INTERNATIONAL STUDY ON THE IMPLEMENTATION
OF THE UN CONVENTION ON THE RIGHTS OF PERSONS WITH DISABILITIES

ZERO PROJECT REPORT 2014

FOCUS OF THE YEAR 2014: ACCESSIBILITY

The Zero Project network of more than 1,000 experts:

- contributed to the Social Indicators on the state of implementation from 130 countries
- selected 54 Innovative Practices on Accessibility
- selected 15 Innovative Policies on Accessibility

with additional analysis by G3ict on the accessibility of Information and Communication Technologies worldwide.

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For more information on the report and further analysis of the Zero Project, visit www.zeroproject.org
For inquiries, email: office@zeroproject.org

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LIST OF ABBREVIATIONS

AODP ... Arab Organization of Disabled People
ATM ... Automatic Teller Machine (Cash Dispensing Machines)
CEE ... Central and Eastern Europe
DAISY ... Digital Accessible Information System
DPI ... Disabled People's International
DPO ... Disabled Peoples Organisations
EDF ... European Disability Forum
EFC ... European Foundation Centre
EU ... European Union
G3ict ... The Global Initiative for Inclusive ICTs
GAATES ... Global Alliance on Accessible Technologies and Environments
HDI ... Human Development Index
ICT ... Information and Communication Technologies
IDA ... International Disability Alliance
ILO ... International Labor Organization
ITU ... International Telecommunication Union
NGO ... Non-Governmental Organisation
OHCHR ... UN Office of the High Commissioner for Human Rights
PPP ... Public Private Partnership
RIADIS ... Latin American Network of Non-Governmental Organisations
UK ... United Kingdom
UN CRPD ... United Nations Convention on the Rights of Persons with Disabilities
UN DESA ... United Nations Department of Economic and Social Affairs
WB/WHO ... 2011 World Report on Disability by WHO and Worldbank
WFC ... World Future Council
WHO ... World Health Organisation

What is the Zero Project?

The Zero Project is a worldwide network, started by the Essl Foundation and run in partnership with the World Future Council and the European Foundation Centre. Its mission is to work for a world without barriers for persons with disabilities, by selecting Innovative Practices and Policies and by communicating them to decision-makers and opinion-leaders worldwide, as well as researching Social Indicators to measure the implementation of the UN CRPD.

The Zero Project was initiated by the Essl Foundation in 2010. It is run in partnership with the World Future Council since 2011 and with the European Foundation Centre since 2013. The mission of the Zero Project is to work for a world without barriers, according to the principles of the UN CRPD. It does so by researching Innovative Practices and Innovative Polices worldwide that help to improve the lives of persons with disabilities, as well as researching social indicators that measure the implementation of the UN CRPD and the current situation in all countries of the world.

With the aim to promote solution-oriented approaches, Innovative Practices and Policies are communicated to decision-makers and opinion-leaders worldwide, from UN bodies and EU bodies to national and regional parliaments, to government administrations, to the media, to DPOs, service-providers and other NGOs, to foundations and academics that can make a difference by learning about the most Innovative Practices and Policies, and other solution-oriented approaches.

THE ORGANISATION BEHIND THE ZERO PROJECT

The Zero Project is not a legal entity, but is an initiative led by a small core team of professionals from the Essl Foundation, the World Future Council and the European Foundation Centre, whereas the expertise comes from a huge network of all kinds of disability experts from around the world. In the last three years, approximately 2,000 experts from more than 130 countries have contributed in different ways, such as by nominating outstanding projects, evaluating ideas and projects, developing social indicators etc. There are numerous supporters of the Zero Project who do a lot more than that, such as providing knowhow, time, networks and financial support.

ANNUAL TOPIC 2014 ON ACCESSIBILITY

An annual topic is chosen on which all the research is focused. In 2013/14 it is accessibility. In 2012/13 it was employment, and in 2014/15 it will be independent living, political and personal rights.

RESEARCH: PRACTICES, POLICIES, INDICATORS

The Zero Project is constantly working to improve the quality of its research, widening its network and trying to reach even more persons directly in a way that can impact the lives of persons with disabilities, e.g. by 'localising' the Zero Project and its expertise to individual countries or on a regional level, in partnership with local DPOs and other partners.

Guided by 'Nothing about us without us', the Zero Project involves persons with disabilities in every aspect of its work.

Regarding research, in 2013/14, 243 Innovative Practices from 58 countries were nominated by the Zero Project expert network. 54 of them made it through the selection process, in which more than 200 experts took part. A majority of them presented their project at the Zero Project Conference in Vienna.

Following a similar procedure, 68 Innovative Policies from 34 countries were nominated. Among them, 25 policies were shortlisted by the Zero Project's Scientific Advisory Board, this year consisting of 28 renowned disability and accessibility experts from around the world. These 25 pre-selected policies were researched by the World Future Council. In the final step, 15 policies from Europe, Asia, America, Africa, Oceania and the Middle East were selected by the Scientific Advisory Board to be highlighted as 'Innovative Policies' in this year's Zero Project Report and at the forthcoming Zero Project Conference.

The Zero Project Social Indicators consist of 20 questions on the general implementation of the UN CRPD and another 12 questions on this year's topic, accessibility. Currently 164 disability experts from 130 countries have filled in the questionnaires, with a coverage of more than 80 percent of all the states that have ratified the UN CRPD. All the results for every individual question are visualised on the Zero Project Website with traffic lights and world maps, including hundreds of comments giving insight into the situation in many countries.

The huge coverage of so many states would not be possible without the great support of DPI (Disabled People's International), its member organisations and its chair, Javed Abidi.

The Zero Project Report is published on the occasion of the Zero Project Conference 2014, covering all current results (Innovative Practices, Innovative Policies, Social Indicators) on 164 pages. 1,000 copies have been printed and sent to leading opinion-leaders and decision-makers worldwide, including all governments that have ratified the UN CRPD.

ZERO PROJECT WEBSITE AND SOCIAL MEDIA

On the occasion of the Zero Project Conference 2014, the Zero Project Website (www.zeroproject.org) was relaunched. It includes now an extensive search tool to find Innovative Practices and Policies as well as to discover the status of implementation by country and question. A new online tool gives experts worldwide the opportunity to register,immediately enter data and view their answers to the Social Indicator questionnaires on the world map. Besides running the Zero Project Website, various social media activities have been started, including Facebook, Twitter and Youtube.

ZERO PROJECT CONFERENCE

In 2014, the Zero Project Conference in Vienna (Feb 27 and 28) was held in the UN Headquarters in Vienna, and was attended by a total of more than 300 participants from 50 countries, bringing together the representatives of more than 40 Innovative Practices and Policies with leading decision-makers and opinion-leaders worldwide. Leading organisations in the field of disability and human rights, like the International Disability Alliance and Disabled People's International, and of accessibility, such as the Global Alliance on Accessible Technologies and Environments (GAATES), the International Telecommunication Union (ITU) and the Global Initiative for Inclusive ICTs (G3ict), will be active at the conference, provide their expertise and present their latest work.

Besides this, in 2013 the Zero Project was invited, amongst others, to present its work at a Side Event of the Human Rights Council of the UN (HRC) in Geneva in March, and at a Side Event of the Human Rights Commission of the UN (OHCHR) in New York in July. Several presentations were also given by the Zero Project team members in conferences in Athens, Brussels, Budapest, Graz, Istanbul, Lisbon, Montreal, Riga and others.

FOREWORD BY MARTIN ESSL
FOUNDER OF THE ESSL FOUNDATION

'We want to remove barriers for persons with disabilities, as efficiently as we can.'

My wife Gerda and I started the Essl Foundation in 2007, as a charitable Austrian foundation. Among other projects that all centre around social innovation, social entrepreneurship and the support of persons with disabilities, the Zero Project has developed in an extraordinary way.

Coming from an entrepreneurial background, I am deeply convinced that the success of any enterprise depends on 'knowing your customers' and always trying to fullfill their needs.

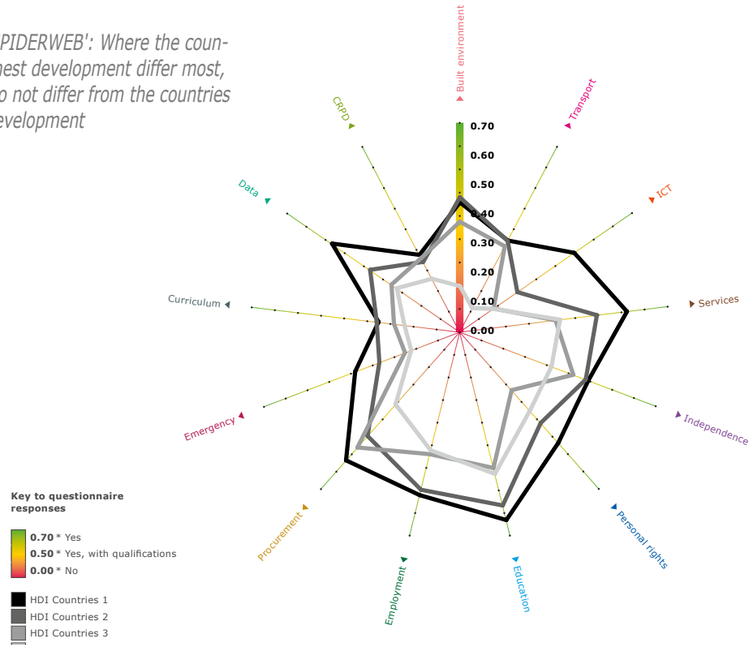
We learned in the first two years of the Zero Project that there is a real need for best practices. The UN Convention was still new and country after country signed and ratified it. Politicians, administrations and businesses have been under pressure since then to create change - and fortunately for all of us this pressure is getting bigger and bigger.

If you want to create change you have to look for best practice, and not try to reinvent the wheel hundreds of times. The Zero Project has developed into a worldwide network of more than 2.000 experts who contribute their knowledge in defining what the current best practices are, to speed up the process of implementing the UN CRPD.

We are proud of our role in the process of organising this network, and I can assure you that we constantly work to improve our system of Innovative Practices, Innovative Pollicies and Social Indicators. We want to remove barriers for persons with disabilities, as efficiently as we can.

Executive Summary: The 25 most important findings of the Zero Project 2014

'ZERO PROJECT SPIDERWEB': Where the countries with the highest development differ most, and where they do not differ from the countries with the lowest development



In this graph, the countries of the world have been aggregated into 4 groups according to the Human Development Index, and the 32 questions of the Zero Project into 13 different topics of the UN CRPD. It shows in which topics there is a bigger or smaller difference between the countries with the highest human development (HDI 1 countries) down to the countries with low human development (HDI 4 countries). The graph does not, however, answer the question whether, for instance, education is better implemented than employment.

FACTS & FIGURES OF THE ZERO PROJECT 2014

- Topic 2014: Accessibility
- Approx. 1,000 experts contributed their knowledge to the Social Indicators, Innovative Practices- and Policies-selection
- 130 countries with Social Indicators from 32 questions on the implementation of the UN CRPD
- 243 projects nominated as Innovative Practices; 54 selected
- 66 projects nominated as Innovative Policies; 15 selected

CORRELATION BETWEEN HUMAN DEVELOPMENT AND IMPLEMENTATION OF THE UN CRPD

Analysing the "Spiderweb"-graph there is apparently a correlation between the status of implementation (shown by the lines being more on the outer/greener area of the spiderweb) and the HDI-country groups (shown by the differently coloured lines).

Starting from the correlation the points in the graph to look at are those very the correlation (where lines have the widest gap), and where they are close or even cross each other.

ICT: DOMINANCE OF THE HIGH DEVELOPED COUNTRIES ALSO DUE TO DIFFERENT ATTITUDES

The HDI 1 countries have clearly better results than all others in two topics: Access to ICT and availability of data. In the field of ICT, HDI 3 and HDI 4 countries (countries with low human development) are at the same low level, whereas HDI 1 countries are clearly in the lead. This is a striking finding, since creating accessible ICT is considered far less costly than, for instance, accessibility of the built environment. The conclusion is that ICT accessibility is not only a question of budget, but also of the attitudes and mindsets of decision makers.

BUILT ENVIRONMENT: THE 'RICH' NOT IN THE LEAD

When aggregating the results of the questions on the built environment, the striking fact is that the highly developed countries (HDI 1 countries) are not in the lead, but on the same level as HDI 2 countries and only slightly better than HDI 3 countries. Only the least developed countries lag behind significantly. Also, this finding is contradictory to the belief that accessibility is mostly influenced by financial means. Looking at the breakdown of regions, it can be seen that countries of Central and Eastern Europe in particular are doing comparatively well in this field.

RIGHT TO MARRY AND HAVE CHILDREN GETS MOST GREEN LIGHTS

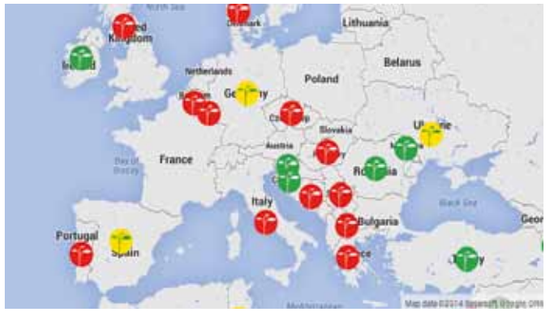
Among all 32 questions asked, the question on the right to marry and have children on an equal basis gets the most green lights and a worldwide coefficient of 0.78. In most constitutions and human rights-oriented legislations there is no discrimination against persons with disabilities.

ALTERNATIVE EMERGENCY SYSTEMS AND EMERGENCY PHONE LINES GET MOST RED LIGHTS

89 out of 130 countries came in with red lights when asked about the full accessibility of emergency early warning systems (meaning, in most countries, that not horns alone are used). Emergency phone lines are also not accessible in most countries. An inspiring Innovative Practice in this field is the catastrophe warning system in Japan, implemented by ATDO.

UNEMPLOYMENT PROBLEM OF THE EUROPEAN UNION

Looking at question A15 on the 'southside' of the Zero Project Graph Europe, there is the only Social Indicator where the coefficient for the European Union is below the world average. This means that the questionnaire respondents from within the European Union, on average, state that the employment of persons with disabilities is not increasing, but in fact decreasing. It seems to be quite legitimate to explain this negative divergence of the European Union as a result of the economic crisis and the austerity measures taken by governments. On the other hand, there is a good performance in Asian and Central and Eastern European countries.



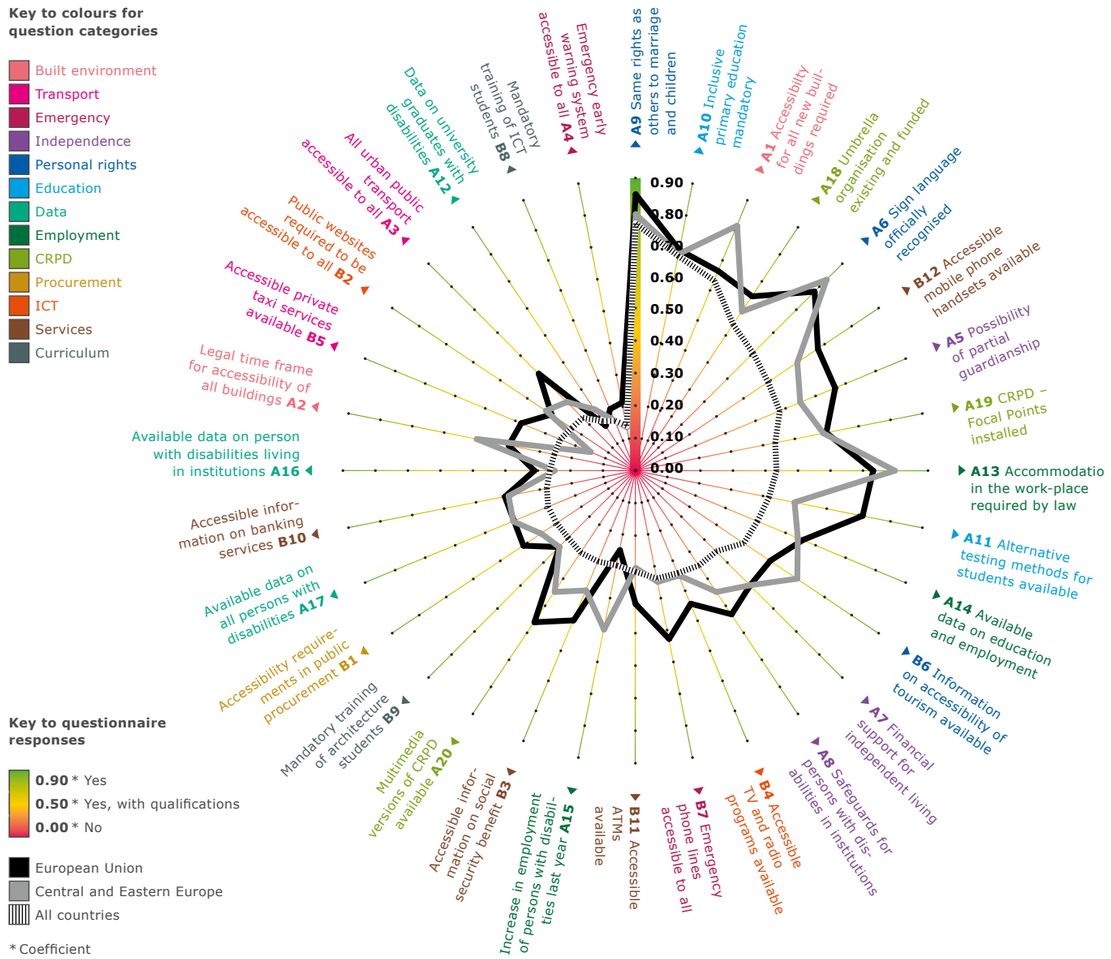
The employment level of persons with disability has decreased in the EU, according to the Social Indicators. The EU is doing worse than Central and Eastern Europe and other regions around the world.

Accessiblle door-to-door services are present in many developed countries. In several parts of the world, however, they are not.

ABOUT THE SOCIAL INDICATORS 2014

- All Social Indicators of the Zero Project are based exclusively on answers given by experts. Using expert panels is a common technique in all social sciences, mostly where data and statistics are not available, being especially true for disability issues.
- Answers given by experts may be biased in several ways. Experts may have different knowledge, have different backgrounds and priorities etc. Thus, the quality of this data limits the possibilites for aggregating and comparing results. Certain conclusions must not be made, for example it is not possible to conclude that country A is doing better in the implementation of the CRPD than country B.
- A total of 32 questions were asked: 20 on the implementation of the UN CRPD (Questionnaire A) and 12 specifically on accessibility (Questionnaire B).The questionnaires were answered by 164 experts from 130 countries. The questions could be answered with 'Yes' (green light), 'Yes with qualification' (orange light) and 'No' (red light) Answers were aggregated by country and by region, using coefficients A coefficient of 1.0 would mean that all res pondents of a region voted with 'Yes' (green light).

ZERO PROJECT GRAPH ON EUROPE: THE UN CRPD IN THE EU COMPARED TO CENTRAL & EASTERN EUROPE



All 32 questions ranked by approval of worldwide experts; a line farther away from the (red) centre indicates higher approval rates

WHERE EUROPE IS LEADING THE WAY

Analysing the 'Zero Project Graph Europe' shows that the European Union and the Central and Eastern European (CEE) countries are, in most of the 32 questions, doing better than the world average. The EU is doing best in terms of the officially recognised sign language, accommodation in the workplace, alternative testing methods for students, multimedia versions of the UN CRPD and urban transport.

CEE countries are doing best in terms of the accessibility of new buildings, legal timeframes for modifiying existing buildings, and increased employment of persons with disabilities.

THE DATA PROBLEM OF EUROPE

There is another very visible dent in the Zero Project Graph of the European Union and also of Central and Eastern Europe: available data. Whereas data on employment and education seem to be more available (question A14), data on persons with disabilities living in institutions (question A16) and on university graduates are not much better than the world averages. Comparing the general availability of data in the EU with, say, sub-Saharan Africa, the lack of data is striking.

Social Indicator on public transport: almost no capital city can be travelled freely by all persons with disability; but there are some encouraging Innovative Policies from South Africa and Indonesia.

ACCOMMODATION IN THE WORKPLACE: CENTRAL AND EASTERN EUROPEAN COUNTRIES IN THE LEAD

Looking at accommodation in the workplace (question A13), it is remarkable that Central and Eastern European coutries are, again, performing better than EU countries.

On the downside, Asia's score is far below average. Connecting this fact to the huge presence of the worldwide manufacturing industry in Asia means that accommodation in the workplace is consequently a much bigger issue than in other regions of the world. This reveals a big problem related to globalisation that has been so far not been sufficiently addressed.

NO TRANSPORT SYSTEM IS ACCESSIBLE FOR ALL

Public transport accessibility is a prerequiste of many other rights defined in the UN CRPD. So the fact that public transport systems in most of the capital cities of the world are not accessible should be taken very seriously: not a single clear 'Yes' was given. In addition, as a general remark from the additional comments, most public transport is accessible only for people with physical disabilities.

Many accessibility solutions have to be activated by a third person, which means devices cannot be used independently (Norway, Finland, Australia, Russia and South Africa). Other comments deplore the lack of training of transport operators which often leads to situations of discrimination and harassment (especially by bus drivers refusing to take persons with disabilities on board).

Still, Innovative Policies from South Africa and Indonesia demonstrate that, even outside highly developed countries, it is possibile to improve the situation substantially.

THE ZERO PROJECT: FOR A WORLD WITHOUT BARRIERS

The Zero Project was initiated by the Essl Foundation in 2010. It has been run in partnership with the World Future Council since 2011 and the European Foundation Centre since 2013. The mission of the Zero Project is to work for a world without barriers, according to the principles and Articles of the UN CRPD.

It does so by researching Innovative Practices and Innovative Polices worldwide that help to improve the lives of persons with disabilities, as well as researching Social Indicators that measure the implementation of the UN CRPD and the current situation in all countries of the world. Innovative Practices and Policies are communicated to decision-makers and opinion-leaders worldwide.

The Zero Project is not a legal entity, but a small core team of professionals from the Essl Foundation, the EFC and the WFC, whereas the expertise comes from a huge network of all kinds of disability experts from around the world. In the last three years, a total of approx. 2,000 experts from more than 130 countries have contributed in different ways.

An annual topic is chosen on which all the research is focused. In 2013/14 the topic is accessibility. In 2012/13 it was employment; and in 2014/15 it will be independent living, political and personal rights.

Regarding research in 2013/14, 243 Innovative Practices from 58 countries were nominated by the Zero Project expert network. 54 of them made it through the selection process. Following a similar procedure, 66 Innovative Policies from 30 countries were nominated, and 15 of them finally selected for inclusion in the report.

The Zero Project Social Indicators consist of 20 questions on the general implementation of the UN CRPD and another 12 questions on this year's topic, accessibility. Currently 164 disability experts from 130 countries have completed the questionnaires.

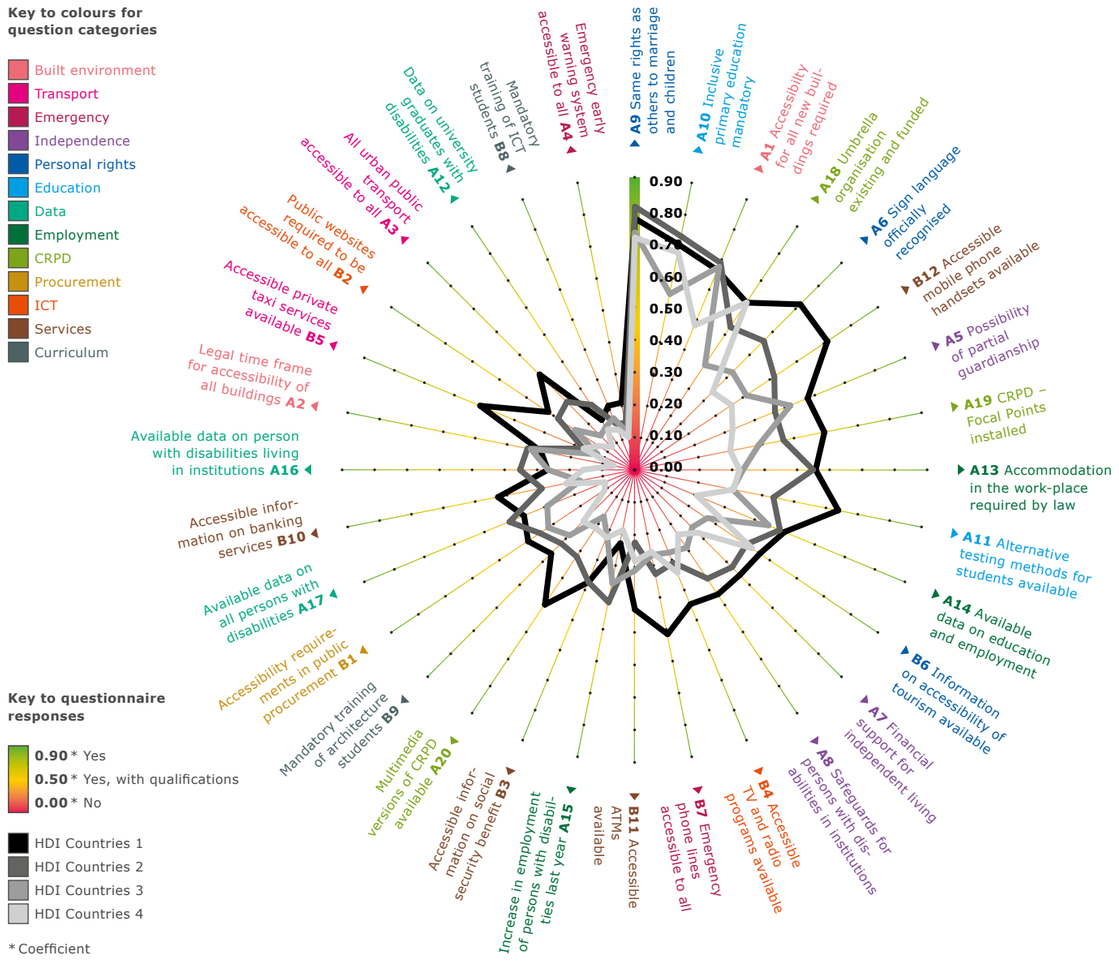
All the results of every individual question are visualised on the Zero Project Website with traffic lights and world maps, including hundreds of comments giving insight into the situation in many countries.

The Zero Project communicates through its website, Facebook, Youtube and Twitter, participation at international conferences and many more channels.

THE KEY FINDINGS OF THE SOCIAL INDICATORS OF THE ZERO PROJECT 2014

QUESTIONS AND FOCUS			ANALYSIS OF ALL 132 COUNTRIES					HDI COUNTRIES			
								1	2	3	4
No.	Question asked	Focus	'Yes'	'YwQ'	'No'	N/A	Coeff.	Coeff.	Coeff.	Coeff.	Coeff.
A1	Are all newly constructed buildings, to which there is public access, required by law to be accessible to all persons with disabilities?	Built Environment	54	43	22	1	0.63	0.67	0.70	0.68	0.48
A2	Is there a legal time frame for all existing buildings, to which there is public access, to be made accessible to all persons with disabilities?	Built Environment	22	18	81	1	0.26	0.30	0.33	0.33	0.07
A3	Are all urban public transports (bus, metro, tram) accessible to all persons with disabilities?	Transport	1	52	64	0	0.23	0.42	0.29	0.15	0.10
A4	In a situation of risk, is the state's early warning system accessible to all persons with disabilities?	Emergency	3	28	89	3	0.14	0.21	0.14	0.12	0.10
A5	Does the law provide for the possibility of partial guardianship?	Independent	27	49	31	14	0.48	0.58	0.48	0.52	0.33
A6	Is sign language an officially recognised language in the courts?	Personal rights	37	44	34	5	0.51	0.72	0.56	0.43	0.34
A7	Are all persons with disabilities legally entitled to all the finance needed to support their living independently and being included in the community?	Independent	7	67	41	1	0.35	0.46	0.43	0.25	0.27
A8	Do safeguards exist to ensure that, when persons with disabilities in institutions have the choice as to whether to stay or to leave, they stay only under their own volition?	Independent	12	52	44	8	0.35	0.46	0.40	0.29	0.24
A9	Do persons with disabilities have the same rights as others to marry, have children and raise those children?	Personal rights	70	43	7	2	0.76	0.78	0.82	0.73	0.72
A10	Does a child with disabilities have the right to receive free and compulsory primary education within the mainstream educational system?	Education	51	60	9	0	0.68	0.71	0.74	0.55	0.68
A11	Do university students with disabilities have access to alternative testing methods?	Education	17	60	35	6	0.42	0.64	0.44	0.31	0.31
A12	Are official statistics published covering the number of persons with disabilities who graduate from university?	Data	8	27	82	5	0.18	0.19	0.23	0.16	0.15
A13	Does the state oblige employers to take the necessary action on accommodations made in the work place for all employees with disabilities?	Employment	29	42	44	4	0.43	0.56	0.53	0.33	0.32
A14	Is the number of persons with disabilities employed by the state both calculated and published?	Employment	17	35	66	2	0.29	0.37	0.41	0.29	0.10
A15	Did the percentage of persons with disabilities employed increase in calendar year 2011/2012?	Employment	20	28	66	9	0.30	0.23	0.40	0.36	0.19
A16	Are official statistics published annually covering, at a minimum, the number, age group, sex, and care provided to all those persons with disabilities living in institutions?	Data	12	36	65	7	0.27	0.27	0.35	0.27	0.16
A17	Are official statistics about the education and employment of persons with disabilities published at least every 10 years?	Data	29	38	51	3	0.41	0.50	0.47	0.45	0.21
A18	Is there an umbrella organisation representing, at a minimum, 50% of all those associations for persons with disabilities, that directly receives basic public funding?	CRPD	45	39	35	4	0.54	0.62	0.53	0.39	0.62
A19	If the state has signed or ratified the Convention, has it designated 'focal points' within government to address matters relating to the Convention's implementation?	CRPD	23	55	37	3	0.44	0.60	0.48	0.39	0.30
A20	Is an audio version, a sign language translation and a plain language version of the Convention available on an official state website, in all official languages of the country?	CRPD	14	42	59	4	0.30	0.50	0.33	0.17	0.22
B1	Do public authorities in your country have obligations/rules to include functional accessibility requirements in ICT and built environment public procurement procedures?	Procurement	11	46	59	5	0.29	0.40	0.36	0.32	0.11
B2	Is there a legal requirement for public sector bodies' websites and websites of publicly available services in your country to be accessible to all persons with disabilities?	ICT	13	28	73	5	0.24	0.32	0.28	0.22	0.13
B3	In public services related to social security benefits, are the communication and delivery of the service accessible to all persons with disabilities?	Services	7	57	53	3	0.30	0.38	0.40	0.22	0.23
B4	In your country, are accessible broadcasting services (TV and radio programmes) readily available to all persons with disabilities?	ICT	3	76	41	1	0.34	0.45	0.30	0.28	0.34
B5	In your city, are accessible private taxi transportation services (reservation systems and vehicles) readily available to all persons with disabilities?	Transport	10	40	69	0	0.25	0.52	0.20	0.13	0.17
B6	Is there reliable information about the accessibility of tourism, sport and leisure services and facilities in your city?	Personal Rights	13	68	36	3	0.40	0.46	0.43	0.27	0.44
B7	Are your country's main emergency phone lines (police, fire brigade, ambulance) accessible to all persons with disabilities?	Emergency	14	52	52	2	0.34	0.52	0.32	0.27	0.26
B8	Do ICT university students receive mandatory training modules about inclusive design solutions?	Curriculum	2	35	80	4	0.17	0.21	0.15	0.17	0.13
B9	Do architects and engineers receive mandatory training modules about inclusive design solutions?	Curriculum	9	49	56	5	0.29	0.37	0.31	0.29	0.23
B10	In your country, is the information about banking services (i.e. bank accounts, loans, mortgages) accessible to all persons with disabilities?	Services	4	58	56	2	0.28	0.43	0.30	0.17	0.22
B11	In your country, are accessible ATMs (cash dispensing machines) readily available to all persons with disabilities?	Services	7	61	52	0	0.31	0.43	0.23	0.31	0.28
B12	In your country, are accessible mobile phone handsets readily available to all persons with disabilities?	Services	28	61	30	1	0.49	0.71	0.50	0.41	0.36

ZERO PROJECT GRAPH ON DEVELOPMENT, GROUPED ACCORDING TO THE HUMAN DEVELOPMENT INDEX



All 32 questions ranked by approval of worldwide experts; a line farther away from the (red) centre indicates higher approval rates, comparing the four country groups of the Human Development Index

Innovative Practice 2014 from Ethiopia: the guidebook on accessibility is a very useful tool in a low-income context; guidebooks in general are highly efficient tools to support accessibility

Innovative Policy 2014 from the United Kingdom: In 2012, London hosted the most inclusive Olympic and Paralympic Games ever. © Mark Todd

INNOVATIVE PRACTICES THAT CREATE CHANGE

The Zero Project has grouped both the shortlisted and the selected Innovative Practices according to the technique - i.e. solution or approach - that they use. A selection is shown here; the full list is in the section on Innovative Practices.

ANALYSIS OF TECHNIQUES USED		
	Shortlisted	Selected
All stakeholder	14	5
App/Software	15	5
Assistance	2	2
Database	5	1
E Books	4	1
Easy Language	5	0
Guidebooks	5	2
Innovative Devices	16	7
Maps	11	6
Multimedia Guides	4	2
Multimedia Presentation	4	2
One-Stop Shop	5	3
Peer	5	2
Professionals	10	3
Standards	8	4
Translation	8	5
Universal Design	14	5

PRACTICES WITH ALL-STAKEHOLDER INVOLVEMENT

Stakeholders always include persons with disabilities themselves, but also almost always professionals (architects, engineers etc.), planning and financing bodies, and businesses. Example: RIOinclui (Brazil).

PRACTICES USING APPS AND SOFTWARE

Since persons with disabilities can be considered as sophisticated users of technology, apps and software can be highly efficient, cheap and accessible to all. Example: EMT Madrid (Spain).

PRACTICES USING E-BOOKS/DIGITAL LIBRARY

Online libraries of e-books, audio books and all different kinds of alternative formats are at the heart of several education and training projects. Example: AMAC (USA).

PRACTICES, BASED ON INNOVATIVE DEVICES

Innovation and technology are definitely drivers of accessibility. Examples: Leveraged Freedom Chair; NVDA, Artesens and Manchester Museum in Arts; Barclays Bank and Bank Austria in Financial Services.

PRACTICES USING GUIDEBOOKS

Printed guidebooks are powerful even in the electronic age, especially, but not only, in the countries with low human development. Example: ECDD (Ethiopia).

PRACTICES USING ONLINE MAPS

Successful online maps bring down two further barriers: making maps accessible to all, including the blind and persons with learning difficulties, and finding ways to access the latest and most comprehensive data. Examples: wheelmap.org, ways4all, wege-finden.at.

PRACTICES BASED ON STANDARDS AND NORMS

These practices help to define minimum requirements for the accessibility of buildings and prompt the construction industry to produce adequate materials and professional craftsmen to develop the right skills. In ICT, standards and norms are about defining interfaces for hardware and software to create connectivity. Examples: Amóvil (Spain), BCA Singapore.

PRACTICES BASED ON UNIVERSAL DESIGN

Universal design refers to broad-spectrum ideas meant to produce buildings, products and environments that are inherently accessible (source: wikipedia.org), in a sense that the usability by all persons is at the core of the design process, and not only through added elements that make them a little more accessibile. Examples: "Most accessible office building in the world" (Denmark), Airport Istanbul, intro vzw (Belgium).

ABOUT INNOVATIVE PRACTICES

- Innovative Practices are examplary practices in the field of disability that are social innovations with a proof-of-concept, working in the field of accessibility.
- The key criteria are impact, innovation, professional ap proach and scalability, non-profit, but also for-profit models.
- Innovative Practices are nominated, evaluated and selected by the Zero Project network.
- 243 projects were nominated, 134 shortlisted and finally 54 selected as Innovative Practices 2014, all working on different aspects of accessibility.
- All shortlisted and selected Practices can be fully researched on the Zero Project website.

