY POLICY AND ADOPTING FOR THIS PURPOSE ISO/IEC 40500:2012 INFORMATION TECHNOLOGY - W3C WEB CONTENT ACCESSIBILITY GUIDELINES (WCAG) 2.0 AS THE PHILIPPINE STANDARD FOR MAKING WEB CONTENT MORE ACCESSIBLE TO A WIDER RANGE OF PEOPLE WITH DISABILITIES</p>
POLAND	<p>There is WCAG 2.1 standard, AA (for administration) and WCAG 2.0, AA for business in sectors where such obligation has been defined (e.g., telecommunications)</p>
PORTUGAL	<p>Laws that require the public administration of the country to comply with WCAG 2.0. Law n.º 36/2011 de 21 de June: https://dre.pt/application/dir/pdf1s/2011/06/11800/0359903600.pdf</p>
QATAR	<p>Mada Center implements a robust national e-accessibility program which explicitly references both WCAG 2.0 and 2.1. The program includes auditing digital platforms (websites, mobile apps, kiosks and digital content), offering remedial strategies, providing consultancy, conducting training and upskilling of designers and developers as well as a variety of public awareness initiatives. All of the program’s activities focus on the standards set by W3C – WAI WCAG 2.0 and 2.1.</p> <p>As part of its commitment to the standards set out by W3C – WAI, the Mada Center recently became a member of W3C working groups with the aim of contributing to WCAG and any related guidelines, with an emphasis on localizing resources in the Arabic language.</p> <p>To encourage the widespread implementation of Digital Accessibility standards, the Mada Center also implements a national accreditation system that recognizes websites that have achieved WCAG 2.0 or 2.1 AA standards. These websites are regularly monitored to ensure that the implementation of these standards does not falter with time.</p> <p>In general, Mada Center monitors the accessibility of key public sector websites through a national monitoring system that runs periodic automatized code testing to ensure implementation of accessibility standards. Additionally, Mada Center conducts real life usability testing to ensure the true accessibility of said websites.</p> <p>Additionally, Mada also uses the standards set out by the Americans with Disabilities Act as part of its work to improve the accessibility of ATMs and public access terminals or kiosks as outlined in the National e-Accessibility Policy.</p> <p><u>WEBSITE AND E-SERVICES FRAMEWORK</u></p> <p>In 2016, the Ministry of Transport and Communications (MOTC) issued a Website and E-Services Framework (<u>MOTC Website and e-Services Framework</u>), developed to define a set of both standards and best practice guidelines for the overall design of government websites and e-Services.</p>

	<p>In this document, the MOTC makes explicit reference to WCAG 2.0 and provides several examples of functionalities that are to be included in public sector websites and e-services.</p> <p>These include:</p> <ul style="list-style-type: none"> • Accessibility buttons: Space to include components such as Text Resizer, to assist persons with disabilities for easy access to the webpage content and services • Accessibility information in the footer including information on: how to change text size; tools to aid viewing website documents; how users can change color or contrast to suit; text to speech functionality, third party operability, and the website's accessibility level per WCAG 2.0 <p>MOBILE SERVICES FRAMEWORK</p> <p>In 2017, the Ministry of Transport and Communications (MOTC) issued the Mobile Services Framework (<u>MOTC Mobile Services Framework</u>) which aims to build a consistent, whole of government approach to adopting mobile technology in delivering government services according to the Qatar Digital Government strategy. In specific, the document aims to assist Government agencies in the design and deployment of mobile services based on international best practices and standards.</p> <p>Within this Framework, the MOTC explicitly refers to WCAG 2.0 in a set of standards that government agencies are recommended to follow in developing their mobile services.</p> <p>Standard 7 states:</p> <p>"7.1 Agencies should ensure in mobile web and apps that methods of interaction are available for those that have disabilities. Web Content Accessibility Guidelines 2.0 (WCAG 2.0) promulgated by the World Wide Web Consortium (W3C) should be referred. It covers the basic concept and best practices in making mobile applications accessible to persons with disabilities.</p> <p>7.2 Agencies should also state the website's accessibility level per WCAG 2.0.</p> <p>7.3 Agencies should also refer to e-Accessibility Policy of Qatar."</p>
RUSSIAN FEDERATION	<p>Even though officially international standards are not codified in laws, government websites and some other non-official websites, though to a considerably lesser extent, tend to follow W3C, WAI, WCAG 2.0 standards apart from the national standard in accordance with the Convention on the Rights of Persons with Disabilities ratified by Russia</p>
SERBIA	<p>ISO and WCA</p>
SIERRA LEONE	<p>Sierra Leone Telecommunications Company and National Telecommunication Commission</p>
SINGAPORE	<p>The answer is somewhere between yes and no. Yes, the Singapore government has mentioned it is committed to web accessibility and digital inclusion, but it is not mandatory nor is it enforced. It is hard to</p>

	<p>find much information on any static Government websites and mention of any conforming to the accessibility standards is in speeches by ministers or heads of the relevant Government agencies. There is no clear focal point for an implementation body, nor is there anywhere that invites feedback on accessibility of websites. It seems the InfoComm Media Development Authority is the government body in charge of recommending web accessibility, but it is unclear to what extent and in what capacity. Indeed, Disabled People's Association has been contacted by a government statutory board to ask if we had any web accessibility standards to recommend as their IT department did not know of any such standards. We have heard that the Government is seeking to raise capability of local organisations to provide web accessibility training and engaging with overseas organisations to do so, so there is the will and some movement to work towards web accessibility, but this is happening behind the scenes and there is no public commitment to and timeline for implementation of web accessibility standards.</p> <p>It is not easy to find a government commitment to W3C-WCAG Web Content Accessibility Guideline on Government websites. However, previous Government publications list the commitment to such <u>accessibility standards</u></p> <p>For the <u>Infocomm Media Development Authority's</u> commitment to accessibility standards</p> <p>To see a government website that adheres to accessibility standards (the only one we could find with explicit mention of it) see <u>Early Childhood Development Agency</u></p> <p>For the most recent speech in 2016 that mentions the Government commitment to web accessibility standards see <u>point 28</u></p>
SLOVENIA	<p>On 26 October 2016, Directive (EU) 2016/1148 of the European Parliament and of the Council on the accessibility of public sector websites and mobile applications (OJ L 327 of 2 December 2016, p. 1) was adopted, which entered into force 22 December 2016. Member States must transpose it into its legal system within 21 months of its entry into force, i.e., until 22 September 2018 (accessible at: http://eur-lex.europa.eu/legal-content/SL/TXT/PDF/?Uri=CELEX:32016L2102&from=SL).</p> <p>The Directive on making the websites and mobile apps of public sector bodies more accessible provides the introduction of common standards on the accessibility of websites and applications of all public sector bodies, all users, in particular persons with disabilities and older users. Web content will need to be easily accessible on mobile devices, such as smartphones and tablets.</p> <p>Republic of Slovenia adopted the Act on the accessibility of websites and mobile applications: http://www.pisrs.si/Pis.web/pregledPredpisa?sop=2018-01-1351 and Regulations of the accessibility statement regarding the compliance of websites and mobile applications with accessibility requirements and</p>

	<p>the methodology for monitoring compliance of websites and mobile applications: http://www.pisrs.si/Pis.web/pregledPredpisa?id=PRAV13668 The purpose of the Act is to make the websites and mobile applications of public sector bodies more accessible to all users in particular for users with disabilities:</p> <ul style="list-style-type: none"> • ensuring compliance with the standard EN 301 549 V1.1.2 — websites and mobile applications must be perceivable, operable, understandable, robust and accessible to all users, in particular for persons with disabilities (Minimum accessibility requirements to be complied with by obligated parties set out in European standard EN 301 549 V1.1.2 — accessibility requirements for public procurement of ICT products and services in Europe stemming from the International Standard Web Content Accessibility Guidelines (WCAG 2.0). This standard has been amended with a view to including accessibility requirements also for mobile applications. • Public sector bodies should carry out a disproportionate burden assessment — according to the assessment, certain content may be exempted from the requirements if the provision of accessibility in this part would impose a disproportionate burden — the user must be able to be informed of the content by other means, if possible. • Public sector bodies are required to publish an accessibility statement. They must provide a return mechanism through which users can inform them if the accessibility requirements are not met or request information. <p>The deadlines for the entry into application of this Act are as follows:</p> <ul style="list-style-type: none"> — 23. 9. 2019 for websites not published before 23.9.2018, — 23. 9. 2020 for existing websites and — 23. 6. 2021 for mobile applications. <p>In line with this Directive and for the purpose of transferring this Directive, we are currently drafting Act on accessibility of the websites and mobile applications (ZDSMA), which will regulate the area of accessibility of public sector websites and mobile applications for all users, including persons with disabilities and persons with special needs</p>
SOUTH AFRICA	<u>National Integrated ICT Policy</u>
SPAIN	AENOR, Asociación Española de Normalización y Certificación
SWEDEN	<p>WCAG is included in public web guidelines EN 301 549 is mentioned on a web page. NO there is no follow up on systematic use in procurement etc. DIGG (the public agency mentioned above) is responsible for monitoring of the transposed European web accessibility act, nothing done yet</p>
THE NETHERLANDS	https://zoek.officielebekendmakingen.nl/stb-2018-141.html

	This mentions EN 301 549 and the European Web Accessibility Directive (EU) 2016/2102. https://www.forumstandaardisatie.nl/standaard/digitoegankelijk-en-301-549-met-wcag-21 That's from the national standardization institute
TURKEY	YTE “Yazılım Teknolojileri Enstitüsü” (Institute for The Software Technologies) of TÜBİTAK (Turkish Scientific and Technological Research Agency) adapted the WCAG Web Accessibility Guidelines. However, they are not compulsory
UNITED KINGDOM	<u>ITU Standards, WCAG, British Standards, ISO</u>
UNITED STATES	<u>WCAAG 2.0</u>
URUGUAY	Through the <u>Uruguayan Institute of Technical Standards (UNIT)</u> , the country has Standards 1215-1 and 1215-2 of 2014 for standardization of digital accessibility guidelines based on the W3C - WCAG Web Content Accessibility Guidelines. The UNIT 1215-1 Standard establishes the characteristics that the information and other content must have available through internet web technologies, intranets and any type of computer networks so that they can be used by most persons, including persons with disabilities and elderly persons, either autonomously or through support technologies, covering the needs derived from most types of disabilities (visual, auditory, physical, speech, cognitive, language, learning and neurological). On the other hand, the UNIT 1215-2 establishes the requirements for the web accessibility management system that can be used when an organization wants to demonstrate its ability to design, develop, maintain, and manage content accessible through web technologies. Moreover, it aims to increase the accessibility content through web technologies by implementing a management system that ensures that the site and its contents meet the requirements established in the UNIT 1215-1 Standard and that accessibility is maintained over time
VENEZUELA	<u>Technical Committee for Standardization</u> <u>Accessibility Legislation in Venezuela</u>
ZAMBIA	ITU

AVAILABILITY OF COURSES AT UNIVERSITIES AND PROFESSIONAL TRAINING ON ICT ACCESSIBILITY

Are there ICT accessibility courses available at major universities or offered by professional training services?

General Statistics

Overall, 137 countries	ICT accessibility courses available at major universities in your country
Percentage	38%

Region	ICT accessibility courses available at major universities in your country
Africa	36%
Central Asia	25%
East Asia & Pacific	33%
Europe	48%
Latin America and the Caribbean	44%
Middle East and North Africa	38%
Northern America	50%
South Asia	13%

Country Income Level	ICT accessibility courses available at major universities in your country
Low income	22%
Lower-middle income	39%
Upper-middle income	29%
High income	59%

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ALGERIA	https://hal.archives-ouvertes.fr/hal-01612908/document http://radioalgerie.dz/news/fr/article/20191023/182593.html
ARGENTINA	<u>Certificate in Accessibility and Usability – Universidad Tecnológica Nacional</u>
AUSTRALIA	<p>Professional Certificate in Web Accessibility – information available: <u>Center for Inclusive Design</u></p> <p>University of South Australia hosts one of the world’s only University-accredited professional certificate in web accessibility.</p> <p>Media Access Australia in conjunction with the University of South Australia, provides a course on web accessibility.</p> <p>Vision Australia also provide courses on web accessibility: <u>Vision Australia</u></p> <p>The Australian government must direct the APSC (Australian Public Service Commission) Department for Leadership and Learning to Develop and roll out an e-learning module relating to accessible ICT procurement. This module must be completed by public servants who are directly involved in the procurement process across all levels of government. This e-learning module, once refined, could also be extended to the private sector to encourage greater uptake of universal design in procurement. (Blind Citizens Australia)</p>
AUSTRIA	Only one university, the Johannes Kepler University in Linz is offering an ICT Accessibility course on a mandatory basis, called Accessible Software & Web Design
BOLIVIA	It is in charge of the Ministry of Education, universities, and superior institutes of computers of Bolivia
BRAZIL	In Brazil, there are ICT accessibility courses offered by the Federal University of Rio de Janeiro (UFRJ) and few other universities such as Goias Federal University (UFG)
CAMBODIA	Mostly ICT in the university but disability is not mentioned
CANADA	There are definitely some examples particularly at some of the smaller universities in Canada for example https://www.ocadu.ca/academics/graduate-studies/inclusive-design.htm
CENTRAL AFRICAN REPUBLIC	Yes
CHILE	<p>In terms of accessibility in ICT, the academic or training offer in Chile is still deficient, there are only training courses with limited duration, but this knowledge is not included in the curricular networks of related careers or as postgraduate courses.</p> <p>Some of the universities that provide this type of training have links with foreign study universities</p>

COOK ISLANDS	Yes
CZECH REPUBLIC	There are accessibility courses offered at major universities (Masaryk University, Czech Technical University) as well as by professional education services (CZ.NIC Academy)
DENMARK	At the IT-university, https://en.itu.dk/
EGYPT, ARAB REPUBLIC OF	Available but with some difficulty and not widespread
GAMBIA, THE	University of the Gambia and American International University West Africa
GABON	The phenomenon is not yet general; there are some institutes
GERMANY	Only a few universities have ICT accessibility courses
GHANA	Various ICT related programs and courses at some tertiary institutions (First Degree and Postgraduate); University of Ghana. Kwame Nkrumah University of Science and Technology
GUATEMALA	They are carried out in all the universities of the country and in addition to that also in the departments where there is an organization of CONADI through the CODEDIS, which are the departmental entities so that information can be had in the departmental universities, with disability issues, on the law in disability as well as that they know the conventions and commitments of the country on the subject of human rights for people with disabilities, in addition to this, universities have careers on working with people with disabilities although it is maintained with somewhat old standards and even their Title does not coincide with reality, for example at the University of San Carlos de Guatemala there is still a technical career called Special Education aimed at people with disabilities
INDONESIA	BINA NUSANTARA UNIVERSITY (BINUS) the best university for IT in INDONESIA http://www.binus.edu/
IRELAND	There are very few. A small number of academics teach ICT accessibility
ITALY	In some Italian universities there are ICT accessibility courses, but respondents perceive the level of implementation is not enough. Some courses include: <ul style="list-style-type: none"> • Fondazione Mondo Digitale • Fondazione LIA • Siteimprove • Università di Torino, Accessible Cinema • Fondazione ASPHI • Università di Siena, Post-degree Training in Accessible Tourism • Università di Macerata, MA in Accessibility to Media, Arts and Culture (2012-2013)

JAMAICA	To some extent at the University of the West Indies, Abilities Foundation and schools for PwDs
KENYA	Yes
LESOTHO	There are 2 Universities in Lesotho, with one University branded as University of Creative Technology, while other University has fully flashed ICT department
MALTA	<p>FITA provides ICT Accessibility training to ICT professionals and information sessions as described at FITA Information Sessions</p> <p>FITA also partners with the eSkills Malta Foundation in order to promote ICT Accessibility training and activities for the annual EU CodeWeek. The University of Malta has a Disability Studies Unit which leads to a degree in Disability Studies. Many credits are allocated to the subject of ICT Accessibility.</p> <ul style="list-style-type: none"> • SPOT project 'discover accessible': Spot Project • Know-ur-Rights: Know ur Rights • MCA on increased accessibility of Public Websites • CRPD investigation into inaccessibility of public and commercial websites
MEXICO	In a very isolated way, not as a program or by system, not as required by the laws on the matter
MOZAMBIQUE	Only Eduardo Mondlane University has begun the training of teachers in sign language. The training of students at the same university on Information Technologies for people with disabilities was also started
MYANMAR	https://www.facebook.com/UITMyanmar/
NAMIBIA	Almost all university campuses in the country have access to ICT. However, there are no courses targeting inclusive of persons with disabilities or the way to implement the same
NEW ZEALAND	Digital accessibility is taught as good practice in many degree programs including computer programming and graphic design
NICARAGUA	The Nicaraguan Obligatory Technical Standards were created at the Autonomous University of Nicaragua and the Nicaraguan University of Engineering
NORWAY	Only in a limited number of universities
OMAN	At Sultan Qaboos University, instructional and Learning Technologies Department offers one course (Learning Resources Centers TECH2112) with a component on assistive technology and web accessibility. Other courses in this Department talks in an informal way about e-accessibility issues
PANAMA	At the Santa Maria La Antigua University (USMA), the Latin University, the University of Panama, and the Specialized University of the Americas (UDELA)
PERU	Specifically in the faculties and careers of engineering and architecture, being exclusively focused on architectural accessibility and knowledge of

	the Technical Standard on Accessibility A120. These courses are not very common and achieve minimal impact
POLAND	<p>Unfortunately, the current education system (primary, high school, higher) does not include any classes on accessibility. However, the Institute for Educational Research is implementing new skills that will enable access to high quality and standardized knowledge on accessibility. These skills will be useful both for people who want to develop themselves in this field and for those who use services (and will have quality guarantee). List of new professional skills:</p> <ol style="list-style-type: none"> 1. <u>Using WCAG standard (Web Content Accessibility Guidelines) in creation and adaptation of websites</u> Short name: WCAG – Webmaster. 2. <u>Auditing of web accessibility according to WCAG (Web Content Accessibility Guidelines)</u> Short name: WCAG – Web Accessibility auditor. 3. <u>Using of WCAG (Web Content Accessibility Guidelines) in creation and adaptation of mobile applications</u> Short name: WCAG – Mobile Developer. 4. <u>Auditing of digital documents in accordance with WCAG (Web Content Accessibility Guidelines)</u> Short name: WCAG – Digital Documents Auditor. 5. <u>Organization of multimedia adaptation services to WCAG (Web Content Accessibility Guidelines) with basic skills to adapt them for persons with individual needs</u> Short name: WCAG – Multimedia Specialist. 6. <u>Using WCAG (Web Content Accessibility Guidelines) in creation and adaptation of digital documents</u> Short name: WCAG – Digital Documents Editor. 7. <u>Using WCAG (Web Content Accessibility Guidelines) in web content editing</u> Short name: WCAG – Web Editor. 8. <u>Designing and performing research on digital information accessibility with participation of tester-users with individual needs</u> Short name: AUX Research Coordinator. 9. <u>Implementing accessibility standards and good practices in process of events organization that persons with special needs</u>

	<p><u>can participate in</u> Short name: - Events accessibility manager.</p> <p>10. <u>Accessibiliy standards implementation</u> Short name: - Accessibility Coordinator</p>
QATAR	<p>There is a graduate program in special education at Qatar University, the country’s national university.</p> <p>As well, e-Accessibility is covered extensively in several courses at Carnegie Mellon University Qatar, where this university offers undergraduate e-Accessibility courses in conjunction with Mada (Carnegie Mellon Qatar).</p> <p>Most recently, Hamad bin Khalifa University (HBKU) offers a graduate degree in Human Computer Interaction (HCI) with several courses and academic modules dedicated to digital accessibility.</p> <p>Of particular note is that the Chair of the Program, Assistant Professor Dr. Dena Al Thani (Dr. Dena Al Thani Biography) acts as a consultant to Mada in the areas of innovation and scientific research. This relationship between Mada and HBKU means that there is a vibrant synergy between service delivery and the academic world, ensuring that research is at the heart of Mada’s ICT Accessibility Strategy.</p> <p>Finally, the Community College of Qatar offers courses on Digital Accessibility and Assistive Technology to its students as well</p>
SIERRA LEONE	<p>Courses in ICT are available in most major universities in Sierra Leone, e.g., Njala University, Institute of Advanced Management and Technology, Institute of Public Administration and Management, etc. These universities offer courses both at Undergraduate, Postgraduate and Diploma levels. However, accessibility is not made prominent in the courses’ structures</p>
SOUTH AFRICA	<p>The Department of Higher Education and Training have a policy in place to ensure that all institutions of Higher Education be accessible for persons with different disabilities. Most universities have disability units to assist students with various categories of disabilities to ensure that students with disabilities can successfully complete their studies. The University of Cape Town and the University of Stellenbosch both have specific programs that focuses on Disability Studies. This program was initiated by DPSA, Leeds University and UCT during 2003. Many members of DPSA have attended the program and have exited either with a Post Graduate Diploma in Disability Studies, A MPhil in Disability Studies or a Doctorate in Disability Studies to make the Disability Sector more knowledgeable about various aspect of Disability and Development, Disability Research, etc. This program has helped DPSA to provide government with a more informed and evidence-based input with regard to disability policy development, implementation and monitoring and evaluation mechanism.</p>

	<p>Many organizations and civil society organizations in South Africa advocate for ICT accessibility. South African universities have Disability Units and designed strategies for accessibility courses</p> <p><u>Strategy for the use of ICT in learning and teaching at Stellenbosch University</u></p>
SPAIN	<p>In the Spanish Strategy on Disability 2012-2020, the incorporation of Design for all people in the programs of the different university studies is made explicit.</p> <p>The Conference of Rectors of Spanish Universities together with the ONCE Foundation are working on the common project of incorporating the criteria of Design for All People, and universal accessibility in university curricula.</p> <p>Similarly, Fundación ONCE maintains a long collaboration with the main universities in Spain for the development and implementation of postgraduate courses related to Universal Accessibility</p>
SRI LANKA	There are no ICT accessibility courses per se available. However, there are many ICT courses and ICT access available to university students
TANZANIA, UNITED REPUBLIC OF	Yes
TUNISIA	There are few courses that suggest some research about the ICT accessibility, especially the W3C norms of web pages applications
TURKEY	Currently, only the Marmara University in Istanbul have been offering ICT accessibility course for last two years as the result of the initiative of the Istanbul ICT Commission
UNITED KINGDOM	Yes
URUGUAY	Both the ORT University of Uruguay (Course: Accessibility and Web Usability), and the Catholic University of Uruguay (Training Workshop on Accessible Audiovisual Media), frequently teach ICT accessibility courses, as well as accessibility courses for media and audiovisuals. In addition, civil society usually offers courses focused on ICT accessibility for persons with disabilities which has been the longest-running course: "Expert in ICT, Inclusion and Disability", given by Creática with the support of FREE Iberoamericana for the Uruguay - Spain Cooperation. This course is in its 11th edition
UZBEKISTAN	Yes
VENEZUELA	In this context, there are several technological support centers distributed at the national level, some have support personnel who favor the technological literacy of the population with disabilities, others are in a situation of abandonment. In this same sense, from the Ministry of Popular Power for Education, there is a group of professionals in typhlotechnology, hired in the Comprehensive Care Centers for visual impairments and in the Educational Units, who train the population that does so. required in the management of technological tools

ZAMBIA	ICT courses are being offered in the major Universities such as the University of Zambia and the Copperbelt University but not yet being offered by the private universities
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A GOVERNMENT AGENCY RESPONSIBLE FOR ICT ACCESSIBILITY

Is there in the country a government agency specific responsible for accessible ICTs?