THE 54 INNOVATIVE PRACTICES 2014 OF THE ZERO PROJECT ON ACCESSIBILITY

INNOVATIVE PRACTICE	ORGANISATION	COUNTRY	DETAILS
NVDA (NonVisual Desktop Access)	NV Access Limited	Australia	NVDA is a free, fully functional, portable screen reader for Microsoft Windows
Accessible Map	CEIT ALANOVA gGmbH, Hilfsgemeinschaft	Austria	Talking city maps for visually impaired persons
AppHear	hörwelt GmbH	Austria	Mobile hearing aid on shopping carts
Barrierefreie Bank Austria	Bank Austria	Austria	Accessible banking services, barrierfree foyer
easy entrance - Unternehmensberatung und Architektur	easy entrance GmbH	Austria	Business consultancy for accessible working environments
Maths in Braille	Hilfsgemeinschaft der Blinden u. S.	Austria	Open source tool to convert mathematical formulas
MoViH	WU Wien, Institut für Transportwirtschaft	Austria	Database for barrier-free public transport systems
ÖZIV Access	ÖZIV, Österr. Zivilinvalidenverband	Austria	Advocacy to sensitize on accessibility
RelayService	ÖGSbarrierefrei	Austria	Telephone exchange service for deaf people
ways4all	FH JOANNEUM GmbH	Austria	Public transportation made accessible
wege-finden.at	Forschungskonsortium B I S	Austria	Online route planning tool
European standards for easy to read	Inclusion Europe aisbl	Belgium	European easy-to-read logo
Making events accessible	Intro vzw	Belgium	Enabling access to various events
Housing and access	RIOinclui	Brazil	Accessible housing in poverty striken areas
Theater in the Service of Diversity	Escole de Gente	Brazil	Cultural inclusion through accessible theater, various translation tools used
Ayudas técnicas y asistencia tecnológica	Corporacion CETRAM	Chile	Low cost and high performance technical aids and assistive technology
Kit de inclusión digital para personas con discapacidad	Corporación Discapacidad Colombia	Colombia	Platform offering solutions for IT inclusion
The Most Accessible Office House in the World	Disabled peoples organisations Denmark	Denmark	Inclusive office building
Accessible and supportive university	Tallinn University of Technology	Estonia	Disabled students as consultants for accessibilty at university
Promote accessibility in Ethiopia	ECDD	Ethiopia	Guide book on accessibility, inclusive urban development
ACCEO	Delta Process	France	Service provider for accessible phone calls
Accessibilité de la communication	SCOP LE MESSAGEUR	France	Simultaneous transcription in Braille and other languages, on-site and remote
Artesens, l'éveil artistique par les sens pour tous	ARTESENS	France	Reproduction of art, historical role plays
Online Translationsystem	Verba Voice	Germany	Online interpreting system for hearing-impaired people
PIKSL	In der Gemeinde leben gGmbH	Germany	Cooperation reduces (digital) complexity
Wheelmap.org	Sozialhelden e.V.	Germany	Online and interactive city-map, wheelchair accessibility
E-Speak Text To Speech (TTS)	Centre for Internet and Society	India	Open source text-to-speech engine
Home from Home Appartment	Muscular Dystrophy Ireland	Irland	Independent fully accessible accommodation with aids & appliances
Evacuation manual using DAISY	Assistive Technology Deveopment Org.	Japan	Evacuation manual in DAISY multimedia format
e-Accessible Education in Macedonia and Serbia	Open the Windows EHO	Macedonia	Children with disabilities in mainstream primary education, assistive technology
Accessibility Guide for Employers in Mexico, Peru, Ecuador	The Trust for The Americas	Mexico	Accessibility at Work
Accessible Transport	Association of Youth with Disabilities	Montenegro	Transport support for students
Accessibility as part of the business concept	Scandic Hotels	Norway	Accessibility incorporated in everything
Color ADD - Colour is for all!	Color ADD	Portugal	Universal graphic code to identify colors
Mada - Qatar Assistive Technology Center	Mada (Qatar Assistive Technology Center)	Qatar	One-stop-shop for assistive technology in arabic language
The BCA Universal Design (UD) Mark	Building and Construction Authority (BCA)	Singapore	Certification scheme on Universal Design
Learnership for unemployed rural youth	ATHENA - Interactive Training Network	South Africa	Dual Education, workexperience, mobile college
Amovil	Fundación ONCE	Spain	Comparative analysis of accessibility features in mobile devices
ASPACEnet	ASPACE y Fundacion Vodafone Espana	Spain	Social interaction of people with cerebral palsy through new technologies
ICT to make public bus more accessible	EMT Madrid	Spain	Visual and acoustic information on public buses in Madrid
Network for Excellence o. t. Flag of Towns a. Cities for All	Design for All Foundation	Spain	Urban centers made accessible for all
Accessible Museums in the Western Balkans	Cultural Heritage without Borders	Sweden	Communicating art in the Western Balkans
Obstacle-Free Airport Project	TAV Istanbul	Turkey	Airport made accessible
Inclusive Education practices	USDC Uganda	Uganda	A fully inclusive and accessible school in Uganda
Accessible information adapted by pwd	Inspired Services Publishing	UK	Accessible information adapted by people with intellectual disabilities
Accessible London	City Bridge Trust	UK	Improving access to buildings of 3rd sector
Changing Places Toilets	Changing Places Consortium	UK	Campaign for accessible toilets in public spaces
Stations made easy	ATOC Ltd	UK	Maps of railway stations, community based
The talking ATM (Automatic Teller Machine)	Barclays Bank	UK	Audio enabled ATMs
Virtual object handling in museums	Manchester Museum	UK	Haptic and tactile museum experience, 3-D scan
Access programmemes, MoMA New York	The Museum of Modern Arts NY	USA	Training on inclusive art education
AMAC	AMAC Accessibility Solutions	USA	One stop shop for digitized media
Leveraged Freedom Chair (LFC)	Global Research Innovation and Technology	USA	Wheelchair to travel on unpaved surfaces
Community based Disaster Risk Reduction Management	Malteser International	Vietnam	Community based disaster risk management

INNOVATIVE POLICIES THAT CREATE CHANGE

Policies can be excellent tools for promoting social change. Whilst employing a broad range of mechanisms, the 15 selected Innovative Policies can be categorized as follows:
• Laws (3): India, Norway, and Qatar
• Action plans (5): Australia, Cape Town/South Africa, Colombia, Kuala Lumpur/Malaysia, and London/UK
• Programmes (3): Hong Kong/China, Japan, Spain
• Standards (4): Berlin/Germany, Ireland, Solo City/Indonesia, and Uganda.
Innovative Policies 2014 concern all government levels, from the local level, to the regional, up to the national level.

DRIVERS OF LEGISLATIVE ACTION

Most Innovative Policies were developed by public authorities. However, other organizations also drive legislative action. Notably three of the policies were the direct result of lobbying by DPOs: India, Uganda and Solo/Indonesia.

POLICIES FOR ALL ASPECTS OF UN CRPD ARTICLE 9

Increasingly, accessibility is addressed in all its complexity. Countries enact comprehensive approaches such as non-discrimination laws mandating accessibility for several or all aspects of CRPD Article 9. More and more policies are tackling specifically the access to information and communication (Qatar) as well as products and services (Ireland).

BENEFITS PERSONS WITH ALL TYPES OF DISABILITIES

Most Innovative Policies pay attention to the universal design approach. Many policies implement measures that benefit people with physical disabilities as well as people who are sight or hearing impaired. However, accessibility policies tackling the exclusion of people who use easy language and persons with psychosocial problems, are still rare.

POLICIES IMPROVING ACCESSIBILITY EXPERTISE

Appropriate training for all relevant stakeholders is needed, as well as professionals who can confidently act as experts in matters of accessibility. Kuala Lumpur and Berlin require accessibility expertise amongst planners, who are obliged to submit a concept of accessibility. Hong Kong/China established specific Access Coordinators and Access Officers.

POLICIES MANDATING STANDARDS AND COMPLIANCE

Standards and compliance should be mandated by law. Norway established inaccessibility as a case of discrimination and universal design as an enforceable legal standard.

POLICIES USING REVIEWS AND INSPECTIONS

Accessibility standards need to be part of building regulations. Access auditors should inspect construction and have the possibility to issue a stop-work order, as in Kuala Lumpur/Malaysia. Uganda's Ministry of Education mandated accessibility for all national school construction projects and can review plans as part of its approval process.

POLICIES FOR LOW-INCOME CONTEXTS

Increasingly, countries in the Global South develop minimum accessibility standards that, as in Uganda, contain context-specific guidance on accessible water wells for example.
In the field of transport, enforceable standards (Solo City/Indonesia) and action plans (Cape Town/South Africa) can mainstream universal design in transport services. A strategic approach with priorities can make the most of limited resources. For example, Colombia's Plan Vive Digital creates Internet access for rural populations, whilst implementing specific measures to overcome the digital exclusion of people with disabilities. As well, too many development programmes and projects are disability-specific. Australia developed a strategy that mainstreams disability into development cooperation.

ABOUT INNOVATIVE POLICIES

Innovative Policies have achieved identifiable improvements on the ground, and point to a positive dynamic of change that can be easily replicated in many countries to advance the implementation of the UN Convention on the Rights of Persons with Disabilities (UN CPRD). Innovative Policies are nominated by the Zero Project network, researched by the World Future Council and selected by the Zero Project's Scientific Advisory Board. Key selection criteria are innovation, impact and transferability. 68 policies from 34 countries have been nominated, 25 shortlisted and finally 15 selected as Innovative Policies. All shortlisted and selected policies can be fully researched on the Zero Project Website.

THE 15 INNOVATIVE POLICIES 2014 OF THE ZERO PROJECT ON ACCESSIBILITY

TITLE	COUNTRY	BRIEF SUMMARY	CATEGORY
Development aid as enabler for accessibility, 2009-2014	Australia	With its Development for All: Towards a Disability-inclusive Australian Aid Program of 2009-2014, Australia has improved the reach and effectiveness of its development assistance by ensuring that people with disabilities are included, contribute and benefit equally from development efforts. From 2009-2014, it provided 5.5 million USD for 125 disabled peoples' organisations.	Action Plan (Built Environment, Transport, Information) ; Country Level
Hong Kong´s retrofitting programme, 2010	China	In 2010, Hong Kong established two programmes - the Barrier-free Access & Facilities Retrofitting Programme and the Access Co-ordinator & Officer Scheme - that make existing government premises accessible, supported by accessibility coordinators for departmental awareness raising. By 2013, 90% of the 3,500 premises covered have been retrofitted and 80 Access Coordinators appointed.	Programme (Built Environment, Services) ; City Level
Internet access for disadvantaged Colombians, 2010-2014	Colombia	Colombia's Plan Vive Digital: Technology in the Life of Every Colombian of 2010-2014 is exemplary as it is a generic action plan fostering Internet access for everyone, whilst mainstreaming the specific accessibility needs of people with disabilities. By 2014, more than 800 centres will provide tools promoting accessibility and offer 1.2 million people with disabilities opportunities to use ICTs.	Action Plan (Information) ; Country Level
Mandatory barrier-free construction in Berlin, 2011-2	Germany	The German capital has published the comprehensive handbooks Berlin - Design For All: Accessible Public Buildings of 2012 and Design For All: Public Outdoor Spaces of 2011 that are mandatory for all Berlin State construction projects. In 2012 Berlin received the Access City Award of the European Commission and is the coordinator of the EUROCITIES' Working Group Barrier-free City for All.	Standard (Built Environment) ; City Level
Copyright exception for accessible formats, 2012	India	Among the 50 countries with copyright exceptions, the approach of India's Copyright Amendment Act No. 27 of 2012 stands out as it is inclusive and non-bureaucratic, catering to the needs of persons with disabilities living in the Global South. As of 2013, 95 Indian members of DAISY (Digital Accessible Information System) have converted 25,000 books, available to some 50,000 users.	Law (Information) ; Country Level
Access to transport that can be enforced, Solo City, 2006	Indonesia	Solo city's Standard of Accessibility of Public Transportation, Information and Communication of 2006 is legally binding and significant as it includes provisions for accessible information and communication. Its accessible facilities include 60 bus shelters, three railway stations, 54 traffic lights, four city walks, as well as the availability of sign language interpreters and screen readers.	Standard (Transport, Information) ; City Level
Accessible services for energy customers, 2012	Ireland	Specifically designed to be easily applicable, Ireland's Standard SWiFT 9:2012 Universal Design For Energy Suppliers offers managers, developers, providers and procurers guidance that illustrates how to communicate with 1.6 million energy customers. It is the world's first accessibility standard to be adopted in the energy sector and is being implemented by all seven energy suppliers.	Standard (Services) ; Country Level
Cheaper mortgages for accessible homes, 1996-2007	Japan	By offering lower interest rates, Japan's Housing Mortgage Scheme For The Ageing Future, 1996-2007 incentivises individuals and housing providers to construct dwellings that respect requirements on accessibility and usability, addressing the need for accessible private housing in an ageing society. Housing mortgages related to design for ageing increased to over 60%.	Programme (Built Environment) ; Country Level
Kuala Lumpur: Monitoring and enforcing accessibility, 2010	Malaysia	The Action Plan Towards Kuala Lumpur as Accessible City of 2010 sets out an implementation framework for its accessibility standards of the built environment that includes comprehensive monitoring and enforcement, from design to post-construction. Since 2010, 70 access audits have been carried out and nine training workshops held.	Action Plan (Built Environment) ; City Level
Universal Design in Non-Discrimination Law, 2008	Norway	Focusing on the built environment, transport and information, Norway's Anti-Discrimination and Accessibility Act of 2008 established inaccessibility as a case of discrimination. Universal design is now an enforceable legal standard. Norway's Equality and Anti-discrimination Ombudsman receives 320 requests a year regarding universal design and, as of 2012, completed 291 cases.	Law (Built Environment, Transport, Information) ; Country Level
Comprehensive eAccessibility policy, 2011	Qatar	The National eAccessibility Policy of Qatar of 2011 addresses key issues around information and communication technologies. Since 2011, 20 assistive technology solutions for Arabic were introduced, 1,100 people with a disability and 950 professionals were trained, over 60 websites became more accessible and telecoms providers now offer 50% discount on tariffs to persons with disabilities.	Law (Information) ; Country Level
Inclusive design of Cape Town's Bus System, 2009	South Africa	The Universal Access Policy of Cape Town's MyCiTi Integrated Rapid Transport System of 2009 is a comprehensive, long-term, multi-level effort that mainstreams universal design, covering the entire journey. All 379 buses, 35 stations and 161 roadside bus stops are accessible, as well as 22.4 km of pathways.	Action Plan (Transport) ; City Level
Public-Private Partnership for Accessibility, 2011	Spain	In Spain, one of the world's biggest public-private partnerships between the government and civil society concerning universal accessibility has been established. The Framework Agreement between IMSERSO and Fundación ONCE of 2011 implemented 124 accessibility projects in 120 municipalities with a €4.7 million investment.	Programme (Built Environment, Transport, Information) ; Country Level
Mandatory Accessibility Standards, 2010	Uganda	Uganda is among the first sub-Saharan countries to have developed their own accessibility standards. Adopted by the Ministry of Education as well as the Ugandan Society of Architects, Uganda's Obligatory Accessibility Standards of 2010 are mandatory for school construction projects and serve as a basis for accessibility audits and court cases. A National Accessibility Audit Committee was set up.	Standard (Built Environment, Information) ; Country Level
The most inclusive Olympic and Paralympic Games, London, 2009-2012	United Kingdom	London 2012 approached the Olympic and Paralympic Games for the first time as one event. The Accessibility Policy of the London Organising Committee of 2009-2012 inculcated accessibility into everything, from venue management to ticketing, and provided additional services. For the first time people with disabilities were able to participate in every single aspect of the Games.	Action Plan (Built Environment, Information) ; City Level

INTRODUCTION TO THE SOCIAL INDICATORS

- 20 questions on the implementation of the UN CRPD plus 12 questions specifically on accessibility, this year's focus.
- 164 experts from 130 countries answered the questionnaire, covering most of the countries that have signed or ratified the UN CRPD.
- Experts vote with a traffic light system, a green light indicating a 'Yes', an orange light indicating a 'Yes with qualifications' and a red light indicating a 'No'.
- Experts were also encouraged to comment on the traffic light decisions, in many cases giving a unique insight into the situation on the ground.
- All answers are presented on the Zero Project website as world maps. Data can be drilled down to individual expert levels and their comments.
- Questionnaire respondents are encouraged to update their answers and comments regularly via the Zero Project website.

The roots of the Zero Project lie in social indicators designed to measure the implementation of the UN CRPD (first launched as the 'Essl Social Index' back in 2009). The social indicators of the Zero Project were, and still are, designed to complement work done by national monitoring bodies that assess the implementation of the UN CRPD and by others like ANED.

The Zero Project questionnaire focuses on concrete implementations of the most important rights granted by the UN CRPD. The questions asked of expert panels can be answered by choosing 'Yes', 'Yes, with qualifications' or 'No', illustrated by a traffic light system and very often supplemented by additional remarks from the experts.

COVERAGE OF 130 COUNTRIES, WITH SIGNIFICANT HELP FROM PARTNER ORGANISATIONS

In this year's Zero Project Report, with the essential help of the respondents to our questionnaire from around the world, we have been able once more to increase the coverage of our survey substantially, as these figures show:

- 15 countries in 2010
- 36 countries in 2012
- 55 countries in 2013
- 130 countries in 2014

This tremendous increase in our coverage of countries can be attributed to the recognition of the Zero Project by worldwide experts, and also to the increasing quality of its database that contained more than 2,500 experts by mid 2013. Most important, however, is the support that the Zero Project gets from several organisations that forward the request to fill in the questionnaire to their network partners or membership organisations.

In 2014, outstanding support was again given by DPI. More than a hundred member organisations of DPI worldwide (!) filled in the questionnaire. RIADIS contributed a lot to the above-average coverage of Latin American countries, and NAWAF achieved the same for several Arab countries.

NEW LANGUAGES AND FORMATS ADDED

The Zero Project Questionnaires were made available in 8 different languages - English, French, Spanish, German, Italian, Russian, Arabic and Chinese - and were downloadable from the Zero Project website.

Respondents could choose between answering online (using an online survey tool and a registration code) or by sending the questionnaire as an e-mail attachment (using either MS Excel or a barrier-free version of MS Word).

ONLINE PRESENTATION WITH WORLD MAP AND CONTINUOUS UPDATES

All results of the 2014 survey have now been transferred to the Zero Project website, where they are presented on a world map. The map can be zoomed in and out. When clicking on a symbol, the name of the respondent and additional remarks, if available, are shown, making it easy to access and compare data.

The online database enables the Zero Project to update and expand data continuously. All experts that have already contributed with their expertise will be contacted regularly to check and update their answers and comments.

Other experts worldwide will be regularly encouraged to register and add their answers to the database. Thus, the Zero Project team is confident that the available data will allow new kinds of analysis in the near future, based on a growing quantity and increasing quality of data, based not only on the traffic lights but also on the comments of the experts.

Because of the enormous amount of data, the presentation on a question-per-question basis used in the former Zero Project Reports had to be abandoned. Only summarised results are being published this year.

OPEN-SOURCE DATA AVAILABLE

As a new feature in 2014, it is possible for more than one expert per country to fill in the questionnaire. A total of 164 experts had completed the questionnaire by the end of 2013. Countries covered by more than one expert include Bangladesh, Belgium, Bosnia-Herzegovina, Egypt, El Salvador, Ethiopia, India, Iraq, Ireland, Jordan (best covered country of all, with 5 respondents), Lebanon, Libya, Mexico, Palestine (not

a member of the UN, but recognised by 134 of UN member states), Portugal, Senegal, Serbia, Spain, Syria, Tunisia, USA and Uzbekistan.

For the first time, with the introduction of the online database, the Zero Project can offer full transparency of all data and research published. The complete open-source data, as of December 2013, is also freely available for download on the website, enabling every social scientist the chance to conduct his/her own research.

Experts and social scientists are encouraged to use the database to find different methods of analysing this unique set of data!

QUESTIONNAIRE A ON UN CRPD, B ON ACCESSIBILITY

For the third year in succession, the Zero Project has maintained the core of 20 social indicators around which the questions are formulated in the questionnaire, calling it 'Questionnaire A on the UN CRPD'. Only some minor changes have been made compared to last year:
1. Question A3 on transportation: following experts' recommendations, the scope has been extended and the question addresses not only public buses but 'urban public transport'.
2. A question on website accessibility has been included in the Accessibility questionnaire (question B2). Also, the scope has been extended to ask not only about government websites but also the websites of publicly available services.
3. Question on education (A10). In the additional remarks, we have explicitly included: 'Together with "child", this question refers also to adults with disabilities who lacked the opportunities when they were young', in order to better represent persons with intellectual disabilities and persons with mental health problems.
4. Two questions on participation in public and political life have been removed.

Since last year, a second questionnaire has been created annually, covering the special topic for that year. Thus in 2014 an additional Questionnaire B on Accessibility was created. Much of the work was done by the EFC, who aggregated numerous discussions, interviews and background research into a questionnaire with 12 questions, covering all different kinds of accessibility, including banking services and the requirement for accessibility in public procurement procedures.

Respondents were encouraged to answer both Questionnaires A and B, which most of them did; only a few filled in only Questionnaire A or B. Consequently, with some minor exceptions, most questionnaires were answered completely: only approx. 3 percent of all answers were 'n/a' or blank. Three questions clearly had more impact than the others: the possibility of partial guardianship (question A5), safeguards in institutions (A15), and the development of employment data (A18).

Since Questionnaire A also contains several questions on accessibility, an impressive 17 questions on accessibility were asked, and answered by up to 160 experts in 123 countries.

HOW DATA WAS ANALYSED AND PUBLISHED

All social indicators of the Zero Project are based exclusively on answers given by experts. No statistics from other sources were used or added. Using expert panels is a common technique in all social sciences, mostly where data and statistics are not available, being especially true for disability issues.

Answers given by experts may by biased in several ways. Experts may have different levels of knowledge, may have different backgrounds and priorities. They may spend different amounts of time, and involve different numbers of other people. Some of them may do background research and some may not, and so on.

Thus, the quality of data that is based on expert panels limits the possibilities for aggregating and comparing results. The quality can be improved, e.g. by using standardised questions. Or it can be improved by asking for clear facts, figures and numbers, which the Zero Project has done extensively.

Still, because of data quality, certain calculations must not be done, and certain conclusions must not be made. It is not possible to conclude, for example, that country A is doing worse than country B in implementing the UN CRPD, always a very tempting thing to do.

HOW SOCIAL INDICATORS WERE CREATED

Working on a database of 130 countries (with 164 respondents) and 32 questions - a total of roughly 5,000 data items augmented with hundreds of interesting comments - several interesting and unique calculations could be made, leading to powerful and completely new insights.

ANALYSIS OF 8 WORLD REGIONS

All countries were divided into 8 subgroups:
1. European Union (20 countries)
2. Central & Eastern Europe (12 countries; including 6 EU members)
3. Central Asia (10 countries, mostly former Soviet Union)
4. Asia Pacific (20 countries)
5. (Sub-Saharan)Africa (32 countries)
6. Arab countries (13 countries)
7. South America (8 countries)
8. Central America (17 countries)

Every defined region contained 8 to 32 countries, and an average of all those countries was calculated for every question. (In the case of more than one respondent per country, an average per country was first calculated.) Aggregations were made by giving 1 point for a green light, 0.5 points for an orange light, and 0 points for a red light (missing answers were excluded from averaging). This added up to a scale of 0 to 1 for each region and for each of the 32 questions:

Indicator 0: means that all the respondents from all the countries in one region have answered the question with a red light
Indicator 1: means that all the respondents from all the countries in one region have answered the question with a green light

The 'big gap' in this analysis is North America, which could not be included as it contains only two countries (represented by three respondents): the USA and Canada. The Zero Project team is aware that their absence is a clear shortcoming of the current research, a gap to to be filled in the new future.

Other countries that are not covered in the 'regions analysis' are the non-EU and non-CEE countries of Norway and Iceland.

REGIONAL BREAKDOWN ACCORDING TO THE HUMAN DEVELOPMENT INDEX

The Human Development Index (HDI) of the United Nations clusters all countries into one of four groups, according to their level of human development. HDI 1 are the most developed countries, HDI 4 the least developed countries. (http://en.wikipedia.org/wiki/Human_Development_Index).

The Zero Project has used this system to compare how the 'rich' and the 'poor' countries fare in implementing the UN CRPD, measured by every one of the 32 questions.
In another, similar approach, countries that have ratified the UN CRPD were compared with those that have only signed the UN CRPD and those that have not even gone that far.

AGGREGATING THE 32 INDIVIDUAL QUESTIONS TO 13 THEMATIC CLUSTERS

A final approach was chosen in which not only countries were aggregated, but the 32 questions were also grouped into the following 13 thematic clusters:

- Built Environment
- CRPD (e.g. Installation of Focal Points)
- Data Availability
- Curriculum of Universities
- Education
- Emergencies
- Employment
- ICT
- Independent Living
- Personal and Political Rights
- Products and Services
- Public Procurement
- Transport

DIVERGENCES ARE THE MOST INTERESTING PART

Using the methodology stated above, a world average of all 130 countries for every one of the 32 questions was calculated, yielding an indicator (between 0 and 1) for each of the questions. In a second step, all questions were ranked by this indicator. The graphic representation of this ranking as a circle compared different regions and continents as well as the countries with higher and lower human development..

Now, the most interesting findings can be derived from the divergences of the regions from the world average, or - in a similar approach - the differences between two regions of the world, or the differences between the more and less developed. Naturally, on average, the very high developed countries (HDI 1) are doing better on most questions and therefore on implementing the UN CRPD. But where are they exceptionally far ahead, and where are they close to the others, or even behind? These are the results to look at. The same is true for differences between, say, the European Union and Central & Eastern European countries, or the African and Arab regions.

SUMMARY OF RESULTS OF ALL 32 QUESTIONS ON THE UN CRPD AND ON ACCESSIBILITY

QUESTION NO.	QUESTION	TOPIC
	Number of countries	
A1	Are all newly constructed buildings, to which there is public access, required by law to be accessible to all persons with disabilities?	Built
A2	Is there a legal time frame for all existing buildings, to which there is public access, to be made accessible to all persons with disabilities?	Built
A3	Are all urban public transport systems (bus, metro, tram) accessible to all persons with disabilities?	Transport
A4	In a situation of risk, is the state's early warning system accessible to all persons with disabilities?	Emergency
A5	Does the law provide for the possibility of partial guardianship?	Independent
A6	Is sign language an officially recognised language in the courts?	Personal rights
A7	Are all persons with disabilities legally entitled to all the finance needed to support their living independently and being included in the community?	Independent
A8	Do safeguards exist to ensure that, when persons with disabilities in institutions have the choice as to whether to stay or to leave, they stay only under their own volition?	Independent
A9	Do persons with disabilities have the same rights as others to marry, have children and raise those children?	Personal rights
A10	Does a child with disabilities have the right to receive free and compulsory primary education within the mainstream educational system?	Education
A11	Do university students with disabilities have access to alternative testing methods?	Education
A12	Are official statistics published covering the number of persons with disabilities who graduate from university?	Data
A13	Does the state oblige employers to take the necessary action on accommodations made in the work place for all employees with disabilities?	Employment
A14	Is the number of persons with disabilities employed by the state both calculated and published?	Employment
A15	Did the percentage of persons with disabilities employed increase in calendar year 2011?	Employment
A16	Are official statistics published annually covering, at the minimum, the number, age group, sex, and care provided to all those persons with disabilities living in institutions?	Data
A17	Are official statistics about the education and employment of persons with disabilities published at least every 10 years?	Data
A18	Is there an umbrella organisation representing, at a minimum, 50% of all those associations for persons with disabilities, that directly receive basic public funding?	CRPD
A19	If the state has signed, or ratified, the Convention, has it designated 'focal points' within government to address matters relating to the Convention's implementation?	CRPD
A20	Is an audio version, a sign language translation and a plain language version of the Convention available on an official state website, in all official languages of the country?	CRPD
B1	Do public authorities in your country have obligations/rules to include functional accessibility requirements in ICT and built environment public procurement procedures?	Procurement
B2	Is there a legal requirement for public sector bodies' websites and websites of publicly available services in your country to be accessible to all persons with disabilities?	ICT
B3	In public services related to social security benefits, are the communication and delivery of the service accessible to all persons with disabilities?	Services
B4	In your country, are accessible broadcasting services (TV and radio programmes) readily available to all persons with disabilities?	ICT
B5	In your city, are accessible private taxi transportation services (reservation systems and vehicles) readily available to all persons with disabilities?	Transport
B6	Is there reliable information about the accessibility of tourism, sport and leisure services and facilities in your city?	Personal Rights
B7	Are your country main emergency phone lines (police, firemen, ambulance) accessible to all persons with disabilities?	Emergency
B8	Do ICT university students receive mandatory training modules about inclusive design solutions?	Curriculum
B9	Do architects and engineers receive mandatory training modules about inclusive design solutions?	Curriculum
B10	In your country, is the information about banking services (i.e. bank accounts, loans, mortgages) accessible to all persons with disabilities?	Services
B11	In your country, are accessible ATMs (cash dispensing machines) readily available to all persons with disabilities?	Services
B12	In your country, are accessible mobile phone handsets readily available to all persons with disabilities?	Services

ANALYSIS OF ALL 130 COUNTRIES					HUMAN DEVELOPMENT INDEX (1: Very high; 4: low)				UN CRPD STATUS			REGIONS AND CONTINENTS																	
Y	YwQ	N	NA	All	1	2	3	4	R	S	N	EU		CEE		Central Asia		Asia Pacific		South America		Central America		(Subsaharan) Africa		Arab Countries	
				130	32	35	30	33	101	18	11	20		12		10		20		8		17		32		13	
				Coeff	Coeff	Coeff	Coeff	Coeff	Coeff	Coeff	Coeff	Coeff	Rank	Coeff	Rank	Coeff	Rank	Coeff	Rank	Coeff	Rank	Coeff	Rank	Coeff	Rank	Coeff	Rank
54	43	22	1	0.63	0.67	0.70	0.68	0.48	0.64	0.62	0.60	0.67	7	0.82	2	0.75	1	0.68	2	0.69	2	0.44	4	0.57	4	0.62	4
22	18	81	1	0.26	0.30	0.33	0.33	0.07	0.26	0.26	0.20	0.40	24	0.50	12	0.25	21	0.29	22	0.25	27	0.34	14	0.15	25	0.12	29
1	52	64	0	0.23	0.42	0.29	0.15	0.10	0.24	0.18	0.25	0.42	19	0.30	26	0.11	30	0.18	31	0.36	16	0.26	23	0.12	29	0.27	21
3	28	89	3	0.14	0.21	0.14	0.12	0.10	0.15	0.12	0.10	0.21	30	0.14	10	0.05	5	0.18	32	0.13	32	0.31	18	0.08	32	0.00	32
27	49	31	14	0.48	0.58	0.48	0.52	0.33	0.50	0.50	0.30	0.67	8	0.55	1	0.50	8	0.50	6	0.31	22	0.42	9	0.28	12	0.50	6
37	44	34	5	0.51	0.72	0.56	0.43	0.34	0.52	0.53	0.45	0.78	2	0.83	13	0.45	9	0.50	7	0.43	10	0.43	6	0.30	11	0.65	2
7	67	41	1	0.35	0.46	0.43	0.25	0.27	0.37	0.31	0.25	0.50	15	0.50	16	0.45	14	0.31	20	0.36	17	0.32	17	0.27	16	0.35	14
12	52	44	8	0.35	0.46	0.40	0.29	0.24	0.38	0.33	0.15	0.53	13	0.45	4	0.33	2	0.33	13	0.36	18	0.40	10	0.23	19	0.27	22
70	43	7	2	0.76	0.78	0.82	0.73	0.72	0.77	0.79	0.61	0.85	1	0.79	5	0.75	3	0.82	1	0.57	5	0.81	1	0.73	1	0.73	1
51	60	9	0	0.68	0.71	0.74	0.55	0.68	0.68	0.76	0.45	0.69	5	0.68	14	0.67	22	0.68	3	0.79	1	0.62	2	0.68	2	0.58	5
17	60	35	6	0.42	0.64	0.44	0.31	0.31	0.45	0.44	0.15	0.71	4	0.50	29	0.25	31	0.32	17	0.50	7	0.44	5	0.32	10	0.35	15
8	27	82	5	0.18	0.19	0.23	0.16	0.15	0.18	0.15	0.25	0.17	32	0.23	3	0.06	11	0.19	30	0.19	30	0.18	30	0.18	21	0.21	24
29	42	44	4	0.43	0.56	0.53	0.33	0.32	0.46	0.34	0.35	0.73	3	0.80	18	0.40	10	0.21	29	0.64	3	0.43	7	0.37	6	0.31	19
17	35	66	2	0.29	0.37	0.41	0.29	0.10	0.30	0.24	0.30	0.41	23	0.41	15	0.44	6	0.26	26	0.43	11	0.20	27	0.15	26	0.38	10
20	28	66	9	0.30	0.23	0.40	0.36	0.19	0.32	0.23	0.20	0.25	29	0.50	28	0.50	7	0.33	14	0.50	8	0.29	22	0.15	27	0.38	11
12	36	65	7	0.27	0.27	0.35	0.27	0.16	0.28	0.28	0.15	0.31	27	0.25	11	0.50	12	0.28	23	0.29	23	0.21	25	0.15	28	0.31	20
29	38	51	3	0.41	0.50	0.47	0.45	0.21	0.41	0.44	0.30	0.56	12	0.54	8	0.35	13	0.47	9	0.50	9	0.33	16	0.28	13	0.46	8
45	39	35	4	0.54	0.62	0.53	0.39	0.62	0.58	0.50	0.30	0.65	9	0.59	9	0.35	15	0.59	4	0.25	28	0.50	3	0.62	3	0.50	7
23	55	37	3	0.44	0.60	0.48	0.39	0.30	0.49	0.24	0.30	0.60	10	0.59	17	0.33	16	0.53	5	0.64	4	0.40	11	0.28	14	0.38	12
14	42	59	4	0.30	0.50	0.33	0.17	0.22	0.35	0.16	0.15	0.56	11	0.45	21	0.30	17	0.34	12	0.43	12	0.22	24	0.17	23	0.19	26
11	46	59	5	0.29	0.40	0.36	0.32	0.11	0.33	0.13	0.20	0.42	20	0.35	24	0.28	18	0.32	18	0.36	19	0.35	13	0.17	24	0.32	16
13	28	73	5	0.24	0.32	0.28	0.22	0.13	0.25	0.17	0.25	0.31	28	0.33	19	0.28	19	0.22	28	0.43	13	0.21	26	0.12	30	0,14	27
7	57	53	3	0.30	0.38	0.40	0.22	0.23	0.33	0.20	0.23	0.50	16	0.40	22	0.28	24	0.30	21	0.29	24	0.31	19	0.25	17	0.20	25
3	76	41	1	0.34	0.45	0.30	0.28	0.34	0.38	0.27	0.14	0.44	18	0.35	31	0.22	27	0.33	15	0.43	14	0.31	20	0.35	8	0.32	17
10	40	69	0	0.25	0.52	0.20	0.13	0.17	0.26	0.30	0.09	0.38	25	0.15	6	0.19	28	0.28	24	0.36	20	0.19	28	0.20	20	0.09	30
13	68	36	3	0.40	0.46	0.43	0.27	0.44	0.43	0.17	0.45	0.50	17	0.60	23	0.19	23	0.33	16	0.29	25	0.43	8	0.45	5	0.36	13
14	52	52	2	0.34	0.52	0.32	0.27	0.26	0.36	0.27	0.27	0.53	14	0.35	30	0.25	25	0.35	11	0.21	29	0.34	15	0.28	15	0.23	23
2	35	80	4	0.17	0.21	0.15	0.17	0.13	0.20	0.03	0.10	0.21	31	0.17	25	0.22	20	0.25	27	0.14	31	0.13	32	0.10	31	0.14	28
9	49	56	5	0.29	0.37	0.31	0.29	0.23	0.31	0.20	0.27	0.33	26	0.33	20	0.28	29	0.32	19	0.29	26	0.30	21	0.25	18	0.32	18
4	58	56	2	0.28	0.43	0.30	0.17	0.22	0.31	0.19	0.14	0.41	21	0.40	27	0.17	26	0.28	25	0.36	21	0.16	31	0.18	22	0.45	9
7	61	52	0	0.31	0.43	0.23	0.31	0.28	0.32	0.28	0.32	0.41	22	0.30	7	0.22	4	0.43	10	0.43	15	0.19	29	0.33	9	0.09	31
28	61	30	1	0.49	0.71	0.50	0.41	0.36	0.52	0.43	0.32	0.68	6	0.60	32	0.56	32	0.48	8	0.57	6	0.38	12	0.37	7	0.64	3

Explanations: **A1 to A20; B1 to B12**: Number of the questions in Questionnaire A and Questionnaire B; **Coeff**: Coefficient (1,0: maximum - all respondents answer with "yes", 0,0: minimum: all respondents answer with "no"; Y: Yes, YwQ: Yes with Qualifications; N: No; NA: not answered; **UN CRPD**: R - ratified; S - signed, N - not signed; **Human Development Index:** 1: countries with very high development, 2: countries with high development, 3: countries with medium development; 4: countries with low development; CEE: Central and Eastern Europe (inlcuding some EU countries); Northern American countries are not covered in"Regions and Continents" because the sample of respondents was too small to analyze; **Rank**: Rank of all 32 questions by coefficient within the region/ continent

Key findings of the Social Indicators

In this section of the Zero Project Report the most outstanding findings of the Social Indicators are covered. For detailed analysis of questions or countries, please visit the Zero Project website www.zeroproject.org

PERSONAL RIGHTS ARE IN THE LEAD

As the key statistics included in the previous pages show, and looking at them at a glance, there are encouraging positive answers to question A9 about matters relating to marriage, family, parenthood and relationships, which has the best coefficient in the research for all respondents: 0.78.

But although the figures offer positive results, it is also necessary to take into account the additional comments made by questionnaire respondents, as they often show a different perspective or highlight additional concerns. For instance, regarding access to justice, it may be true that sign language is officially recognised in court, but - quoting one comment - 'it is very unusual that the interpreter is paid directly by the state'.

COMING IN LAST: EMERGENCY ISSUES

If personal rights have a good score, there are particularly dispiriting results on emergency issues: 89 out of the 130 countries surveyed replied with an overwhelming 'No' to the accessibility of the state's early warning systems (question A4); only 7 countries replied 'Yes' (Bangladesh, Jordan, St. Vincent and the Grenadines, Nicaragua, St. Lucia, UK and USA) but looking at the additional comments, the answer is closer to 'Yes, with qualifications' in all those countries. The situation is not much better for emergency phone lines (question B7), as only 14 out of 130 countries replied positively and most of the 'qualified yes' responses reflect a clear lack of accessibility for persons with hearing impairments.

But more importantly, the Zero Project research has also found an inspiring example of how to improve the situation: the easy-to-understand, accessible evacuation manual for tsunamis and heavy rain disasters in DAISY multimedia format for persons with intellectual disabilities created by ATDO in Japan (page 128).

WHERE WEALTH AND WELFARE ARE NOT DOMINANT

Looking at the Zero Project 'Spiderweb' that aggregates all countries according to the HDI, and all 32 questions into 13 topics of the UN CRPD, what are the most interesting results to look at?

Analysing the 'Spiderweb' graph, there is apparently a correlation between the status of implementation (shown by the lines being more on the outer/greener area of the spiderweb) and the HDI (shown by the differently coloured lines). This is not really surprising. Consequently, what is surprising is the fact that this correlation is disrupted in several instances, meaning that the Human Development of a country (or wealth, to put it more bluntly) is not the only deciding factor.

HDI 1 and HDI 2 countries are apparently very close together in the implementation of the UN CRPD when it comes to Independent Living, Employment, Curriculums and Transport. In the Built Environment, HDI 1 countries are even lagging slightly behind HDI 2 countries.

Upper map on the left: Question A6 indicates that in most countries there is no legal discrimination of the law (any more) regarding the right to marry or to have children.

Lower map on the left: Question A4 indicates that in a case of emergency persons with disabilities will still be left behind as there are no special warning systems in place that reach all.

ICT AND DATA: A FORTRESS OF HIGHLY DEVELOPED COUNTRIES

HDI 1 countries have distinctly better results than all other countries in only 2 themes of the UN CRPD: ICT and Data Availability. In ICT HDI 3 and HDI 4 countries are at the same - extremely low - level.

MOST EQUAL: THE UN CRPD ITSELF

The three questions related to the UN CRPD itself (A18 to A20) result in the most equal answers: HDI 1 to HDI 3 countries have almost similar indicators on average, and the gap between them and HDI 4 countries is comparatively small.

WHERE THE 'POOR' ARE LEFT BEHIND

When it comes to Transport, Built Environment, but also Public Procurement, the gap to the least developed countries is biggest, i.e. in these areas they are lagging behind the most.

PERSONAL RIGHTS: 'POOR' COUNTRIES AT THEIR BEST

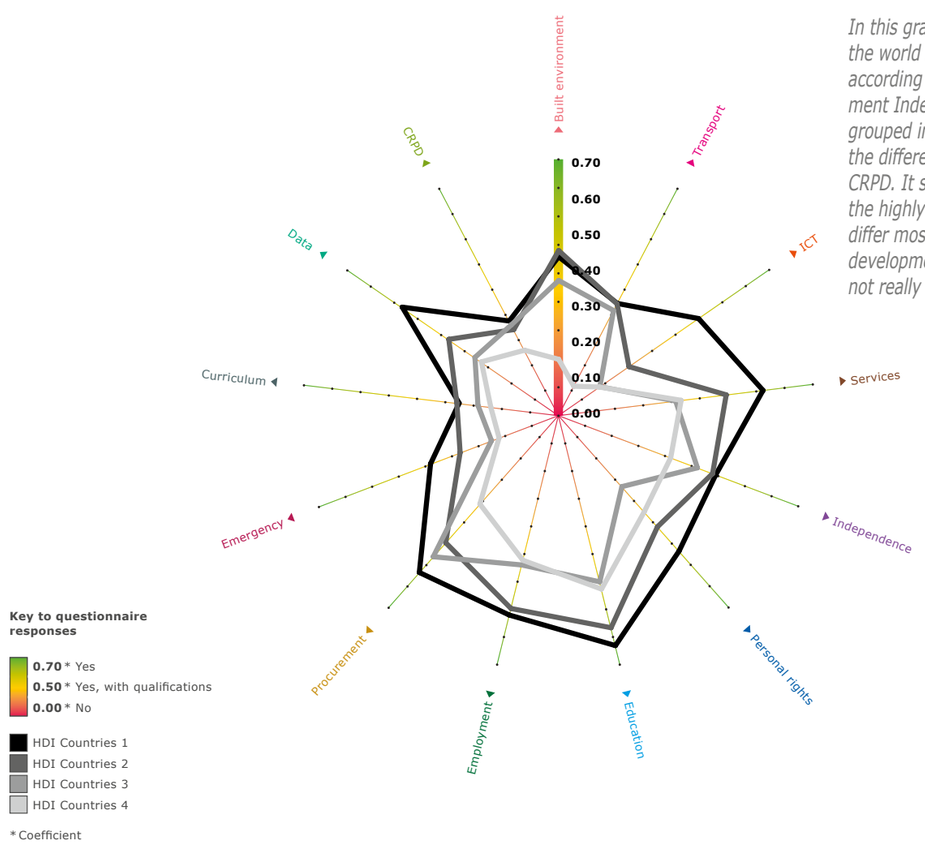
Analysing the questions on personal rights, HDI 4 countries (predominantly sub-Saharan African countries) rank as a clear No. 3, doing much better here than HDI 3 countries. All of these results seem to be worth analysing in detail, which exceeds the data made available by the Zero Project.

Please note: the graph should not be analysed by comparing the aggregated indicators. It must not be concluded, for example, that education is better implemented than, say, transport.

ANALYSING THE INDIVIDUAL QUESTIONS: EUROPE'S UNEMPLOYMENT PROBLEM

Looking at the questions individually, there are some findings that reverse the above-mentioned trend regarding HDI 1 countries. The impressive but expected results related to the decrease in employment of persons with disabilities in

ZERO PROJECT 'SPIDERWEB': WHERE THE HIGHLY DEVELOPED COUNTRIES DIFFER MOST, AND WHERE THEY DO NOT DIFFER FROM THE LESS DEVELOPED COUNTRIES



In this graph, the countries of the world have been aggregated according to the Human Development Index, and the questions grouped into 13 topics, covering the different topics of the UN CRPD. It shows in which topics the highly developed countries differ most from those with lower development, and where they do not really differ.

2012/13, where the coefficient of positive answers is only slightly higher than HDI 4 countries (0.27 vs 0.22), but lower than in HDI 2 and HDI 3 countries.

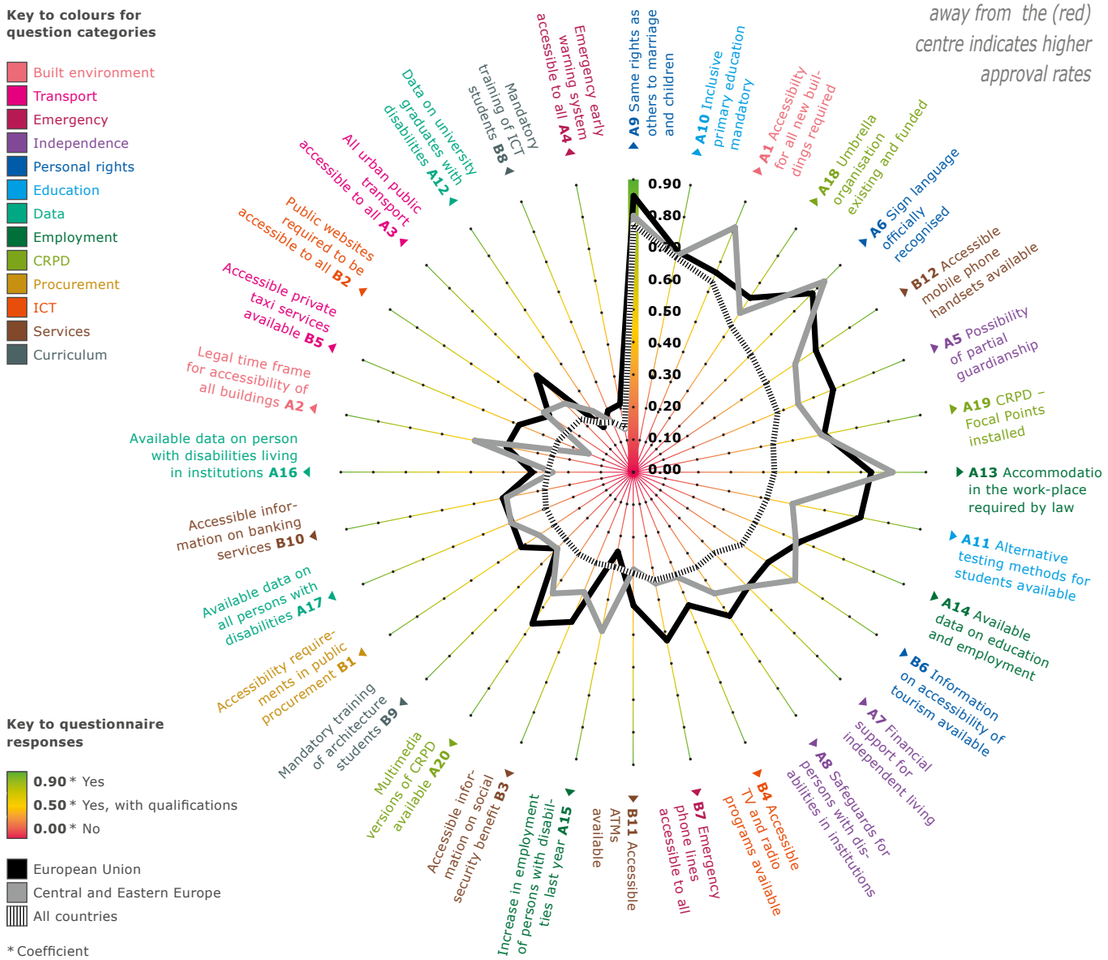
It seems to be quite legitimate to explain this deviation as a result of the economic crisis. In contrast to this, there is a good performance of countries in Asia and of Central and Eastern European countries.

Regarding state allowances towards independent living (question A7), the situation seems to be directly related to the type of welfare system of the country under consideration. Similar to the results on employment, the EU is depicted at the same level as Central and Eastern Europe - effects that can also be linked to the austerity measures and cuts made by EU governments amongst other reasons as a consequence of the financial crisis.

Armenia should be mentioned here as a very positive example of a state that is promoting programmes such as vocational training, even contributing up to 50 percent of salaries, and supporting the accessibility of workplaces. The bad news: most of these Armenian programmes are only in place for one or two years, according to commentators.

ZERO PROJECT GRAPH EUROPE: THE UN CRPD IN THE EU COMPARED TO CENTRAL & EASTERN EUROPE

All 32 questions ranked by approval of worldwide experts; a line farther away from the (red) centre indicates higher approval rates



Map 1 on question A13 shows that in most EU countries the employment level of persons with disability has decreased

Map 2 on accommodation in the workplace (A15) shows that the Asian countries, the 'workbench' of the world, are particularly worse off

ACCOMMODATION IN THE WORKPLACE: THE 'WORKBENCH OF THE WORLD' IS LESS ACCESSIBLE

Looking at the question on accommodation in the workplace (question A13), it is remarkable that Central and Eastern Europe is, again, performing better than EU countries. Central America is clearly taking the lead in terms of accommodation in the workplace (second position after CEE). On the downside, Asia's score is far below average.

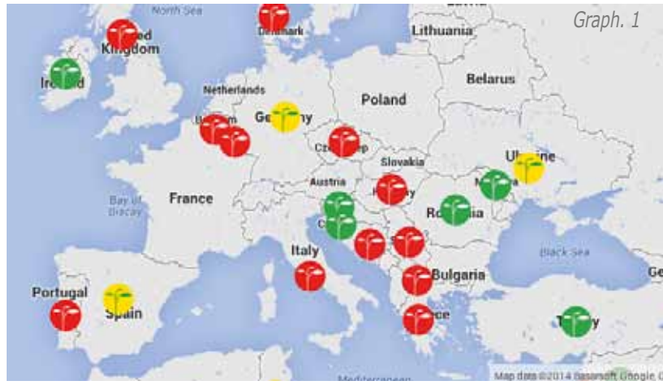
Connecting this fact to the huge presence of the worldwide manufacturing industry in Asia means that accommodation in the workplace is consequently a much bigger issue than in other regions of the world. This reveals a big problem related to globalisation that has not been sufficiently tackled so far.

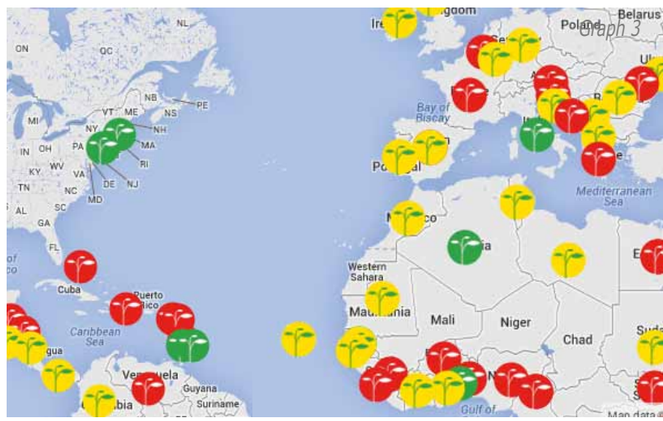
INCLUSIVE EDUCATION IS NOT MAINSTREAMED IN BELGIUM AND FINLAND

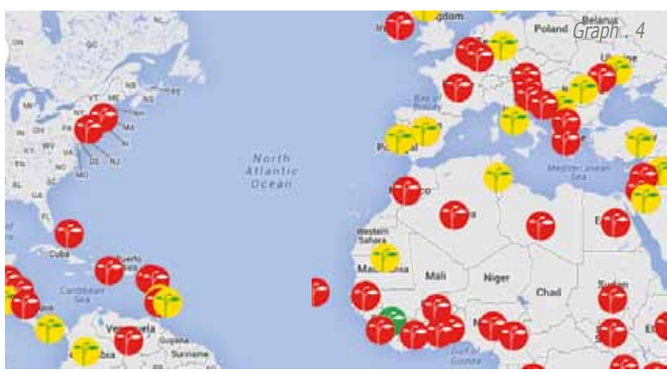
In most of the countries all children receive education within the mainstream educational system especially in HDI 1 to HDI 3 countries. Only 13 out of 130 countries surveyed gave a clear 'No' including three EU countries (Belgium, Greece and the UK).

From the comments a remarkable situation can be seen in Belgium where children are normally not integrated in the mainstream education system but in a system of special education that is not particularly inclusive. Even worse, schools have the right to refuse disabled children. The situation in Finland is similar: instead of 'special schools' children are segregated in 'special classes'. The situation in HDI 4 countries is generally bad and probably related both to the non-compulsory primary education and to the relatively high rate of illiteracy in those countries.

The comparison of maps 3 and 4 show that accessibility has mostly not entered curricula of universities; but it also shows that the situation in architecture (map 3, question B9) is slightly better than in ICT (map 4, question B8).







ARCHITECTURE STUDENTS ARE BETTER TRAINED THAN ICT STUDENTS

While the results on primary education are good, the opposite is the case for the presence in university of training modules about inclusive design solutions, probably related to the fact that, in many countries, laws on the accessibility of the built environment exist but are not taken as a priority and not sufficiently enforced. In any case, the situation is still better for architects and engineers than for ICT professionals, where only two countries replied with a clear 'Yes'.

NOT EVEN ONE CAPITAL CITY IN THE WORLD CAN BE TRAVELLED WITHOUT BARRIERS

As the Draft Comment on Art. 9 - issued in 2013 by the UN CRPD Committee - states, access to the physical environment and public transport is a pre-condition for freedom of movement for persons with disabilities. Therefore persons with disabilities are prevented from enjoying some of their basic rights, such as the right to seek employment or to health care, by the lack of accessible transport and built environment.

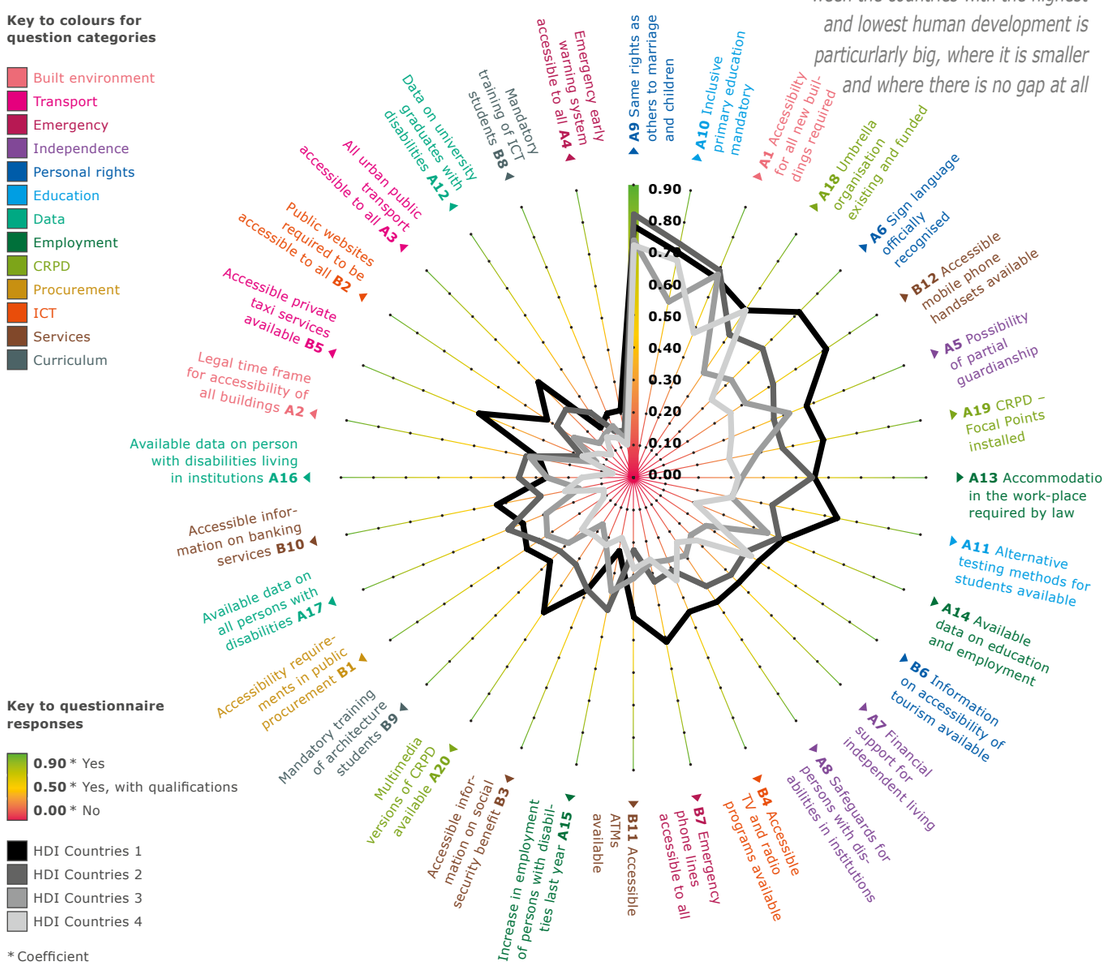
In terms of quantitative results, the situation is particularly dramatic, as shown by the very low coefficient for question A3 on the accessibility of urban public transports: not a single clear 'Yes' was given. Also, as a general remark from the additional comments, most public transport is accessible only for people with physical disabilities. Still, Innovative Policies from South Africa and Indonesia (pages 124 and 136) demonstrate that even outside HDI 1 countries it is possibile to improve the situation substantially.

From additional comments it can be seen that accessible buses exist mostly in the capital or biggest cities in the country. Therefore the situation is not only critical in HDI 4 countries (see graph 6, coefficient 0.10) but rural areas in other parts of the world are also lagging behind.

Another critical factor was mentioned by commentators: many accessibility solutions have to be activated by a third person, so that devices cannot be used independently (Norway, Finland, Australia, Russia and South Africa). Other comments deplore the lack of training of transport operators which often leads to situations of discrimination and harassment (especially by bus drivers refusing to take persons with disabilities on board).

HUMAN DEVELOPMENT INDEX GRAPH: RATIFYING THE UN CRPD IN THE COUNTRIES WITH THE HIGHEST VERSUS THE LOWEST DEVELOPMENT

This graph shows where the gap between the countries with the highest and lowest human development is particularly big, where it is smaller and where there is no gap at all



DOOR-TO-DOOR-SERVICES: SOUTH AMERICA AND EU IN THE LEAD, ARAB COUNTRIES TRAILING

In HDI 1 countries, normally private door-to door services are provided which fill the gaps in public transportation, but they lack flexibility in comparison to the public transport system; furthermore those services are not affordable to all as only in a few countries are these services provided by the government.

The availability of private transport services (B5) appears to be particularly critical in the Arab world (coefficient 0.09), but also results from Central and Eastern Europe as well as South America (coefficient 0.19) are discouraging.

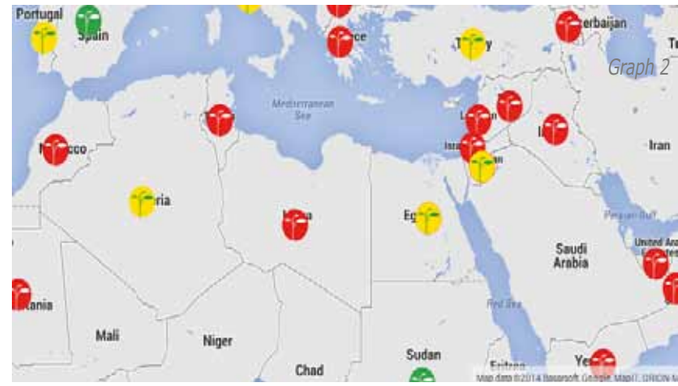
Even more importantly, Innovative Practices can be found here, as the system established by the Association of Youth with Disabilities in Montenegro to transport university students shows (page 83).

Map 1 shows that the world map is almost completely red when it comes to the accessibility of urban transport systems

Map 2 shows that the Arab countries in particular are lacking door-to-door services

Graph 1

Graph 2

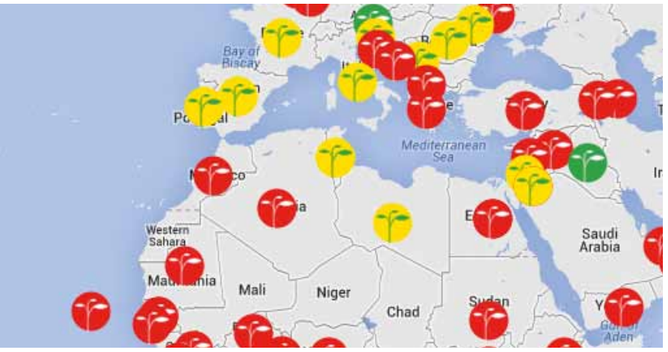


Graph 3

Graph 4

Map 3 shows that Central & Eastern Europe are doing quite well in the accessibility of newly constructed buildings (A1)

Legally binding time frames for public buildings to made accessibile exist in only very few countries (A2, map 4)



Arab and African countries lag behind in the accessibility of publicly available website (question B2)

CENTRAL AND EASTERN EUROPE STANDS OUT WITH NEWLY CONSTRUCTED BUILDINGS

Regarding newly constructed buildings (question A1) the situation in HDI 1 to 3 countries is very similar: legal systems are in place in most of the countries (only 25 of 130 countries answered 'No') and only the less developed ones are lagging behind.

Central and Eastern Europe stands out here, even in comparison to EU countries, where a staggering coefficient of 0.82 is among the highest of all regions in all 32 questions. There is no clear explanation given by experts, but it may be related to the fact that many public buildings are built using funding by the European Union and International Development Banks, where funding is often dependent on building according to accessibility standards.

Comments from several HDI 2 to HDI 4 countries indicate that governments are putting almost no effort into implementing an accessibility policy for public buildings (e.g. the experts from Afghanistan). Even more encouraging are those Innovative Policies that prove that it can also work for countries with low human development, like Uganda (page 140).

Another frequent observation by the respondents is that accessibility is mainly for persons with physical disabilities and related only to governmental buildings.

LEGAL TIME FRAMES STILL MISSING IN MOST COUNTRIES

In addition, in 88 out of the 130 countries there is no legal time frame for existing buildings to be made publicly accessible. The situation is particularly worrying in HDI 4 countries, especially Arab countries (coefficient 0.12) and Africa (coefficient 0.15). In comparison to this, again the CEE countries are performing much better (coefficient 0.50!).

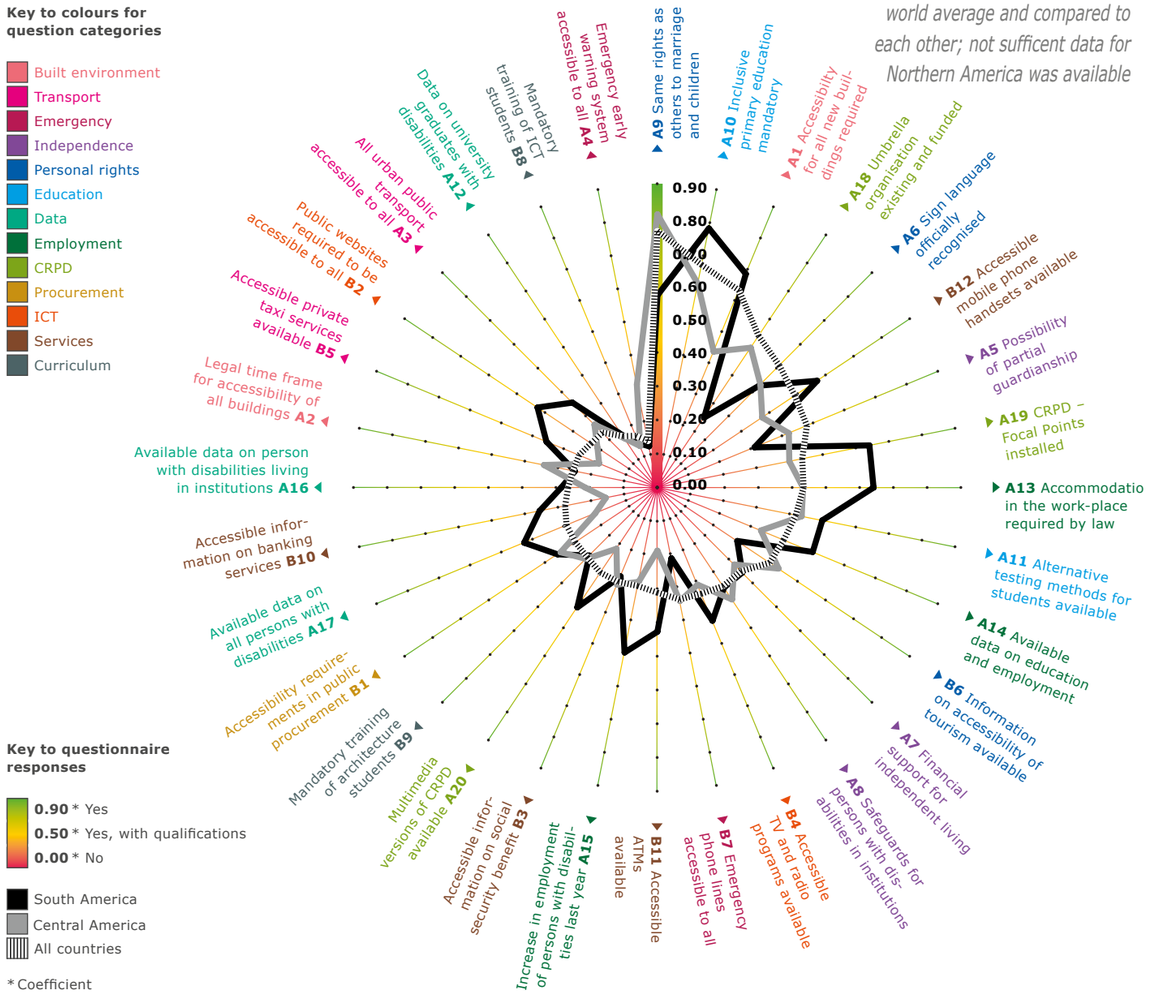
THE DIGITAL DIVIDE IS WIDE OPEN, AND IT IS NOT ONLY A MATTER OF COSTS

Together with transportation and the built environment, ensuring full access to information, communication and services open or provided to the public is indeed a vital pre-condition for effective enjoyment of many rights covered by the CRPD.

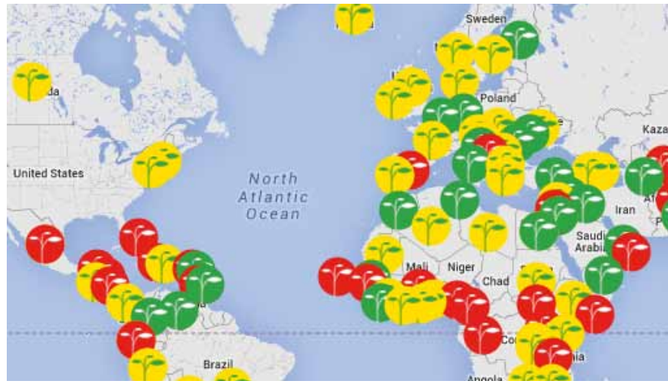
Regarding ICT (questions B2 and B4), there is a big gap between HDI 1 countries and the others. As mentioned, ICT is more closely related to economic development and wealth. On the other hand, ICT in particular is in many cases not a question of affordability but of political will (e.g. defining standards for software and hardware). In today's world, being excluded

ZERO PROJECT GRAPH AMERICAS: THE UN CRPD IN SOUTH AMERICA COMPARED TO CENTRAL AMERICA

This graph shows how the Americas are doing compared to the world average and compared to each other; not sufficent data for Northern America was available



When it comes to the availability of accessible mobile phones, the Zero Project Social Indicators show that the digital divide is wide open



THE HUMAN DEVELOPMENT INDEX (HDI) AND ITS FOUR SUBGROUPS OF COUNTRIES: HDI 1 TO HDI 4

All 130 countries that are covered by the Social Indicators have been grouped according to the system of the Human Development Index. 'Very highly developed countries' (HDI 1 countries) include most OECD countries and countries that are also in the 'rich lists' in terms of e.g. GDP per capita. Countries with low human development (HDI 4 countries), on the other end of the scale, include most of the poorest countries in the word, with the majority of them in sub-Saharan Africa. 'Highly developed countries' (HDI 2 countries) are dominated by Central America, Central Asia and Central & Eastern European countries, while countries with medium human development (HDI 3 countries) represent a mix of all continents outside Europe.

RED LIGHTS, GREEN LIGHTS AND COEFFICIENTS

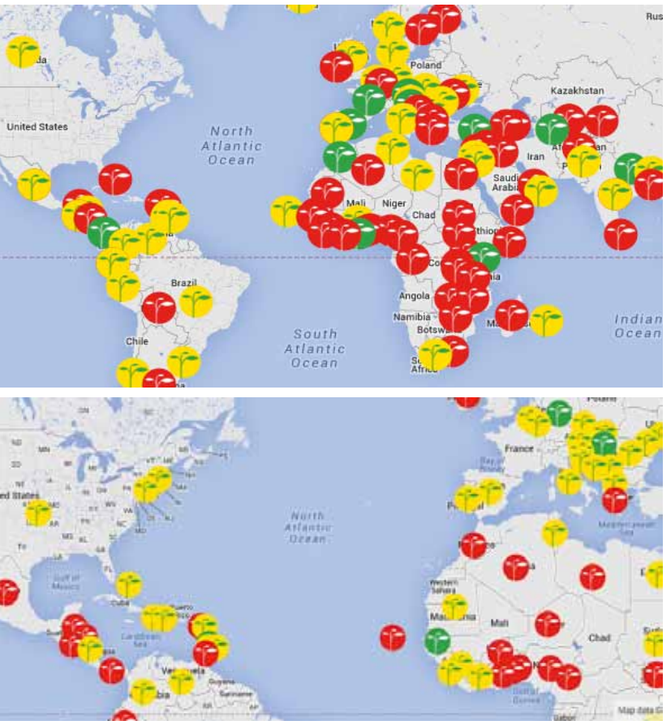
How are the coefficients calculated?

- Every respondent of the Zero Project Questionnaires answered with either a 'Green Light' (coefficient 1.0), 'Orange Light' (coefficient 0.5) or 'Red Light' coefficient 0.0).

- When there was more than one respondent per country, an average coefficient per country was calculated.

- All country coefficients per country per region (or by HDI, or by CRPD) were calculated as a simple average of the country coefficients.

- Only coefficients per regions were analysed and published



Accessibility is rarely a mandatory part of public procurement rules, as shown by the upper graph (question B1)

The lower map shows that financial suppport for independent living is still centred in Europe.

from using mobile phones, the Internet, television, computers and their myriad of applications and services implies being shut out not only from the information society, but also from accessing essential public services, as well as from the opportunity of living an independent life.

This is something that can be clearly seen in the answers related to services (questions B3, B10, B11 and B12), as several of the additional comments pointed to the dependency of the accessibility of services on the availability of Internet services. Colombia has an outstanding Innovative Policy in this field in the Plan Viva Digital, that connects 500,000 Colombians to the internet and is fully accessible for all disadvantaged persons.

Looking at the availability of accessible mobile phones, the results are not bad as an average, since in many countries respondents confirm a basic availability. The problem is still the affordability.

WEB ACCESSIBILITY IS NOT MANDATORY IN MOST COUNTRIES, STILL THERE IS SOME PROGRESS

In most countries a law on website accessibility does not exist or is in the drafting stage. In several countries, although the legal framework is in place, there is no enforcement if the website does not comply with the standards (Denmark, Luxembourg, Uganda, India and Moldova). As the graph shows, Arab countries' results are particularly poor on web accessibility.

On the other hand, even in countries without legal requirements, there are clear trends towards accessible websites (South Africa, Philippines and Sweden). The high number of Innovative Practices in this field also proves the point.

In terms of accessible broadcasting services, TV programs are often available while accessible radio programming is less frequent (USA, Argentina, Philippines, Buthan and South Sudan).

For both radio and TV, additional comments show that the service is usually available only for a limited number of hours. Accessible broadcasting programs are normally available on the state channels (Finland, Portugal, Denmark, Chile, Nicaragua, Ethiopia, Spain, Tunisia, Vietnam, Iceland and Tanzania) and in the national official languages only (Rwanda). They focus mainly on captioning for hearing impaired persons rather than an audio description.

FINANCIAL SERVICES: ONLY IN ITS BEGINNINGS

Barrier-free ATMs and online banking are currently just in the beginning stages in many countries and still not readily available to all persons with disabilities (Austria, Honduras, Russia, South Africa, UK, Benin, Chile, Jamaica, Moldova and Peru). Staff still lack training (e.g. Norway) and in some countries only the biggest banks are paying attention (Australia, USA, Spain, Jordan). Most of the accessible services are located in the capital city (e.g. Uganda). In some HDI 4 countries accessible ATMs are not available at all.