General Statistics

Overall, 137 countries	A government body specifically dedicated to accessible ICTs
Percentage	39%

Region	A government body specifically dedicated to accessible ICTs
Africa	52%
Central Asia	0%
East Asia & Pacific	33%
Europe	36%
Latin America and the Caribbean	37%
Middle East and North Africa	50%
Northern America	100%
South Asia	25%

Country Income Level	A government body specifically dedicated to accessible ICTs
Low income	30%
Lower-middle income	44%
Upper-middle income	24%
High income	58%

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ALGERIA	<u>Ministry of Post, Telecommunications, Technologies and Digital</u>
ANGOLA	<u>Government Agency</u>
AUSTRALIA	<p>As previously reported, accessible ICT is covered by the Australian Human Rights Commission through the Disability Discrimination Act and the guidelines covering access to the World Wide Web and computer technology.</p> <p>The Australian government's National Disability Strategy includes the following policy directive to governments:</p> <p>"Communication and information systems to be accessible, reliable and responsive to the needs of people with disability, their families and care givers."</p> <p><u>The Australian Government National Disability Strategy</u> Despite the accessibility of information and communications systems being a core focus of the National Disability Strategy, inaccessible technology and media continues to cause people who are blind, or vision impaired to fall behind their sighted peers when it comes to accessing and being included in many areas of public life (Blind Citizen Australia)</p>
BELIZE	<u>Public Utilities Commission/PUC</u>
BHUTAN	Ministry of Information and Communication is responsible for all ITC programs. They are trying to modify their policy and make the ICT inclusive
BOLIVIA	<p>In Bolivia, the Ministry of the Presidency has been in charge of the execution of several projects in favor of people with disabilities, it is also in charge of the National Fund for Solidarity and Equity EU-FNSE, which is a decentralized Institution of the Ministry of the Presidency, was created by Supreme Decree No. 839 on April 6, 2011, with the aim of executing and implementing Programs and Projects for the benefit of People with Disabilities.</p> <p>Within this framework, the <u>AGETIC Agency for Electronic Government and Information and Communication Technologies</u> was created. It is here to develop technology that allows modernizing the State, transforming public management, and reducing bureaucracy. Although important steps have not yet been taken, work is being done on the issue</p>
CAMEROON	<u>Accessibility of ICTs is one of MINPOSTEL's missions</u>
CHAD	The Ministry of Social Welfare
CHILE	Currently, the National Disability Service, Senadis, has two departments whose functions include the delivery of technical or assistance aids, as well as the generation and transfer of technical

	knowledge on ICT and web accessibility and intersectoral management for the dissemination, financing and generation of projects in the last-mentioned area. These bodies are the Department of Technologies for Inclusion and the Department of Cooperation and Technical Assistance
CHINA	The Ministry of Industry and Information Technology is in charge of issuing standards and policies regarding ICTs
CONGO, REPUBLIC OF	Advisory Council for People Living with Disabilities
CZECH REPUBLIC	eGovernment Department at Ministry of Interior (<u>Czech e-Government Department</u>), Governance Accessibility Expert Group (<u>Accessibility Expert Group</u>)
ECUADOR	<u>Ministry of Telecommunications</u>
EGYPT, ARAB REPUBLIC OF	<u>Ministry of Communications and Information Technology</u>
EL SALVADOR	<u>Institute for Access to Public Information</u>
FRANCE	Interdepartmental Directorate for Digital and the State Information and Communication System (DINSIC, Direction Interministérielle du Numérique et du Système d'Information et de Communication de l'État), part of the General Secretariat for the Modernization of Public Action (SGMAP, Secrétariat Général pour la Modernisation de l'Action Publique) On 25 October 2019, the DINSIC became the DINUM (Direction Interministérielle du Numérique): <u>DINUM</u> See related decree here: <u>Decree</u>
GABON	Agence Nationale des Infrastructures Numériques et des Fréquences
GHANA	At the public sector, we have the University of Ghana, University of Cape Coast and some selected Senior High Integrated Schools have units that have specific assistive technology needs for the students and workers with disabilities
INDIA	<u>Ministry of Electronics and Information Technology (MeitY)</u>
INDONESIA	It is only in a law – persons with disability based on CRPD; however, its detailed instruction not yet agreed by the government, president and parliamentary, it was expected before international disability on 3 rd December 2019 this regulation on persons with disabilities to be released. including accessible ICTs
IRELAND	Department of Communications, Climate Action and Environment: <u>Department of Communications, Climate Action and Environment</u> Office of the Government Chief Information Officer: <u>Office of the Government Chief Information Officer</u> The Centre for Excellence in Universal Design at the National Disability Authority has a statutory remit to promote awareness of

	Universal Design, develop guidance for ICT professionals, and support standards development for accessible ICTs
ISRAEL	<u>Ministry of Communications</u> <u>Department Disability Rights</u>
JAMAICA	<u>Universal Service Fund Jamaica</u>
JAPAN	Accessibility referring the Olympics/Paralympics has been improved
JORDAN	<p>Jordan's Higher Council for the Rights of Persons with Disabilities (HCD) was established in 2008.</p> <p>Since 2014, it has been led by HRH Prince Mired Raad Zeid Al-Hussein, as a governmental organization by virtue of a new law that was enforced in September 2017 – the Law on the Rights of Persons with Disabilities No 20/2017.</p> <p>HCD undertakes numerous roles, including in policy development and review; capacity building and awareness-raising; development of accreditation standards; monitoring and evaluation; research and information-sharing. It is the primary technical focal point on all things relating to disability, to assist national organizations to provide services in an inclusive and accessible manner for all. To ensure a participatory approach in policy and decision-making, the organisation is governed by a 21-member Board of Trustees that is comprised of 12 representatives of disability – 9 people with disabilities and 3 representatives of families of people with disabilities</p>
LEBANON	Lately there was a part Ministry for ICT, but without any efficiency
LESOTHO	Ministry of Communication, Science and Technology is the one responsible for the ICT in the country, however the ministry is doing almost nothing to ensure accessibility by persons with disabilities
LIBERIA	The Monrovia Rehabilitation Center (MRC), is, and it's Operate under the wing of the JFK Medical Center, but much support is not given to meet up with the needs of the users or PWDS
MALI	<u>INFORMATION AND COMMUNICATION TECHNOLOGY AGENCY</u>
MALTA	<p>The Malta Information Technology Agency (MITA) and The Foundation for Information Technology Accessibility (FITA): <u>FITA</u> FITA was founded by MITA and CRPD in order to address ICT and Disability issues such as discrimination and accessibility in ICT. The Malta Communications Authority is responsible for monitoring and regulating telecom services. Further to the EU Web Accessibility Directive, the MCA is also responsible for implementing this Directive at a national level.</p> <p>The Foundation for Information Technology Accessibility (FITA) is responsible for accessible ICT. While not specifically dedicated to this goal alone, the Malta Communications Authority is responsible for</p>

	promoting accessibility across websites and APPs of public entities. The National Commission for Persons with Disabilities covers the accessibility of ICTs as part of its role as guardian of anti-discrimination law.
MONGOLIA	Yes
MOZAMBIQUE	Ministry of Science, Technology and Higher Education
NAMIBIA	<u>MICT Government Agency</u>
NICARAGUA	There is a department in the Vice Presidency of the Republic, where online access to public digital information, training and studies is promoted for people with disabilities
NIGER	Agence Nationale pour la Société de l'Information (ANSI)
NORWAY	<u>Agency for Public Management and eGovernment (Difi)</u> covers the universal design of ICT
PANAMA	National Agency for Disabilities (La Secretaria Nacional de Discapacidad, SENADIS)
PERU	The Ninth Final Complementary Provision of Law No. 29973 creates the General Directorate of Accessibility and Technological Development, a body attached to the Ministry of Housing, Construction and Sanitation. Its functional competencies are to be a General Directorate of a Normative, Executive, Promoter, Counselor, Manager, Consultant and Investigator, as well as a Supervisor and Evaluator, also provides technical training resources for the strengthening of capacities and development of competencies of officials and servants public in charge of information access technologies. It has carried out training in web accessibility for the adjustments of the institutional webs of different organizations of the Peruvian State. However, its dedication to the subject is neither specific nor specialized in accessible ICTs
POLAND	<u>Ministry of Digital Affairs</u>
QATAR	MINISTRY OF TRANSPORT & COMMUNICATIONS In the State of Qatar, the Ministry of Transport and Communications (MOTC) (<u>Ministry of Transport and Communications</u>) is responsible for ICTs in the country. Through a variety of programs, services and initiatives, the MOTC (endeavors to build a vibrant ICT sector that will spur the development of an advanced knowledge economy and a prosperous future for its people. To serve that purpose, the Ministry attaches particular importance to smart city, digital government and cyber security initiatives, along with a regulatory authority and several digital inclusion initiatives – including Mada Center which specifically focuses on the digital inclusion of persons with disabilities.

	The Ministry also actively encourages innovations across different sectors, including ICT accessibility solutions through a variety of local, regional, and global initiatives
SAO TOME AND PRINCIPE	<u>INIC Government Agency</u>
SIERRA LEONE	National Telecommunication Commission (NATCOM)
SINGAPORE	<p>While there isn't a specific government entity or agency dedicated to accessible ICTs, there is an AT center called <u>Tech Able</u>. It is an initiative by SG Enable (a government funded agency) and SPD (disability organization). Tech Able aims to increase awareness and promote the adoption and benefits of AT amongst people with disabilities.</p> <p>There are assistive technology labs run by other disability organizations, but Tech Able is the biggest, most progressive, and up to date of the lot. It is usually where DPA directs those interested to learn more about accessible ICT and AT</p>
SOUTH AFRICA	<u>Government Communications and Information System (GCIS)</u> <u>CSIR Meraka Institute</u>
SWEDEN	The <u>Public Agency for Electronic Communication and Telecom PTS</u>
TANZANIA, UNITED REPUBLIC OF	<u>Ministry of Labor, Employment and Persons with Disabilities</u>
THE NETHERLANDS	As a part of the Ministry of Internal Affairs: https://www.digitogankelijk.nl/ https://www.digitaleoverheid.nl/
UNITED STATES	<u>US General Administration Services</u>
ZAMBIA	Zambia Information Communication Technology Agency (ZICTA)

OUTCOMES

COUNTRY POLICIES OR PROGRAMS PROMOTING THE AVAILABILITY AND INTERNET USAGE AMONG PERSONS WITH DISABILITIES - PARTIAL, SUBSTANTIAL OR FULL LEVEL OF IMPLEMENTATION

Are there policies or programs in the country promoting the availability and internet usage among Persons with Disabilities?

General Statistics

Overall, 137 countries Partial, substantial, or full level of implementation	Country Policies or Programs Promoting the Availability and Internet Usage among PwDs
Percentage	21%

Comments from Experts - DARE Index 2020

Responses from Countries with Substantial and Full Level of Implementation

AUSTRALIA	<p>Country Policy: Since the Australian government first implemented the Disability Discrimination Act in 1992, it has long accepted that internet services for persons with disabilities are an important service for the independence. Access to information is a key foundation for all democratic societies. With the implementation of the National Disability Strategy and Australia's signing of the Convention on the Rights of Persons with Disabilities, the Australian government had developed guidelines and policies for digital technology and the internet. Community organizations have set up to provide inexpensive computer hardware and software to low-income users.</p> <p>Country Program: 'InfoXchange is a community organization that ensures technology is used and available for social change. Australia's most vulnerable communities are missing out on critical social and economic opportunities because they do not have affordable access to the internet. The research done so far, and community programs aim to change this. In order to have the greatest impact, ACCAN has partnered with internet service providers, social enterprise and advocacy organizations to deliver key projects that improve affordable access to the internet. The research into broadband connection, affordability and digital skills helps define the ways that persons in social housing value and use the internet. Published in June 2016 and funded by</p>
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	<p>the <u>Australian Communications Consumer Action Network</u>, it recommends measures for policy makers, internet providers, and housing authorities to increase online participation. Two thousand (2000) dwellings have been connected in social housing around Melbourne to reliable and affordable broadband plans through ACCAN Wired projects. Wired has generated \$5.9 million in benefits for residents and will continue to do so with our new partner Urban Internet. Through the iPads in Aged Care program funded by <u>Gandel Philanthropy</u>, residents have been empowered by providing them with tablet computers, so they can connect with the outside world.</p>
BRAZIL	<p>Country Programs: There are many non-profit organizations promoting digital literacy; however, they tend to be small in scale and spread-out. Most are e-mail lists and WhatsApp groups led by private individuals which offer free technical support and guidance for various digital platforms, including mobile and desktop.</p>
COSTA RICA	<p>The National Plan for the Development of Telecommunications, in its Digital Solidarity Agenda includes four programs aimed at vulnerable populations, within which the population with disabilities is contemplated, namely:</p> <p>Program 1: Connected Communities. Program 2: Connected Homes Program 3: Equipped Public Centers Program 4: Connected Public Spaces</p> <p>For more information, go to the link: https://www.micit.go.cr/images/Telecomunicaciones/pndt/PNDT-2015-2021.pdf</p> <p>Additionally, through the Intelligent Community Centers Program (CECI) there is free Internet access for the population and training programs on the use of technologies are developed.</p>
FRANCE	<p>Country Program: <u>The Digital Society Mission</u></p>
IRELAND	<p>Country Programs: It is primarily provided by civil society organizations. For example, charities such as the National Council for the Blind of Ireland provide computer skills training for their service users</p>
KENYA	<p>Country Program: <u>ICT for Persons with Disabilities</u></p>
MALTA	<p>Country Programs: FITA organizes monthly information sessions for different audiences who wish to learn more about ICT accessibility, including the web. See service reports at <u>FITA Information Sessions</u></p>
OMAN	<p>Country Policies: There is no specific program dedicated to this, however the Regulation for the Provision of Telecommunications services for people with special needs tries to address this issue and ease the</p>