But as Innovative Practices show, some banks are intensively working on accessibility issues, and being able to provide accessible solutions that really work (pages 55 and 100).

PUBLIC PROCUREMENT: LOTS OF UNUSED POTENTIAL

The incorporation of accessibility standards into procurement processes has the potential to exert considerable influence over those keen to win contracts and therefore is a very powerful tool to create an accessible market for both goods and services.

HDI 1 countries get the best coefficients, but there is not a big difference between HDI 2 and HDI 3. Only HDI 4 countries are lagging behind substantially. Results for South America and Central America seem to paint a comparatively positive picture, as there the coefficient is almost the same as for the countries of the European Union (0.35/0.36 versus 0.42).

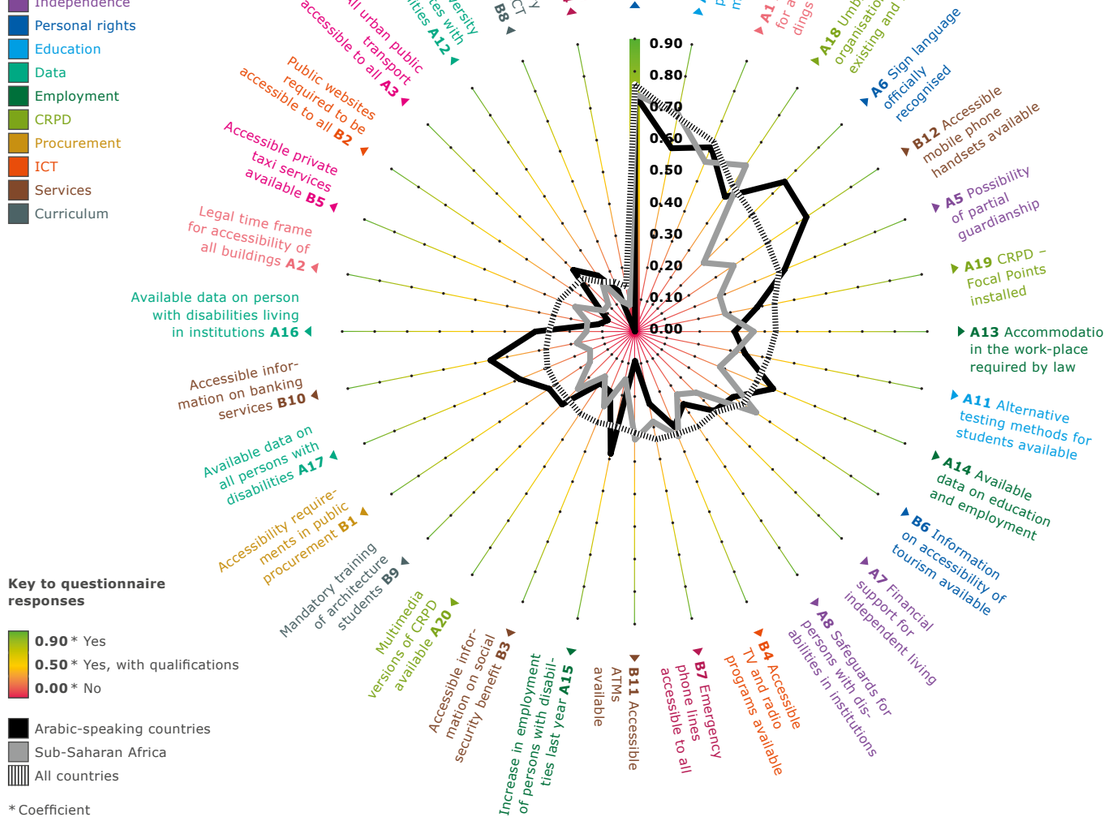
INDEPENDENT LIVING: PRIORITY STILL ONLY IN EUROPE AND WELFARE STATES

All aspects of accessibility are related to independent living and in this case accessibility can be considered a result of the good implementation of proceedings in many other fields such as the physical environment, transportation, information and communication, and services. In quantitative terms, the first remarkable result is the big gap between HDI 1 and 2 countries and HDI 3 and 4 countries on the other side, especially in terms of financial support and safeguards (A7 and A8).

Comments from respondents clearly show that independent living is considered a priority issue for several HDI 1 countries (e.g. Ireland, UK). On the other hand, the Americas and sub-Saharan African regions are scoring well below the world average. In some countries (e.g. Cambodia) matters related to independent living are carried out by NGOs instead of the government.

ZERO PROJECT GRAPH ARAB/AFRICA: THE UN CRPD IN SUB-SAHARAN AFRICA VERSUS THE ARAB COUNTRIES

This graph shows how the sub-Saharan African countries are doing compared to Arab countries and the worldwide averages



It has been remarked several times that, in those countries where the government gives a financial contribution to support independent living, the amount given to persons with disabilities is often not enough and does not cover other basic needs. Or it is given as a fixed sum and does not cover additional expenses.

With regard to safeguards to ensure the right to choose whether stay or leave institutions (question A8), the same pattern appears and the gap between countries with high and low human development.

Related comments state that those safeguards barely exist in some HDI 3 and HDI 4 countries (Bangladesh, Chile, Ethiopia, Somalia) or do not exist at all (Cook Islands, Burkina Faso, Madagascar, Nicaragua, Senegal, South Sudan, Nepal).

In other cases the comments stated that institutions are owned by private entities, or that the option of choosing to stay or leave normally does not exist. But also in some HDI 1 countries where institutions are in place (Finland, Norway, UK) persons with disabilities do not have freedom of choice. Sometimes the (non-existent) choice to stay derives mainly from the lack of housing and community services. Therefore the transition towards community living is an urgent priority and needs innovative solutions – to be covered intensively next year, when Independent Living, personal and political rights will be the focus of the Zero Project.

DATA AVAILABILITY: FORMIDABLE HOLES, NOT AN INTEGRATED WHOLE

In general terms, the availability of data gets the best scores in HDI 1 countries, and there is not a big difference between HDI 2, HDI 3 and HDI 4. Some respondents comment that the numbers do not reflect the reality as many persons refrain from providing the information due to the fear of stigmatisation.

Arab countries are above the average on availability of data, although from the comments it can be seen that sometimes data is not considered to be accurate and in other cases the collection of data is done only by NGOs.

Amongst the questions related to the availability of data (A12, A14, A16 and A17) the one related to the number of persons with disabilities who graduated from university is the one that obtained the worst score, being the third worst of all 32 questions. The situation seems to be particularly bad in Central Asia, with a coefficient of only 0.06.

In addition, respondents remarked that there is a large discrepancy between the number of students who declare a disability and the number of students who effectively receive support (e.g. Australia). In general in HDI 4 countries very few people go to university at all. In addition, in HDI 3 and 4 countries statistics are usually produced by NGOs and not by the government (e.g. Bangladesh, Lebanon and Pakistan).

Looking at the availability of data about persons living in institutions, several comments indicate that no institutions exist in their countries (e.g. Nicaragua, South Sudan, Cook Islands, Laos and Mexico). Others complain that the published statistics are too old to give a clear picture of the current situation. It can been seen that the data on education and employment is not much better in HDI 1 countries than in HDI 2 and HDI 3 countries; while HDI 1 countries definitely have

Upper map: The question on the existence of umbrella organisations for disabled people's organisations (A18) brings comparatively positive results, earning the third highest score for all 32 countries.

Lower map: Interestingly enough, the UN CRPD has not been officially translated or published on government websites in most of the countries of the world (question A20).

better statistics in general, there is obviously a lack of political will in many countries. These results are similar to those for information on tourism and leisure facilities.

Some respondents remark on the lack of a comprehensive database, which makes it impossible to get a full picture and definitely prevents an effective, detailed evaluation of the degree of involvement of persons with disability in society (e.g. Brazil, Luxembourg, Russia and Sweden).

THE UN CRPD AS A LEGAL INSTRUMENT: LOOKING FOR FOCAL POINTS

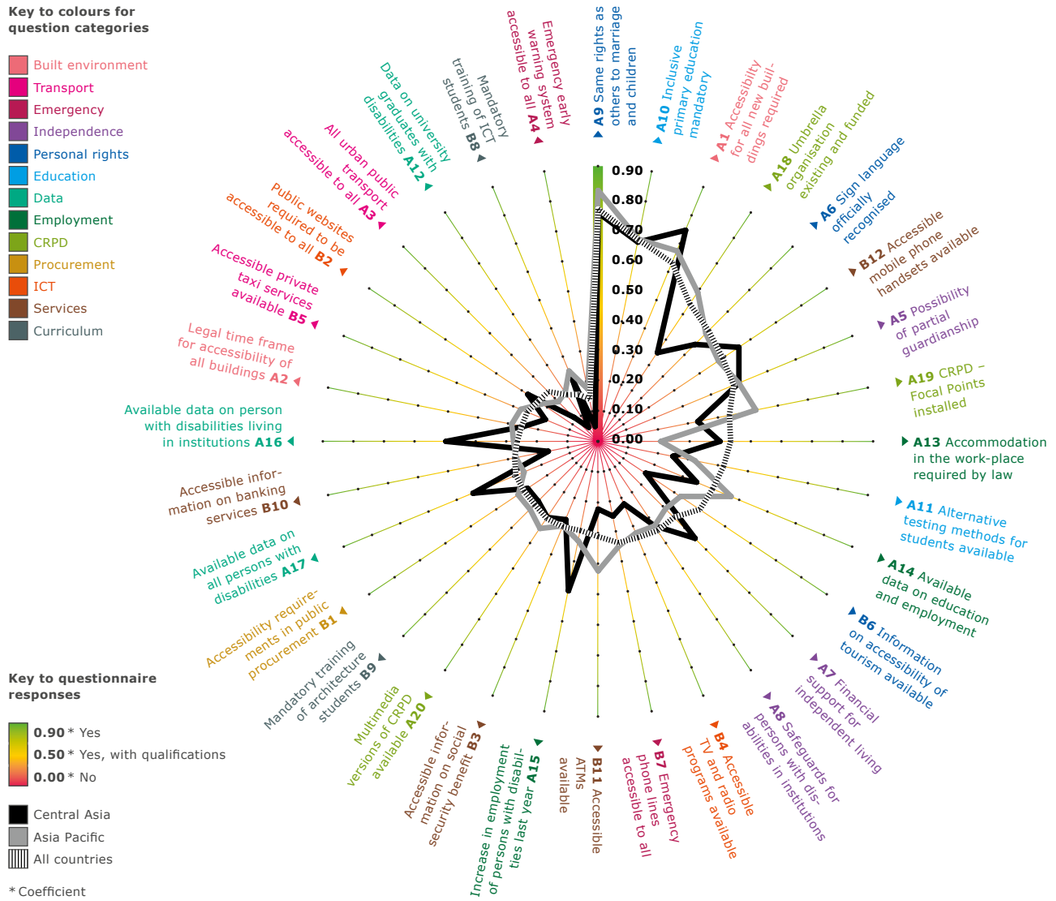
Results on UN CRPD-related issues are not very encouraging: HDI 1, HDI 2 and HDI 3 countries only got a coefficient of less than 0.30 while HDI 4 countries had a coefficient of around 0.20.

Nevertheless, the question A18 about an umbrella organisation ranks the fourth in positive answers, with 50 countries out of 130 answering with a clear 'Yes' regarding the presence of this kind of organisation. In 41 other countries, an umbrella organisation exists but either does not receive public funding or does not represent at least 50 percent of the associations. In this context, HDI 4 countries (0.66) are particularly strong, having the same coefficient as HDI 1 countries.

Focal points to address matters on UN Convention implementation exist in very few countries in general, and mostly in HDI 1 countries. But it should be taken into account that in some cases focal points do not exist yet as the country has ratified the UN CRPD only very recently.

Lastly, but interestingly enough, accessible versions of the CRPD are not readily available (question A20). Only 14 countries of 130 answered with a clear yes to the question.

ZERO PROJECT GRAPH ASIA: THE UN CRPD IN CENTRAL ASIA VERSUS THE ASIA-PACIFIC REGION



INNOVATIVE PRACTICES 2014: SELECTION AND KEY FINDINGS

- How the Innovative Practices and Innovative Policies Approach of the Zero Project is defined
- The 13 steps of the selection process for the Innovative Practices 2014 on Accessibility
- Why Innovative Practices and Innovative Policies are vital to speed up the implementation process of the UN CRPD

Innovative Practices are one of the three areas of research conducted by the Zero Project, together with Social Indicators (page 20) and Innovative Policies (page 106).

Innovative Practices and Innovative Policies as defined by the Zero Project are problem-solving techniques commonly known as 'best practice'. The Zero Project has not only chosen to name them differently but also to split them into two groups.

WHY CHOOSE A 'BEST PRACTICE' APPROACH?

According to wikipedia.org, a 'best practice' is a method or technique that has consistently shown results superior to those achieved with other means, and that is used as a benchmark. Best practice is a feature of accredited management standards such as ISO 9000 and ISO 14001.

Eugene Bardach, emeritus Professor of Public Policy from Berkeley University (California, USA), in his book 'A Practical Guide for Policy Analysis' names some more criteria that define best practices (which he also calls 'smart practices'):

• Clear and concrete behaviour that solves a problem or achieves a goal
• Cost-efficiency: Best Practices should achieve the same results while saving money, or better results with the same amount of investment

But Bardach also stipulates 'reasonable expectations' when dealing with best practice. A best practice - even after careful research - may not be able to solve a problem at all. Furthermore, it may prove to be difficult to transfer it into a different context.

But even taking that into account, the research on the workability of a best practice may still be valuable since it can produce thought-provoking concepts on what can and what cannot work when put into practice.

To create reasonable expectations, the term 'best practice' has often been modified to 'good practice' or 'evidence-based practice'. The Federal Rights Agency of the European Union (FRA) is using 'promising practices', defined as 'using a program, activity or strategy that has worked within one organisation and shows promise during its early stages for becoming a best practice with long term sustainable impact. A promising practice must have some objective basis for claiming effectiveness and must have the potential for replication among other organisations.'

THE IMPORTANCE OF BEST PRACTICE FOR THE IMPLEMENTATION OF THE UN CRPD

The implementation of the UN CRPD is an ongoing process in all countries that have ratified it, and it will continue for many years to come. The challenge is to speed up the process.

A consensus exists among many experts that a best practice approach is preferable to other approaches that try to create practices from scratch. Social innovation is a complex process that involves various decision-makers and different kinds of stakeholders. The innovation process can be accelerated - or sometimes only starts - when solutions from other contexts (in most cases other countries or other country states) are used as prototypes that are studied and adjusted to the local context.

These examples show that the importance of best practices for the implementation of the UN CRPD has been fully recognised:

• According to the OHCHR, NHRIs (National Human Rights Institutions, especially those have accepted the Paris Principles, a set of responsibilities recognised by the United Nations) can be one of the best relay mechanisms at country level to ensure the application of international human rights norms. In Europe, for example, a CRPD Working Group has been established to share best practices in promoting, protecting and monitoring the implementation of the UN CRPD. (www.ohchr.org/EN/Countries/NHRI/Pages/NHRIMain.aspx)

Innovative Practice of the Zero Project 2014: in Denmark the 'most accessible office building of the world' has been built by a DPO

CRITERIA FOR SELECTING INNOVATIVE PRACTICES

The Zero Project has chosen to use the terms 'Innovative Practice' and 'Innovative Policy'. An Innovative Practice of the Zero Project is selected according to the following basic criteria:

- Innovation
- Impact
- Chances of long-term growth and success
- Scalability

These criteria have been developed together with Ashoka, a global organisation that supports social entrepreneurs. Ashoka, especially Ashoka Austria, works continuously with the Zero Project to refine the evaluation criteria. A technique, for example, may be innovative for one country, but quite common in another. Scalability may depend on different factors, among them affordability. Other organisations should also be able to pick up and scale an Innovative Practice in order to create maximum impact.

In the last 2 years, the following sub-criteria for Innovative Practices of the Zero Project have been added to the selection process that should be as transparent as possible:

A proof-of-concept is clearly preferred to 'ideas only'.

A clear strategy is necessary which is conceivable and can be analysed.

Non-Profit models are treated the same as For-Profit models, and businesses in the same way as NGOs or foundations, as long as the mission of the project is exclusively focused on the needs of persons with disabilities.

Projects that directly improve the situation on the grassroots level are preferred to feasibility studies, awareness-raising campaigns or other projects on meta-levels.

For the selection criteria of the Innovative Policies of the Zero Project, please see the next chapter. It should be mentioned here that Innovative Policies are not the 'antithesis' of Innovative Practices, but have a clear focus on changing the behaviour of governments and changing their laws, regulations, programmes and action plans. Thus, a few projects may qualify as an Innovative Practice as well as an Innovative Policy. Since the two evaluation processes of the Zero Project are completely separate, every nomination was classified as either one or the other according to the nominations received.

- As early as 2009, right after ratifying the UN CRPD, the Joint Committee on Human Rights of the British Houses of Parliament believed that the British Government should develop and consult with a range of stakeholders on an action plan for implementation of the Convention and share this best practice internationally (according to their report 'UN Convention on the Rights of Persons with Disabilities, 2008/2009').

- The international conference on 'Human Rights of Persons with Disabilities in the Balkans and Turkey' concluded in Istanbul in October 2013 after a 3-day interactive dialogue and exchange of best practice on the implementation of the UN CRPD. Organised by the European Disability Forum, People 2 People Programme and UNICEF as a partner, the conference gathered representatives of the European and international disability movement, the European Commission and the UN CRPD Committee.

ZERO PROJECT'S UNIQUE APPROACH: ENGAGING A WORLDWIDE NETWORK

In 2011 the partners behind the Zero Project decided to add a focus on best practice to the research on social indicators. Some best practices that had been included in the first publication in 2011 merely as an 'add-on' had proven to be of extraordinarily high interest to readers of the Report. The Zero Project built on the existing network of experts that had filled in the questionnaire on the implementation of the UN CRPD and continuously expanded it from 2012 and 2014. Now it has developed into a system of nominating and evaluating Innovative Practice and Innovative Policies worldwide.

Because more than 1,000 experts from all kinds of backgrounds contributed their expertise in 2012 and 2013, the Zero Project is arguably the broadest independent network of experts that jointly decides on the most outstanding Innovative Practices and Innovative Policies.

THE 13 STEPS OF THE SELECTION PROCESS FOR THE INNOVATIVE PRACTICES 2014

1. A call for nominations was made to more than 1,000 experts and expert organisations of the Zero Project network, using a nomination form that was available in English, French, German, Italian, Spanish, Arabic, Chinese and Russian (all nomination forms were and still are downloadable from the Zero Project website) in the spring of 2013. Everyone was entitled to name every project that fit the criteria, including one's own projects.

Various Innovative Practices on Accessibility work on communicating arts and entertainment in all different formats

2. Several organisations that have a huge base of members or experts in their networks were encouraged to forward the nomination forms within their networks. We are thankful to, among others, DPI, RIADIS, GAATES, G3ICT, ITU, Ashoka, Light for the World, AODP, Verkehrsclub Oesterreich (VCÖ), Lebenshilfe Österreich, Diakonie, Caritas, Business Disability Forum and the European Foundation Centre (EFC) who supported the call for nominations.

3. 243 nominations from 58 countries were received by the Zero Project, which can without doubt be considered a huge response (see statistics and analysis below this section).

4. In an initial pre-selection process, 18 nominations were moved to Innovative Policies and more than 50 others were not considered as they did not meet the criteria or were double-nominations of the same projects. Around 20 other projects were not shortlisted this year because they fit better into next year's Zero Project topic, 'Independent Living, Personal and Political Rights', and will automatically be considered in next year's research.

5. The 134 shortlisted nominations were published on the Zero Project website in summer 2013, and are also part of the Zero Project database that can be researched online. All of them were briefly analysed (e.g. online check of existence and plausibility, but no editing was done).

6. Each project's core features were transferred (and translated into English, if necessary) into voting forms in Excel format for the second phase of the selection process.

7. The selection process was carried out by again reaching out to the experts of the Zero Project network. More than 1,000 were approached and ask to vote. A two-tier strategy was used, splitting the experts into two groups:

- The 'Special Experts' were those who could be assigned to one of the types of accessibility, namely the built environment, transport, cities & tourism, ICT, services (assistance, financial, products) and culture.

- 'Cities & Tourism' was defined as an extra group since a huge number of nominations target the accessibility of whole cities, including elements of the built environment, transport, ICT and services (mainly tourist services).

- 'Culture' was defined as an extra group since a disproportionately high number of nominations targeted the accessibility of art, museum, theatres etc. and there was a danger that they would be neglected in the broad area of 'products and services'.

- A group of Global South (from HDI countries 2 to 4) experts was also defined, so that nominations from the Global South were exposed directly to experts from these countries, avoiding the danger of being neglected in the context of projects from richer countries.

- The 'General Experts' consisted of practitioners and experts that were not dedicated specialists in any of the basic types of accessibilty (built environment, transport etc.)

8. The 'General Experts' were divided randomly into four groups. Likewise, the 132 shortlisted nominations were grouped in four Excel spreadsheets. Thus, every voting form listed 34 nominations. The experts were then asked simply to select the 'better half' - they could choose up to 17 out of the 34 on the list. They could also comment on their selection.

9. The 'Special Experts' reviewed only those nominations that fitted into their area of expertise. Thus, their lists of nominations were of different lengths:
   - Built environment: 18
   - Transport: 12
   - Cities & tourism: 28
   - ICT: 40
   - Services related to assistance, emergency, financials, products: 15
   - Services related to culture (museums, theatres, cinema, events): 19
   - Global South: 23. Experts were added separately for these nominations; all 23 nominations from HDI countries 2 to 4 got additional exposure to experts from these country groups.

10. This methodology allows different kinds of in-depth analysis, clustering the results into different kinds of groups:

- Selected by all experts

- Clustered according to the target group of the Innovative Practice:
  - Targeting all persons with disabilities
  - Targeting the blind and visually impaired
  - Targeting the deaf and hard of hearing
  - Targeting persons with physical disabilities
  - Targeting persons with psychosocial disabilities and learning difficulties

- Clustered according to type of accessibility:
  - Built Environment Practices
  - Transport Practices
  - City & Tourism Practices
  - ICT Practices
  - Services
  - Cultural Practices

- Clustered by the background of the experts that voted for them:
  - NGO Experts
  - Business Experts
  - Academic Experts

  And from a regional perspective:
  - EU Experts
  - Global South Experts (HDI Countries 2 to HDI Countries 4)

11. In total 208 experts took part in the process:
    - 58 experts voted within the general group.
    - 42 experts came from Global South countries and voted only on Global South Practices.
    - The specialist votes came from the following groups, where experts were deliberately selected in order to cover as equally as possible these fields of expertise:
      - Built environment: 8
      - Cities: 33
      - Transport: 23
      - ICT: 23
      - Assistive and other services: 14
      - Culture: 7

- To be selected as an Innovative Practice of the Zero Project, a shortlisted nomination had to: be in the top quartile in at least one of these clusters (in other words, in the top 25 percent of all votes in that cluster); or get an approval rate of a minimum of 50 percent in at least one of the clusters, even if it was not among in the top-quartile, in order to avoid dropouts that could be considered 'too close to call'.

Various translation systems, using technology and/or personal assistance, have been selected as Innovative Practices 2014.

- Within the additional clusters that were created in the analysis (EU, NGO, Business, Academics, different types of disabilities), an Innovative Practice was only considered when a minimum of 4 experts could potentially vote for it. Otherwise the Innovative Practice was not considered in the ranking for the top quartile within this cluster.

- The selection system not only ensured that the total number of experts had their say; it also considered the interests of all different kinds of target groups. To take into account the broadness of a worldwide approach that tackles a complex issue like accessibility in all its different contexts, this approach was chosen by the Zero Project.

12. Finally, 54 Innovative Practices were selected using this selection process, out of the 134 that had been shortlisted (40 percent).

13. The factsheets of the Innovative Practices that are presented in the Zero Project Report (pages 52 to 105) include information about which hurdles - and how many of them - each Innovative Practice has passed. The more selections, the broader the acceptance of experts.

THE 54 INNOVATIVE PRACTICES 2014 OF THE ZERO PROJECT ON ACCESSIBILITY

INNOVATIVE PRACTICE	ORGANISATION	COUNTRY	DETAILS
NVDA (NonVisual Desktop Access)	NV Access Limited	Australia	NVDA is a free, fully functional, portable screen reader for Microsoft Windows
Accessible Map	CEIT ALANOVA gGmbH, Hilfsgemeinschaft	Austria	Talking city maps for visually impaired persons
AppHear	hörwelt GmbH	Austria	Mobile hearing aid on shopping carts
Barrierefreie Bank Austria	Bank Austria	Austria	Accessible banking services, barrierfree foyer
easy entrance - Unternehmensberatung und Architektur	easy entrance GmbH	Austria	Business consultancy for accessible working environments
Maths in Braille	Hilfsgemeinschaft der Blinden u. S.	Austria	Open source tool to convert mathematical formulas
MoViH	WU Wien, Institut für Transportwirtschaft	Austria	Database for barrier-free public transport systems
ÖZIV Access	ÖZIV, Österr. Zivilinvalidenverband	Austria	Advocacy to sensitize on accessibility
RelayService	ÖGSbarrierefrei	Austria	Telephone exchange service for deaf people
ways4all	FH JOANNEUM GmbH	Austria	Public transportation made accessible
wege-finden.at	Forschungskonsortium B I S	Austria	Online route planning tool
European standards for easy to read	Inclusion Europe aisbl	Belgium	European easy-to-read logo
Making events accessible	Intro vzw	Belgium	Enabling access to various events
Housing and access	RIOinclui	Brazil	Accessible housing in poverty striken areas
Theater in the Service of Diversity	Escole de Gente	Brazil	Cultural inclusion through accessible theater, various translation tools used
Ayudas técnicas y asistencia tecnológica	Corporacion CETRAM	Chile	Low cost and high performance technical aids and assistive technology
Kit de inclusión digital para personas con discapacidad	Corporación Discapacidad Colombia	Colombia	Platform offering solutions for IT inclusion
The Most Accessible Office House in the World	Disabled peoples organisations Denmark	Denmark	Inclusive office building
Accessible and supportive university	Tallinn University of Technology	Estonia	Disabled students as consultants for accessibilty at university
Promote accessibility in Ethiopia	ECDD	Ethiopia	Guide book on accessibility, inclusive urban development
ACCEO	Delta Process	France	Service provider for accessible phone calls
Accessibilité de la communication	SCOP LE MESSAGEUR	France	Simultaneous transcription in Braille and other languages, on-site and remote
Artesens, l'éveil artistique par les sens pour tous	ARTESENS	France	Reproduction of art, historical role plays
Online Translationsystem	Verba Voice	Germany	Online interpreting system for hearing-impaired people
PIKSL	In der Gemeinde leben gGmbH	Germany	Cooperation reduces (digital) complexity
Wheelmap.org	Sozialhelden e.V.	Germany	Online and interactive city-map, wheelchair accessibility
E-Speak Text To Speech (TTS)	Centre for Internet and Society	India	Open source text-to-speech engine
Home from Home Appartment	Muscular Dystrophy Ireland	Irland	Independent fully accessible accommodation with aids & appliances
Evacuation manual using DAISY	Assistive Technology Deveopment Org.	Japan	Evacuation manual in DAISY multimedia format
e-Accessible Education in Macedonia and Serbia	Open the Windows EHO	Macedonia	Children with disabilities in mainstream primary education, assistive technology
Accessibility Guide for Employers in Mexico, Peru, Ecuador	The Trust for The Americas	Mexico	Accessibility at Work
Accessible Transport	Association of Youth with Disabilities	Montenegro	Transport support for students
Accessibility as part of the business concept	Scandic Hotels	Norway	Accessibility incorporated in everything
Color ADD - Colour is for all!	Color ADD	Portugal	Universal graphic code to identify colors
Mada - Qatar Assistive Technology Center	Mada (Qatar Assistive Technology Center)	Qatar	One-stop-shop for assistive technology in arabic language
The BCA Universal Design (UD) Mark	Building and Construction Authority (BCA)	Singapore	Certification scheme on Universal Design
Learnership for unemployed rural youth	ATHENA - Interactive Training Network	South Africa	Dual Education, workexperience, mobile college
Amovil	Fundación ONCE	Spain	Comparative analysis of accessibility features in mobile devices
ASPACEnet	ASPACE y Fundacion Vodafone Espana	Spain	Social interaction of people with cerebral palsy through new technologies
ICT to make public bus more accessible	EMT Madrid	Spain	Visual and acoustic information on public buses in Madrid
Network for Excellence o. t. Flag of Towns a. Cities for All	Design for All Foundation	Spain	Urban centers made accessible for all
Accessible Museums in the Western Balkans	Cultural Heritage without Borders	Sweden	Communicating art in the Western Balkans
Obstacle-Free Airport Project	TAV Istanbul	Turkey	Airport made accessible
Inclusive Education practices	USDC Uganda	Uganda	A fully inclusive and accessible school in Uganda
Accessible information adapted by pwd	Inspired Services Publishing	UK	Accessible information adapted by people with intellectual disabilities
Accessible London	City Bridge Trust	UK	Improving access to buildings of 3rd sector
Changing Places Toilets	Changing Places Consortium	UK	Campaign for accessible toilets in public spaces
Stations made easy	ATOC Ltd	UK	Maps of railway stations, community based
The talking ATM (Automatic Teller Machine)	Barclays Bank	UK	Audio enabled ATMs
Virtual object handling in museums	Manchester Museum	UK	Haptic and tactile museum experience, 3-D scan
Access programmemes, MoMA New York	The Museum of Modern Arts NY	USA	Training on inclusive art education
AMAC	AMAC Accessibility Solutions	USA	One stop shop for digitized media
Leveraged Freedom Chair (LFC)	Global Research Innovation and Technology	USA	Wheelchair to travel on unpaved surfaces
Community based Disaster Risk Reduction Management	Malteser International	Vietnam	Community based disaster risk management

Overview:
Innovative Practices of the Zero Project 2014

UNITED KINGDOM

Accessible information adapted by persons with disabilities
Accessible information adapted by people with intellectual disabilities
INSPIRED SERVICES PUBLISHING

Accessible London
Improving access to buildings of 3rd sector
CITY BRIDGE TRUST

Changing places toilets
Campaign for accessible toilets in public spaces
CHANGING PLACES CONSORTIUM

Stations made easy
Stations made easy
ATOC LTD

The talking ATM (Automatic Teller Machine)
Audio enabled ATMs
BARCLAYS BANK

Virtual object handling in museums
Haptic and tactile museum experience, 3-D scan
MANCHESTER MUSEUM, TOUCH AND DISCOVER SYSTEMS LTD.

NORWAY

Accessibility as part of the business concept
Accessibility incorporated in everything
SCANDIC HOTELS

SWEDEN

Accessible museums in the Western Balkans
Communicating art in the Western Balkans
CULTURAL HERITAGE WITHOUT BORDERS

ESTONIA

Accessible and supportive university
Disabled students as consultants for accessibility at university
TALLINN UNIVERSITY OF TECHNOLOGY

AUSTRIA

AccessibleMap
Talking city maps for visually impaired persons
CEIT ALANOVA GMBH

AppHear
Mobile hearing aid on shopping carts
HÖRWELT GMBH

Barrierefreie Bank Austria
Accessible banking services, barrier-free foyer
BANK AUSTRIA

easy entrance
Business consultancy for accessible working environments, barrier-free foyer
EASY ENTRANCE GMBH

Maths in Braille
Open-source tool to convert mathematical formulas
HILFSGEMEINSCHAFT DER BLINDEN UND SEHSCHWACHEN

MoViH
Database for barrier-free public transport systems
WU WIEN, INST. F. TRANSPORT-WIRTSCHAFT UND LOGISTIK

ÖZIV access
Advocacy to sensitise on accessibility
ÖZIV, ÖSTERR. ZIVILINVALIDENVERBAND

RelayService
Telephone exchange service for deaf people
ÖGSBARRIEREFREI

ways4all
Public transportation made accessible
FH JOANNEUM GMBH

wege-finden.at
Online route-planning tool
FORSCHUNGSKONSORTIUM BARRIERE INFORMATIONS SYSTEM

DENMARK

The most accessible office house in the world
Inclusive office building
DISABLED PEOPLES ORGANISATIONS DENMARK (DPOD)

IRELAND

Home from home apartment
Independent fully accessible accommodation with aids & appliances
MUSCULAR DYSTROPHY IRELAND

BELGIUM

European standards for easy to read
European 'easy-to-read' logo
INCLUSION EUROPE AISBL

Making events accessible
Enabling access to various events
INTRO VZW

GERMANY

Online translation system
Online interpretation system for hearing-impaired people
VERBA VOICE

PIKSL
Cooperation reduces (digital) complexity
IN DER GEMEINDE LEBEN GGMBH

wheelmap.org
Online and interactive city-map, wheelchair accessibility
SOZIALHELDEN E.V.H

USA

Access programs, MoMA New York
Training on inclusive art education
THE MUSEUM OF MODERN ART NY

AMAC
One-stop shop for digitised media
AMAC ACCESSIBILITY SOLUTIONS

Leveraged Freedom Chair (LFC)
Wheelchair to travel on unpaved surfaces
GLOBAL RESEARCH INNOVATION AND TECHNOLOGY

FRANCE

ACCEO
Service provider for accessible phone calls
DELTA PROCESS

Artesens, l'éveil artistique par les sens pour tous
Reproduction of art, historical role plays
ARTESENS

TURKEY

Obstacle-free airport project
Airport made accessible
TAV ISTANBUL

PORTUGAL

Color ADD Colour is for all! asistencia tecnológica
Universal graphic code to identify colours
COLOR ADD

SPAIN

Amovil
Comparative analysis of accessibility features in mobile devices
FUNDACIÓN ONCE

ASPACEnet
Social interaction of people with cerebral palsy through through new mobile device technologies
CONFEDERACIÓN ASPACE Y FUNDACION VODAFONE ESPANA

ICT to make public bus more accessible
Visual and acoustic information on buses in Madrid
EMPRESA MUNICIPAL DE TRANSPORTES DE MADRID (EMT)

Network for excellence flag of towns and cities for all
Urban centres made accessible for all
DESIGN FOR ALL FOUNDATION

MONTENEGRO

Accessible transport the business concept
Transport support for students
ASSOCIATION OF YOUTH WITH DISABILITIES OF MONTENEGRO

MACEDONIA

e-Accessible education in Macedonia and Serbia
Children with disabilities in mainstream primary education, assistive technology
OPEN THE WINDOWS (OTW), ECUMENICAL HUMANITARIAN ORGANISATION (EHO)

QATAR

Mada – Qatar assistive technology center
One-stop-shop for assistive technology in Arabic language
MADA (QATAR ASSISTIVE TECHNOLOGY CENTER)

INDIA

E-speak text to speech (TTS)
Open source text-to-speech engine
CENTRE FOR INTERNET AND SOCIETY

VIETNAM

Community-based disaster risk reduction management
Community-based disaster risk management
MALTESER INTERNATIONAL

JAPAN

Evacuation manual using Digital Accesible Information System (DAISY)
Evacuation manual in DAISY multimedia format
ASSISTIVE TECHNOLOGY DEVELOPMENT ORGANISATION

THAILAND

Bangkok metropolitan administration
Sidewalk design competition, urban centres made accessible
DISABLED PEOPLES' INTERNATIONAL ASIA-PACIFIC REGION

SINGAPORE

The BCA Universal Design (UD) mark
Certification scheme on Universal Design
BUILDING AND CONSTRUCTION AUTHORITY (BCA)

ETHIOPIA

Promote accessibility in Ethiopia
Guide book on accessibility, inclusive urban development
ETHIOPIAN CENTER FOR DISABILITY AND DEVELOPMENT (ECDD)

UGANDA

Inclusive education practices asistencia tecnológica
A fully inclusive and accessible school in Uganda
UGANDA SOCIETY FOR DISABLED CHILDREN (USDC)

SOUTH AFRICA

Learnership for unemployed rural youth
Dual Education, work experience, mobile college
ATHENA – INTERACTIVE TRAINING NETWORK (PTY) LTD

AUSTRALIA

NVDA (NonVisual Desktop Access)
NVDA is a free, fully functional, portable screen reader for Microsoft Windows
NV ACCESS LIMITED

MEXICO

Accessibility guide for employers in Mexico, Peru, Ecuador, El Salvador
Accessibility at Work
THE TRUST FOR THE AMERICAS

COLOMBIA

Kit de inclusión digital para personas con discapacidad
Platform offering solutions for IT inclusion
CORPORACIÓN DISCAPACIDAD COLOMBIA, EMPRESA DISEÑO UNIVERSAL TECNOAYUDAS

BRAZIL

Housing and access
Accessible housing in poverty-stricken areas
RIOINCLUI

Theatre in the service of diversity
Cultural inclusion through accessible Theatre, various translation tools used
ESCOLE DE GENTE

CHILE

Ayudas técnicas y asistencia tecnológica
Low cost and high performance technical aids and assistive technology
CORPORACION GETRAM

Countries

- Europe (EU)
- Europe (Non-EU)
- Northern America
- Latin America and Caribbean
- Africa
- Asia/Oceania

STEPMAP
LANDKARTE ERSTELLEN

Key Findings of the Innovative Practices

In this chapter are summarised the key findings of the Innovative Practices 2014 when clustered into different groups of countries, regions, types of accessibility and types of disability.