	<p>accessibility and access of the persons with disabilities to the various telecom services and specifically the internet. The Regulation aims to make the service more affordable to enable the persons with disabilities to get offer the price barrier, as well as that, handsets and devices are provided with accessibility features, the service providers also provides installment schemes for postpaid customers as well as discounted handset offers on low end smartphones for low entry level subscribers to get them to switch to smartphones.</p> <p>The schemes provided by the service providers are not specifically targeted towards the individuals with special needs; however, they could benefit from the offers. Ooredoo provides their subscribers with disabilities with 1GB for free as part of their <u>Suhooda plan</u>. Omantel has <u>discounted plans for people with disability</u>.</p>
QATAR	<p>Country Policy: <u>Qatar ICT Landscape</u>, <u>Qatar Wheel the World</u>, <u>Speed Test Index</u> <u>Qatar University, Inclusion and Special Needs Support Center</u> ,<u>Georgetown University Qatar</u> Ministry Of Transport and Communication- <u>Toolkits for Persons with Disabilities</u> <u>Doha Declaration</u></p> <p>Country Programs:<u>The Learning Center</u> – Qatar Foundation, <u>Mada AT Portal</u>, <u>Tawasol Symbol Portal</u>, <u>Mada’s Inclusive Digital Education Platform</u>, <u>Mada Training Programs in Education</u> Creative Teachers Training Program: <u>Ministry of Education Graduate Teaching Skills</u> and <u>Tamheen Program</u></p>
SOUTH AFRICA	<p>Country Program: Inclusive ICTs for all in education- The Vodacom Foundation, in partnership with government, has installed computers with Skype accessibility at various Deaf Schools in two provinces to give direct access to the Call Centre.</p>
UNITED STATES	<p>Country Policies:</p> <ul style="list-style-type: none"> - <u>Internet Protocol (IP) Relay Service</u> (PDF) - <u>Accessible Internet Browsers Built into Mobile Phones</u> (PDF) - <u>FCC Consumers Guides Advanced Communications Access for Persons with Disabilities</u>

COUNTRY POLICIES OR PROGRAMS PROMOTING THE ACCESSIBILITY OF E-BOOKS - PARTIAL, SUBSTANTIAL OR FULL LEVEL OF IMPLEMENTATION

Are there policies or programs in the country promoting the accessibility of e-books for Persons with Disabilities?

General Statistics

Overall, 137 countries Partial, substantial, or full level of implementation	Country Policies or Programs Promoting the Accessibility of e-Books
Percentage	22%

Comments from Experts - DARE Index 2020

Responses from Countries with Substantial and Full Level of Implementation

AUSTRALIA	<p>Country Program: The Australian Library and Information Association have developed an e-books and e-lending Position statement: e-Books and e-Learning</p> <p>ALIA's (Australian Library and Information Association) Australian Public Library Alliance (APLA) has released the report A comparison of e-books and e-lending in Australian Public Libraries 2013 v 2014. The report compares an e-Books and e-Lending survey completed in January 2013 to the same survey completed in May 2014 and will be produced annually to show e-book and e-lending trends over time: e-Books and e-Learning Australian Public Libraries</p> <p>The ALIA is working towards a target of 50:50 stocking and use of e-books and the lending by 2020: e-Books and e-Learning Campaign</p> <p>E-books are also covered under the goods and services provisions of the disability discrimination act and state government antidiscrimination acts, but again only on an individual case-by-case complaint process. Digital documents are covered under government Internet compliance and procurement policies</p>
AUSTRIA	<p>Country Program: Book Access is a private organization that produces learning materials for blind and visually impaired pupils Book Access in Austria</p>
BRAZIL	<p>Country Policies: Decree No. 7.724, of 16 of May of 2012 – Regulates Law No 12.527, which addresses access to information</p>

CZECH REPUBLIC	<p>Country Programs: There are several online libraries offerings e-books/ digital documents. The largest one is the <u>Digital Book Library</u> running by Czech Blind United. Besides, there are several smaller ones (for e.g., <u>DKZP</u>). Universities also have online libraries and the Teiresiás, Masaryk University is running <u>Daleth - Library Gateway for visually impaired</u>. Daleth serves as the interface for searching the catalogues of participating libraries</p>
ESTONIA	<p>Digital signature, digital elections, most documents today are dealt with in a digital way. Accessibility solutions are provided and if inaccessible solutions occur, they are rapidly changed and the ones who are in charge, will make their efforts to provide accessible formats.</p> <p>Information System Authority is in charge of those developments https://www.ria.ee/en.html</p>
FRANCE	<ul style="list-style-type: none"> • E-books and digital contents: <p>Country Policy: Law No. 2006-961 of August 1, 2006, relating to copyright and related rights in the information society introduced a copyright exception to support persons with disabilities. This allows authorized organisations to make and distribute copies of works in accessible formats without prior authorisation from the rights holders. A decree passed on December 19, 2008, and fixed the terms for the exception, which mainly concerned people with visual impairments, and the modalities for transferring and storing digital files securely between publishers and authorized adaption agencies. The PLATON secure server became operational in June 2010.</p> <p>This law was reinforced by the Law No. 2016-925 of July 7, 2016, relating to the freedom of creation, architecture, and heritage (Loi pour Liberté de la Création, à l'Architecture et au Patrimoine, LCAP). The LCAP law and its associated decrees amend the copyright exception to support persons with disabilities:</p> <ul style="list-style-type: none"> • It provides a broader understanding of print disabilities, and includes learning disabilities such as dyslexia and dyspraxia • Publishers are required to provide “structured” source files when they have them • It is possible to share adapted files with organizations from other countries, but under conditions that are more restrictive than those stipulated in the Marrakesh Treaty • Article 81 transposes the Marrakesh Treaty and makes provision for non-profit organizations to make copies of works in accessible formats (hard copy and digital) for people with print disabilities and to share them across borders: <u>Article 81</u>

	<ul style="list-style-type: none"> • Decree No. 2018-1200 dated December 20, 2018, on exemption from copyright, related protection and database protection in favor of persons with disabilities. This decree removes a number of restrictions that were imposed in the initial texts. It is no longer necessary for individuals and organizations to seek “prior consent before requesting, adapting and sharing accessible documents with non-profit organizations from other member states”. Entities are still required to register on a list of state-approved adaptation organizations, even if the decree makes provision for a more simplified process. <p><u>Decree No. 2018-1200</u></p> <p>Country Program: The French National Library (BnF) has also incorporated digital accessibility into its digitization efforts, with the production of XML DTBook (XML Daisy) and accessible ePub3 for public domain titles (currently around 1300 titles available via the BnF’s Gallica platform).</p> <p>Private Programs</p> <p>BrailleNet develops tools and services that facilitate the production, distribution and reading of accessible digital books.</p> <p>The BNFA is a digital library service for persons with print disabilities. It is an initiative of BrailleNet in partnership with the Group of Blind or Partially Sighted Intellectuals (Groupement des Intellectuels Aveugles ou Amblyopes) and the Association for the Blind and Visually Impaired (Association pour le Bien des Aveugles et des Malvoyants). Today over 4500 subscribers have access to over 40,000 titles in audio, digital Braille and large print. Access to the library is free and available to those persons who are classified as with disabilities according France’s copyright exemption law.</p> <p>As part of its Research & Development activities, BrailleNet is involved in building tools to support accessible book production, such as DAISY Pipeline software. The OPALINE project (“Outils pour l’accessibilité des livres numériques “, or tools for the production of accessible digital books) funded by the French Public Investment Bank (French Banque Publique d’Investissement) launched in 2017. It aims to develop a suite of tools designed to improve productivity of accessible digital books.</p> <p>Resources: <u>BNFA</u> OPALINE: <u>OPALINE Project</u></p> <p>BrailleNet has just started a new project, Supporting Inclusive Digital Publishing Through Training, with Dutch and Austrian organisations as part of the Erasmus+ Programme. More details here: <u>Supporting Inclusive Digital Publishing Through Training</u></p>
ITALY	<p>Country Policies: Some policies about digital documents are included in national law, n. 04/2004, and its application articles.</p> <p>Country Programs: <u>Fondazione LIA Rolls Out Accessible Publishing Program for Italy</u> (Publishing Perspectives, November 19, 2019) <u>Fondazione LIA</u> began its work as a project in 2011 thanks to AIE – Associazione Italiana</p>

	<p>Editori and with the support of MIBAC – Ministero per i Beni e le Attività Culturali with the aim of creating a catalog of accessible books (today libriitalianiaccessibili.it collects over 24,000 titles certified by LIA as accessible, a catalog constantly updated with Italian editorial news). In 2014, to collect the legacy of the project and ensure its continuity over time, AIE then established the LIA Foundation. In 2017 UICI – Unione Italiana dei Ciechi e degli Ipovedenti has joined the Foundation as an institutional member, in 2019 the Biblioteca Italiana dei Ciechi "Regina Margherita" di Monza and AID – Associazione Italiana Dislessia have been added. To date, for the first time internationally, a foundation brings together all the major organizations committed to ensuring access to publications by people with disabilities. The Foundation also includes 47 publishing brands and the leading MLOL digital lending platform. With a view to sharing goals and good practices, LIA has also activated over the years a series of partnerships with Italian and international companies, with which it works in the creation of innovative and social projects. For more information visit the Partners page.</p>
IRELAND	<p>Country Program: The National Council for the Blind is a member of Bookshare & the ABC Consortium, through which they provide accessible to electronic accessible books (600k in total), through the easy reader app: Easy Reader App Easy Reader App for Students with Print Disabilities Some libraries provide the facility to borrow accessible books. Most third level education providers have access offices that work with the academic departments to provide digital versions of academic texts to students with disabilities.</p>
MALTA	<p>Country Programs: The Public Library provides a Talking Books and e-Books section. There is increasing cooperation between FITA and the Public Library and some worthy efforts by private publishers. See Maltese Audiobooks and Talking Books and Dyslexia services at Talking Books and Dyslexia FITA has plans to promote group subscriptions via Public Library membership to online e-book library services like Libby (APP) and UK and US based library systems</p>
QATAR	<p>Country Policies: Qatar signed the Marrakesh VIP Treaty Country Programs: Qatar National Library signed an agreement with the World Intellectual Property Organization (WIPO), paving the way for the library to be part of the cross-border exchange of accessible books among the entities of the Accessible Books Consortium Global (ABC) Book Service. Accessible Book – Qatar National Library Qatar Bookshare</p>
UNITED KINGDOM	<p>Country Policy: The main pieces of legislation publishers need to be aware of are: the Equalities Act 2010 (Legislation.gov.uk, 2017a), the UK Copyright and Rights in Performance (Disability) Regulations 2014 (Legislation.gov.uk, 2017b), and the Marrakesh Treaty (wipo.int, 2017). The UK Copyright and Rights in Performance (Disability) Regulations 2014 include an exception to copyright for those persons with print</p>

	<p>disability. This allows the persons with disabilities to make copies of works for personal use – which does not apply to works that are accessible and commercially available on reasonable terms by, or with, the copyright owner. This exception also allows authorized bodies – either educational establishments or not for profit bodies acting for those with print impairment – to make and supply accessible copies to print-impaired people.</p> <p>Country Program: For most publishers, EPUB 3 is the file format of choice for digital content, and it remains the recommended file format of choice for mainstream accessible material. The newly developed accessibility specification, <u>Accessibility 1.0</u>, within the EPUB standard, aims to provide guidance on making EPUB publications accessible by setting formal requirements</p>
UNITED STATES	Country Policies: <u>The Daisy Consortium</u>
URUGUAY	Country Policies: <u>Law No. 19262</u> of 29/08/2014, <u>Law No. 19149</u> of 24/10/2013, Article 237

COUNTRY POLICIES OR PROGRAMS PROMOTING ICT ACCESSIBILITY IN EDUCATION - PARTIAL, SUBSTANTIAL OR FULL LEVEL OF IMPLEMENTATION

Are there policies or programs in the country promoting ICT accessibility in education?

General Statistics

Overall, 137 countries Partial, substantial, or full level of implementation	Country Policies or Programs Promoting ICT Accessibility in Education
Percentage	23%

Comments from Experts - DARE Index 2020

Responses from Countries with Substantial and Full Level of Implementation

AUSTRALIA	Country Program: All Australian governments are committed to ensuring ICT is made available for students in education and schools. However, lack of resources often means that disadvantage students whether indigenous, low income, non-English-speaking background or students with disabilities often miss out on equal access to ICT at school. Schools generally rely on mass purchase of ICT off-the-shelf products which, unless it has accessibility already built-in to their programming excludes many students with disabilities from being able to use these products efficiently if at all. Extra funding to adapt both software and hardware to the needs of students with disabilities is rarely available. These students often need to source funding options outside their school either from their families or other sources. The Australian Disability and Indigenous Peoples Education Fund reports that every year they receive over 100 requests from students with disabilities to assist with accessible ICT products.
AUSTRIA	Country Program: On basis of the mentioned laws, schoolers and students can get learning materials as well as Assistive Technologies if needed that are funded by several state agencies like the <u>Fonds Soziales Wien</u> etc.

BRAZIL	<p>Country Policies/Programs: Both public and private. Mainly there is federal funding for some initiatives in both public and private universities, with a small portion of that funding also reaching private non-profits, as far as development of new technologies and support of existing ones refer. There is also fairly purchasing of hardware for use in public schools, but I do not have reliable information on how many schools are served. National Plan for Inclusive Education in Brazil</p>
CZECH REPUBLIC	<p>Country Program: Czech Republic Assessment within Inclusive Education Systems</p>
FRANCE	<p>Country Policy: The French Education Department has developed best practice guidelines for digital accessibility in education (bonnes pratiques pour l'accessibilité et l'adaptabilité des ressources numériques pour l'École (A2RNE): Best Practices Guidelines for Digital Accessibility in Education</p> <p>In 2015, the French government signed a digital accessibility charter (Charte pour une meilleure prise en compte de l'accessibilité dans les formations numériques) with several digital schools to ensure that digital accessibility becomes a component in its programs: Accessibility Charter</p>
IRELAND	<p>Country Policy: All children – including children with disabilities and children with special needs – have a constitutional right to free primary education. Children with special educational needs have the right to free primary education up to age 18.</p> <p>Education for Persons with Special Educational Needs Act 2004 provides that children are to be educated in an inclusive setting unless this would not be in the best interests of the child or the effective provision of education for other children in mainstream education.</p> <p>The National Council for Special Education (NCSE) is a statutory body with particular functions in relation to special needs education. Managed by the National Council for Special Education, the Special Education Support Service (SESS) co-ordinates, develops and delivers a range of professional development initiatives and support structures for school personnel working with students with special educational needs in mainstream primary and post-primary schools. This includes advice and training on accessible ICTs for education.</p> <p>AHEAD, the Association for Higher Education Access and Disability is an independent non-profit organization working to promote full access to and participation in further and higher education for students with disabilities and to enhance their employment prospects on graduation: AHEAD</p>
KENYA	<p>Country Program: Sector Policy for Learners and Trainees with Disabilities, 2018: Policy Learners and Trainees on Disabilities-UNESCO Communications Authority of Kenya</p>

MALTA	<p>Country Policy: Creating inclusive schools: guidelines for the implementation of the National Curriculum policy on inclusive education National Curriculum Policy on Inclusive Education</p> <p>Country Program: Special Needs and Inclusive Education in Malta – External Audit Report A National Curriculum Framework for All; 2012</p>
QATAR	<p>Country Policies: Ministry of Transport and Communication- Toolkits for Persons with Disabilities Ministry of Education and higher Education, Ministry of Education and higher Education – Special Education Affairs, Doha Declaration</p> <p>Country Programs: The Learning Center – Qatar Foundation, Mada AT Portal, Tawasol Symbol Portal Mada’s Inclusive Digital Education Platform, Mada Training Programs in Education Creative Teachers training program: Ministry of Education Graduate Teaching Skills, Tamheen Program, Qatar University, Inclusion and Special Needs Support Center, Georgetown University Qatar</p>
SOUTH AFRICA	<p>Country Program: Inclusive ICTs for all in education- The Vodacom Foundation, in partnership with government, has installed computers with Skype accessibility at various Deaf Schools in two provinces to give direct access to the Call Centre.</p>
UNITED KINGDOM	<p>Country Policies: Special Educational Needs and Disability Act 2001 (SENDA)</p> <p>The Special Educational Needs and Disability Act 2001 (SENDA) was introduced as an amendment to the Disability Discrimination Act 1995 (DDA) and forms part 4 of the act. Full text of the act: Special Educational Needs and Disability Act, 2001</p> <p>The Act introduces provisions for persons with disabilities in education in England, Wales, and Scotland. It aims for "comprehensive enforceable civil rights" for persons with disabilities in pre- and post-16 education in England, Scotland, and Wales. It has major implications for further education institutions, for the way the curriculum is delivered, and students are supported.</p> <p>The new rights came into force on 1 September 2002, with two exceptions:</p> <ul style="list-style-type: none"> • The provision of auxiliary aids and services will be covered from 1 September 2003 • Alterations to physical features will be covered from 1 September 2005
UNITED STATES	<p>Country Policies: Sec. 300.105 Assistive Technology, 41st Annual Report to Congress on the Implementation of Individuals with Disabilities Education Act, 2019</p>

COUNTRY POLICIES OR PROGRAMS PROMOTING THE ACCESSIBILITY IN E-GOVERNMENT AND SMART CITIES - PARTIAL, SUBSTANTIAL OR FULL LEVEL OF IMPLEMENTATION

Are there policies or programs in the country promoting ICT accessibility in e-government and smart cities?

General Statistics

Overall, 137 countries Partial, substantial, or full level of implementation	Country Policies or Programs Promoting the Accessibility in e-Government and Smart Cities
Percentage	22%

Comments from Experts - DARE Index 2020

Responses from Countries with Substantial and Full Level of Implementation

AUSTRALIA	Country Program: In March 2017, the Australian Government launched the \$50 million Smart Cities and Suburbs Program for urban projects that apply smart technology, data-driven decision-making, and people-focused design. The program encourages eligible organizations from local governments, private companies, research organizations and not-for-profit organizations to deliver projects that specifically improve the livability, productivity and sustainability of cities, suburbs and towns: <u>Smart Cities and Suburbs Program</u>
AUSTRIA	Country Policy: E-Government strategy, E-Government Act and implementation of the Directive (EU) 2016/2102 on the accessibility of websites and mobile applications of public sector bodies; Project “Smart City” at the Technical University of Vienna
BRAZIL	Country Policy: <u>Smart City Manifesto in Brazil</u>
ESTONIA	e-government is much developed. Many people with disabilities also use the services, as its easy and timesaving. However, many potential users are not capable of utilizing the e-government possibilities as either they don't have internet access, or they don't have a device, but mostly because of lack of knowledge and confidence. Statistics also does not show exactly the numbers of individuals who are in need of further training, as family members or friends have helped some

	<p>people to use the services, while they in real terms are not capable doing it independently.</p> <p>https://www.valitsus.ee/en</p> <p>Smart Cities approach is more modest. Tallinn and Tartu, the biggest towns have got electronic information provision at major bus-stops, while overall Smart cities approach should be much more developed. Trials have been made for buses without driver, but only very short time during the Estonian presidency of the Council of EU.</p>
ISRAEL	<p>Country Policy: There are regulations regarding web sites and application, kiosks, ATM's, accessible documents, telephones</p>
QATAR	<p>Country Policies: <u>Ministry of interior</u></p> <p>Country Programs: <u>Tasmu - Smart Qatar</u>, <u>Qatar e-Government Portal</u>, <u>Hukoomi Portal for Persons with Disabilities</u></p>
SINGAPORE	<p>See Singapore Smart Nation Initiatives: <u>Smart Nation Singapore</u></p>
UNITED KINGDOM	<p>Country Program: UK disability benefits helpline.</p> <p>Mobile applications that support persons with disabilities, especially in mobility issues.</p> <p>Gov.uk one-stop eGovernment portal in the UK presents a wealth of information about disability services in one place, e.g., legal documents, links to advisory services and many services are available to citizens with disabilities through their account.</p>
UNITED STATES	<p>Country Policy: <u>e-Government Act Implementation</u>, <u>Smart Cities USA</u></p>

COUNTRY POLICIES OR PROGRAMS PROMOTING ICT ACCESSIBILITY FOR WORK AND EMPLOYMENT - PARTIAL, SUBSTANTIAL OR FULL LEVEL OF IMPLEMENTATION

Are there policies or programs in the country promoting ICT accessibility for work and employment?

General Statistics

Overall, 137 countries Partial, substantial, or full level of implementation	Country Policies or Programs Promoting ICT Accessibility in Work and Employment
Percentage	19%

Comments from Experts - DARE Index 2020

Responses from Countries with Substantial and Full Level of Implementation

AUSTRALIA	<p>Country Policy: The Australian Government has a strong commitment to a national approach to supporting people with disabilities to maximize their potential and participate as equal citizens in Australian society. This commitment is reflected by Australia becoming a signatory to the United Nations Convention on the Rights of Persons with Disabilities (The Convention). Introducing accessibility guidelines into Australian government procurement procedures of both domestic and international goods and services would contribute to Australia's compliance with Article 4 (General Obligations) and Article 9 (Accessibility) of The Convention.</p> <p>The National Disability Strategy also represents a commitment by Australian, State and Territory governments (under the auspices of the Council of Australian Government) and industry and the community to a 'unified approach to policy and program development'. Part one of the Strategy focuses on inclusive and accessible communities, which makes specific reference to the physical environment, digital information and communications technologies, and civic life. Australian procurement would fall squarely within the gamut of the National Disability Strategy and underpins most if not all of the initiatives outlined in the Strategy.</p> <p>Further, Australian Government procurement procedures can assist in facilitating cultural change in a large number of organisations in</p>
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	<p>Australia by introducing specific requirements in procurement procedures. The inclusion of mandatory accessibility criteria in tendering arrangements also signals to the general public the Government’s commitment to the true inclusion of people with disabilities.</p> <p>Private and non-government employers are covered by the non-discrimination provisions of the disability discrimination act in ensuring their employment policies and practices include provisions for people with disabilities to have the resources and ICT to work equally with other employees.</p> <p>Country Program: Many ICT commercial products already include accessibility functions within their software. However, many products do not enable specific software for accessibility to work in harmony with their commercial product. Jaws and others screen readers along with Dragon Dictate and other dictation software often need to be changed to access many commercial products are available in the workplace. Where a company uses less popular software, these are more likely to clash with accessibility software. Employers are often reluctant to provide funding to adapt their software for the use of people with disabilities needing accessible ICT.</p>
AUSTRIA	<p>Country Program: On basis of the mentioned laws PwD are able to get Assistive Technologies if needed funded by several state agencies like the <u>Fonds Soziales Wien</u> , etc.</p>
BRAZIL	<p>Country Programs: <u>National Service for Industrial Training (SENAI)</u> SENAI, Program of Inclusive Actions (PSAI) facilitates access for people with disabilities to SENAI courses. It provides books on inclusive professional education; dictionaries of Brazilian sign language with specific terms in electronic and other industrial areas; e-learning courses about inclusion for teachers. SENAI schools provide a wide range of skills training courses.</p>
ESTONIA	<p><u>Estonian Unemployment Insurance Fund</u> is the one offering solutions for ICT for people with disabilities, who need technical aids, who need workplace adaptation or special counselling. Estonia has since a few years implemented Workability reform – with the aim of having more people with disabilities at the labor market.</p>
FRANCE	<p>Country Policy: Under the terms of French employment law, public and private organizations with a work force of more than 20 employees must hire 6 % of workers with disabilities. Employers are provided with 3 options to meet this target:</p> <ul style="list-style-type: none"> • Hiring workers with disabilities as employees • Subcontracting workers from disability organizations • Paying a contribution fee to AGEFIPH (“Association de Gestion du Fonds pour l’Insertion Professionnelle des Personnes Handicapées”) Fund for the Professional Inclusion of Persons with Disabilities), an organization dedicated to furthering professional inclusion in the private sector, or for public sector employers this fee goes to the FIPHFP (Fonds