ANALYSIS OF COUNTRY REPRESENTATION

In the two-step selection process, the number of nominations was first reduced from 243 to the 132 shortlisted practices, and finally to the 54 that have been selected.

The nominations came from 58 different countries around the world; the selected Innovative Practices come from 30 different countries. In the table below, the full breakdown of the selection process is shown, grouped by country.

Austria leads with an outstanding 11 out of 55 Innovative Practices, which is definitely due to the home-turf advantage of the Zero Project - the experts network is still woven most tightly in the mother country of the Essl Foundation. Nonetheless this can be considered fair since the dropout quota of all nominations in Austria is roughly 74 percent (from 43 to 11), compared to the overall dropout quota of 73 percent.

Although the representation of the Global South in Innovative Practices (and Innovative Policies) has improved in the last two years, there is still room to improve in this regard. An astonishing fact: out of 20 nominations from Italy, not a single one made it in the final selection. The Zero Project has no explanation for this shortfall.

ANALYSIS OF TYPES OF ACCESSIBILITY

The selected Innovative Practices work relatively evenly on all types of accessibility. The emphasis placed by the Zero Project on 'city & tourism' is supported by the fact that an impressive nine Innovative Practices can be allocated to this area. The importance of this clustering should not be overestimated since in many cases quite difficult allocations had to be made. Online maps, for example, may be considered as ICT but can also be attributed to the accessibility of transport, cities or in some cases also of the built environment as well.

ANALYSIS OF TYPES OF DISABILITY

The majority of the selected Innovative Practices work to improve accessibility for all, or cannot be attributed to a single group of persons with disabilities. This breakdown too is not to be considered as 'hard currency' since the allocation is difficult for many of the Innovative Practices.

NOMINATIONS, SHORTLISTINGS AND SELECTIONS PER COUNTRY

Country	Nominations	Shortlisted	Selected	Country	Nominations	Shortlisted	Selected	Country	Nominations	Shortlisted	Selected
Argentina	1	0	0	Guatemala	2	0	0	Poland	2	2	0
Australia	5	4	1	Hong Kong/China	1	1	0	Portugal	2	2	1
Austria	41	23	11	Hungary	2	1	0	Russia	1	0	0
Azerbeijan	1	1	0	India	4	3	1	San Marino	1	1	0
Bangladesh	1	0	0	Indonesia	1	1	0	Saudi Arabia	1	1	0
Belgium	5	4	2	Ireland	7	3	1	Senegal	1	0	0
Bolivia	1	0	0	Israel	1	0	1	Serbia	1	0	0
Brazil	3	3	2	Italy	20	10	0	Singapore	1	1	1
Canada	2	1	0	Japan	2	1	1	South Africa	6	2	1
Chile	2	1	1	Kenya	1	1	0	Spain	21	14	4
Colombia	2	2	1	Macedonia	1	1	1	Sweden	4	2	1
Congo	1	0	0	Mexico	4	1	1	Switzerland	1	0	0
Croatia	1	1	0	Moldova	1	0	0	Tansania	1	0	0
Denmark	1	1	1	Montenegro	1	1	1	Thailand	2	1	1
Estonia	2	1	1	Netherlands	2	1	0	Turkey	3	2	1
Ethiopia	1	1	1	Nigeria	1	0	0	Uganda	1	1	1
France	16	11	3	Norway	2	1	1	UK	16	11	6
Germany	13	8	3	Pakistan	1	1	0	USA	13	5	4
Ghana	1	0	0	Peru	2	0	0	Vietnam	1	1	1
Greece	1	1	0	Philippines	1	0	0				

ANALYSIS OF TECHNIQUES OF INNOVATIVE PRACTICES

The Zero Project has clustered the shortlisted and also the selected Innovative Practices not only according to the issues that they address, but also according to the technique(s) - i.e. solution or approach - that they use. This is a tool used by the Zero Project for looking at similarities within the nominations. The techniques that have been 'distilled' out of the huge variety of projects enables new insights into Practices that work and should provide thought-provoking ideas for decision makers and opinion leaders.

All Stakeholder techniques (12 shortlisted, 5 selected): Involving as many different stakeholders as possible in the process is a key factor for success. These stakeholders of course always include persons with disabilities, but also almost always include professionals (architects, engineers etc.), planning and financing bodies, and businesses.

Innovative Practice example: RIOinclui (Brazil, p. 65): Working at the nexus of architecture and social service

Combining architecture, universal design and social work, RIOinclui provides accessible housing for children and youth with disabilities living in poor conditions in the city of Rio de Janeiro. Targeting physical and social mobility at the same time, the project goes beyond architecture: reasonable accommodation for the beneficiaries and their caregivers is created. The whole family is empowered to benefit from statutory social welfare; a network of local support is provided.

Apps and Software (15 shortlisted, 5 selected): Since persons with disabilities can be considered as having a strong affinity to technology, especially smartphones and tablets, apps and other software are often highly efficient, cheap and accessible to all, including blind persons and persons with learning difficulties.

Innovative Practice example: ATOC - web-based maps for 2,500 train stations in the UK (page 99)

Stations Made Easy allows passengers to evaluate accessibility before they start their journey. ATOC have produced detailed plans, in the form of interactive station maps, for every station on the rail network in Great Britain. The maps provide detailed information about accessibility at every station. Stations Made Easy also allows passengers to identify routes through stations which best meet their needs. This includes delivering a step-by-step plan to passengers showing them what they will encounter using a particular pathway through a station.

ANALYSIS OF TECHNIQUES USED

	Shortlisted	Selected
All stakeholder	14	5
App/Software	15	5
Assistance	2	2
Database	5	1
E Books	4	1
Easy Language	5	0
Guidebooks	5	2
Innovative Devices	16	7
Maps	11	6
Multimedia Guides	4	2
Multimedia Presentation	4	2
One-Stop Shop	5	3
Peers	5	2
Professionals	10	3
Standards	8	4
Translation	8	5
Universal Design	14	5

Assistance (3 shortlisted, 3 selected): Personal assistance is irreplacable in many approaches, and is also not replacable by technology.

Innovative Practice example: ATHENA - Mobile College in South Africa (page 88)

In order to empower the rural youth with disabilities to overcome unemployment, ATHENA offers learnerships free of charge. The learners and their families do not have to pay extra costs for travel and accommodation as is the case when they attend a campus far from home. Each learner is placed in a host workplace close to their home and allocated a permanent employee as a coach and mentor.

Innovative Practice example: Transport for Students in Montenegro (page 83)

This transportation service enables young persons with disabilities to actively participate in society and study at university.

Databases (5 shortlisted, 1 selected): A database is the basis for many apps, online maps, education tools, digital and alternative media solutions. Creating databases that are accessible (and affordable and in the right language) is therefore to be considered a key information strategy, comparable to many commercially successful tools like GPS, Webshops and Dictionaries.

E Books/Digital Books (4 shortlisted, 1 selected): Online libraries for e-books, audio-books and all kinds of alternative formats are at the heart of several education and training projects, bringing down barriers in education and employment.

Innovative Practice example: AMAC, a digital library (p. 103)

AMAC offers a one-stop shop for digital and alternative media textbooks, cost-effective reuse of digital libraries, remote captioning and downloadable assistive technology software to quickly access materials at universities, colleges, government agencies, non-profits, and corporations.

Guidebooks (5 shortlisted, 2 selected): Printed guidebooks are powerful, even in electronic times. For example, in the Global South, where digital access is still a huge barrier and in the case of 'Mandatory Guidebooks' for all professionals working on accessibility issues.

Innovative Practice example: ECDD Ethiopia, a guidebook to an accessible Ethiopia (page 73)

ECDD is partnering with Light for the World Austria to provide technical information on accessibility standards to government, non-governmental organisations, universities and the private sector. Persons with disabilities were trained to undertake the audits and survey the accessibility of hotels, restaurants, schools and other public facilities in 12 towns in Ethiopia. A 'Guide to Accessible Ethiopia' has been produced, printed and distributed.

Innovative Devices (16 shortlised, 7 selected): Innovation and Technology are definitely drivers of accessibility.

Innovative Practice example: Artesens (France): Experience art through different senses (page 74)

Children and adults with and without disabilities discover their cultural heritage based on a sensitive, artistic and playful approach. Paintings are reproduced and historical objects are experienced in interactive roleplays. Artesens designs exhibitions in which the nose, ears and fingers are used as well as the eyes, and reproduces art and develops training packages in relationship with the global museum community.

Innovative Practice example: Bank Austria's barrier-free bank services (page 55)

Bank Austria aims to make banking accessible for all: there are no steps at the entrance to branch offices; a tactile guiding system leads from the entrance area to the information desk; advice counters are furnished with induction units; the website is translated into sign language and simple language.

Innovative Practice example: Leveraged Freedom Chair, a 'Mountainbike-Wheelchair' for rough terrain (page 104)

The LFC is built out of steel and bicycle parts that can be found in any rural village in any developing country. This enables repair anywhere. A mass production manufacturing centre for the LFC was established in 2012 in India. The close proximity to developing countries across Asia and Africa facilitates the shipment of wheelchairs to those countries.

Maps (11 shortlisted, 6 selected). Online maps are among the most innovative and powerful tools right now, because they are cheap and easy to use. Successful online maps bring down two barriers: making maps accessible to all, including the blind and persons with learning difficulties, and finding ways to access the latest and comprehensive data, either using existing databases or by engaging the community.

Innovative Practice example: Accessible Map (Austria) - a city map read out aloud (page 53)

A prototype of the 'talking city map' for Vienna has been launched. The spoken description of the map gives an idea of what a street looks like, how long it is, and what infrastructure, shops, parks are there. The tool can be used either to prepare for an upcoming trip or, using the mobile application, to get detailed information about one's surroundings while walking through the city. Currently the spoken voice is only available in German but there are plans to implement more languages.

Innovative Practice example: wheelmap.org (Germany - Interactive city-map for wheelchair accessibility (page 66)

Wheelmap.org is a global tool that can be used by everyone everywhere. It is available on the internet and as an app for iPhone and Android. The information provided empowers persons with mobility impairments to plan their day more efficiently, increase their mobility and participate more easily in society. The collected data is also a great tool to raise awareness and set the political agenda by showing what has been achieved and what still needs to be done.

Multimedia Guides & Presentations (8 shortlisted, 4 selected): Making information available to all by using tools to distribute it in different formats, from audiobooks to sign language, to data readable by electronic Braille readers, from plain language to captioning, from subtitled videos and TV programmes to e-books.

ANALYSIS OF TYPES OF ACCESSIBILITY		
	Shortlisted	Selected
B Access to Built Environment	22	1
T Access to Transport	14	6
Q Access to Cities (Tourism)	25	9
I Access to Information and Communication	34	1
Access to Products and Services	39	1
A Assistive Technology and Services	10	6
C Culture	19	6
F P Financial Services and other products, services	10	3

Innovative Practice example: Escola de Gente - Inclusive theatre in Brazil (page 77)

Escola de Gente enables actors and the audience with and without disabilities to participate and to enjoy theatre. It publishes accessible materials, conducts research, organises communication workshops for youth and advocates for an inclusive education system. The stories told on stage address themes like discrimination and inclusion. Descriptive subtitling, sign language interpreters, audio description, programs in Braille and multimedia materials play an essential part.

Innovative Practice example: e-accessible education in Macedonia and Serbia (page 81)

The e-Accessible Education Project introduced assistive technology into mainstream primary schools in the country: schools were equipped with assistive computer peripherals (e.g. big-button keyboards, trackballs, etc.) and over 300 teachers were trained in using assistive technology in their work with students with disabilities.

One-Stop Shops (5 shortlisted, 3 selected): In a world that becomes more complex every day, decision makers in governments and businesses can be effectively supported by providing them with only one contact person who provides all the support needed, e.g. on employment, barrier-free environments or even more complex issues like city planning.

Innovative Practice example: MADA - Qatar Info Center on eAccessibility (page 86)

Mada was established by the Supreme Council for Information and Communication Technology (ictQatar) in June 2010 as a public-private partnership with Qtel, Vodafone Qatar, Qatar National Bank and Microsoft. Mada is a one-stop shop for all aspects of accessible technology for persons with disabilities. As well as delivering direct services, the centre has sought to introduce a range of technologies to support Arabic speakers, introducing website accessibility certification, establishing the first major repository of accessible books online for Arabic users, and supporting Arabic innovation and research in access technologies.

Innovative Practice example: ÖZIV Access (Austria) - consulting services for employers (page 59)

ÖZIV ACCESS offers consultancy services and solutions in the field of accessibility which are sensitive to the needs of persons with disabilities and their families. Specially trained consultants advise in the field of built environment, design, communications and social accessibility. Tailor-made training is also offered in order to increase sensitivity and advise a specific group of individuals, e.g. employees, on dealing with persons with disabilities.

Peer-to-Peer Techniques (5 shortlisted, 2 selected): Using the potentials and abilities of persons with disabilities to solve accessibility issues seems to be a natural approach, and is highly efficient as well. Some very efficient Innovative Practices employ this approach.

Innovative Practice example: PIKSL (Germany) - cooperation reduces digital complexity for all (page 76)

In the PIKSL lab, persons with intellectual disabilities learn to deal independently with computers and the internet. Using these skills they become excellent teachers for the elderly or for other persons with disabilities. They also partner with scientists, developers, and designers in order to create assistance tools, simplify complex communication technology and make it more accessible.

Professionals, training and advocacy (9 shortlisted, 3 selected). Professionals - architects, city planners, plumbers, web designers, engineers - are the gatekeepers of change towards more accessible environments, and often, they are reluctant to change their habits and traditional ways of working. Working with professionals is another highly efficient approach.

Innovative Practice example: Cultural Art without borders - Communicating the arts in the Western Balkans (page 93)

Training and capacity building for professionals working in museums is at the heart of this project. A broader information and education program is also provided to raise awareness for the persons with disabilities and promote inclusion and good practice. Children and adults with disabilities are welcomed as museum visitors and take part in various activities which enable them to experience their cultural heritage.

Standards and Norms (8 shortlisted, 4 selected) are mostly used in the fields of the built environment and ICT. They help to define minimum requirements for the accessibility of buildings and serve the construction industry to produce adequate materials and professional craftsmen to develop the right skills.

In ICT, standards and norms are about defining interfaces for hardware and software that are universally used and create worldwide connectivity. In the field of disability, most important is the availability of screen-readers for the blind or for other hardware and software used by persons with disabilites.

Innovative Practice example: ColorADD - tool for the colour-blind from Portugal (page 85)

ColorADD transforms colour to a graphic code, indicating the colours used on textiles, medicines, teaching games, coatings, paint materials etc. Based on three primary colours, the symbols are related to each other and the entire colour pallet graphically identified (e.g. yellow and blue become green – the symbols of the graphic code are similarly combined).

Translation tools (7 shortlisted, 4 selected). Automated or assisted translation is a cheap and powerful tool for making information more accessible in different information channels, inlcuding plain language, or even to make information that is not coded into text accessible to the blind.

Innovative Practice example: Text-To-Speech for the blind in India (page 78)

e-Speak is a Text-To-Speech system that addresses a crucial gap by providing a voice translation tool in Indian local languages. The TTS tool can be used in combination with screen readers on computers and on mobile phones. Being open-source software it is affordable and compatible with other software.

Innovative Practice example: Scop Le Messageur (France) - simulatanous transcription of speech (page 73)

SCOP Le Messageur offers simultaneous transcription of speech in French, in 15 other languages (English, German, Spanish, etc.) and in Braille (for deaf blind people). The transcribed text can be read on a PC screen, on a mobile device or on a screen installed in a meeting room or similar.

Innovative Practice example: Verbavoice online translation services (pages 75)

VerbaVoice developed a distant, internet-based interpreting system. For students and trainees with hearing impairments the online service offers mobile access to information and enables full participation in the knowledge society. VerbaVoice also offers live text and sign language video to enable accessibility in events, conferences, meetings etc.

Universal Design (Design for All; 14 shortlisted, 5 selected). Universal design refers to broad-spectrum ideas aimed at producing buildings, products and environments that are inherently accessible (source: wikipedia.org), in a sense that the usability by all persons is at the core of the design process, and not - for example - added elements that make them a little more accessibile.

Innovative Practice example: Most accessible office building in th world from Denmark (page 69)

This office building takes the accessibility needs of all groups with all kinds of impairments into consideration - accessibility as a concept and ideology. The future users were involved in the process from the beginning. Therefore, many elements included in the building are user-driven innovations. A key output was the creation of comparative advantages and role-models for the building sector in the future.

Innovative Practice example: Airport Istanbul (page 94)

The specific needs of different groups of persons with disabilities were taken into consideration in order to make the Atatürk Airport accessible. A holistic approach was chosen, not limiting itself to the transformation of the physical space but also aimed at creating awareness within the organisation as well as the general public.

Innovative Practice example: intro vzw - making events accessible (page 64)

Intro vzw makes any kind of event accessible to persons with disabilities: festivals, shows, sports events, fairs, trainings, conferences etc. Intro vzw offers solutions to practical problems and provides services for event organisers and the persons with disabilities who attend the events. Solutions include translation tools, interpreters, ramps and technical equipment. For persons using hearing aids, a looping system removes disturbing ambient sounds.

Portable screen-reader, free of charge

NVDA is a free, fully functional, portable screen reader for Microsoft Windows that allows blind and vision-impaired persons across the world access to computers at no greater cost than their sighted peers.

«NVDA is open source software, which means the code is accessible to anyone. This enables translators and developers around the world to continually contribute to its expansion and improvement.»
(Michael CURRAN)

NVDA (Non Visual Desktop Access)

Organisation:	NV Access Limited
Country/region of origin:	Australia
Beneficiaries targeted:	Blind and visually impaired persons
Approach/model/solution:	Portable screen reader for Microsoft Windows

FACTS & FIGURES

- More than 60,000 downloads in over 150 countries
- Second most popular computer screen reader in the world
- Only screen reader for Microsoft Windows that is free and portable
- Outstanding Achievment Award, Taiwan Digital Talking Books Association (2012)
- Access Award, American Foundation for the Blind (2012)

PROBLEMS TARGETED

Commercial screen readers are expensive, costing up to thousands of dollars. This is prohibitive for many people, particularly in developing countries.

PROJECT

In contrast, NVDA is the only fully functional, multi-lingual, free download available to everyone. Thanks to NVDA, blind and vision-impaired people can participate in education, the workforce and aspects of daily living that were previously impossible or difficult to access such as reading, shopping, banking and social networking. Using NVDA, they can do so regardless of their financial situation, language or location.

CURRENT SITUATION & OUTLOOK

NVDA software enables blind and vision-impaired people to use a computer by communicating what is on the screen using a synthetic voice or braille. It was created by NV Access founders Michael Curran and James Teh – blind computer programmers who believe passionately in universal access to computers. NVDA is developed, tested and documented by users for users. It has received support from noteworthy international companies such as Mozilla, Adobe, Microsoft and Yahoo and has been recognised by the World Blind Union.

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EXPERT VOTING

Top marks from:
- All voters
- NGO voters

Top marks for:
- Access to ICT
- Targeting all persons with disabilities

Nominated by: Axel LEBLOIS, G3ict

City maps, read out loud

AccessibleMaps are 'talking city maps' offering geographic information online and on mobile phone to persons with visual impairments. The description of the city environment is read out loud by a synthetic voice.

«AccessibleMap contributes to the information society. Persons with visual impairments are given the chance to participate in new media, information and communication technologies in the form of web-based city maps.»
(Klaus HÖCKNER)

Name:	**AccessibleMap**
Organisation:	Hilfsgemeinschaft der Blinden & Sehschwachen | CEIT Alanova
Country/region of origin:	Austria
Beneficiaries targeted:	Blind and visually impaired persons.
Approach/model/solution:	Online maps made accessible

FACTS & FIGURES

- Tested in the city of Vienna
- Approximately 160 people were interviewed online to collect the user requirements

PROBLEMS TARGETED

Until now, maps and city maps available on the internet were not accessible to persons with visual impairments. To enable the independent usage of online and mobile city maps and to convey an idea of one's surroundings or current location, this online and mobile application was developed.

PROJECT

A prototype of the 'talking city map' for Vienna has been launched. The spoken description of the map gives an idea of what a street looks like, how long it is, and what infrastructure, shops, and parks are nearby. The tool can be used to prepare for an upcoming trip or, via the mobile application, to get detailed information about one's surroundings while walking through the city. Currently the spoken voice is only available in German but it is planned to implement more languages at a later stage.

CURRENT SITUATION & OUTLOOK

Data from OpenStreetMap and Open Government Data of the City of Vienna is used. It is translated into spoken text, such as 'a park on the right' or 'a shoe store on the left'. As long as there is sufficient detailed data available, the tool has the potential to be implemented worldwide. AccessibleMap was developed in cooperation with the following organisations:

- Compass Verlag GesmbH
- Positec Technologie Entwicklungs GesmbH
- Österreichische Akademie der Wissenschaften - GIScience Institut

The project was funded by the BMVIT (Federal Ministry for Transport, Innovation and Technology) between 2011-2013.

Screenshot of the web-based AccessibleMap.

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EXPERT VOTING

Top marks from:
- Business voters

Top marks for:
- targeting persons with physical disabilities

Nominated by: Hilfsgemeinschaft/CEIT Alanova

Mobile hearing aid attachable to shopping carts

AppHear is a mobile hearing aid to make information and communication accessibile in supermarkets. It can easily be fitted as an accessory to shopping carts.

«The AppHear offers a great advantage to all: the tool is easily attachable and does not require the installation of any additional technology.»
(Tanja REICHL)

AppHear

Organisation:	hörwelt GmbH
Country/Region of origin:	Austria
Beneficiaries targeted:	Persons with hearing impairments
Approach/model/solution:	Mobile hearing aid to be attached to shopping carts

FACTS & FIGURES

- Developed in 2013
- Recently completed its test run
- Used in the SPAR supermarket in Linz, Austria

PROBLEMS TARGETED

Persons with hearing impairments face many acoustical challenges in shopping centres. Background noise and simultaneous announcements over the loudspeakers make listening difficult.

PROJECT

AppHear is a tool that helps provide a clear understanding of acoustical information in shopping centres. The customer does not need to stand close to an information booth with an installed induction loop, wear any neck induction loop or carry a receiver since AppHear is attached directly to the shopping cart. The customer receives spoken information in an understandable format, whether it comes from a customer service area, counter sales, etc.

The shopping centre does not need to install any additional technology or provide additional equipment. This helps to save time and cost. AppHear is mounted on trolleys and an information brochure and a poster next to the shopping cart collection area describe the application.

CURRENT SITUATION & OUTLOOK

SPAR, a leading Austrian supermarket chain, is the first company to put this product into use. Currently one SPAR branch - in Linz, Austria - is using this product. A nationwide launch is planned for the coming years.

AppHear is a mobile solution to make acoustic information and anouncements accessible for persons with hearing impairments.

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EXPERT VOTING

Top marks from:
- NGO Voters

Nominated by: hörwelt

Towards fully accessible banking services

This project takes a holistic approach to the accessibility of banking services: buildings, banking foyers, ATMs, bank cards and websites are made accessible for persons with all kinds of disabilities.

«We would like to be pioneers not only in our results, but also in terms of respectful contact with people.»
(Willibald CERNKO, CEO Bank Austria)

Barrierefreie Bank

Organisation:	Bank Austria
Country/region of origin:	Austria
Beneficiaries targeted:	All persons with disabilities
Approach/model/solution:	Barrier-free banking services

FACTS & FIGURES

- 67 bank branches were made accessible in 2012
- 71 additional bank branches will be accessible by the end of 2013
- A new bank card for blind and visually impaired persons was launched in 2011: extra big font size, greater contrasts and labelling in Braille

PROBLEMS TARGETED

The design of foyers and regular ATMs can hinder the access of persons with disabilities to banking services: the screen is too high for wheelchair users; no acoustic interpreter is available for blind persons; the font is too small for persons with visual impairments; there are no tactile surfaces to lead the way.

PROJECT

Bank Austria aims to make banking accessible for all: there are no steps at the entrances to its branch offices; a tactile guiding system leads from the entrance to the information desk; advice counters are equipped with induction units; the website is translated into sign language and simple language.

CURRENT SITUATION & OUTLOOK

According to its five-year plan, all Bank Austria's branch offices and their foyer devices will be modified towards full accessibility. The website in sign language (videos) and simple language is unique in the German-speaking region. It enables persons with hearing impairments and persons with learning difficulties to access bank products and services. The sites have been developed in close cooperation with ÖGS (Sign Language) and Capito (Easy Reading) and were examined by future users and beneficiaries.

Accessibility in many forms: there are no steps at the entrance and a tactile guiding system leads from the entrance area to the information desk.

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EXPERT VOTING

Top marks from:
- Academics voters
- CEE Voters
- EU Voters

Nominated by: Bank Austria

Consultancy for accessible working environments

easy entrance develops workable, realistic and cost-efficient solutions that enable companies and organisations to create accessible work environments. Sustainable solutions are jointly developed on the conceptual basis of 'accessibility' and 'design for all'.

«The most effective and efficient way to deal with accessibility is to implement it in projects from scratch. No doubt a profit for all of us.»
(Peter MILBRADT)

easy entrance – consulting and architecture

Organisation:	easy entrance GmbH
Country/region of origin:	Austria
Beneficiaries targeted:	Persons with disabilities and elderly people
Approach/model/solution:	Consultancy on universal design, capacity building

FACTS & FIGURES

- Business consultancy is offered to approx. 80 companies per year
- Covers all of Austria
- 'Best Practice Office' in Graz since 2013

PROBLEMS TARGETED

Creating a work environment which takes into account the needs of all employees and customers is increasingly a challenge for the management of companies: people are getting older and have to work longer. Medical conditions and disabilities occur frequently.

PROJECT

easy entrance develops workable, realistic and cost-efficient solutions for companies and organisations. As a business consultancy and technical architecture company, easy entrance offers services for the entire process from conception through planning to implementation.

CURRENT SITUATION & OUTLOOK

Sound, light, colour and interior design all support the well-being of employees and customers. Bespoke acoustic solutions complement the creation of accessible work places. In cooperation with its customers, easy entrance has undertaken various projects to improve accessibility, e.g.:
- Design of a production hall for a large car company
- Optimisation of more than 60 (social) counselling locations
- Training of key employees of a municipal administration
- Advising banks in improving their service zones
- Training of labour inspectors

In 2014 it is planned to incorporate accessibility better into existing management processes and to improve standards.

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EXPERT VOTING

Top marks from:
- NGO voters

Top marks for:
- access to built environment

Nominated by: Susanne WIEDENHOFER, Bundessozialamt

Web-portal to convert math formulae into Braille

The open-source software 'Universal Maths Conversion Library' (UMCL) was developed into a web-based tool to convert all kinds of documents containing mathematical formulae into Braille.

«MathInBraille is an important contribution to reducing the digital divide and an innovative step towards inclusive education.» (Klaus HÖCKNER)

MathInBraille

Organisation:	Hilfsgemeinschaft der Blinden und Sehschwachen Österreichs| JKU Universität Linz
Country/region of origin:	Austria
Beneficiaries targeted:	Persons with visual impairments
Approach/model/solution:	Online tool to convert mathematics into Braille

FACTS & FIGURES

- Web-based; does not require software installation
- Used by 20 users throughout Austria

PROBLEMS TARGETED

60 years since the invention of the computer and after 30 years of successful use of Braille display and speech output, there are still difficulties for blind and visually impaired persons in accessing scientific documents containing mathematical formulae. The main reason lies in the visual 2-D character of the mathematical presentation that is in conflict with the linear nature of Braille and speech output.

PROJECT

MathInBraille further improved the open source software 'Universal Maths Conversion Library' (UMCL) and developed a web portal as an interface. This means the tool can be used online without users having to install specific software on their PC. With the web-based convertion tool the user can convert different document formats into accessible versions.

CURRENT SITUATION & OUTLOOK

It is planned to double the number of regular users by 2015. Another goal is to improve the quality of Braille and electronic textbooks and convert complex course material into more simplified, easy and accessible language for teaching visually impaired and blind students. The functionality of the web portal is intended to be extended by the following:
- MathInAudio: Converts mathematical content into structured audio format
- MathInRepository: Provides a collection of formulae in Braille and audio
- MathInCommunity: Provides an interactive discussion forum in which ideas and problems concerning mathematical content for persons with visual impairments can be exchanged and discussed

Screenshot of the web-based MathInBraille tool and its online editor. Mathematical formulae are converted to accessible formats.

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EXPERT VOTING

Top marks for:
- Access to ICT

Nominated by: JKU University Linz

Database for barrier-free public transport systems

This research project provides a comprehensive list of barriers in public transport systems and convenient solutions for vision and hearing impaired passengers. Authorities and public transport companies can use the results to improve their services.

«Solutions for sight and/or hearing impaired are an important basis of inclusive design measures. They enable an easy use of public transport systems.»
(Elmar W.M. FÜRST)

MoViH – Mobility in public transport

Organisation:	WU Wien, Institute for Transport and Logistics Management
Country/region of origin:	Austria
Beneficiaries targeted:	Persons with vision and/or hearing impairments
Approach/model/solution:	Database of solutions

FACTS & FIGURES

- Database of approx. 300 best & worst practices (photo graphs) as a toolkit to design barrier-free transport systems
- Problems categorised as: stops and stations, vehicles, general mobility problems, and public awareness
- Contributed to making Vienna International Airport accessible

PROBLEMS TARGETED

The project team found a variety of problems imposed on impaired passengers that could be segmented into four categories: 'stops and stations', 'vehicles', 'general mobility problems' and 'public awareness'. Multiple solutions to each barrier are presented and the main target group is indicated.

PROJECT

As public transport is an ever more important factor in everyday life, the responsible authorities should be made aware of the specific problems imposed on vision- and/or hearing-impaired persons. This research project provided an initial comprehensive list of barriers together with convenient solutions that should be considered for a barrier-free public transport system.

CURRENT SITUATION & OUTLOOK

The research project focused exclusively on the needs of and barriers for people with vision and hearing disabilities - currently a unique approach. In order to identify the most efficient and effective solutions in terms of accessibility, the transport companies as providers and the public sector were interviewed. The information is compiled as 'best & worst practices' and forms a solid basis for consulting transport companies to make their systems as accessible as possible. Using the findings from the project, the accessibility of the Vienna International Airport was improved. The professional knowledge generated is also used to improve existing standards and develop new ones.

Indicating one of the best practices that were identified during the research process: clearly marking all potential hazards in the street to make them as visible as possible for persons with visual impairments.

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EXPERT VOTING Top marks from:
- EU voters

Nominated by: WU Wien

One-stop-shop for Austrian employers

ÖZIV ACCESS offers comprehensive consultancy services and tailor-made solutions to companies that employ persons with disabilities.

«According to the UN Convention on the rights of persons with disabilities our aim is to achieve an inclusive society without barriers.» (Doris BECKER-MACHREICH)

ÖZIV Access

Organisation:	Österreichischer Zivil-Invalidenverband
Country/region of origin:	Austria
Beneficiaries targeted:	Persons with disabilities
Approach/model/solution:	Empowerment, consultancy, training

FACTS & FIGURES

- Approx. 100 companies used the consultancy since 2006
- Approx. 1,500 persons participated in workshops since 2006
- Acts as advisor to the Ministry of Social Affairs in the field of accessibility

PROBLEMS TARGETED

Despite the Disability Discrimination Act, persons with disabilities in Austria still cannot participate equally in all areas of life (school, housing, culture, work etc.). The lack of accessibility and awareness in various areas prevents their full inclusion.

PROJECT

ÖZIV ACCESS offers consultancy services and solutions in the field of accessibility which are sensitive to the needs of persons with disabilities and their families. Specially trained consultants advise in the fields of built environment, design, communications and social accessibility. Tailor-made training is also offered in order to increase sensitivity and advise a specific group of individuals, e.g. employees, in dealing with persons with disabilities.

ÖZIV ACCESS has worked with various Austrian companies and organisations, among others: Austrian Post AG, the Federal Ministry of Finance, ORF, Nespresso, Merkur/Rewe, baumax, ÖBB/MUNGOS and AUA.

CURRENT SITUATION & OUTLOOK

ÖZIV connects persons with disabilities and the economy. The goal is to enable persons with disabilities to participate independently in all facets of life, strengthen their ability to find an appropriate workplace and receive support on their professional career path. Furthermore, ÖZIV sends out information and news from the social sector in Austria to interested people: current affairs and social issues; events; literature tips; legal information.

Tailor-made training is offered in order to increase sensitivity in dealing with persons with disabilities.

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EXPERT VOTING Top marks from:
- NGO voters

Top marks for:
- Targeting all persons with disabilities

Nominated by: ÖZIV

Access to information & services for deaf people

Customer services and hotlines are being made accessible to deaf persons. Thanks to RelayService, deaf people and persons with hearing or speech impairments can arrange appointments on the phone, request information from service hotlines, etc.

«The start of the new RelayService is an important step towards accessible communication and equal opportunities for deaf people in Austria.» (Helene JARMER)

RelayService

Organisation:	ÖGS.barrierefrei
Country/region of origin:	Austria
Beneficiaries targeted:	Persons with hearing impairments
Approach/model/solution:	Telephone operator services

FACTS & FIGURES

- Approx. 14 requests per day
- In July 2013 the opening hours were extended to six hours daily
- The service is offered free of charge

PROBLEMS TARGETED

Making an appointment on the phone, requesting information via a customer service hotline or informing a meeting partner about a potential delay: communicating via phones creates barriers to deaf people and persons with hearing or speech impairments.

PROJECT

The relay assistants are known as 'the ears and voice' of the deaf community. Users send their requests to the assistant via email, text message or fax, and the relay assistant makes the phone call and replies accordingly. It is also possible to contact the assistants via video chat or visit them at the office. In this instance, users can make their calls in real time.

CURRENT SITUATION & OUTLOOK

For urgent calls, the RelayService offers an immediate communication service to conduct a conversation with a hearing correspondent. In this case it can replace the cost- and time-intensive use of sign language interpreters. The service is already frequently used and its opening hours should be extended to 24/7. The RelayService is cooperating with the University of Vienna, Institute for Ethics and Law in Medicine, to implement a pilot project in the field of healthcare: smooth communication is the basis for successful treatment.

The relay assistants are known as 'the ears and voice' of the deaf community. (Kerstin Reiger/ÖGLB)

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EXPERT VOTING Top marks for:

- Access to cities

Nominated by: ÖGS.barrierefrei

Accessible travel on public transport in Austria

The ways4all project facilitates the use of public transport for persons with special needs, especially blind people. The result is an accessible application for mobile devices that combines indoor and outdoor navigation, traffic information, communication with public transport services, and intuitive operation.

«Blindness is an information disability and not a mobility disability - therefore, it can (almost) be fully offset by sufficiently good information management in mobility issues.» (Werner BISCHOF)

ways4all

Organisation:	FH JOANNEUM GmbH
Country/region of origin:	Austria
Beneficiaries targeted:	Persons with visual impairments
Approach/model/solution:	Research, public transport navigation system

FACTS & FIGURES

- 2011: nominated for the IID Award (International Institute for Information Design, Taipei, October 2011)
- 2012: nominated for the 'Fast Forward' award (Styria)
- ways4all started in 2008 and consists of four projects: way s4all, NAVCOM, ways4all_complete, ways4me (in progress)

PROBLEMS TARGETED

Persons with visual impairments often rely on known physical landmarks to help locate and verify bus or tram stops and train station locations when using public transportation services.

PROJECT

ways4all offers visually impaired and blind people a solution to the problem of navigating the public transport system. The emphasis of the research project is on the door-to-door service, which assists users in navigating the city while changing from one transport mode to another. The mobile user interface combines outdoor navigation via GPS with indoor navigation via passive RFID tags and a tool for direct communication with the public transport system which enables a person with a visual impairment to register his/her point of departure to inform the driver accordingly.

CURRENT SITUATION & OUTLOOK

The app for mobile devices is currently being expanded to include electronic timetable information and barrier-free ticket purchasing for Austria. The project is supported by the Federal Ministry for Transport, Innovation and Technology (BMVIT) and Austrian Research Promotion Agency (FFG).

ways4all offers visually impaired and blind people a solution for navigating public transport systems. (Picture/Grafics: Werner Bischof)

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EXPERT VOTING Top marks for:

- Access to cities

Nominated by: Walter WASNER, Federal Ministry for Transport, Innovation and Technology (BMVIT)

Web-based route planner

The online route-planning tool wege-finden.at allows wheelchair users to plan their way through the city. Both official data and community-generated information are combined to suggest a real-time route to the user.

«There is always a way - through intelligent data management this is also perfectly true for persons with mobility impairments. Urban mobility is for everyone.» (Johannes POSCH)

wege-finden.at

Organisation:	BIS Barriere Informations System
Country/region of origin:	Austria
Beneficiaries targeted:	Persons with mobility impairments
Approach/model/solution:	Web-based navigation system

FACTS & FIGURES

- Web-based; does not require software installation
- Vienna 4th district route planner launched in spring 2014
- 60 persons per week use the laboratory facilities to practise

PROBLEMS TARGETED

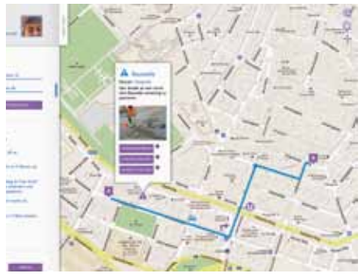
People with disabilities, especially wheelchair users, face many barriers when moving in urban areas. Obstacles can be found everywhere in the public space, e.g. poor accessibility of buildings, curbs, uneven surfaces due to construction work, etc. Due to poorly available data, no satisfactory system for barrier-free routing is currently operating successfully in Europe.

PROJECT

The information platform wege-finden.at was developed by the consortium partners PlanSinn, ITS Vienna Region, ovos media, PRISMA Solutions, Medizinische Universität Wien, Sonja Gruber, and Heinrich Hoffer by involving a group of the future end users and by cooperating with strategic partners such as VAO (Traffic Information Austria), BIZEPS, Stadt Wien MA 28, and Wiener Linien at an early stage of research.

CURRENT SITUATION & OUTLOOK

The test phase in Vienna 4th district will serve to further fine-tune the platform. The project is funded by the BMVIT (Federal Ministry for Transport, Innovation & Technology).



The result of a route query is displayed on the map (projectphase). Additional community information appears and can be commented on and rated by other users.

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EXPERT VOTING

Top marks from:
- all voters
- CEE voters

Top marks for:
- access to transport
- targetingall persons with disabilities

Nominated by: PlanSinn

European standards for easy-to-read information

By promoting Europe-wide quality standards for accessible information for persons with intellectual disabilities, this innovative practice helps to create a solid framework for improving the access of persons with intellectual disabilities to information in line with Articles 9 and 21 of the UNCRPD.

«Access to information empowers people with intellectual disabilities to make their own choices and take an active part in society.» (Senada HALILČEVIĆ)

European standards for making information easy to read and understand

Organisation:	Inclusion Europe aisbl
Country/region of origin:	Belgium
Beneficiaries targeted:	Persons with learning difficulties
Approach/model/solution:	Norms and Standards

FACTS & FIGURES

- European standards and 'easy-to-read' logo used in 19 European countries

PROBLEMS TARGETED

The lack of accessible information results in people with intellectual disabilities being victims of discrimination and social exclusion. In addition, the variety of approaches to accessible information makes it difficult to enforce systematically the right of people with intellectual disabilities to information.

PROJECT

The European standards for making information easy to read and understand help to unify the diverse approaches to producing accessible information for persons with intellectual disabilities. They have also helped to spread the 'easy-to-read' concept to countries where this practice had not been previously established. The guidelines together with the European 'easy-to-read' logo help set common standards and quality criteria for 'easy-to-read'.

CURRENT SITUATION & OUTLOOK

The European standards for making information easy to read and understand are now available in 16 languages. The European Commission, the EU Agency for Fundamental Rights, the Council of Europe, the United Nations High Commissioner for Human Rights and other international and national stakeholders have published accessible information according to the standards. Inclusion Europe and its members continue to promote the standards as a way of improving the access of persons with intellectual disabilities to information and lifelong learning.

The European 'easy-to-read' logo is used in 19 European countries.

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EXPERT VOTING

Top marks from:
- all voters
- NGO voters

Top marks for:
- access to ICT
- targeting the blind

Nominated by: Inclusion Europe, SPMP ČR (Inclusion Czech Republic)

Enabling access to various events

Intro vzw makes all kinds of events accessible to persons with disabilities. It offers solutions to practical problems and provides services for event organisers and for persons with disabilities who attend the events.

«Persons with disabilities who can enjoy cultural performances, sports events, festivals,... without any barriers - it's not a dream.» *(Katrien GELDERS)*

Intro vzw

Organisation:	Intro vzw
Country/region of origin:	Begium
Beneficiaries targeted:	Persons with disabilities
Approach/model/solution:	Making events accessible to persons with disabilities; advocacy

FACTS & FIGURES

- Starting from one festival in 1999 to more than 200 each year
- More than 3,000 beneficiaries per year enabled to partici pate in events
- More than 500 volunteers provide the necessary assistance

PROBLEMS TARGETED

Persons with disabilities wish to participate in a growing number of events, but they are often confronted with practical discomforts. Intro vzw wants to tackle these issues by targeting the accessibility of the information and the environment.

PROJECT

Intro vzw makes any kind of event accessible to persons with disabilities: festivals, shows, sports events, fairs, training courses, conferences etc. Intro vzw offers solutions to practical problems and provides services for event organisers and for the persons with disabilities who attend the events. These can be translation tools, interpreters, ramps or technical equipment. For persons using hearing aids, a looping system removes disturbing ambient sounds - the guest only hears the relevant sound.

CURRENT SITUATION & OUTLOOK

Intro vzw also launched the 'feeling chair' in Flanders. This is a large cushion that can be placed on a chair and transforms sound into vibrations. With the help of a Flemish sign language interpreter, both the content and emotions of the music are expressed in spoken language in addition to the 'feeling chair'. Blind and visually impaired persons can enjoy concerts, movies, and football games by means of a headset which enables the guest to receive additional information from a live commentator. Since an event's floor is not always flat, Intro vzw offers metal ramps to overcome small level differences.

The 'feeling chair' transforms sound into vibration and makes music, spoken language or other sound 'feelable' to persons with hearing impairments.

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EXPERT VOTING

Top marks from:
- all voters

Top marks for:
- targeting all persons with disabilities

Nominated by: Intro vzw

At the nexus of architecture and social work in Rio

Combining architecture, universal design and social work, RIOinclui offers accessible housing for children and youths with disabilities living in poor conditions in the city of Rio de Janeiro. A full network of local support is provided.

«Housing is not only the cement structure, it is a gateway to other social rights such as education and health.» *(Raquel ROLNIK)*

RIOinclui

Organisation:	RIOinclui - Obra Social da Cidade do Rio de Janeiro
Country/region of origin:	Brazil
Beneficiaries targeted:	Children and youths with disabilities
Approach/model/solution:	Construction works for accessibility, capacity building, social work

FACTS & FIGURES

- 64 houses built
- Accredited in 2012 at the Conference of the Member Countries of the UN CRPD and accepted as a contributing member of RIADIS
- 320 beneficiaries reached so far

PROBLEMS TARGETED

Persons with disabilities often have lower incomes, their families have higher expenses to cover, and many hardly ever leave home. Their homes do not offer any kind of mobility and their day-to-day life is compromised by limited mobility.

PROJECT

Combining architecture, universal design and social work, RIOinclui provides accessible housing for children and youths with disabilities living in poor conditions in the city of Rio de Janeiro. Targeting physical and social mobility at the same time, the project goes beyond architectural interventions: reasonable accommodation for the beneficiaries and their care-givers is created. The whole family is empowered to benefit from statutory social welfare; a network of local support is provided.

CURRENT SITUATION & OUTLOOK

RIOinclui's main focus areas are architecture and social service. For example, a house that was built in rugged terrain prevented a child with severe motor disability (and a wheelchair user) from getting out of her home. The construction of a platform allowed her access to the community and to go to school. Technical knowledge of accessibility, from the nexus of architecture and social service, can be replicated in any work that seeks to guarantee human rights to persons with disabilities.

The House of Ryan, who lives at Santa Cruz, a poor neighborhood of Rio de Janeiro, was newly designed and rebuilt. The house was painted orange as chosen by Ryan's mother.

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EXPERT VOTING

Top marks for:
- Targeting the Global South
- Targeting all persons with disabilities

Nominated by: RIOinclui

Cultural inclusion through accessible theatre

Escola de Gente is a theatre project that works on the full inclusion of persons with disabilities not only by enabling them to visit and enjoy theatre, but also by actively participating in creating an inclusive culture by publishing all kind of accessible material and advocating for an inclusive education system.

«Culture without accessibility is a sad reality; persons with disabilities, including children, lack not only access to information, but also to inspiration.» (Claudia WERNECK)

Escola de Gente

Organisation:	Escola de Gente
Country/region of origin:	Brazil
Beneficiaries targeted:	Persons with disabilities
Approach/model/solution:	Inclusive theatre plays and workshops provide access to culture and inspiration

FACTS & FIGURES

- 21 awards received. In 2011 won the National Human Rights Award from the Secretariat for Human Rights of the Presidency of the Republic, in the category 'Rights of Persons with Disabilities'
- 15 accessible books published
- Implemented in 16 countries around the world
- Since 2003 more than 60,000 persons with and without disabilities have attended the performances and more than 400,000 persons were reached in total

PROBLEMS TARGETED

Visiting and enjoying theatre plays is not an easy activity for persons with disabilities. Actively participating in creative cultural activities and theatre is even more difficult for children and young adults with disabilities.

PROJECT

Escola de Gente enables actors and audience members with and without disabilities to participate in and enjoy theatre. It publishes accessible materials, conducts research, organises communication workshops for youths and advocates for an inclusive education system. The stories told on stage address themes like discrimination and inclusion. Descriptive subtitling, sign language interpreters, audio description, programs in Braille and multimedia materials play an essential part.

CURRENT SITUATION & OUTLOOK

Early in 2013, both the Ministry of Culture and the National Congress of Brazil described the initiative as a guiding light in the field of accessibility and included it in their public policy plan. It then became a national campaign for the democratisation of culture through accessibility, with its own national day celebrated on September 19 each year. The campaign is also endorsed by Brazil's major TV network, TV Globo. Furthermore the project's website was one of the five finalists for the National Web Accessibility Award [Todos@web] hosted by W3C Brazil (categories: Institutions, Entertainment, Culture, Education, Information, Blogs).

Sign language interpreter and descriptive subtitles at a performance of 'A Different Friend?' (João Miranda / Escola de Gente)

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EXPERT VOTING

Top marks from:
- all voters

Top marks for:
- targeting the blind

Nominated by: Joelson DIAS, Barbosa e Dias Advogados Associados

Customising health solutions

CETRAM is a community-based organisation which helps to find personalised solutions for individual needs in regard to wellness and health. It offers technical aids and assistive technology at low cost at home.

«Each step in this history belongs to us all. To the man or woman who approaches CETRAM with the hope of change, and along that path who understands that it is the responsibility of us all.» (Daniela ALBURQUERQUE)

CETRAM

Organisation:	Corporación CETRAM
Country/region of origin:	Chile
Beneficiaries targeted:	Persons with mental disabilities
Approach/model/solution:	Technical aids and assistive technology, at low cost and high level of performance

FACTS & FIGURES

- 2,000 users per year
- Honoured by the Santiago of Chile University with the University Social Responsability Award (2014)
- Dr. Pedro Chaná (founder CETRAM, Ashoka Fellow) awarded as Illustrious Son by La Paz city in Bolivia
- Centre visited by approx. 100 students from different areas of the health system (psychiatry, neurology, occupational therapy, physiotherapy and speech therapy) each year

PROBLEMS TARGETED

General social programs to re-establish health usually only involve drug therapy or functionalist therapeutic strategies. CETRAM aims to include educational and technological assistance as well as social, analytical and political elements.

PROJECT

CETRAM has an interdisciplinary team that identifies and finds solutions to those problems in regard to the health system that violate the fundamental rights of people involved in the process. CETRAM is looking for social change and advocates for the improvement of health care quality. The process of rehabilitation is adjusted to the needs and requirements of each user. Training is provided to empower the beneficiaries and their families in the use and implementation of new devices; in creating customary practices; in building new devices at low cost.

CURRENT SITUATION & OUTLOOK

Regarding low cost technical help and technological assistance, CETRAM has developed a work model in which the person with disability and his or her family lead the design, construction and use of a certain technology. In cases where the cost is important, the use of low cost or community-owned materials is encouraged. This work model has been acknowledged by the government, which has financed a formation program on a national level oriented to community rehabilitation teams throughout Chile's long territory.

CETRAM is looking for social change and advocates for the improvement of health care quality. (Photo: Daniela Alburquerque/ CETRAM)

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EXPERT VOTING

Top marks from:
- all voters,
- NGO voters

Top marks for:
- targeting the blind

Nominated by: CETRAM

Digital inclusion kit for persons with disabilities

The digital inclusion kit transforms conventional digital classrooms (existing and new) located in educational institutions (schools, telecentres, etc.) into technologically accessible spaces. In addition to providing accessible technologies, teachers and other staff are trained in the pedagogical strategies based on ICT.

Digital inclusion kit

Organisation:	Diseño Universal Tecnoayudas, Corporación Discapacidad
Country/region of origin:	Colombia
Beneficiaries targeted:	Persons with disabilities
Approach/model/solution:	Technology products, services

FACTS & FIGURES

- More than 100 centres (schools, libraries, telecentres) received the kit
- More than 4,000 people were trained
- Implemented in Colombia, Panama and Ecuador
- Award winner for best website (2012) www.tecnoayudas.com
- Several awards won for innovation and inclusion

PROBLEMS TARGETED

In addition to physical and social barriers, persons with disabilities also face 'the digital divide'. The conventional technological devices used in public digital classrooms (mouse, keyboard, etc.) are often incompatible with the assistive devices used by persons with disabilities.

PROJECT

The kit facilitates the inclusion of persons with disabilities by offering them solutions for gaining access to the digital centres in schools, universities, libraries and telecentres.

CURRENT SITUATION & OUTLOOK

Tecnoayudas installed and implemented the digital inclusion kit in schools, universities, kindergartens and telecentres in Colombia. The locations have developed methods of digital literacy, job training, teleworking, training for teachers and families to strengthen their capacity in working with persons with disabilities. The kit is installed in mobile digital classrooms in schools in Ecuador and Panama and it is planned to promote its use in various other Latin American countries.

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EXPERT VOTING

Top marks from:
- all voters
- NGo voters

Top marks for:
- access to ICT
- targeting p. w. physical disabilities

Nominated by: Diseño Universal Tecnoayudas

The most accessible office building in the world

'The most accessible and inclusive office building in the whole world' - a showcase from Denmark of the fact that it is possible to build a 100% accessible office building at a price that does not exceed the cost of an average building built by public authorities.

«This shows how the involvement of experts with disabilities from the very start leads to a significant improvement in accessibility for all kinds of impairments.» *(Stig LANGVAD)*

Most accessible office building of the world

Organisation:	DPOD
Country/region of origin:	Denmark
Beneficiaries targeted:	Persons with disabilities
Approach/model/solution:	Barrier-free office building

FACTS & FIGURES

- Opened on 12 December 2012 by Her Majesty the Queen of Denmark
- 12,600 m² of accessible office building
- Cost approx. 40 million USD: to be rented by DPOs
- Cost is approx. 10% lower than for conventional buildings
- On 12 December 2013 the building was chosen as the best commercial building of 2013 in Denmark

PROBLEMS TARGETED

Constructing buildings in an accessible way often focuses on only one group of persons with disabilities. Including sustainable materials at the same time is not a natural step and their use is often sacrificed in order to make the building accessible.

PROJECT

The office building takes the accessibility needs of all groups with all kinds of impairments into consideration and represents the inclusion of accessibility as both concept and ideology. The future users were involved in the process from the beginning; therefore, many elements included in the building are user-driven innovations. A key output was the creation of comparative advantages and role-models for the building sector in the future on a broad scope.

CURRENT SITUATION & OUTLOOK

It is possible to create an accessible office building where all the needs of all kinds of impairments are not in conflict with each other. It is also possible to build accessible office buildings which live up to the highest standards of inclusive design, reduce energy consumption, respect the climate challenges and, at the same time, provide a very high standard when it comes to the work environment.

The most accessible office building in the world also meets the highest standards of inclusive design, reduction in energy consumption, and respect for the climate challenges.

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EXPERT VOTING

Top marks from:
- all voters,
- NGO voters

Top marks for:
- targeting all p. with disabilities

Nominated by: DPOD

Higher education accessible in Tallinn

Former students with disabilities are working at the Tallinn University of Technology (TUT) as counsellors for freshmen and other students. They also give advice to the university on accessible, universally designed environments in order to provide higher education irrespective of disabilities.

«TUT envisions accessibility for every member of society to be a crucial factor of wellness and progress in a contemporary knowledge-based and open world.» (Kalle TAMMEMÄE)

Accessible TUT

Organisation:	Tallinn University of Technology
Country/region of origin:	Estonia
Beneficiaries targeted:	Students with physical disabilities
Approach/model/solution:	Consultancy and counselling for students with disabilities

FACTS & FIGURES

- Number of students with disabilities increased over 300% in three years
- One full-time peer-counsellor
- Awarded 'Act of the year' (2011) by Estonian Union of Per sons with Mobility Impairment
- In 2013 gained further acknowledgement for the 'Universal Design - Barrier Free Environments' project
- Since 2011 more than 1,600 students have participated in games to challenge their senses and raise awareness

PROBLEMS TARGETED

In addition to their need for individual-level support, students with disabilities are also dependent on the physical, cultural and learning environment at universities in order to engage and study accordingly.

PROJECT

Former students of Tallinn University of Technology with disabilities are employed as counsellors at the university. They provide assistance for and support to students, university staff and key decision makers. Thanks to the advice of the counsellors, accessible toilets were built - there is now one on every floor - and elevators are installed in every major building, including those under heritage protection.

CURRENT SITUATION & OUTLOOK

Rapid improvements were made regarding the accessibility of study buildings, dormitories and study materials for both blind and deaf persons. As the accessibility conditions for study improve, the number of students increases. Access to sporting activities, library materials (audio scanner for blind persons) as well as digital materials (video subtitles for deaf students) has also been improved at the suggestions of counsellors with special needs. In December 2013, all main entrances of the university were motorised to open automatically and many footpath curb stones have been lowered to ease access.

Students of TUT, Christel Sogenbits and Sven Kõllamets, with the apple of wisdom, and guide-dog Roosi heading down to university hall after lecture.v

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EXPERT VOTING

Top marks from:
- all voters

Top marks for:
- Targeting all persons with disabilities

Nominated by: Sven Kõllamets, NGO Händikäpp

Guidebook on an accessible Ethiopia

ECDD provides technical information on accessibility standards to government, non-governmental organisations, universities and the private sector. 12 cities in the country have been assessed so far, based on the 'Guide to Accessible Ethiopia'.

«Small effort towards accessibility makes a big difference in people's life.» (Yetnebersh NIGUSSIE)

Guide to Accessible Ethiopia

Organisation:	Ethiopian Center for Disability and Development (ECDD)
Country/region of origin:	Ethiopia
Beneficiaries targeted:	Persons with disabilities
Approach/model/solution:	Guide book on accessibility for 12 cities in Ethiopia

FACTS & FIGURES

- 700 public and private institutions providing services audited
- 12 Ethiopian towns analysed
- 12 seminars on accessible building standards organised for local architects, contractors, business persons and government officials
- 500 hard copies of the guide distributed; updates scheduled for 2015

PROBLEMS TARGETED

According to WHO there are an estimated 15 million persons with disabilities in Ethiopia, representing 17.6 per cent of the population. For many, the inaccessibility of built environments is a major obstacle to participating actively in society.

PROJECT

ECDD is partnering with Light for the World Austria to provide technical information on accessibility standards to government, non-governmental organisations, universities and the private sector. Persons with disabilities were trained to undertake audits and survey the accessibility of hotels, restaurants, schools and other public facilities in 12 towns of Ethiopia. A 'Guide to Accessible Ethiopia' has been produced, printed and distributed.

CURRENT SITUATION & OUTLOOK

Locally acceptable standards were developed based upon international standards and in consultation with architects, urban planners, and representatives of organisations of persons with disabilities. Those standards were subsequently adopted by the national government as directives to support the Federal Building Proclamation. Local governments shared costs for accessibility modifications. More than 700 institutions providing services in 12 Ethiopian towns were audited. The guide will be uploaded on various websites and databases so that clients can access it easily. The Lonely Planet has expressed interest in the guide. Facebook is one of the social media platforms to which the guide will be publicised.

A guide book on accessibility has been produced to inform customers with disabilities about the grade of accessibility of various premises in Ethiopia. (Antonio Fiorente/ ECDD)

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EXPERT VOTING

Top marks from:
- All voters,
- NGO voters

Top marks for:
- access to cities
- targeting all persons with dsiabilities

Nominated by: Rupert RONIGER, Light for the World

Service provider for accessible phone calls

Acceo offers telephone services to enable conversations between persons with hearing impairments and hearing persons. Registered companies can provide a new dimension in customer service by enabling communication with the hearing impaired.

«We created a service dedicated to performance which is of benefit both for companies and for people – a new ecosystem like a virtuous circle.» (Herve ALLART)

ACCEO

Organisation: Delta Process

Country/region of origin: France

Beneficiaries targeted: Persons with hearing impairments

Approach/model/solution: Service operator, video calls, intermediary service

FACTS & FIGURES

- Used by more than 400 employees since 2007
- 150 institutions currently use the service
- Grew from 20 to 75 employees in 5 years
- Laureate Trophies of Social Entrepreneurship by La Tribune (2011)
- Medal of Honour of Health and Social Affairs awarded to Hervé Allart (2012)
- Lyonnaise des Eaux Laureate of Trophies – CSR challenges due to Acceo services (2013)

PROBLEMS TARGETED

Multiple methods of communication are critical to providing consistent customer support in any business. Persons with hearing impairments may struggle when it comes to telecommunications.

PROJECT

Acceo offers services to enable phone conversations between persons with hearing impairments and a hearing person. Via a simple internet connection, real-time video interpretation in Sign Language and Instant Transcript Word can be offered. The operator acts as an intermediary and translates the written words or the sign language into spoken language to enable accessible communication.

CURRENT SITUATION & OUTLOOK

Since 2011 Acceo enables free access to telephone calls for every individual with hearing impairments - regardless of their mode of communication. The service is free of charge for the user; the companies offering this service to their clients cover the cost. Companies and shops register for the service which is then promoted and offered to their customers. Only registered organisations and shops are included in the service portfolio. Acceo leads to a new dimension in customer relations.

Via a simple internet connection, real-time video interpretation in Sign Language and Instant Transcript Word is offered free of charge.

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EXPERT VOTING Top marks from:
- NGO voters

Nominated by: Virginie GUERIN, Delta Process

Oral communication made fully accessible

All aspects of oral communication in daily life are made accessible. Furthermore SCOP Le Messageur offers transcription services for events, meetings, conferences, congresses, cultural events etc. with the transcriber on site or working remotely via the internet.

«The expertise of our team not only lies in the translation of spoken text; we also advise on the accessibility of event locations and conduct training on safety in regard to venues.» (Samuel POULINGUE)

SCOP Le Messageur

Organisation: SCOP Le Messageur

Country/region of origin: France

Beneficiaries targeted: Persons with hearing impairments

Approach/model/solution: Service to enable phone calls, simultaneous transcription

FACTS & FIGURES

- National winner of the Business Creation award in the 'soci al economy' category organised by Boutique de gestion (BGE) (2012)
- Winner of the Social Innovation Award (2013)
- Approx. 20 clients per week
- 4 employees working as transcribers

PROBLEMS TARGETED

Oral communication is predominant in our society. People who do not respond correctly to a question due to hearing impairments might easily be mistaken as mentally impaired.

PROJECT

SCOP Le Messageur offers simultaneous transcription of speech in French, in 15 other languages (English, German, Spanish, etc.) and in Braille (for deaf blind people). The transcribed text can be read on a PC screen, a mobile device or a screen installed in a meeting room or similar.

CURRENT SITUATION & OUTLOOK

SCOP Le Messageur has won several awards and participated in several competitions. The expertise and innovation lies not only in the tools used and implemented (transcription and induction loops) but even more importantly in the advocacy of equal opportunities. Technical tools such as magnetic loops for sound adjustments are primarily used to eliminate surrounding noises in order to send only the sound of the voice of the person speaking directly into the hearing aid.

SCOP Le Messageur offers transcription services for events, meetings, colloquiums, conferences, congresses, cultural events etc.

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EXPERT VOTING Top marks from:
- NGO voters

Nominated by: Scop Le Messageur

Experiencing art through different senses

The Mission of Artesens from France: Learning about art while touching tactile reproductions and experiencing moments of emotion and aesthetic pleasure during interactive plays.

«Artistic awakening to art through the senses for everybody: children, adults and persons with disabilities.»
(Françoise REYNETTE)

Awakening to art through the senses

Organisation:	Association Artesens
Country/Region of origin:	France
Beneficiaries targeted:	Blind and visually impaired persons
Approach/model/solution:	Reproduction of art objects in a tactile structure

FACTS & FIGURES

- 10 pieces of art reproduction per year: sculpture, painting, jewellery, ceramic etc.
- 1 new exhibition per year
- exhibition "Divina Natura" (2013)

PROBLEMS TARGETED

The opportunities for persons with visual impairments to experience art and culture are still limited. It is still an exception to find an exhibition design which is inclusive of the needs of persons with disabilities - including audio description, authentic objects for handling, tactile models or images to touch etc.

PROJECT

In order to reduce this divide and to enable cultural and artistic experiences for persons with disabilities, Artesens designed inclusive exhibitions. Children and adults with and without disabilities discover their cultural heritage based on a sensitive, artistic and playful approach. Paintings are reproduced and historical objects are experienced in interactive roleplays. Artesens designs exhibitions in which also the nose, the ears and the fingers are used and reproduces art and develops training packages in relation with the global museum community.

CURRENT SITUATION & OUTLOOK

Artesens designed a workshop for school children and persons with disabilities around two major works from Cezanne and Picasso: les Grandes Baigneuses and les Demoiselles d'Avignon. Through creative play and touching of tactile paintings each of these art works can be explored and the history of Cubism understood. Artesens lectures on sensory approach to art and shares their expertise with other museums or educational institutions. Tactile transpositions of famous works are being produced by Artesens, for example: Brueghel, "The census of Bethlehem", Musée des Beaux Arts de Lille or various paintings from Auguste Renoir, Musée Renoir de Cagnes sur Mer.

The painting of 'Coco lisant' of Auguste Renoir and the reproduction in tactile structure so it can be touched and experienced.

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EXPERT VOTING

Top marks for:
- Access to culture

Nominated by: Niarchos Foundation

Technology and services for hearing impaired

VerbaVoice offers an innovative online interpreting technology as well as full services for deaf and hard of hearing people: enabling students to equally participate in class; accessible events with captions, interpreting and live-stream.

«My vision is 100% accessibility to knowledge, information and education for all deaf and hard of hearing people worldwide.» (Silke WEIGELE)

VerbaVoice

Organisation:	VerbaVoice GmbH
Country/Region of origin:	Germany
Beneficiaries targeted:	Persons with hearing impairments
Approach/model/solution:	Mobile accessible online interpreting

FACTS & FIGURES

- Leading technology for accessibility in education and events for persons with hearing impairments
- 2.000 interpreting hours per month
- Pool of 180 speech-to-text & sign language interpreters for 10 languages

PROBLEMS TARGETED

Persons with hearing impairments still face various barriers in education and access to information. Only by 100% visualization / interpreting of spoken content an equal participation in our society is possible.

PROJECT

VerbaVoice developed an innovative distant, internet-based interpreting system. For students and trainees with hearing impairments the online service offers mobile access to information and enables full participation in knowledge society. VerbaVoice also offers live text and sign language video to enable accessibility in events, conferences, meetings etc.

CURRENT SITUATION & OUTLOOK

The solutions of VerbaVoice are used now by many local and international organizations in Europe as well as hundreds persons with hearing impairments. The system can be used with many different devices like smartphones, tablet-PC and laptops. The services are free of charge for deaf and hard of hearing users.

The developer team of VerbaVoice is still working on many innovative projects, for example solutions for deaf-blind people and full automatic assistance.

At university students with hearing impairments use the online service which enables full participation in knowledge society.

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EXPERT VOTING

Top marks from:
- all voters
- EU voters
- NGO voters

Top marks for:
- access to ICT

Nominated by: Laura HAVERKAMP, Ashoka Deutschland gGmbH

Cooperation reduces digital complexity

The PIKSL laboratory empowers persons with mental disabilities to partner with scientists and to teach the elderly how to use PCs and the internet. Together they reduce complexity and develop products which help to overcome digitial barriers.

«The expertise of our team is always needed whenever our complicated world needs simple solutions.»
(Tobias MARCZINZIK)

PIKSL

Organisation:	In der Gemeinde leben gGmbH
Country/region of origin:	Germany
Beneficiaries targeted:	Persons with intellectual disabilities
Approach/model/solution:	Computer and internet learning laboratory, knowledge sharing, scientific research

FACTS & FIGURES

- Involved in 10 research and development projects
- Currently 2 inclusive training courses for elderly persons, free of charge
- 60 persons per week use the laboratory facilities to practice
- Awards received: Ausgewählter Ort 2012, 'Germany – Land of Ideas', Ort des Fortschritts in NRW 2012

PROBLEMS TARGETED

Persons with disabilities face digital barriers in nearly everything they do. They know exactly what is too complex to understand or too difficult to make use of and therefore are experts in helping to overcome this digital divide.

PROJECT

In the PIKSL lab persons with mental disabilities learn to deal independently with computers and the internet. With the knowledge they gain they become teachers for the elderly or other persons with disabilities. They also become partners for scientists, developers, and designers to create assistance tools, simplify complex communications technology and make it more accessible.

CURRENT SITUATION & OUTLOOK

The experts in the PIKSL laboratory are currently involved in approximately 10 research projects to develop barrier-free products. In cooperation with students from the University of Dusseldorf, the PIKSL team develop a pictorial language to allow typing on a PC. The idea: if you cannot read or write, words can be built up of symbols. With a few clicks even illiterate persons can type straight away. Another project is in cooperation with Hochschule Bonn-Rhein-Sieg to simplify ATMs and train ticket and stamp vending machines. Embedding the needs and rights of people with disabilities in the development of future information and communication technology will lead to more simplification.

Screenshot of the Content Management System based on symbols and pictorial language.

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EXPERT VOTING Top marks from:
- NGO voters

Nominated by: Rolf DRESCHER, Bundesverband Evangelischer Behindertenhilfe E.V.

Interactive city map for wheelchair accessibility

Wheelmap.org is an online map which indicates whether or not a location is wheelchair accessible. It works like Wikipedia – many people help to collect and update information about the accessibility of places in the city.

«Wheelmap.org is an online map to find places that are accessible with a wheelchair. Anyone can mark places on the map and help to make everyday life easier.» (Raúl KRAUTHAUSEN)

wheelmap.org

Organisation:	SOZIALHELDEN e.V.
Country/region of origin:	Germany
Beneficiaries targeted:	Persons with mobility impairments
Approach/model/solution:	Online map indicating wheelchair accessibility

FACTS & FIGURES

- Available worldwide, translated into 23 languages
- 360,000 locations marked by contributors
- About 300 new entries every day
- Examples of awards: UN World Summit Award (2012), Deutscher Verzeichnismedien Preis (2012), Vodafone Smart Accessibility Award (2011), Land der Ideen, Ausgewählter Ort (2011), INCA Award (Bronze, 2010), Ashoka Fellow (2010)

PROBLEMS TARGETED

Barriers in public places constantly prevent persons with mobility impairments from free movement and participation. A narrow doorway here, a step there – that's all it takes. To make things worse, information on the accessibility of public places is poorly available. Hence, persons with mobility impairments are excluded from public transport, gastronomy, shopping etc.

PROJECT

Wheelmap.org is a global tool that can be used by everyone everywhere. It is available on the internet and as an app for iPhone and Android. The information provided empowers persons with mobility impairments to plan their day more efficiently, increase their mobility and participate more easily in society. The collected data is also a great tool to raise awareness and set the political agenda by showing what has been achieved and what still needs to be done. Wheelmap.org thus contributes to building more inclusive environments and societies.

CURRENT SITUATION & OUTLOOK

Users who are logged in to the map can upload photos or write comments to further describe the wheelchair accessibility of a certain place. This additional information makes it easy for persons with mobility impairments to determine whether they can access the place or not.

Wheelmap.org has won numerous awards, for example: UN World Summit Award (2012), Deutscher Verzeichnismedien Preis (2012), Vodafone Smart Accessibility Award (2011), Land der Ideen, Ausgewählter Ort (2011), INCA Award (Bronze, 2010), Ashoka Fellow (2010)...

Screenshot of Berlin city map, indicating locations that have been marked, commented and categorised by wheelmap.org users.

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EXPERT VOTING Top marks from:
- all voters,
- NGO voters

Top marks for:
- Access to cities,
- targeting p. with learning difficulties

Nominated by: Laura HAVERKAMP, Ashoka Deutschland

Affordable text-to-speech software from India

eSpeak is a compact open source software speech synthesizer for Linux, Windows, and other platforms. Based on an existing text-to-speech-software, eSpeak made it accessible to 12 Indian languages.

«eSpeak for Indian languages is an open-source, community-driven project to provide voice support benefiting over 63 million people with print disabilities.»
(Nirmita NARASIMHAN)

eSpeak Text to Speech Engine

Organisation:	Centre for Internet & Society
Country/Region of origin:	India
Beneficiaries targeted:	Blind and visually impaired persons
Approach/model/solution:	Open-source translation software for text-to-speech

FACTS & FIGURES

- Project implemented on a national level
- Could benefit over 63 million people
- Supports 12 Indian languages

PROBLEMS TARGETED

India has 63 million persons with visual impairments and several million persons who are in other ways disabled or illiterate, who require voice-based communication systems. The unavailability of TTS in local languages and the high cost are preventing large-scale deployment of the technology.

PROJECT

eSpeak is a Text-To-Speech system that addresses the crucial gap by providing a voice translation tool in Indian local languages. eSpeak can be used in combination with screen readers on computers, as well as on mobile phones. Being an open-source software tool, it is affordable and compatible with other software.

The project is being undertaken at a national level in collaboration with DPOs for blind persons from different states. The beneficiaries are involved in the development process from an early stage in order to cater to their needs.

CURRENT SITUATION & OUTLOOK

It is envisaged that the combination of eSpeak with an open-source Non-Visual Desktop Access (NVDA) screen reader could provide an almost no-cost solution for the reading needs of users in the future. And it could be easily integrated with other projects and into other communication systems such as emergency response tools.

Not only will Indians benefit from eSpeak, but also persons living in neighbouring countries which share a language with India, such as Sri Lanka, Bangladesh and Pakistan.

A young man with visual impairment is using the screen-reader in combination with eSpeak text-to-speech translation into his local Indian dialect. This empowers him to participate in the business world. (Photo: Saksham)

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EXPERT VOTING

Top marks from:
- all voters

Top marks for:
- access to ICT,
- targeting p. with physical disabilities

Nominated by: Centre for Internet & Society

Staying away from home in a non-clinical setting

The Home from Home Apartment offers fully accessible accommodation with aids and appliances to persons with physical and sensory disabilities and their families. It offers independent living in a non-clinical setting for short breaks and general health appointments in Dublin.

«The apartment promotes independence as it is self-catering. It is ideal for family gatherings, pre-hospital visits, and social occasions like attending a concert.»
(Barry BUCKLEY)

Home from Home Apartment

Organisation:	Muscular Dystrophy Ireland
Country/region of origin:	Ireland
Beneficiaries targeted:	Persons with disabilities
Approach/model/solution:	Independent fully accessible accommodation, self-catering

FACTS & FIGURES

- Currently one apartment in Dublin
- The apartment can be used by up to eight people per night
- A minimum contribution of 25 EUR per room per night required
- Won the Excellence Ireland Quality Association ABLE Award for Accessibility
- Awarded four stars by the Irish Tourist Authority

PROBLEMS TARGETED

Finding accessible accommodation away from home without having to check in at a hospital is not an easy task for persons with disabilities and their families. Often accommodation lacks the necessary equipment in terms of sanitary facilities and an accessible design.