	<p>pour l'insertion des Personnes Handicapées dans la Fonction Publique).</p> <p>It is this third option that contributes financially to improving, promoting, and supporting inclusive ICTs for employment.</p> <p>The French employment agency for job seekers (Pôle Emploi) with the support of the FIPHFP has been working on the accessibility of its digital offering.</p>
GERMANY	Sozialgesetzbuch IX, <u>Social Law Book IX</u>
IRELAND	Country Program: Grant assistance is available for employers, employees and self-employed persons with disabilities who need to adapt the workplace or purchase specialized equipment for staff with disabilities. This grant is called the Workplace Equipment/Adaptation Grant (WEAG)
MALTA	Country Policy: JobPlus - <u>Guidance for Inclusive Employment Services</u> FITA signed a memorandum of understanding with the Malta Employers Association. Through this platform, relevant information on ICT Accessibility is circulated directly to employers. FITA also vetted the MEAINDEX website in order to ensure its accessibility <u>Malta Employers Index</u>
OMAN	Country Policies: For the Ministry of Civil Services (MOCS), the Mawred Application for Human Resources Management is following the Oracle standards for its GUI. There are also standards applied to mobile applications in both iPhone and galaxy environments. The website is following the W3C standards too. MOCS has a circular specifying under each job advertisement that 2% of the job vacancies must be for persons with disabilities. Deaf and mute category for handicrafts jobs (for persons without high school certificates) requires an agreement with the Ministry of Social Development to nominate a specialist in sign language during the personal interviews. Deaf and mute category for handicrafts jobs (for persons with high school certificates) in which the examination process is described through a video (e.g., TV) for positions that involve writing
QATAR	Country Policies: <u>Law No.15 of 2016 for Civil Human Resource</u> - The law declared in article (14) that give the right of employment for persons with disabilities: <u>Shafallah- Vocational Training Department</u> Country Programs: <u>Best Buddies - Vocational and Rehabilitation Programs</u> <u>Nafath 6: Access to Employment” Program, A Successful Model for Persons with Disabilities to Qualify for Employment in Accordance with International Standards</u> <u>Access to Employment Program Report (Arabic):</u> The report covers all program aspects, the objective, methods, and the outcome of the program, <u>Hukoomi Disability Portal – Employment</u>
UNITED STATES	Country Policy: US Department of Labor - <u>Employment and Training Administration</u>

COUNTRY POLICIES OR PROGRAMS PROMOTING ICT ACCESSIBILITY FOR INDEPENDENT LIVING - PARTIAL, SUBSTANTIAL OR FULL LEVEL OF IMPLEMENTATION

Are there policies or programs in the country promoting ICT accessibility for independent living?

General Statistics

Overall, 137 countries Partial, substantial, or full level of implementation	Country Policies or Programs Promoting ICT Accessibility for Independent living
Percentage	13%

Comments from Experts - DARE Index 2020

Responses from Countries with Substantial and Full Level of Implementation

AUSTRALIA	Country Program: The National Disability Strategy and the Disability Discrimination Act and State Antidiscrimination Acts promote accessible and assistive technology and ICT. The National Network of Independent Living Centers, which includes equipment and product displays, and online library contains many examples of accessible assistive technology and ICT options: The National Network of Independent Living Centers
AUSTRIA	Country Policies: On basis of the mentioned laws, persons with disabilities are able to get Assistive Technologies if needed funded by several state agencies like the Fonds Soziales Wien etc. Country Programs: Projects and programs at the University of Vienna and the University of Linz; Award for Inclusion by Natural Science and Technology (WINTEC; conferred by the Federal Ministry of Labor, Social Affairs and Consumer Protection); Active and Assisted Living (AAL) Research and Development Program (in Austria operated by the Federal Ministry of Transport, Innovation and Technology).
BRAZIL	Country Program: Program Promoting Independent Living in Brazil
IRELAND	Country Program: The Employer Disability Information Service provides employers with an expert peer source of advice and information on employing staff with disabilities, with a view to enhancing the confidence and competence of individual employers to employ, manage and retain staff with

	<p>disabilities. It provides a limited amount of information on assistive technology: Accessibility Information for Employers</p> <p>Assist Ireland is the government website that provides information on AT.</p>
KENYA	<p>Country Program: The new service will mean that customers can now access the mobile money services by dialing 234, then selecting the “M-PESA Services” option, followed by the “M-PESA Balance” option. This will then allow customers to enter their PIN and have their balances read out to them: Safaricom Press Release</p>
MALTA	<p>Non-institutionalized independent living within the community is an existing service.</p>
OMAN	<p>-Country Policies: The TRA tried to address this matter in the Regulation for the Provision of Telecom Services for Persons with Disabilities by requesting the service providers to have emergency services through relay services and encouraging the service providers to assist in supplying assistive devices and technologies; however, they faced difficulties finding the suppliers.</p> <p>In addition, in Oman there are institutions of civil society that play an important role in e-Accessibility.</p> <p>Al Noor Association for Blind People has launched a mobile App: The Omani Currency Reader is an application that reads the Omani Rial bills and shows the value on the iPhone screen in addition to pronouncing the value. The App can read both sides of all Omani currency bills and it can also calculate the amount in case the user has different bills.</p> <p>In addition, the app can translate the value of the currency into different vibrations instead of words. It can also identify forged bills, and it has the ability to use both front and back cameras.</p>
QATAR	<p>-Country Policies: Mada Publication and BP: Independent Living</p> <p>Qatar Assistive Technology Centre (MADA), in co-operation with the National Human Rights Committee (NHRC), launched a Guide of Best Practices of Strategies and Services for Independent Living for Persons with Disabilities</p> <p>Country Programs: Pediatric Assistive Technology Clinic, Medical Therapeutic Services Department</p> <p>Assistive Technology in Qatar University, Assistive Technology in Qatar National Library and Mada Assistive technology Services</p>
UNITED STATES	<p>Country Policy: Administration for Community Living- Assistive Technology Programs</p> <p>Title IV of the ADA covers telephone and television access for persons with hearing and speech disabilities. It requires telephone and Internet companies to provide a nationwide system of telecommunications relay services that allow persons with hearing and speech disabilities to communicate over the telephone</p>

COUNTRY POLICIES OR PROGRAMS PROMOTING THE ACCESSIBILITY OF MOBILE TELEPHONY - PARTIAL, SUBSTANTIAL OR FULL LEVEL OF IMPLEMENTATION

Are there policies or programs in the country promoting the accessibility of mobile telephony?

General Statistics

Overall, 137 countries Partial, substantial, or full level of implementation	Country Policies or Programs Promoting the Accessibility of Mobile Telephony
Percentage	16%

Comments from Experts - DARE Index 2020

Responses from Countries with Substantial and Full Level of Implementation

AUSTRALIA	<p>Country Policy: There are both public and private sector promoting coverage of accessible mobile telephony covered through the Telecommunications Act and its compliance with the Disability Discrimination Act. However, these are not compulsory and people with disabilities must adjust to what is commercially available for the general public or take out individual complaints under the Disability Discrimination Act (DDA) or State antidiscrimination legislation on a case-by-case basis to achieve access for themselves. For 30 years TTY/TTD had been available for deaf persons to communicate via the telephone landline network. Further, the National relay service enables hearing persons to speak with deaf persons via TTY/TTD in real time. Nowadays, there are many commercial telephones available for hard of hearing people and partially blind people in the form of larger telephones, larger buttons and letters and hearing aid connections to phones: Phone Services for Persons with Disabilities</p>
BRAZIL	<p>Country Programs: Occasionally, there is an App being launched to help addressed specific tasks or needs, mainly promoted by the private sector (startups).</p>
CZECH REPUBLIC	<ul style="list-style-type: none"> • Mobile telephony: <p>Country Policies: In Czech Republic, the designated telecom provider must provide the appropriate equipment for persons with disabilities as per the requirements set out by public notice 161/2005 Sb specifying the mechanical</p>

	<p>and sound features of the special devices. The features have to be in compliance with all types of disabilities.</p> <p>Country Programs: An area where mainly mobile network operators are active and offer discounts or accessibility services at their shops, cheap mobile data, etc.</p> <p>As for the accessibility of mobile devices, people mostly use the ordinary one (iPhone with VoiceOver and other accessibility features, phones with Android). In addition, there is also a Czech company <u>BlindShell</u> which has developed mobile phones designed for the blind and visually impaired users.</p>
FRANCE	<p>According to the French telecommunications body (ARCEP) (via Google Translate):</p> <p>“Advances in the field of mobile phone accessibility are a two-way voluntary and regulatory approach.</p> <p>Beyond commitments taken together, particularly through the French Association of Mobile Operators (AFOM), it is important to note that mobile operators and equipment manufacturers act individually, offering for example in a competitive way specially adapted services, or by selecting the terminals they distribute among those they deem most appropriate. This competition is necessary for the sector.”</p> <p>More info at https://www.arcep.fr/index.php?id=9607&L=1</p> <p>In 2017, a decree on the accessibility of telecommunications for people with disabilities was published (Décret no 2017-875 du 9 mai 2017 relatif à l'accès des personnes handicapées aux services téléphoniques):</p> <p>https://www.arcep.fr/fileadmin/reprise/textes/decrets/2017/d-2017-875-handicap-services-tel.pdf</p>
IRELAND	<p>Country Policy: COMREG has passed many regulations to ensure that the following accessible services are provided:</p> <ul style="list-style-type: none"> • Accessible Complaints Handling Procedures Information • Accessible Top-Up Facility for Customers with Disabilities • Accessible Directory Enquiries • Accessible Billing • Accessible Facility to Test Compatibility of Terminal Equipment or Appropriate Returns Policy • Accessible Website Information • Accessible Directory Enquiries • Text Relay Service <p>Further information about the above is provided here: Accessibility COMREG Information on the Irish Text Relay Service is provided here: Irish Text Relay Service Information on the emergency SMS service is available here: Information on the Emergency SMS</p>

	<p>The European Electronic Communications Code have yet to be transposed: <u>The European Electronic Communications Code</u></p> <p>As stated above, COMREG, the state telecoms regulator has a disability forum through which it consults with DPOs on new regulations. This forum has encouraged mobile operators to provide specific information on the accessibility of their services and mobile devices. E.g., <u>Accessibility Vodafone</u></p>
ISRAEL	<p>Country Program: The Accessible Telephone Regulation defines various specifications of accessibility of cellular phones and regular phones to all kind of disabilities. These accessible models must be advertised at vendors web sites under a special accessibility section. In addition, each company must have a mediation telephone / SMS / Fax center.</p> <p><u>Equal Rights Act for Persons with Disabilities (Access to Bezeq Services and Bezeq Facilities)</u></p>
ITALY	<p>Country Policies: Most of the policies are national policies for mobile operators, about providing special discounts for persons with disabilities (in particular, deaf or blind persons) for mobile services. Focused on the price of the “normal” services, instead of providing dedicated and specific services.</p>
KENYA	<p>Country Program: There is a new service in place allowing customers to access now the mobile money services by dialing 234, then selecting the “M-PESA Services” option, followed by the “M-PESA Balance” option. This will then allow customers to enter their PIN and have their balances read out to them: <u>Safaricom Press Release</u> (Private Sector)</p>
OMAN	<p>Country Policies: Article (38-3) of the <u>Telecommunications Act</u> supports the International Convention on the rights of Persons with Disabilities by requiring the telecom sector to provide telecommunications services to persons with special needs.</p> <p><u>Regulation for the Provision of Telecommunication Services for People with Special Needs.</u></p> <p>All the major service providers in both fixed and mobile services provide special discounted rates for individuals with special needs as per the Regulation; some operators provide discounted rates for their services to NGO’s disability associations and rehabilitation centers as well (Omantel, Ooredoo and Awasr). Previously video call services between different operators were not available which impacted the deaf persons’ ability to communicate amongst each other. Omantel and Ooredoo provided the service and video calling service is in operation between different operators. The operators worked on making their websites and applications accessible to enable access to billing and other services to the persons with disabilities through them.</p>
QATAR	<p>Country Policies: <u>Qatar ICT Accessibility Policy</u> , <u>MOTC Mobile Services Framework</u>, <u>Portal Ooredoo Qatar</u></p> <p>Country Programs: <u>Vodafone for All</u>, <u>Ooredoo & Mada Partnership</u>, <u>The Connected Initiative</u></p> <p><u>Ooredoo</u> , <u>Vodafone for All</u> , <u>CRA – Complaints Mechanism</u></p> <p>First Company to Achieve National Web Accreditation is expanding the <u>Sign Language and Access Program</u></p>

SOUTH AFRICA	Country Policy: Independent Communications Authority of South Africa Act No. 13 of 2000, Code for persons with Disabilities Regulations
SPAIN	https://www.europarl.europa.eu/spain/es/prensa/comunicados_de_prensa/pr-2019/03-2019/05032019.HTML Spanish strategy on disability 2012-2020 <ul style="list-style-type: none"> - Incorporation of EN-301-549 in Spanish legislation. - Idem of Directive (EU) 2016/2102 of the European Parliament and of the Council, of October 26, 2016, on the accessibility of the websites and applications for mobile devices of public sector organizations - Idem of Royal Decree 1112/2018, of September 7, on accessibility of websites and applications for mobile devices in the public sector.
UNITED STATES	Country Policies: <u>21st Century Communications and Video Accessibility Act (CVAA)</u> of 2010 - Pub. L. 111-260

COUNTRY POLICIES OR PROGRAMS PROMOTING ICT ACCESSIBILITY IN PUBLIC PROCUREMENT - PARTIAL, SUBSTANTIAL OR FULL LEVEL OF IMPLEMENTATION

Are there policies or programs in the country promoting ICT accessibility in public procurement?