PROJECT

The Home from Home fully accessible apartment is a non-clinical setting offering persons with disabilities and their families the chance to stay overnight without having to stay at the hospital. The apartment was designed by persons with disabilities for persons with disabilities. It enhances social inclusion, promotes independent living and addresses the challenges of finding truly accessible independent accommodation.

CURRENT SITUATION & OUTLOOK

The facilities are available for Muscular Dystrophy Ireland (MDI) members and persons with mobility difficulties. The purpose is to provide accommodation to MDI members and their families who require accommodation while in Dublin to attend a clinic or hospital appointment, visit members in hospital or who simply require a short break. The apartment offers ceiling track hoists in the bedrooms and provides a fully equipped kitchen and a lounge area.

The apartment offers an ensuite bathroom with all necessary equipment in order to promote independent living for persons with disabilities.

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EXPERT VOTING

Top marks from:
- NGO voters

Nominated by: Muscular Dystrophy Ireland

Evacuation manual in DAISY multimedia format

Easy-to-understand, accessible evacuation manual in DAISY multimedia format for persons with intellectual disabilities. DAISY (Digital Accessible Information System) is a technical standard for computerised text.

«First understand how to protect yourselves from a tsunami, then memorise it through the evacuation drill. If the brain is panicked, memory will help you to evacuate.» (Bethel's Home member)

Evacuation Manual in DAISY

Organisation:	ATDO
Country/region of origin:	Japan
Beneficiaries targeted:	Persons with learning disabilities
Approach/model/solution:	Evacuation manual customisable for familiar suroundings

FACTS & FIGURES

- Customisable to include familiar suroundings
- 250+ persons from Bethel House and other community groups trained
- Training conducted 2 days per year, summer and winter (evacuation drills once during the day and once in the evening)
- To date implemented in Urakawa Town, Hokkaido, Japan

PROBLEMS TARGETED

Bethel's House members with severe psycho-social disabilities living in Urakawa Town successfully participate in the community. One of their major concerns is a potential tsunami. It is expected, in the worst scenario, to be more than 10 metres high. By sharing scientific knowledge on tsunami and by evacuation training, despair has been changed to confidence.

PROJECT

One part of the multimedia manual focuses on 'general information', sharing basic information on why it is essential to evacuate when a natural disaster happens. The second part pairs the 'evacuation route' with a customised training manual, indicating the best evacuation route in one's familiar surroundings. Users may see faces they know, including their own, amid familiar houses and streets and hear a familiar voice speaking the text. The idea is to make the user feel that it is his/her own manual for safety.

CURRENT SITUATION & OUTLOOK

The training includes easy instructions, for example:
• 'After a big quake, don't waste your time to get information or instructions but decide to evacuate immediately'
• 'Prepare the evacuation bag which includes most important goods including medicine'
• 'Grab the evacuation bag and run with your friends following the evacuation route'
It is further planned to disseminate the training manual to other locations in Japan, India and Sri Lanka and to produce a similar manual for typhoon and heavy rain disasters. Translation is not very difficult but some of the contents need to be modified to be based on the local situation.

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EXPERT VOTING Top marks from:
- all voters

Top marks for:
- access to services
- targeting persons with physical and learning disabilities

Nominated by: Mr. Yasunobu ISHII, The Nippon Foundation

E-accessible education in Macedonia and Serbia

The project fosters the inclusion of students with disabilities in mainstream primary education in Macedonia and Serbia. It introduces assistive technology, including e-accessible textbooks and educational applications, into mainstream instruction, and strengthens the capabilities of public schools.

«Without assistive technology, my daughter would have never learnt how to read and write.» (mother of a student)

e-Accessible Education

Organisation:	Open the Windows and Ecumenical Humanitarian Organisation
Country/region of origin:	Macedonia
Beneficiaries targeted:	Children with disabilities
Approach/model/solution:	Capacity building, advocacy

FACTS & FIGURES

- Launched in 2010 in Macedonia and funded by USAID
- 31 mainstream primary schools in Macedonia provided with equipment, software and training
- Over 200 children with disabilities benefited
- 20 primary school textbooks made available in e-accessible format
- The project won the ERSTE Foundation Social Integration Award for 2013

PROBLEMS TARGETED

Inclusion and active participation of children with disabilities in mainstream primary education; capacity of educational institutions such as primarily schools to offer individualised services to their students with disabilities based on using modern technologies.

PROJECT

The e-Accessible Education Project introduced assistive technology into mainstream primary schools in the country: schools were equipped with assistive computer peripherals (e.g. big-button keyboards, trackballs, etc.) and over 300 teachers were trained in using assistive technology in their work with students with disabilities.

CURRENT SITUATION & OUTLOOK

The Macedonian experience will be the starting point in introducing assistive technology in mainstream primary education in Serbia. In 2014, the model will be piloted in six primary schools in the Novi Sad area; this initiative is led by EHO (Ecumenical Humanitarian Organization). In addition to the provision and installation of assisted technology in selected schools, teacher training, localization of educational software in Serbian and production of the first e-accessible textbooks, the project aims to produce a policy paper calling for the widespread and systematic use of assistive technology in mainstream education in Serbia. Cooperation and exchange will be facilitated between the relevant institutions from Macedonia and Serbia.

The e-Accessible Education Project introduced assistive technology into mainstream primary schools.

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EXPERT VOTING Top marks from:
- all voters, CEE and NGO voters

Top marks for:
- targeting the Global South
- access to ICT
- targeting the blind and deaf

Nominated by: Joanna KINBERGER, Diakonie Austria

Collected ideas for access to the workplace

The 'Accessibility Guide' illustrates low or no-cost solutions for companies to allow persons with disabilities accessibility and employment. It creates inclusive employment policies and promotes inclusive businesses.

«Accessibility at work: beyond the standards, towards a community process!»
(Pamela MOLINA)

Accessibility guide for workplaces

Organisation:	The Trust for the Americas
Country/region of origin:	Mexico/Peru/Ecuador/ El Salvador
Beneficiaries targeted:	Persons with disabilities
Approach/model/solution:	Guide to enable accessibility in workplaces, capacity building

FACTS & FIGURES

- Developed in cooperation with regional key actors, civil society, employers
- The guide is editable, allowing adjustments on a country-by-country basis
- Since distribution 1,000 persons with disabilities were employed
- 2,000 hard copies in Mexico, 1,000 soft copies (CD) distributed per country

PROBLEMS TARGETED

The high unemployment rate of persons with disabilities in Latin America is partially due to the reluctance of companies to hire persons with disabilities. The fear of high related costs and complicated solutions for their inclusion in the labour force are the major reasons.

PROJECT

The guide offers low to no-cost solutions that give persons with disabilities barrier-free access to the workplace, often using existing in-house resources. For example, floors with different textures can provide guidance to a blind person's need to orient himself. To generate effective and affordable solutions, employers are trained to interact with the surrounding community and with the persons with disabilities to define and build the accessibility solutions together.

CURRENT SITUATION & OUTLOOK

It is essential to develop a culture of frank and open dialogue within the company to overcome fears and develop innovative solutions together. Training and presentations of hard facts and soft skills are provided to interested companies and HR managers throughout Latin America. The guide is now used and distributed by a network of inclusive employers, including the 667 companies that participated in the project. The guide is editable and its format allows for adjustments and additions on a country-by-country basis. It is planned eventually to expand the guide to 21 countries of Latin America and the Caribbean.

The guide illustrates various low or no-cost solutions for companies to enable the inclusion of persons with disabilities in the workplace.

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EXPERT VOTING

Top marks from:
- all voters

Top marks for:
- Targeting all persons with disabilities
- Targeting the Global South

Nominated by: David Andres ROJAS, The Trust for the Americas

Transport service for students in Montenegro

The transportation and consultancy service enables young persons with disabilities to participate actively in society. The association helps the students to handle bureaucratic tasks and receive exemption from tuition fees.

«Our service is unique in Montenegro and in the region particularly because it involves transportation of our students at a time when the accessibility of the physical environment and transportation are at a very low level.» (Marina VUJACIC)

Accessible transport

Organisation:	Association of Youth with Disabilities of Montenegro (UMHCG)
Country/region of origin:	Montenegro
Beneficiaries targeted:	Persons with disabilities
Approach/model/solution:	Transportation for students

FACTS & FIGURES

- Service is offered free of charge
- 10 to 15 students with disabilities use 'accessible transport' every year
- As part of the 'Students Service' program it was ranked as one of the finalists for the Erste Foundation Award for social integration (2013)

PROBLEMS TARGETED

Montenegro does not offer accessible public transport. This makes mobility for persons with disabilities very difficult and reaching universities, workplaces, and hospitals a problem. Awareness about the needs of persons with disabilities is rudimentary and information is poorly available.

PROJECT

Through this service young persons with disabilities are enabled to participate actively in society and develop their potential. The services offered resulted in an increased number of students with disabilities, full participation in academic life as well as enhancement of their visibility in the local community. The project creates the necessary conditions for mobility, independence and education.

CURRENT SITUATION & OUTLOOK

The Association of Youth with Disabilities of Montenegro continually implements the Student Service. In September each year it begins by collecting the necessary documentation for students. This is necessary to obtain dormitory accommodation and to request exemption from tuition fees for students with disabilities. In addition, the 'door to door' transport of students is provided regularly to empower students with disabilities to participate in university life.

The transportation service enables young persons with disabilities to participate actively in society and to study at university. (Photo: Velibor Boskovic / AYDM)

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EXPERT VOTING

Top marks from:
- all voters, NGO voters,

Top marks for:
- Targeting the Global South
- Targeting the deaf

Nominated by: Marina VUJACIC, UMHCG

Everybody is welcome in an accessible hotel

Scandic has taken on the challenge to include accessibility in everything they do. When designing rooms for persons with disabilities, Scandic ensure that they are as well-designed as any other room, with practical solutions that go almost unnoticed, except by those who really need them.

«Scandic's slogan is: 'Everyone is welcome at Scandic'. It is widely acknowledged as the world's leading hotel chain in regard to access for all.»
(Magnus BERGLUND)

Accessibilty as a business concept

Organisation:	Scandic Hotels
Country/region of origin:	Norway/Sweden
Beneficiaries targeted:	Persons with disabilities
Approach/model/solution:	Hotels made accessible

FACTS & FIGURES

- 160 hotels in eight European countries
- Scandic has received numerous awards and is getting attention in the media worldwide (CNN, BBC World, UN)

PROBLEMS TARGETED

The requirements for worry-free travel vary depending on whether one is wheelchair-bound, visually impaired, hearing impaired etc. Staying in a hotel might cause problems from the time of check-in at the reception until the check-out if no special service or knowledge is available.

PROJECT

Putting the needs of all guests firmly at the centre of its business model, Scandic has built a program around accessibility which includes the buildings, fixtures, fittings, furniture, design, training of its staff, menus, conference and meeting facilities, information and reservation services etc. to ensure that guests with disabilities or other access requirements enjoy a pleasant and trouble-free stay.

CURRENT SITUATION & OUTLOOK

In consultation with organisations for people with special accessibility needs, a checklist of 110 points was developed: Scandic's accessibility standard. This standard encompasses everything offered by the hotel and is an integral consideration for all products and services at the hotel. Scandic also offer interactive online training on accessibility that focuses on advice, tips, tests, and instructional videos showing how to provide really good service for guests with disabilities.

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EXPERT VOTING Top marks from:
- all voters

Nominated by: Haakon ASPELUND, The Delta Centre

Colour identification system for the colourblind

ColorADD is a universal graphic code whose mission is to enable the colourblind to identify colours. It supports the social integration of persons with colour vision deficiency.

«ColorADD: a social responsible solution that enables colourblind people to identify colours.» (Miguel NEIVA)

ColorADD - Color is for ALL!

Organisation:	ColorADD – Miguel Neiva & Assoc. Lda.
Country/region of origin:	Portugal
Beneficiaries targeted:	Persons with color vision deficiency
Approach/model/solution:	System to transform colour into symbols

FACTS & FIGURES

- Gold Medal award from the Portuguese Government, commemorating the 50th Anniversary of the Universal Declaration of Human Rights
- Distinguished by INSEAD and IES, Investigação em Empreendedorismo Social as a 'High Potential Social Entrepreneurship Initiative'

PROBLEMS TARGETED

Colourblindness, or colour vision deficiency, affects approximately 10% of men and 1 in 200 women - approximately 350 million people around the world. There are different forms of colour blindness, including the total inability to perceive colours.

PROJECT

ColorADD transforms colour to a graphic code that indicates the colours on textiles, medicines, educational games, coatings, paint material etc. Based on three primary colours, the symbols are related to each other and the entire colour pallet graphically identified (for example, yellow and blue make green; the symbols of the graphic code are similarly combined).

CURRENT SITUATION & OUTLOOK

Currently, ColorAdd is used in many different areas such as education (school utilities, manuals and books, educational games, etc.), textiles and footwear, healthcare systems, transport systems, food industry, teaching materials, city administration, science, culture etc. The ColorADD is also used in the Portuguese National School Exams to facilitate the correct interpretation of colour and consequently the contents of exams. Delivering innovative projects in more than 35 different areas, ColorADD is obtaining visibility and recognition on a global scale from business, institutional and academic communities, as well as wide media coverage: Le Monde, France Press, Vogue, Folha de São Paulo, Globo TV, among others.

ColorADD is a universal graphic code that translates colour into symbols.

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EXPERT VOTING Top marks from:
- Business voters

Nominated by: ColorADD

One-stop-shop for accessibility technologies in Qatar

Mada, a public-private partnership in Qatar, is a one-stop-shop for all accessibility technologies for persons with disabilities. It offers direct services, works on website accessibility certificates and establishes a library of accessible books. Currently it is beginning to influence regional services in other Arabic-speaking countries.

«Mada suggests a model of delivery that is holistic, integrating services across ages, settings and need for greatest impact.»
(David BANES)

Mada - Qatar Assistive Technology Center

Organisation:	Mada
Country/region of origin:	Qatar
Beneficiaries targeted:	Persons with disabilities
Approach/model/solution:	One-stop-shop for assistive technology in Arabic

FACTS & FIGURES

- Over 20 assistive technology products developed in Arabic
- Commercial and open-source projects to reduce cost
- 120 books available at bookshare.org, accessed by people in Qatar, the UAE and Egypt
- Over 1,000 people supported in Qatar in three years
- Award for 'technological innovation', Hamad Medical Corporation (2011)

PROBLEMS TARGETED

By placing assistive technologies in classrooms, workplaces, and homes throughout Qatar, persons with disabilities will be able to work, attend class, and connect with peers from around the world.

PROJECT

Mada was established by the Supreme Council for Information and Communication Technology (ictQatar) in June 2010 as a public-private partnership with Qtel, Vodafone Qatar, Qatar National Bank and Microsoft. Mada is a one-stop-shop for all aspects of accessible technology for persons with disabilities. As well as delivering direct services, the centre has sought to introduce a range of technology to support Arabic speakers, introducing website accessibility certification, establishing the first major repository of accessible books online for Arabic users and supporting Arabic innovation and research in access technologies.

CURRENT SITUATION & OUTLOOK

The Mada model of services is already influencing regional services in Oman, Dubai, Kuwait and Shahjah, with interest and relations building in Saudi Arabia and Egypt. The availability of free technology for Arabic speakers supported by Mada has an impact throughout the Arabic-speaking world.

Mada is a one-stop-shop for all aspects of accessible technology for persons with disabilities: a young man explores using an iPad with two Mada team members.

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EXPERT VOTING Top marks for:
- Access to services

Nominated by: Axel LEBLOIS, The Global Initiative for Inclusive ICTs (G3ict)

Certification scheme for Universal Design

The BCA Universal Design Mark (UD Mark) accords recognition to the building owners and designers who go beyond the code compliance to create user-friendly buildings. It allows assessment of projects at design stage, thereby facilitating the incorporation of UD principles from the onset of project development.

«The UD Mark Certification is a great way to get the building owners, designers and builders to achieve a well-integrated design that caters to all.»
(GOH Siam Imm)

BCA Universal Design (UD) Mark

Organisation:	Building and Construction Authority (BCA)
Country/region of origin:	Singapore
Beneficiaries targeted:	Persons with mental disabilities
Approach/model/solution:	Computer and internet learning laboratory, knowledge sharing, scientific research

FACTS & FIGURES

- Voluntary certification scheme launched in October 2012
- 26 plaques were given since the launch of UD Mark Certification of which 2 were Platinum
- 20 projects are currently being assessed
- 5 courses on Certificate of UD Assessor (4 day duration) were conducted for about 250 architects, designers, facilities managers, project managers and builders
- 3 courses are scheduled for 2014

PROBLEMS TARGETED

With the prospect of 1 in 5 of the population being aged 65 years and above in Singapore by 2030, it is necessary that buildings are made barrier-free and user-friendly.

PROJECT

To support the 'ageing-in-place' lifestyle and an inclusive environment, the BCA launched the Accessibility Master Plan. The UD Mark is part of this and provides a 2-stage assessment process: upfront credit for the concept design and subsequent award affirmation when the development is completed. This encourages the developer and designer to think 'Universal Design' (UD) and accessibility at the early design stage. A UD 'self-help' checklist was created to make UD more tangible and easier to comprehend and implement.

CURRENT SITUATION & OUTLOOK

The UD Mark identifies and distinguishes developments that have gone beyond meeting the minimum mandatory code requirements. It has attracted strong industry interest and buy-in as the certification enhances companies' corporate branding. The conduct of pre-assessments allowed BCA to influence several projects at an early stage, leading to enhancements in UD/accessibility provisions. The project supports the ageing population, the rise in accessible tourism and the greater awareness of user-friendly design. There are four UD Mark ratings available: Certified, Gold, GoldPLUS and Platinum.

The UD Mark plaque will be displayed at buildings.

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EXPERT VOTING Top marks for:
- Access to built environment

Nominated by: Valerie FLETCHER, Institute for Human Centered Design

Fighting unemployment in poverty-stricken areas

ATHENA is a mobile Further Education and Training (FET) College which provides free 'learnerships' to persons with disabilities in poverty-stricken rural areas. Young people with disabilities gain initial work experience while studying towards a nationally recognised qualification.

«ATHENA – the mobile private FET college, taking quality education, training and development to the people, both rural and urban.» (Susan DIPPENAAR)

Name:	**ATHENA Mobile FET College**
Organisation:	ATHENA – Private FET College
Country/region of origin:	South Africa
Beneficiaries targeted:	Persons with physical and learning disabilities in rural areas
Approach/model/solution:	Mobile college for rural further education and training

FACTS & FIGURES

- 12 months' duration - 1 week class, 3 weeks work
- Participation is free of charge for learners
- Monthly stipend of approx. USD 150
- 80% of learners are employed after graduation

PROBLEMS TARGETED

South African business and government institutions are still not fully compliant with the requirement to have a minimum of 2 percent of total payroll be persons with disabilities. Especially in rural and poverty-stricken areas this leads to an extremely high rate of unemployment among young persons with disabilities.

PROJECT

In order to empower the rural youth with disabilities to overcome unemployment, ATHENA offers learnerships free of charge. The learners and their families do not have to pay any extra cost for travel and accommodation as is the case when they attend a campus far from home. Each learner is placed in a host workplace close to their home and allocated a permanent employee as coach and mentor. Each successful learner graduates with a national qualification and a full year of relevant workplace experience.

ATHENA sources the workplaces, mentors and coaches in close proximity to the family home of the learners. Learning is conducted in English, but assistance can be provided in the mother tongue during the first 3 months. ATHENA facilitates the acquisition of assistive devices where necessary.

CURRENT SITUATION & OUTLOOK

Currently 150 learners are recruited in 3 port towns in South Africa. ATHENA is also exploring opportunities to go across the borders into Africa. In 2013 ATHENA was mentioned three times in parliament by the Deputy Minister of the Department of Women, Children & People With Disabilities as a model of excellence to be supported and expanded.

Graduation of ATHENA students in Richards Bay after one year of workplace experience and classroom training.

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EXPERT VOTING

Top marks from:
- all voters, NGO voters

Top marks for:
- access to ICT
- targeting the blind
- targeting the Global South

Nominated by: Devon PALANEE, ATHENA Private FET College

Finding compatible and accessible mobile devices

Interactive website designed to help persons with disabilities and the elderly identify mobile devices that fit their needs and preferences, and enhance their access to ICT and participation in society.

«We inform users about the accessibility features of their mobile devices and the barriers they may face, and inform manufacturers about the needs of their clients.» (David ZANOLETTY GARCÍA)

Amóvil

Organisation:	Fundación ONCE
Country/region of origin:	Spain
Beneficiaries targeted:	Persons with disabilities and the elderly
Approach/model/solution:	Web portal showcasing existing accessible technologies and mobile devices; ratings

FACTS & FIGURES

- In December 2012 the website received a total of 12,497 unique visitors; in December 2013 it received 27,426 visitors - an increase of 114.5%
- The website is available in English so it has many international visitors: United States (30%), Spain (25%), China (12%)
- Amóvil is sponsored by the Vodafone Spain Foundation

PROBLEMS TARGETED

Persons with disabilities and the elderly are often unable to access mobile phones. These devices often lack the necessary accessibility features to meet their needs and preferences.

PROJECT

Amóvil is an initiative led by the ONCE Foundation, developed by Technosite, and sponsored by the Vodafone Spain Foundation to enable access to mobile phones for all. It aims to help persons with special needs identify accessible mobile devices that are compatible with available assistive technologies and that suit their preferences and needs. It is an interactive website that also offers information on mobile applications that comply with Universal Accessibility and Design for All requirements.

CURRENT SITUATION & OUTLOOK

In addition, Amóvil offers news and general information on the accessibility of ICT and promotes the active participation of experts, users, manufacturers and telephone/wireless service providers in the project. It advocates among phone manufacturers, operators and distributors about the need for access to the information society of people with disabilities by making them part of this project. The project was funded by the Plan Avanza of the Ministry of Industry, Energy and Tourism and part of the National Plan for Scientific Research, Development and Technological Innovation (2008-2011).

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EXPERT VOTING

Top marks from:
- all voters, CEE voters, Academic voters

Top marks for:
- targeting all persons with disablities

Nominated by: Fundación ONCE

Using ICT to empower persons with cerebral palsy

#ASPACEnet improves the autonomy and social interaction of people with cerebral palsy through the development and deployment of innovative technological solutions and by undertaking the necessary adjustments to computers, phones and tablets.

«The latest innovation launched by #ASPACEnet is a software application for mobile devices to enable access to WhatsApp, Facebook, Twitter, Skype and SMS.»

#ASPACEnet

Organisation:	Confederación ASPACE and Vodafone Spain Foundation
Country/region of origin:	Spain
Beneficiaries targeted:	Persons with cerebral palsy
Approach/model/solution:	Development of innovative technological solutions

FACTS & FIGURES

- Launched in 2011
- More than 1,200 persons, 600 with cerebral palsy, have so far benefited from the innovations
- Currently there are 73 #ASPACEnet centres in Spain

PROBLEMS TARGETED

Persons with cerebral palsy do not have access to the digital society unless there are additional technologies and services offered to enable their participation. The opportunities that could be offered by ICT are immense: they mean access to work, study, leisure, communications, information etc.

PROJECT

#ASPACEnet is a project which joins ICT and persons with cerebral palsy via information and support. Beneficiaries are informed about existing products and services and receive training in the care centres. #ASPACEnet develops innovative applications and technologies to cater to the needs of persons with cerebral palsy. Beneficiaries and future users are involved in the development process at an early stage.

CURRENT SITUATION & OUTLOOK

The latest innovation launched by #ASPACEnet is a software application for mobile devices to enable access to mobile communication channels such as WhatsApp, Facebook, Twitter, Skype and SMS. The prototype will be available in summer 2014, will be free of charge and will be open-source in order to be compatible with other programs and applications. The text can be entered on the mobile device in an accessible manner, either through voice, adapted keyboards (with pictograms, enlarged keys, etc.) or other assistive devices.

Kiko describes his weekend using a communication board. Today, thanks to #aspacenet, Kiko uses a communication system running on a tablet PC with which he interacts directly using a switch that he activates with his head.

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EXPERT VOTING Top marks for:

- Access to ICT

Nominated by: Andrés CASTELLÓ, Confederación ASPACE

Visual and acoustic information on public buses

A project to enable the safe and independent use of public bus transportation for persons with visual or hearing impairments, designed also to assist persons with all physical, mental or sensory conditions. A new information technology has been developed and mobile applications introduced.

«Universal accessibility and real-time information for all passengers - using buses in Madrid is easy thanks to a new technology ensuring equal access.»
(Rafael ORIHUELA NAVARRO)

Making public transport more accessible

Organisation:	Empresa municipal de transportes de Madrid (EMT)
Country/region of origin:	Spain
Beneficiaries targeted:	Persons with visual or hearing impairments
Approach/model/solution:	Visual and acoustic information systems, mobile applications

FACTS & FIGURES

- 2,000 vehicles of EMT provide visual and audio information
- 364 information panels at bus stops
- Applications receive 9 million visits per month

PROBLEMS TARGETED

Public transportation is not easily accessible for persons with visual and hearing impairments who would like to navigate the city in a safe and independent way. The use and further development of ICT and Augmented Reality applications help to make public transportation more accessible. The aim of the practice is to make the use of the public bus transportation easier for everyone, regardless of their physical, mental or sensory conditions.

PROJECT

A series of actions that introduced the concepts of ICT have been implemented:
• Visual and acoustic information systems installed inside and outside the bus and at bus stops
• Systems based on mobile phones, with voice recognition and synthesis
• Innovative mobile applications, such as a voice guidance system to use the bus, including Augmented Reality

CURRENT SITUATION & OUTLOOK

To facilitate the use of the bus service by persons with visual impairments, visual and acoustic information is provided both inside and outside the vehicle. It indicates the position of the bus, the line number, the direction and information about the route once the bus arrives at the bus stop. The information panels at the bus stop include audio information that can be activated through a simple button or by activating Bluetooth on the mobile phone. A telephone service provides automatic information about the estimated time of arrival at each stop. The website has also been created in an accessible way, implementing the INCLUSITE tool, which includes features like control by voice, noise or gesture.

Augmented Reality: information superimposed over the real image captured by the phone camera improves the user guidance.

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EXPERT VOTING Top marks from:

- all voters

Nominated by: Francisco Javier Rubio DE URQUÍA, Ayuntamiento de Madrid. Área de Movilidad

Flagging accessible cities and towns

The Network facilitates knowledge-sharing about improving the quality of life in urban centres around the world. Representatives from the public, private and not-for-profit sectors are invited to share good practices on the website. The 'Flag of Towns and Cities for All' is a quality mark awarded to municipalities.

«The flag of Towns and Cities for All supports and encourages local governments to make public places accessible.»

Name:	**Towns and Cities for All**
Organisation:	Design For All Foundation
Country/region of origin:	Spain
Beneficiaries targeted:	Residents of and visitors to towns and cities
Approach/model/solution:	Knowledge sharing, quality mark, networking

FACTS & FIGURES

- Current Flag holders: Askersund, Palma de Mallorca, Pamplona, Solleftea, Saint-Étienne
- The city of Askersund has been awarded the Flag every year since 2008
- The network is growing: currently 105 members
- There are 1,600 documents in the network's database

PROBLEMS TARGETED

How can city governments ensure that all their citizens' and visitors' rights are respected? Initiatives which only make use of local resources may lack continuity. Those undertaken at national level may not be sufficiently targeted or may not take into account all relevant factors.

PROJECT

The Flag of Towns and Cities for All is a quality mark which acknowledges local governments' commitment to implementing Design for All/Universal Design and accessibility in public places. Facilities, transport, buildings and services are taken into consideration with the aim of improving the quality of life for residents and visitors. To obtain the Flag, a local government must:

- Be a member of the Network for Excellence
- Appoint a coordinator to liaise with the Foundation
- Carry out initiatives totalling a minimum of 2% of the total investment budget
- The actions and projects to obtain the Flag are assessed by the Design for All Foundation or one of its associate experts.

CURRENT SITUATION & OUTLOOK

Once a city becomes a member it can invite four local NGOs to become members for free. The project has inspired the Foundation to create a parallel project www.museumforall.eu to promote activity by museums and cultural heritage sites in the area of Universal Design.

Flag ceremony in Saint-Étienne: the Flag of Towns and Cities for All is a quality mark which acknowledges local governments' commitment to implementing accessibility in public places.

(Photo: Ville de Saint-Étienne, Sonia Barcet)

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EXPERT VOTING Top marks for:

- Access to cities

Nominated by: Francesc ARAGALL, Design For All Foundation

Communicating art in the Western Balkans

Training museum professionals in the Western Balkans to improve access to their buildings, collections and activities for persons with disabilities and enabling positive participation while challenging negative stereotypes.

«We support museums in the Western Balkans to partner with children & adults with disabilities and open up their institutions through creative inclusive practice.» (Diana WALTERS & Michèle TAYLOR)

Accessible museums in the Western Balkans

Organisation:	Cultural Heritage without Borders
Country/region of origin:	Sweden
Beneficiaries targeted:	Children/adults with disabilities
Approach/model/solution:	Capacity building for museum experts

FACTS & FIGURES

- 10 museums in five countries delivered projects
- 11 museums in six countries were given fusing machines to produce tactile images
- Disability Toolkit was produced, hard and soft copy, and translated into local languages

PROBLEMS TARGETED

The knowledge of most museum experts in the Western Balkans about the needs and requirements of persons with disabilities was rudimentary. The museums and staff were not equipped to design or implement strategies to improve accessibility. The social standing of persons with disabilities was particularly low and financial, political and practical barriers are being overcome in order to reduce fear and challenge prejudices and thereby enable wider access.

PROJECT

Training and capacity-building for professionals working in museums are at the heart of the project. A broader information and education program is also provided to raise awareness for the persons with disabilities and to promote inclusion and good practice. Children and adults with disabilities are welcomed as museum visitors and take part in various activities which enable them to experience their cultural heritage.

CURRENT SITUATION & OUTLOOK

The project is funded by the Stavros Niarchos Foundation and new partnerships with local organisations have been set up. The integration into local structures guarantees sustainability of the project in a long-term perspective. In addition to the staff training, fusing machines have been provided for the museums to produce tactile images and maps. A 'Disability Toolkit' was also produced and translated into local languages, containing many examples of access initiatives. This provides an invaluable source of information, ideas and support for those implementing access solutions in museums. The toolkit offers locally generated material and approaches, and functions as a handbook for all stakeholders.

Museum of Kosovo, Prishtina: a number of mobile units provide a multi-sensory experience of museum artefacts and interpretation via headsets and tactile images. They can be taken out of the museum in order to outreach to individuals who would not be able to visit the museum.

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EXPERT VOTING Top marks from:

- CEE voters
- Global South voters

Top marks for:

- access to culture
- targeting all persons with disabilities

Nominated by: Cultural Heritage without Borders

Airport accessibility for everyone

The Atatürk Airport Istanbul was made accessible through a holistic approach: tactile surfaces added; sanitary facilities renovated; induction loop systems implemented. Strong emphasis was laid on the training of the airport employees.

«Airports act as social hubs, catalysing cultural, economic and social exchanges between people. It's crucial that they're accessible by all.»
(Kemal UNLU)

Obstacle-Free Airport Project

Organisation:	TAV Istanbul
Country/region of origin:	Turkey
Beneficiaries targeted:	Persons with disabilities
Approach/model/solution:	Holistic approach to make airport accessible and obstacle-free, capacity building

FACTS & FIGURES

- 250 employees received training in Sign Language
- 200 employees were given awareness training regarding 'Behaviour and Service' to persons with visual impairments

PROBLEMS TARGETED

For persons with disabilities, navigating an airport independently is only possible if certain services are provided and employees are trained. Arriving at the airport by subway causes a huge obstacle for persons with visual impairments if no tactile surfaces are available to lead the way to the terminal.

PROJECT

The specific needs of different groups of persons with disabilities were taken into consideration in order to make the Atatürk Airport accessible. A holistic approach was chosen, not limiting itself to the transformation of the physical space but also aimed at creating awareness within the organisation as well as amongst the general public.

CURRENT SITUATION & OUTLOOK

The project consists of improving terminal buildings in line with international standards: service and help assistants implemented; tactile surfaces added; ramps improved; induction loop systems provided; training and capacity-building for the employees. Since implementation of the project, visually impaired passengers can arrive at the airport by subway and can find their way independently, thanks to the tactile surfaces. Another example is the inductive hearing loop systems at information desks that enable hearing impaired passengers to access information. In addition to TAV Istanbul, TAV Izmir, TAV Ankara and TAV Gazipaşa managements also continue to work within the project of making airports obstacle-free and accessible by all.

The project consists of improving terminal buildings in line with international standards

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EXPERT VOTING

Top marks from:
- all voters, NGO voters, business voters

Top marks for:
- accessing transport
- targeting all persons with difficulties

Nominated by: Kemal UNLU, TAV Istanbul GM

A fully inclusive and accessible school in Uganda

USDC advocates for inclusive education and modifies existing school environments. Schools are made accessible through different factors: teachers, children and parents are sensitised; assistive devices are provided; children with disabilities are integrated into society.

«Making learning accessible by leaving no child behind.»
(Dolorence WERE)

Inclusive Education Practice

Organisation:	Uganda Society for Disabled Children (USDC)
Country/region of origin:	Uganda
Beneficiaries targeted:	Children with disabilities
Approach/model/solution:	Capacity building, advocacy

FACTS & FIGURES

- 110 children were directly supported to stay in school
- 15,023 children with disabilities were indirectly enrolled
- 179 teachers were sensitised on inclusive education
- 60 teachers were sensitised in teaching children using sign language and Braille
- Tumaini awards (2012) - best NGO implementing inclusive education in Uganda

PROBLEMS TARGETED

Disability in Uganda remains a big challenge due to negative attitudes. The negative attitudes largely derive from the following factors: ignorance, poverty, cultural beliefs and customs. In order to give children with disabilities access to general school education, capacity-building and supportive equipment for special needs education is needed.

PROJECT

USDC empowers the parents of children with disabilities to advocate for inclusive policies; teachers, students and governments are sensitised about disability and the value of inclusive education. USDC supports schools in helping them to become accessible and to provide the necessary equipment: children with movement disorders require ramps, widened corridors and adapted toilet facilities; children with hearing impairments require aids and sign language; individuals with visual impairments require instructional materials like Braille machines; children with learning disabilities require specialised learning aids.

CURRENT SITUATION & OUTLOOK

In order to ensure sustainability, USDC works within existing structures and partners with government and other service providers. In addition to its other efforts, USDC supported 2 vocational training and rehabilitation centres and has thus helped over 1,000 young people with disabilites to achieve various vocations.

USDC advocates for inclusive education. This teacher is blind as well as his student: education that surely empowers both.

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EXPERT VOTING

Top marks from:
- all voters

Top marks for:
- Targeting the Global South,
- Targeting p. with learning difficulties

Nominated by: USDC

How to help everyone understand complicated ideas

People with intellectual disabilities work at and run the organisation Inspired Services. They adapt a variety of information for different organisations in any format: EasyRead, photostory, video and others. Their unique skill: explaining the complicated for everyone to understand.

«At Inspired Services we believe that information is power. With it people can take control, make choices in all areas of their lives and gain independence.» (Andrew HOLMAN)

Inspired Services Publishing

Organisation:	Inspired Services Publishing
Country/region of origin:	United Kingdom
Beneficiaries targeted:	Persons with intellectual disabilities
Approach/model/solution:	Transforming information into an accessible format

FACTS & FIGURES

- Eight employees involved in this project
- All EasyRead meets UK and European standards
- Against all the Odds Award (2011), Afiya Trust
- MBE (Member of the Most Excellent Order of the British Empire) for director Richard West (2013)

PROBLEMS TARGETED

Every person has the right to information. Without it people can't make informed decisions. If an intellectual disability requires adjustments to be made in information in order for it to be accessible, a specialised service provider is needed to produce the best possible result.

PROJECT

Inspired Services is an organisation run by people with intellectual disabilities and non-disabled people. They adapt a variety of EasyRead information for different international and national organisations. Persons with intellectual disabilities help turn complex ideas into accessible information for other people with intellectual disabilities.

CURRENT SITUATION & OUTLOOK

The service is highly professional and is both efficient and effective, proving that persons with intellectual disabilities can work in and help run a business. Inspired Services is planning to produce more information online with the production of animated and interactive videos.

Persons with intellectual disabilities help turn complex ideas into accessible information for other people with intellectual disabilities.

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EXPERT VOTING Top marks from:
- NGO voters

Nominated by: Reima Ana MAGLAJLIC, Mental Disability Advocacy Center

Providing access to buildings of civil society

Accessible London funds work that improves access to buildings of the civil society and increases disabled people's participation in arts and sporting opportunities.