General Statistics

Overall, 137 countries Partial, substantial, or full level of implementation	Country Policies or Programs Promoting ICT Accessibility in Public Procurement
Percentage	18%

Comments from Experts - DARE Index 2020

Responses from Countries with Substantial and Full Level of Implementation

AUSTRALIA	<p>Country Policy: 22 August 2016 – Standards Australia in conjunction with the Department of Finance, Australian Communications Consumer Action Network (ACCAN) and other stakeholders, were pleased to announce that Australia will be adopting an internationally aligned standard for ICT accessibility in procurement: Standards Australia Press Release</p> <p>Accessibility guidelines in Australian procurement procedures would also be consistent with the Australian Government’s obligations under the Disability Discrimination Act 1992 (Cth), as it is unlawful to discriminate against people with disabilities in the provision of goods and services.</p> <p>The Australian Government must establish a central consultative body that can provide technical advice that includes accessibility as a core requirement for the tender or development of ICT-based services and systems. (Blind Citizens Australia)</p> <p>Australia’s digital economy is estimated at more than \$79 billion, with the ICT sector a key driver of this innovation and economic growth. In Australia, ICT currently accounts for around 5% of the country’s GDP. And with the market predicted to grow, the sector is one of the most robust in Australia. New technologies constantly challenge how</p>
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	<p>businesses and consumers operate, and how new products and services are delivered. Standardization establishes a common market, encouraging interoperability and reducing barriers-to-trade. Standards Australia recognizes the opportunity the ICT sector has in promoting trade and growth. It acts as a bridge between new and existing products, services, and processes in terms of business interaction, compliance and interoperability.</p>
<p>BRAZIL</p>	<p>Country Programs: there are few programs promoted in the public sector with no actual requirements to fulfill accessibility. Programs are still at a developmental stage.</p>
<p>GEORGIA</p>	<p>One of the priorities of the 2015-2019 Strategic Plan of the Election Administration of Georgia is to ensure an inclusive electoral environment that promotes disability, ethnic minorities, and gender equality. Election Administration ensures creation of an election environment equally accessible for all voters. Based on the Strategy the CEC of Georgia approves the Action Plan, which envisages all the aspects related to the persons with disabilities; every activity aimed to undertake is taken into the consideration for the vulnerable groups.</p> <p>Permanent working group on the issues of persons with disabilities (PWD) is established within the CEC of Georgia in order to ensure equal electoral environment which on regular basis arranges the meetings and mainly is targeted on the consultations given by the non-governmental organizations working in this dimension. The members of the group are fully involved in the policy planning period and reports from the side of the CEC are provided regularly as well.</p> <p>To inform people with disabilities:</p> <ul style="list-style-type: none"> • The CEC prepares a special video clip on accessible services for people with disabilities. • All video clips prepared by the CEC are provided with sign language translation. • During the election period, the CEC briefings are covered by the sign language interpreter. • After registering on the CEC website during the election period, deaf and hard of hearing voters have the opportunity to use the video call service and receive information from a sign language operator. • The official website of the CEC is fully adapted for blind and visually impaired persons. They can get information about the election process, procedures, and candidates. Also, check their data in the unified voter list. <p>During the elections, the Central Election Commission (CEC) of Georgia provides Precinct Election Commission (PEC) members with instruction on</p>

	<p>the ethics and ethics of speaking (service provided) to voters with disabilities in accordance with the guidelines developed.</p> <p>In 2018, as instructed, the CEC prepared a training video featuring people with disabilities themselves (deaf, blind, upper limbs, wheelchair users, wheelchair users, support recipients). The trainings on these instructions are provided by more than 43,000 PEC members.</p> <p>The following services are provided for the voters with disabilities at the polling stations:</p> <ul style="list-style-type: none"> - For blind voters – a tactile ballot guide for filling in ballots at every election precinct allowing them to vote independently without the support of other voters. - For voters with vision impairment – two magnifying sheets at every election precinct. - For voters using wheelchairs – special voting cabins at adapted election precincts. - For deaf, hearing-impaired voters and beneficiaries of support - posters depicting the voting process at every election precinct. - If voters using a wheelchair address the Election Administration with such a request, the placement of portable (mobile) ramps at certain election precincts will be possible. <p>By the CEC of Georgia, the CEC webpage has become more flexible for the persons with disabilities:</p> <ul style="list-style-type: none"> - Statistics regarding the voting sites adapted to the needs of persons with disabilities. - Information for the blind regarding the number order of the candidates/parties on the ballot paper. <p>As the priority of the CEC is determined within the enhancement of inclusive environment in the electoral procedures, the CEC Training Center provides grants for all the stakeholders in the aim to support the engagement of civil society in the elections and support raising awareness towards the topics related to the persons with disabilities.</p>
IRELAND	<p>Country Policy: The Disability Act 2005 requires public bodies to include accessibility as a criterion in public procurement. The National Disability Authority provides guidance on the procurement of accessible ICTs. This advice is outdated and has been superseded by EN 301 549. There is no promotion of this standard in Ireland.</p>
ISRAEL	<p>Country Policy: In Israel public procurement is done differently. It is required by law and regulation, and it is achieved and supported by conferences that brings the awareness to the obligation. According to the law, accessibility directors at any organization with more than 25</p>

	employers must assure the procurement of accessible public goods and services
UNITED STATES	Country Policies: Access Board Standards, Information and Communication Technology (ICT) Final Standards and Guidelines
URUGUAY	Country Policy: For the digital policy and implementation in Uruguay, please visit: Digital Policies and Implementation for the e-Government Country Programs: The report on "Uruguay as a Leader in Digital Development" published on the website of the Agency for Electronic Government and the Information and Knowledge Society (AGESIC): Report "Uruguay as a Leader in Digital Development". e-Government and Information Society and Knowledge

COUNTRY POLICIES OR PROGRAMS PROMOTING THE ACCESSIBILITY OF TV AND VIDEO PROGRAMMING - PARTIAL, SUBSTANTIAL OR FULL LEVEL OF IMPLEMENTATION

Are there policies or programs in the country promoting the accessibility of TV and video programming?

General Statistics

Overall, 137 countries Partial, substantial or full level of implementation	Country Policies or Programs Promoting the Accessibility of TV and Video Programming
Percentage	28%

Comments from Experts - DARE Index 2020

Responses from Countries with Substantial and Full Level of Implementation

AUSTRALIA	<p>Country Policy: The Australian Communications and Media Authority (ACMA) is responsible for regulating online content, including TV, internet, and mobile phone content, and enforcing Australia's anti-spam law. The ACMA's responsibilities include:</p> <ul style="list-style-type: none"> • Promoting self-regulation and competition in the communications industry, while protecting consumers and other users • Fostering an environment in which electronic media respect community standards and respond to audience and user needs • Managing access to the radio-frequency spectrum • Representing Australia 's communications interests internationally • Accepting complaints against services <p>The ACMA's regulatory functions are set out in Part 2, Division 2 of <u>the Australian Communications and Media Authority Act 2005</u>. On 20 March 2015, the <u>Broadcasting and Other Legislation Amendment (Deregulation) Bill 2015</u> was enacted. This means that amendments to captioning provisions in the Broadcasting Services Act 1992 (the BSA) became effective from 20 March 2015.</p>
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As reported above the National Disability Strategy and Disability Discrimination Act both promote the need for accessible TV and video programs but there is no push to enforce these requirements except for people with disabilities taking out individual discrimination complaints.

In 2008 the Australian Human Rights Commission granted free to air television stations an exemption from complaint from the Disability Discrimination Act to implement captioning on all their TV shows until 30 November 2008:[Exemption for Free Air Television](#)

While these TV channels continue to caption their live programs, there are still many movies broadcast by these TV stations that are not captioned. Further, the majority of TV commercials are not captioned. The only enforcement of this is through individual complaints made under the DDA or state/provincial government antidiscrimination legislation.

‘The Broadcasting Services Act 1992 has included mandatory requirements for captioning for many years. The Australian Government has also taken steps to incrementally increase the amount of captioning that is available on free view television over a period of time; showing a strong commitment to the access needs of people who are deaf or hard of hearing. While the vast majority of content available on free view television now includes captioning, however, people who are blind or vision impaired continue to be denied access to television altogether. This is even though people who are blind or vision impaired and organizations such as Blind Citizens Australia have now been lobbying for the introduction of a permanent audio description service on Australian television for decades.

Audio Description (AD) is a service that involves the verbal narration of visual elements such as facial expressions, scenes, actions, settings, and on-screen text. While this vital service has been available on television in most other English-speaking countries for many years, Australia continues to lag.

Stakeholders have been advocating for a permanent audio description service on Australian television. In addition, it is understood the notion of progressive realization as laid out under Article 4 of the Convention on the Rights of Persons with Disabilities. To this end, the efforts in this area have been focused on seeking a commitment from government to establish a time-sensitive pathway for the introduction of a permanent audio description service on Australian television; with an understanding that once introduced, minimum targets for audio description will need to be incrementally expanded over a number of years.

The Australian Government formed an Audio Description Working Group to examine options for increasing the availability of audio description services in Australia. The Working Group comprised representatives from the broadcasting and streaming industries, audio description service providers and consumer representatives.

	<p>The Working Group provided a report to the Australian Government on its findings in December 2017. The Terms of Reference are available at: Accessible Television ACMA</p>
<p>AUSTRIA</p>	<p>Country Policies: The Austrian Public Service Media (PSM) is by law committed to provide accessibility to media content for persons with disabilities in accordance with the status quo of technical development as well as in accordance with economic reasonableness (ORF Act Art 5 paragraph 2). Even though the legal text is non-committal in its wording, the Austrian PSM has decided to continuously improve the status quo of accessibility of media content by visually and hearing-impaired persons. In 2010, the proportion of programs with additional features for persons with disabilities was about 36 % of the ORF output. However, there is a strong imbalance between the extent of media access for hearing-impaired persons (well developed) and of media access for visually impaired persons (poorly developed) (ORF Public Value Report 2015/16 Data Appendix p. 18). An interview conducted in 2018 for the Media Pluralism Monitor (MPM 2016), the expert delivered a more fine-grained assessment of the practice of media access for persons with disabilities (audio description is limited to sports programs mostly, the culture and documentary program, however, is severely neglected in that respect).</p> <p>Private Sector</p> <p>Private TV stations are bound to the Audiovisual Media Services Act (Art 30 para 3) which states that all audio-visual media providers are obliged to incrementally improve accessibility for people with disabilities. However, the law does not stipulate specific requirements and actions to achieve this goal. In practice, Austrian private TV stations do not provide any programs for the visually and hearing impaired.</p> <p><u>The Austrian 'Aid Community'</u> as well as the <u>Austrian Council for Persons with Disabilities</u> are two of the most central non-governmental actors lobbying for the expansion of rights for people with disabilities. Yet, neither the Austrian PSM, nor private stations are actively inviting these stakeholders in order to incrementally improve accessibility.</p> <p>In sum, the policy framework on access to media content by people with disabilities must be regarded as expandable. Many measures are taken, especially by the Austrian PSM which is continuously improving their output. Yet, more has be done to guarantee access to media for persons with disabilities, particularly in the realm of access to televised content for visually impaired persons. Especially, the wording of policies in committal terms as well as the implementation of monitoring institutions would be desirable</p>
<p>BRAZIL</p>	<p>Country Program: It is coordinated by the Ministry of Science, Technology, Innovation and Communication (MCTIC) TV Accessibility</p>

CZECH REPUBLIC	<p>Country Policy: Law on Television and Radio Broadcasting > requirements to provide closed captions / sign language / audio description to a certain amount of programs</p> <ul style="list-style-type: none"> • <u>Beey TV</u> • <u>One World - International Human Rights Documentary Film Festival</u>
DENMARK	<p>The Faroese public service covenant makes provisions for persons with impaired hearing. In the section “Services for persons with disabilities” there is emphasis on sign language interpretation. News broadcasts and other programs of significant interest and importance to the general public must be texted or sign language interpreted.</p>
FRANCE	<p>Country Programs: The French Ministry of Culture has tasked the Forum Mobiles Medias (<u>Forum Mobiles Medias</u>) to set up a dialogue between manufacturers of TV sets, smart boxes, operators and channels, to address the problem of accessibility of terminals and content.</p>
IRELAND	<p>Country Policy: The national regulator, Broadcasting Authority of Ireland produces national access rules for broadcasters on level of sign language interpretation, audio description and captioning: <u>Broadcasting Authority Standards</u></p> <p>The Centre for Excellence in Universal design has non-binding accessibility guidelines: <u>Accessibility Guidelines</u></p>
ISRAEL	<p>Digital signature, digital elections, most documents today are dealt with in a digital format.</p> <p>Information System Authority is in charge of those developments https://www.ria.ee/en.html</p> <p>Everything that is defined by law, it is being implemented; however, it is not on all channels and on all programs</p>
ITALY	<p>Country Policies: Regional policies proposing “minimum services” on Tv and Video for persons with disabilities. Respondents perceive these are not well covered and guaranteed.</p>
KENYA	<p>Country Policy: There must be a sign language interpreter in every TV station: <u>Programming Code</u></p>
NEW ZEALAND	<p>Publicly funded tv shows have closed captioning, parliament tv has closed captioning, and the Prime Minister’s press conferences have sign language translators</p>
SOUTH AFRICA	<ul style="list-style-type: none"> • TV and multimedia: <p>Country Policy: <u>The Equality Act</u> requires the elimination of any obstacles preventing South Africans from enjoying any equal opportunities, and mandates the steps to be taken to reasonably accommodate their needs.</p> <p><u>The Promotion of Access to Information Act</u> establishes every South African’s right to access any information held by a public or private body to the extent that the limitations are reasonable and justifiable.</p>

	<ul style="list-style-type: none"> • Legislation and Regulations eTV Code for Persons with Disabilities Draft • DeafSA 2018 submission on the Draft Code for Persons with Disabilities <p>The Electronic Communications Act, 2005 (ECA) constitutes an umbrella legislation addressing the universality of accessibility and redress within the ICT sector in South Africa. As regulator for the South African electronic communications, broadcasting and postal services sector, the Independent Communications Authority of South Africa (ICASA), is mandated through the ECA. In terms of section 2(c) of the ECA, ICASA is required to promote the empowerment of historically disadvantaged persons, with particular attention to the needs of women, opportunities for youth and persons with disabilities</p>
UNITED KINGDOM	<p>Country Policies: This establishes out what broadcasters must do to allow hearing and visually impaired consumers to access TV content. Television access services code</p> <p>These access service reports show whether broadcasters are meeting their requirements to make their content accessible. Broadcast TV access service reports</p> <p>This area includes reports which set out the extent to which on-demand program services (ODPS) carried subtitles, audio description or signing. Video on-demand accessibility</p> <p>Annual reports on EPG accessibility- Accessibility of Electronic Programme Guides</p>
UNITED STATES	<p>Country Policies: Requirements for TVs and Internet video playback devices</p> <p>The FCC established accessibility requirements for televisions, set-top boxes, and similar devices that receive or play back video programming and are manufactured, leased, or requested after December 20, 2016. Accessibility requirements apply to TVs and other devices designed to receive or play back video programming, including personal computers, tablets and smartphones with pre-installed video players or pre-installed applications for watching video programming. FCC Consumer Guide</p>
URUGUAY	<p>Country Policy: Regulatory Unit for Accessible Communication Services</p>

COUNTRY POLICIES OR PROGRAMS PROMOTING THE ACCESSIBILITY OF WEB SITES - PARTIAL, SUBSTANTIAL OR FULL LEVEL OF IMPLEMENTATION

Are there policies or programs in the country promoting the accessibility of web sites?

General Statistics

Overall, 137 countries Partial, substantial, or full level of implementation	Country Policies or Programs Promoting the Accessibility of Web Sites
Percentage	35%

Comments from Experts - DARE Index 2020

Responses from Countries with Substantial and Full Level of Implementation

AUSTRALIA	Country Policy: As reported above the National Disability Strategy, Disability Discrimination Act, Federal procurement regulations, National standards and telecommunications act all promote the need for accessible web sites but there is no push to enforce these requirements except for people with disabilities taking out individual discrimination complaints under the Disability Discrimination Act. With the implementation of the National Disability Insurance Scheme (NDIS), assistance to access the internet for people with a disability is funded by the Federal Government. Anyone in Australia with a disability can access the web anywhere and at any time
AUSTRIA	Country Policies: By adopting the Act on Web Accessibility (WZG), the Austrian National Council transposed an EU guideline passed in October 2016 into national law. The act entered into force on September 23, 2019, and requires the Federal Government to design web sites and mobile applications of public sector bodies allowing unrestricted access to all users.
BRAZIL	Country Program: <u>Web Accessibility Government Model in Brazil</u>
CZECH REPUBLIC	Country Policies: In the year 2008 the web presentation Volby.cz underwent a heuristic testing, which was done by the United Organization of the Blind and Visually Impaired. The result of the

	<p>testing attributed to the web presentation Volby.cz the accessibility of a medium level, which according to the international methodology WCAG 2.0 (Web Content Accessibility Guidelines) corresponds to the AA level.</p> <ul style="list-style-type: none"> • Accessibility Law- <u>National Transposition of EU Directive 2016/2102</u> • Several contests in which accessibility is one of the criteria - <u>Zlatý erb/ Golden Crest</u>, <u>Parádní web</u>, <u>Biblioweb</u>, etc. • Activities run by non-profit or educational institutions- <u>Poslepu</u>, <u>Upside Down Blog and Newsletter</u>, <u>Blind Friendly</u>, <u>Tyflokabinet</u> • Global Accessibility Awareness Day, GAAD (<u>AGORA 2020</u>) • TV and multimedia: <p>Country Policy: Law on Television and Radio Broadcasting > requirements to provide closed captions / sign language / audio description to a certain amount of programs</p> <ul style="list-style-type: none"> • <u>Beey TV</u> • <u>One World - International Human Rights Documentary Film Festival</u> <p>Country Program: Only public media providers are required by law to ensure that their broadcasts are accessible to persons with disabilities. In the Czech Republic, for example, the public television station Czech Television must add subtitles to a minimum of 70% of their broadcasts and on the hand, sign language interpretation has a very low requirement</p>
ESTONIA	<p>Public sector websites accessibility directives have just been transposed into Estonian legislation. Moreover – already for some years ago Ministries and other state agencies adopted a standardized accessible format for their webpages, where information should be easy to find.</p> <p>As sample, the Estonian Ministry of Social Affairs pages is provided here https://www.sm.ee/en</p>
FRANCE	<p>Country Policies: In 2014 the DINSIC launched a Digital Accessibility Program (“Programme Accessibilité Numérique”) which involved updating the RGAA (national accessibility standard for public websites), launching a new certification program (“labeled e-accessible”) and providing extensive documentation to support developers, contributors and auditors in their efforts to produce accessible digital services: <u>RGAA Version 4 Resources: Resources</u></p> <p>In parallel, the Public Service Integration Fund for People with Disabilities (FIPHFP, Fonds d’Insertion des Personnes Handicapées de la Fonction Publique) offers financial support for public organizations seeking to improve the accessibility of their digital tools and services: <u>Public Service Integration Fund for People with Disabilities</u></p>
IRELAND	<p>Country Policy: Section 27.2 of the Disability Act 2005 places an obligation on public bodies to make their electronic information accessible. The “Code of Practice on Accessibility of Public Services</p>

	and Information Provided by Public Bodies” specifies the W3C WCAG guidelines for public sector websites. The transposition of the Web Accessibility Directive (Directive (EU) 2016/2102) has been delayed and not yet undertaken. The Department of Communications, Climate Action and the Environment is responsible for its transposition: <u>Codes of Practice Accessibility of Public Services and Information</u>
ISRAEL	Digital signature, digital elections, most documents today are dealt with in a digital way. Accessibility solutions are provided and if inaccessible solutions occur, they are rapidly changed and the ones who are in charge, will make their efforts to provide accessible formats. Information System Authority is in charge of those developments https://www.ria.ee/en.html
KENYA	Country Program: <u>ICT for Persons with Disabilities</u>
MALTA	The EU standard EN301549 as required by the EU Web Accessibility Directive and enforced by the Malta Communications Authority. For websites and APPs owned by private and commercial entities, FITA carries out assessments in line with WCAG 2.1
OMAN	Country Policies/Programs: Information Technology Authority has included accessibility of websites as part of the national program for transforming the country digitally: eGovernment Transformation.
POLAND	In June 2013, the Widzialni Foundation published its report from an audit of public institution websites, including the websites of both Chambers of the Parliament, President of the Republic of Poland, the Chancellery of the Prime Minister, the Supreme Court, the Constitutional Tribunal, ministries, and their subordinate institutions. The audit was conducted with participation of people with various disabilities. The study is to be repeated on an annual basis. In Poland, there is a governmental programme " <u>Accessibility Plus</u> " that aims to provide persons with special needs with free access to goods, services as well as opportunities to fully participate in social and public life
QATAR	Qatar ICT Accessibility Policy: https://www.motc.gov.qa/sites/default/files/qatar_eaccessibility_policy_en_v4.pdf Mada Web Monitor: http://qatar.checkers.eiii.eu/en/benchmarking/testrunresults/a9b104a9-188f-47c9-bb9c-4bd11940d29f Mada ICT Accessibility Services: https://mada.org.qa/digital-accessibility-services/ MOTC Website and e-Services Framework: http://www.motc.gov.qa/sites/default/files/government_website_and_e-services_framework_version_2.0.pdf Digital Government Excellence Award 2019 / Category: best government portal or website

	<p>https://www.qatardigitalawards.gov.qa/categories/best-government-portal-or-website</p> <p>Nafath 6: Qatar e-Accessibility Score for Government Websites Reaches 92%</p> <p>https://mada.org.qa/wp-content/uploads/2019/10/MADA_ISSUE6_EN_WEB.pdf</p>
RUSSIAN FEDERATION	<p>It concerns primarily government websites, as regulated by Federal Law «On ensuring access to information about activities of state bodies and local authorities» of 09.02.2009 № 8-FZ that provides for mandatory accessibility of websites of federal and local authorities to disabled people with visual impairments.</p> <p>http://www.consultant.ru/document/cons_doc_LAW_84602/</p>
SOUTH AFRICA	<p>Country Policies: <u>Promotion of Access Act 2, 2000</u></p>
UNITED KINGDOM	<p>Country Policies: The <u>Equality Act of 2010</u> combined several equal access acts and regulations, including the Disability Discrimination Act 1995 (DDA). The disability-related language of the act makes it unlawful to discriminate against people with disabilities in connection with employment, the provision of goods, facilities and services or the disposal or management of premises</p> <ul style="list-style-type: none"> -The British Standard (BS 8878) 2010 by the <u>British Standards Institute</u>, which provides guidance for organizations on how to comply with web accessibility requirements. These standards address websites, apps, email, and cloud-based products. -<u>Additional regulations</u> were also passed into law in 2018. The <u>Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018</u> covered public sector websites and mobile apps. -<u>Web Accessibility and the DDA</u>
UNITED STATES	<p>Country Policies:</p> <ul style="list-style-type: none"> - <u>Access Board</u> - <u>ADA Standards</u> - <u>ABA Standards</u> - The Web Accessibility Initiative: <u>W3C</u> <p>Country Program: <u>Government ICT Accessibility Program</u></p>
URUGUAY	<p>Country Program: <u>Accessibility Plan for Montevideo City, Uruguay</u></p>

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