«We want persons with disabilities to live independently and to fully participate in society. Making community buildings more accessible is an important way of achieving this.» (Jenny FIELD)

Accessible London

Organisation:	City Bridge Trust
Country/region of origin:	United Kingdom
Beneficiaries targeted:	Persons with disabilities
Approach/model/solution:	Fund to support projects enabling access to 3rd sector buildings

FACTS & FIGURES

- Operating since 1995
- 465 grants totalling 22.6 million GBP
- Getting access right for persons with disabilities gets it right for everyone

PROBLEMS TARGETED

Charities and other civil society organisations provide excellent community services. Often the lack of resources creates barriers that prevent persons with disabilities and the elderly from accessing the buildings, participating in sports, cultural or charity activities, and volunteering their time.

PROJECT

The Accessible London program allows voluntary and community organisations to get free advice and funding for improving accessibility to their buildings and services. This program provides funding for access consultancy, specialist disability staff, disability training, physical and sensory building improvements.

CURRENT SITUATION & OUTLOOK

Within the Accessible London program hundreds of projects were financially supported. Providing funding for audit services and for consultancy to analyse fields of improvement in the area of accessibility was a major focus, as well as the capital cost of improving access for all disabled people. Getting the right sort of advice, information and expertise is critical in making good access even better.

The City Bridge Trust funds access improvements for community organisations; for example, ramps and automatic doors for Archway youth club.

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EXPERT VOTING Top marks from:
- all voters
- business voters

Top marks for:
- access to ICT
- Targeting all persons with disabilities

Nominated by: Wai CHAN, Centre for Accessible Environments

Accessible and spacious toilets in public places

A Changing Places toilet provides equipment, space and facilities (including hoist and adult-sized changing bench) for persons with disabilities who need assistance and cannot use standard accessible toilets. Changing Places toilets should be provided in addition to standard accessible toilets.

«Without Changing Places toilets thousands of people with disabilities face the risk and indignity of being changed on dirty toilet floors or not go at all.» (Beverley DAWKINS & Loretto LAMBE)

Changing Places

Organisation:	Changing Places Consortium
Country/region of origin:	United Kingdom
Beneficiaries targeted:	Persons with disabilities
Approach/model/solution:	Campaign to provide accessible toilets in public places

FACTS & FIGURES

- Currently over 550 Changing Places toilets in UK
- Estimated equipment cost: 12,000 - 15,000 GBP incl. VAT

PROBLEMS TARGETED

The absence of suitable toilets means that persons with disabilities who need assistance cannot take part in many activities like shopping, going to a park or a show. Without a suitable changing bench and hoist, many persons with disabilities have to be laid on unhygienic toilet floors.

PROJECT

The Changing Places Consortium is campaigning to build more accessible toilets in all major public places, including city centres, shopping centres, arts venues, hospitals, motorway service stations, leisure complexes, large railway stations, airports etc. Changing Places toilets are different to standard disabled toilets – they include special equipment such as a height-adjustable changing bench and a hoist, offer adequate space in the changing area for up to two carers, and provide a centrally-placed toilet with room on either side for the carers.

CURRENT SITUATION & OUTLOOK

The Changing Places campaign has ensured that there are over 550 Changing Places toilets currently in the UK with aims to have 1,000 by 2015. Individuals and companies may commit themselves to building a Changing Places toilet on their premises according to the provided standards and requirements. Their toilet will then be listed on the map of Changing Places which allows beneficiaries to find locations with appropriate toilets. There are also mobile Changing Places toilets available to rent for large and small events.

Changing Places toilets are different to standard disabled toilets – they include special equipment and are spacious.

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EXPERT VOTING Top marks from:
all voters
Top marks for:
- access to the built environment,
- targeting the blind

Nominated by: Wai CHAN, Centre for Accessible Environments

Web-based tool to plan access to railway stations

The Association of Train Operating Companies (ATOC) has produced a map of the mainland National Rail network in the UK that provides at-a-glance information about the accessibility of many stations.

«Stations Made Easy gives passengers with disabilities important information to assess if they can use a particular station. It eases their rail experience.» (David SINDALL)

Stations Made Easy

Organisation:	Association of Train Operating Companies (ATOC Ltd.)
Country/region of origin:	United Kingdom
Beneficiaries targeted:	Persons with disabilities
Approach/model/solution:	Web-based tool to plan access to railway stations

FACTS & FIGURES

- More than 500,000 clicks per year
- Journeys by passengers with disabilities have increased by 10% per year
- More than 2,500 stations on the rail network are included

PROBLEMS TARGETED

For persons with disabilities, travelling by railway can be challenging due to many unknown barriers. Not knowing what the railway station of origin or destination looks like or where the elevator is located makes journey planning difficult and discourages people from making journeys.

PROJECT

Stations Made Easy allows passengers to evaluate accessibility before they start their journey. ATOC have produced detailed plans, in the form of interactive station maps, for every station on the rail network in Great Britain. The maps provide detailed information about accessibility at every station. Stations Made Easy also allows passengers to identify routes through stations which best meet their needs. This includes delivering a step-by-step plan to passengers showing them what they will encounter using a particular pathway through a station.

CURRENT SITUATION & OUTLOOK

The Stations Made Easy pages are updated on a regular basis to ensure all accessibility-related information is up to date. The online information is much more detailed than anything that existed previously. In order to ensure regular updates and the interactive engagement of disabled passengers, ATOC is currently exploring whether the implementation of a community-based comment and recommendation facility can be developed for each individual station. The set-up of such an interactive community tool would be a starting point for a social media travel network for railway passengers with disabilities in the United Kingdom.

A screenshot of the Stations Made Easy map at London St. Pancras International. Symbols indicate accessibility; photographs give an impression about the location.

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EXPERT VOTING Top marks from:
- all voters,
- EU voters

Top marks for:
- Access to transport,
- Targeting all persons with disabilities

Nominated by: ATOC

Banking made accessible – talking ATMs

Audio-enabled ATMs (cash machines) offer independent use of banking services for blind and partially sighted persons. The success of Barclays' Talking ATMs has led to the development of other accessible services, aspiring to make banking accessible to all.

«Talking ATMs represented the first big step on our journey to become the most accessible bank and it continues to be a source of inspiration.» (Steven ROBERTS)

Barclays Talking ATMs

Organisation:	Barclays Bank PLC
Country/region of origin:	United Kingdom
Beneficiaries targeted:	Persons with visual impairments
Approach/model/solution:	Talking ATMs and other accessible services

FACTS & FIGURES

- Number of audio-enabled ATMs in the UK increased from less than 70 to over 3,500 in one year (2012)
- There are approx. 3 million visually impaired people in the UK, of whom c. 750,000 hold an account with Barclays
- Over 1,500 people have ordered a high visibility debit card since its launch in January 2013

PROBLEMS TARGETED

Research commissioned by the Royal National Institute of Blind People (RNIB) in 2011 confirmed that only 11 per cent of blind and partially sighted people in the UK can use cash machines unaided, compared to 80 per cent of sighted users.

PROJECT

Talking ATMs not only provide ease-of-use for visually impaired users; people with dyslexia, people who are illiterate, and people who can understand spoken but not written English may also benefit from this technology. The success of Talking ATMs has led Barclays to develop other accessible services, amongst other things high visibility debit cards and sign language interpretation via webcam. Barclays will shortly be launching mobile instant messaging, which may benefit those who are unable to use Telephone Banking.

CURRENT SITUATION & OUTLOOK

By the end of 2012, Barclays had rolled out audio capability at over 3,500 cash machines, making ATMs accessible to approximately 2 million people living with sight loss in the UK. Barclays' industry-leading commitment to providing audio-enabled ATMs has encouraged other major UK banks and ATM providers to announce their intention to follow suit. Barclays' accessibility programme continues to build in scope and momentum, as new opportunities are identified to provide improved access for customers and colleagues.

Audio-enabled ATMs (cash machines) offer independent use of banking services for blind and partially sighted persons.

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EXPERT VOTING Top marks from:
- EU voters

Nominated by: Barclays

Haptic and tactile museum experience

Creation of a haptic computer technology which enables blind and visually impaired museum visitors to 'touch' 3-D scans of museum artefacts. The objects have been digitised and are presented with multimedia information support.

«This new haptic system gives all our visitors a new way to touch and explore very accurate 3-D scans of museum objects, at their own pace.»
(Sam SPORTUN)

Virtual object handling in museums

Organisation:	Manchester Museum
Country/region of origin:	United Kingdom
Beneficiaries targeted:	Persons with visual impairments
Approach/model/solution:	Haptic interactive museum experience through 3-D scans

FACTS & FIGURES

- 10-20 visitors a day use the haptic 'Probos unit'
- In 2014 four more objects will be added:
  2 objects from Manchester Museum, UK
  1 object from Yale Peabody Museum, USA
  1 object from the British Museum, UK
- Shortlisted for the category 'best innovation' in the UK's Museums & Heritage Awards (2013)

PROBLEMS TARGETED

Museum artefacts are usually displayed behind glass or are often too fragile, small, heavy or valuable to handle physically or even touch. In a museum most things are for display only, and rarely can an object or replica be touched or held. In order to create a haptic sensational museum experience and find out more about an object, this system allows visitors to touch precious objects which are usually unlikely to be handled.

PROJECT

The Probos unit offers the chance to have a 3-D tactile experience of museum objects through fingertip discovery. The system features high-quality 3-D scans of an object and offers additional audio/multimedia information and the ability to magnify and zoom in on details. It is possible to feel details like cracks on the surface according to the magnification and it is possible to differentiate materials from the sound they make.

CURRENT SITUATION & OUTLOOK

A prototype was installed at the Manchester Museum in 2012. Throughout the design and development process, blind and partially sighted persons were closely involved to make the technology as accessible and 'user-friendly' as possible. It is planned to introduce additional, enhanced accessibility features in future and to enable other museums to produce and share their own haptic content in future. Interest has been shown by major national museums (The Victoria and Albert Museum), local museums throughout the UK (Potteries Museum) and international institutions (Art Beyond Sight Institute, New York). The project is funded by the Stavros Niarchos Foundation.

The Probos unit offers the chance to enjoy a 3-D tactile experience of museum objects through fingertip discovery.

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EXPERT VOTING Top marks from:
- all voters

Top marks for:
- targeting persons with physical disabilities

Nominated by: Nick MERRIMAN, Manchester Museum

Inclusive art education at the MoMA, New York

MoMA has won international respect for their unique efforts to make their extensive resources, collection and programs accessible to visitors with disabilities. Training on inclusive arts education is given to external institutions worldwide and disability awareness and equality training is delivered in-house.

«We believe that engagement with art can enhance a person's quality of life and that cultural institutions have a unique opportunity to facilitate that engagement.» (Carrie MCGEE)

MOMA Access Programs

Organisation:	The Museum of Modern Art, MoMA, New York
Country/region of origin:	United States of America
Beneficiaries targeted:	Persons with disabilities
Approach/model/solution:	Specialised arts education program

FACTS & FIGURES

- Access Programs serve over 10,000 people each year
- Access Programs are implemented both at the Museum and off-site in the community
- The MoMA Alzheimer's Project has worked with over 100 museums worldwide to develop programs for individuals with dementia
- Over the past decade, Access Programs have received awards from American Association of Museums, Center for Hearing and Communication and VSA Arts

PROBLEMS TARGETED

Physical and attitudinal barriers can make accessing museums challenging. Access Programs seek to remove such barriers and provide opportunities to participate in sophisticated, customised art education programs.

PROJECT

MoMA is committed to providing the most inclusive environment for the Museum's diverse visitors. Access Programs offer a variety of programs for visitors with disabilities, including individuals with physical, developmental, or learning disabilities; hospitalised children and adults; homebound individuals; blind and partially sighted visitors; individuals with mental illness; and people with Alzheimer's disease and their care-givers. Access Programs staff have developed training resources on providing quality art experiences for people with disabilities and delivered workshops throughout the world.

CURRENT SITUATION & OUTLOOK

Access Programs staff are also beginning to develop new ways to use technology to reach new audiences and foster international exchange of best practice. Staff also regularly provide in-house disability awareness and equality training for frontline staff from various departments, including Visitor Services, Retail, Security, and Membership. At the urging of Access Programs, accessibility has become a Museum-wide priority and a cross-Museum Accessibility Task Force has been formed to ensure inclusivity across all programs and services.

Art inSight is a program for individuals who are blind or partially sighted. Each month, specially trained MoMA educators highlight specific themes, artists, or exhibitions through verbal description or touch. (Photo by: Michael Nagle)

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EXPERT VOTING

Top marks from:
- all voters

Top marks for:
- Targeting all persons with disabilities

Nominated by: Meryl SCHWARTZ, The Museum of Modern Art

Digital Library with more than 300,000 textbooks

AMAC provides a cost-effective, replicable, scalable, holistic business model which provides accessible solutions and research for corporate, governmental and non-profit entities supporting post-secondary individuals with disabilities.

«AMAC Accessibility is producing accessible, digital, Braille and captioned content which provides practical, centralised solutions at an affordable cost.»
(Christopher M. LEE)

AMAC Accessibility Solutions

Organisation:	AMAC Accessibility Solutions and Research Center
Country/region of origin:	United States of America
Beneficiaries targeted:	Students with disabilities
Approach/model/solution:	Training, technical assistance, assistive technology software

FACTS & FIGURES

- Over 300,000 textbook title records updated weekly
- Over 60,000 students have been served since 2006
- An estimated 2,500 post-secondary institutions in the USA have requested over 150,000 electronic publisher files
- Awards include: The National Learning Disability Award, 2013; National Federation White Cane Award, 2009; The Governor's Customer Service Award, 2007

PROBLEMS TARGETED

In the United States there is a lack of affordable and accessible products in the market which support post-secondary students with disabilities in their studies. Training on assistive technology reading solutions is also lacking.

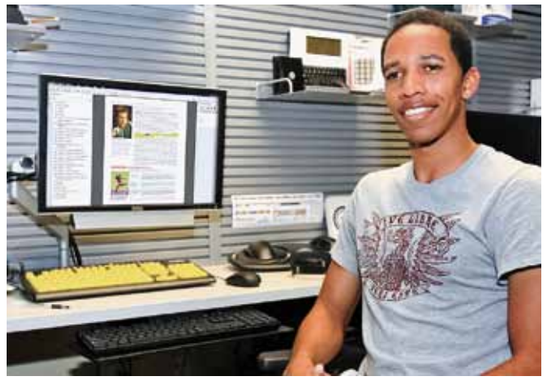
PROJECT

AMAC offers a one-stop shop for digital and alternative media textbooks, cost-effective reuse of digital libraries, remote captioning and downloadable assistive technology software to quickly access materials at universities, colleges, government agencies, non-profits, and corporations.

CURRENT SITUATION & OUTLOOK

AMAC knows how to build partnerships that knock down barriers. AMAC constantly initiates new ways to strategically collaborate with private, non-profit and government groups to leverage and utilise resources and serve the best interests of all, now and into the future. AMAC will continue to advocate with publishers, distributors and other alternative media producers to develop and implement guidelines and standards for accessible content. The ultimate goal of AMAC is to bring accessible content to the marketplace.

Showing a young man in front of the PC working on media being modified and made accessible.



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EXPERT VOTING

Top marks from:
- all voters, EU voters and NGO voters

Top marks for:
- access to ICT
- targeting the blind

Nominated by: Joy KNISKERN, AMAC Accessibility Solutions and Research Center

'Mountainbike-wheelchair' for rough terrain

The Leveraged Freedom Chair is designed to enable wheelchair users in developing countries to travel effectively on unpaved surfaces and therefore access and integrate with their community.

«We worked closely with wheelchair users around the developing world while creating the LFC to ensure it meets their unique needs.»
(Tish SCOLNIK)

Leveraged Freedom Chair (LFC)

Organisation:	GO GRIT
Country/region of origin:	United States of America
Beneficiaries targeted:	Persons with mobility impairments
Approach/model/solution:	Design, manufacturing, distribution of special wheelchairs

FACTS & FIGURES

- In 'high gear' travels 80% faster on tarmac
- In 'low gear' powers over obstacles with 50% more torque
- Levers can be removed for use as a regular wheelchair indoors
- Diamond Winner 2012, MassChallenge; Innovation by Design Award 2012, Fast Company; Biggest Innovation of 2011, Wall Street Journal;

PROBLEMS TARGETED

Regular wheelchairs are designed for use on flat and even ground, not the rough terrain of most developing countries. Instead of pushing on the wheels as on a regular wheelchair, LFC riders push on levers, which are biomechanically more efficient.

PROJECT

The LFC is built out of steel and bicycle parts that can be found in any rural village in any developing country. This enables repair anywhere. A mass production manufacturing centre for the LFC was established in 2012. Located in India, the centre is in close proximity to developing countries across Asia and Africa, facilitiating the shipment of wheelchairs to these areas.

CURRENT SITUATION & OUTLOOK

At every step of the design process all stakeholders were engaged: wheelchair riders, manufacturers, and distributors. Local officials in developing countries have a great appreciation for the LFC due to its low cost and sustainable design. While not yet available in the United States, there are plans to develop a model tailored toward developed countries, which will eventually make the LFC available to wheelchair users worldwide. Past implementation has been in Guatemala, India, Haiti, Kenya, Tanzania, Uganda and Vietnam, with future implementation planned for Laos.

A rider in India travels on unpaved surfaces effectively thanks to the LFC.

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EXPERT VOTING

Top marks for:
- all voters
- NGO voters

Top marks for:
- targeting all persons with disabilities

Nominated by: Christopher J. STANFILL, The University of Texas at Austin

Manual on inclusive disaster risk management

Widening effective participation of people with disabilities in community-based disaster risk management - that is the mission of this project run by Malteser International and local partners in Vietnam.

«Relevant decision makers need to be aware of inclusive disaster risk management.»

Community based Disaster Risk Management (CBDRM)

Organisation:	Malteser International
Country/region of origin:	Vietnam
Beneficiaries targeted:	Persons with disabilities
Approach/model/solution:	Empowering, capacity building, awareness raising, removing barriers

FACTS & FIGURES

- Pilot project implemented in 47 villages in Quang Nam province
- Government is considering applying the scheme in 6,000 particularly affected communes in Vietnam to improve inclusion of disabled persons

PROBLEMS TARGETED

Vietnam is one of the most disaster-prone countries in the Mekong region. People with disabilities are one of most the vulnerable groups of the population for many reasons including the consequences of war (e.g. injuries and agent orange).

PROJECT

A manual on inclusive community-based disaster risk management was created to complement the national project of 'Awareness Raising and Community-Based Disaster Risk Reduction (CBDRM)'. A pilot project was launched in 47 villages in 6 communes of 3 districts of Quang Nam province.

CURRENT SITUATION & OUTLOOK

The key lessons learnt are as follows:
• Relevant decision makers need to be aware of inclusive disaster risk management
• Strong disability change agent needed in each village
• Capacity building and empowerment of persons with disabilities and care givers prior to CBDRM mainstreaming process
• Consideration of removing barriers to persons with disabilities in CBDRM mainstreaming activities
In the next two years, Malteser International and DPOs will:
• Continue collaborating with National Disaster Management Center to train their master trainers
• Organise awareness-raising workshops for various inter-ministerial government staff and national media staff
• Collaborate with other members in the Disability inclusive Disaster Risk Reduction Network to advocate for disability inclusion

In the villages a strong disability change agent is involved in the decision-making process. (Photo: Thuy Phuong/ Malteser International)

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EXPERT VOTING

Top marks from:
- all voters

Top marks for:
- access to services
- targeting the Global South
- targeting the deaf

Nominated by: Malteser International

INNOVATIVE POLICIES 2014 - METHODOLOGY AND KEY FINDINGS

- Out of 68 nominations, 15 Innovative Policies have been selected by the Scientific Advisory Board of the Zero Project
- The seleted Innovative Policies can be categorised as follows:
  - Laws: India, Norway, and Qatar
  - Action plans: Australia, Cape Town/South Africa, Colombia, Kuala Lumpur/Malaysia, and London/UK
  - Programmes: Hong Kong/China, Japan, and Spain
  - Standards: Berlin/Germany, Ireland, Solo/Indonesia, and Uganda.
- Increasingly, accessibility is addressed in all its complexity, and selected Innovative Policies regard all aspects of Article 9 of the CRPD:
  - Physical environment
  - Transportation
  - Information and communication
  - Facilities and services

INNOVATIVE POLICY METHODOLOGY

The nomination, research and selection process for 'Innovative Policies' is a multistep approach, involving a network of experts along the way. In April 2013, the Zero Project team invited policy nominations from its expert network and received 68 policies from 34 countries, including one from a regional and one from an international organisation.

SCREENING AND PRE-SELECTION

A first screening of the nominated policies was undertaken by the Zero Project team. This screening found that 24 of the nominations could not be considered eligible for this year's research, as their enactment was too recent to satisfactorily demonstrate success. Amongst them were, however, some very promising ones. For the remaining 44 nominations, the Zero Project's Scientific Advisory Board – composed of 28 experts on disability and accessibility - was asked to shortlist 25 policies, according to their innovation, impact and transferability.

RESEARCH

These 25 shortlisted policies were researched by the World Future Council, which applied its 'Future Just Lawmaking Methodology' based on the seven principles for Future Just Lawmaking (based on the 2002 International Law Association Delhi Declaration on Sustainable Development Law). The research team conducted interviews with representatives from governments, academia and disabled peoples' organisations about each of the policies and produced qualitative policy evaluation reports.

DEFINITION OF INNOVATIVE POLICIES

Innovative Policies have achieved identifiable improvements on the ground, and point to a positive dynamic of change that can be easily replicated in many countries to advance the implementation of the UN Convention on the Rights of Persons with Disabilities (UN CPRD). Like all innovation, some policies may be incomplete or dependent on other developments to maximise their impact. Some policies, no matter how positive, may also contain elements of old thinking. Since the implementation of the UN CRPD is a work in progress for all countries, these elements are taken into account in the overall assessment of innovation.

SELECTION

On 26 November 2013, the Scientific Advisory Board agreed upon the 15 most promising 'policy finalists', according to the following criteria:

- Respect for the UN CRPD
- Endorsed by the disability rights community
- Innovation in legal approach and implementation instruments
- Effective implementation that delivered identifiable and measurable improvements
- Easily transferable to other countries

Originating from Europe, Asia, America, Africa, Oceania and the Middle East, the 15 Innovative Policies come from all around the world.

Innnovative Policy 2014 from Qatar: Mada Assistive Technology Center in Doha, Qatar, which developed, together with ictQatar, the national eAccessibility policy. (© Mada)

KEY FINDINGS OF INNOVATIVE POLICIES

Policies can be excellent tools for promoting social change. The diversity of the 68 nominated legal instruments embraced action plans promoting accessible tourism, regulations requiring service accessibility, policies regulating broadcasting, regulations setting up universal design centres and accessibility-specific professions, as well as an international copyright treaty.

Whilst employing a broad range of mechanisms, the 15 selected Innovative Policies can be categorized as follows:

- Laws: India, Norway, and Qatar
- Action plans: Australia, Cape Town/South Africa, Colombia, Kuala Lumpur/Malaysia, and London/UK
- Programmes: Hong Kong/China, Japan, and Spain
- Standards: Berlin/Germany, Ireland, Solo/Indonesia, and Uganda

Innovative Policy 2014 from the United Kingdom: In 2012, London hosted the most inclusive Olympic and Paralympic Games. © Mark Todd

POLICIES FOR ALL ASPECTS OF UN CRPD ARTICLE 9

Increasingly, accessibility is addressed in all its complexity. [OHCHR, 2013] Countries enact comprehensive approaches such as non-discrimination laws mandating accessibility for several or all aspects of CRPD Article 9, as did Norway in 2008. Policies are specifically tackling the access to, and accessibility of, information and communication as well as products and services, as do for example the Irish Standard for Energy Suppliers and Qatar's eAccessibility Policy. Several policies extend their reach beyond a single aspect of CRPD Article 9, encompassing, for example, transportation and information, as is the case with the Indonesian Standard.

Innovative Policies regard all aspects of Article 9 of the CRPD:

- Physical environment
- Transportation
- Information and communication
- Facilities and services

POLICIES FOR ALL GOVERNMENT LEVELS

Innovative Policies 2014 concern all government levels, from the local, city level (Cape Town) to the regional (Berlin State), up to the national level (India).

FOR PERSONS WITH ALL TYPES OF DISABILITIES

Most Innovative Policies pay attention to the universal design approach. Norway's non-discrimination law, for example, promotes a strict application of the universal design. Many policies implement measures that benefit not only those with physical disabilities, but also people who are sight or hearing impaired. However, few tackle the exclusion of people who use easy language and persons with psychosocial problems (Ireland).

POLICIES ENGAGING EVERYONE IN SOCIETY

Accessibility is a pre-condition for independent living. This applies to persons with disabilities as well as the 737 million persons aged 60 and over. [UN DESA, 2013] However, accessibility is still being primarily perceived as a matter of exclusive benefit to persons with disabilities. More policies need to communicate that accessibility should be of interest to everyone. Japan's policy incentivises all individuals to invest in accessible private housing, and thus attempts to break down the exclusive association between accessibility and disability.

Innovative Policy 2014 from Colombia: The internet-strategy Plan Vive Digital promotes inclusive and participatory digital accessible environments. © MINTIC 2013

POLICIES FOR COUNTRIES WITH LOW DEVELOPMENT

As most people with disabilities live in the Global South, policy solutions for low-income contexts are needed. Increasingly, these countries are developing minimum accessibility standards that, as in Uganda, contain context-specific guidance, for example on accessible water wells. In the field of transport, enforceable standards (Solo city/Indonesia) and action plans (Cape Town/South Africa) can mainstream universal design in transport services. A strategic approach with priorities can make the most of limited resources. For example, Colombia's Plan Vive Digital creates Internet access for rural populations, whilst implementing specific measures to overcome the digital exclusion of people with disabilities. There is a need for non-bureaucratic approaches (India), as well as support and pressure from foreign aid and investment bodies to help national responses to accessibility issues.

MAINSTREAMING DISABILITY INTO DEVELOPMENT

Too many development programmes and projects are disability-specific. [OHCHR, 2011] Australia developed a strategy that mainstreams disability into development cooperation.

DEVELOPING POLICIES: CONSULTING WITH PERSONS WITH DISABILITIES

When developing accessibility policies, it is important that policymakers engage accessibility experts and consult with all stakeholders, in particular persons with disabilities. For all Innovative Policies, except Japan's policy, persons with disabilities were consulted. Disabled people's organisations (DPOs) played a particularly prominent role in drafting the policies from Berlin/Germany, Ireland and Australia.

Innovative Policy 2014 from India: The country's copyright exception for audiobooks and other alternative media is inclusive and non-bureaucratic. © Saksham

DRIVERS OF LEGISLATIVE CHANGE

Most Innovative Policies were developed by public authorities. However, additional organisations drive legislative action. Notably, three of the policies were the direct result of lobbying by DPOs: from India, Uganda and Solo/Indonesia. One policy originated from a Centre for Universal Design (Ireland), another is the consequence of a report of the Equal Opportunities Commission (Hong Kong/China). The public-private partnership in Spain was established as the result of an initiative from Europe's most active foundation in this field.

INVOLVING PERSONS WITH DISABILITIES

Levels of implementation of accessibility laws in many countries remain low due to a variety of obstacles. [OHCHR 2013, WHO/WB 2011] The involvement of DPOs in the policy's implementation, beyond the drafting process, is one of the keys to success. In the case of London's Olympic and Paralympic Games in 2012, DPOs trained volunteers. In Berlin State all larger construction project planners have to consult with a permanent Accessible Construction Working Group, including DPOs and Disability Commissioners. Australia made the partnership with DPOs in the Global South a priority; more than 125 of them received funding.

INVOLVING THE PRIVATE SECTOR

Even though both public authorities and private enterprises must offer accessible products and services [OHCHR, 2013], few policies engage the private sector. The Irish Standard was specifically designed with, and for, energy suppliers to improve their customer communications and decrease costs.

Innovative Policy 2014 from Uganda: Its Accessibility Standards are mandatory for all national school construction projects. © UNAPD

IMPROVING ACCESSIBILITY EXPERTISE

Appropriate training for all relevant stakeholders is needed, as well as professionals that can confidently act as experts in matters of accessibility. Kuala Lumpur/Malaysia held accessibility training workshops. In Spain, the public-private partnership provided technical support to over 120 local authorities. Kuala Lumpur and Berlin require accessibility expertise amongst planners, who are obliged to submit a concept of accessibility. Hong Kong/China established specific Access Coordinators and Access Officers. In the Indian state of Maharashtra, website developers have undergone accessibility training, and Israel has established a new profession of 'service accessibility experts'.

PROVIDING FUNDING

Adequate financial resources should be made available. In particular, retrofitting measures require sufficient funding. Hong Kong invests heavily in making existing premises accessible, thereby achieving measurable and significant results.

ESTABLISHING OPPORTUNITIES FOR COOPERATION

By investing in cooperation among stakeholders, awareness and commitment are raised. Qatar partners successfully with telecom providers, which now offer 50% discount on tariffs for persons with disabilities.

Innovative Policy 2014 from Malaysia: Kuala Lumpur's policy includes comprehensive monitoring and enforcement of accessibility standards, from design to post-construction.

ENFORCING POLICIES: STANDARDS AND COMPLIANCE

Standards and compliance should be mandated by law. [WHO/WB, 2011] Norway established inaccessibility as a case of discrimination and universal design as an enforceable legal standard, whilst referring to sector legislation as well as specific regulations elaborating on the Act itself.

REVIEWS AND INSPECTIONS

Accessibility standards need to be part of building regulations. [WHO/WB, 2011] Access auditors should inspect the construction and have the power to issue a stop-work order, as in Kuala Lumpur/Malaysia. Government funding agencies – including those that fund schools – can review plans as part of their approval process. [WHO/WB, 2011] Uganda's Ministry of Education mandated accessibility for all national school construction projects.

SANCTIONS FOR NON-COMPLIANCE

There should be penalties for non-compliance as well as a mechanism for identifying non-compliance. [WHO/WB, 2011] In Berlin, failure to comply with accessibility standards results in financial penalties or in some cases mandatory building upgrades. For example, the newly built Grimm Centre required a €1 million upgrade. Similar penalties prevail in Kuala Lumpur. To identify non-compliance, accessibility audits can be conducted by DPOs [WHO/WB, 2011], as happens in Uganda.

MONITORING POLICIES

An impartial monitoring body can provide periodic independent progress evaluations. [WHO/WB, 2011]

ESTABLISHING OMBUDSMEN

In 2005, the number of countries with ombudsmen, arbitration councils and committees of independent experts was very low. [WHO/WB, 2011] In Norway, monitoring of the policy has been assigned to the Equality and Anti-Discrimination Ombudsman and Tribunal.

SUPPORT FROM CIVIL SOCIETY

A network of local action organisations is essential for supporting the process. [WHO/WB, 2011] The Ugandan National Association on Physical Disability, the main initiator of Uganda's Accessibility Standards, recently created a National Accessibility Audit Team in order to monitor implementation.

THE 15 INNOVATIVE POLICIES OF THE ZERO PROJECT 2014 ON ACCESSIBILITY

NAME	COUNTRY	BRIEF SUMMARY	CATEGORY
Development aid as enabler for accessibility, 2009-2014	Australia	With its Development for All: Towards a Disability-inclusive Australian Aid Program of 2009-2014, Australia has improved the reach and effectiveness of its development assistance by ensuring that people with disabilities are included, contribute and benefit equally from development efforts. From 2009-2014, it provided 5.5 million USD for 125 disabled peoples' organisations.	Action Plan (Built Environment, Transport, Information); Country Level
Hong Kong´s retrofitting programme, 2010	China	In 2010, Hong Kong established two programmes - the Barrier-free Access & Facilities Retrofitting Programme and the Access Co-ordinator & Officer Scheme - that make existing government premises accessible, supported by accessibility co-ordinators for departmental awareness raising. By 2013, 90% of the 3,500 premises covered have been retrofitted and 80 Access Co-ordinators appointed.	Programme (Built Environment, Services); City Level
Internet access for disadvantaged Colombians, 2010-2014	Colombia	Colombia's Plan Vive Digital: Technology in the Life of Every Colombian of 2010-2014 is exemplary as it is a generic action plan fostering Internet access for everyone, whilst mainstreaming the specific accessibility needs of people with disabilities. By 2014, more than 800 centres will provide tools promoting accessibility and offer 1.2 million people with disabilities opportunities to use ICTs.	Action Plan (Information); Country Level
Mandatory barrier-free construction in Berlin, 2011-2	Germany	The German capital has published the comprehensive handbooks Berlin - Design For All: Accessible Public Buildings of 2012 and Design For All: Public Outdoor Space of 2011, which are mandatory for all Berlin State construction projects. In 2012 Berlin received the Access City Award of the European Commission and is the coordinator of the EUROCITIES' Working Group Barrier-free City for All.	Standard (Built Environment); City Level
Copyright exception for accessible formats, 2012	India	Among the 50 countries with copyright exceptions, the approach of India's Copyright Amendment Act No. 27 of 2012 stands out as it is inclusive and non-bureaucratic, catering to the needs of persons with disabilities living in the Global South. As of 2013, 95 Indian members of DAISY (Digital Accessible Information System) have converted 25,000 books, available to some 50,000 users.	Law (Information); Country Level
Access to transport that can be enforced, Solo City, 2006	Indonesia	Solo city's Standard of Accessibility of Public Transportation, Information and Communication of 2006 is legally binding and significant as it includes provisions for accessible information and communication. Its accessible facilities include 60 bus shelters, three railway stations, 54 traffic lights, four city walks, as well as the availability of sign language interpreters and screen readers.	Standard (Transport, Information); City Level
Accessible services for energy customers, 2012	Ireland	Specifically designed to be easily applicable, Ireland's Standard SWiFT 9:2012 Universal Design For Energy Suppliers offers managers, developers, providers and procurers guidance that illustrates how to communicate with 1.6 million energy customers. It is the world's first accessibility standard to be adopted in the energy sector and is being implemented by all seven energy suppliers.	Standard (Services); Country Level
Cheaper mortgages for accessible homes, 1996-2007	Japan	By offering lower interest rates, Japan's Housing Mortgage Scheme For The Ageing Future 1996-2007 incentivises individuals and housing providers to construct dwellings that respect requirements on accessibility and usability, addressing the need of accessible private housing in an ageing society. Housing mortgages related to design for ageing increased to over 60%.	Programme (Built Environment); Country Level
Kuala Lumpur: Monitoring and enforcing accessibility, 2010	Malaysia	The Action Plan Towards Kuala Lumpur as Accessible City of 2010 sets out an implementation framework for its accessibility standards of the built environment that includes comprehensive monitoring and enforcement, from design to post-construction. Since 2010, 70 access audits have been carried out and nine training workshops held.	Action Plan (Built Environment); City Level
Universal design in non-discrimination law, 2008	Norway	Focusing on the built environment, transport and information, Norway's Anti-Discrimination and Accessibility Act of 2008 established inaccessibility as a case of discrimination. Universal design is now an enforceable legal standard. Norway's Equality and Anti-discrimination Ombudsman receives 320 requests a year regarding universal design and, as of 2012, completed 291 cases.	Law (Built Environment, Transport, Information); Country Level
Comprehensive eAccessibility policy, 2011	Qatar	The National eAccessibility Policy of Qatar of 2011 addresses key issues around information and communication technologies. Since 2011, 20 assistive technology solutions for Arabic were introduced, 1,100 people with a disability and 950 professionals were trained, over 60 websites became more accessible and telecoms providers now offer 50% discount on tariffs to persons with disabilities.	Law (Information); Country Level
Inclusive design of Cape Town's Bus System, 2009	South Africa	The Universal Access Policy of Cape Town's MyCiTi Integrated Rapid Transport System of 2009 is a comprehensive long-term, multi-level effort that mainstreams universal design, covering the entire journey. All 379 buses, 35 stations and 161 roadside bus stops are accessible, as well as 22.4 km of pathways.	Action Plan (Transport); City Level
Public-private partnership for accessibility, 2011	Spain	In Spain, one of the world's biggest public-private partnerships between the government and civil society concerning universal accessibility has been established. The Framework Agreement between IMSERSO and Fundación ONCE of 2011 implemented 124 accessibility projects in 120 municipalities with a €4.7 million investment.	Programme (Built Environment, Transport, Information); Country Level
Mandatory accessibility standards, 2010	Uganda	Uganda is among the first sub-Saharan countries to have developed their own accessibility standards. Adopted by the Ministry of Education as well as the Ugandan Society of Architects, Uganda's Obligatory Accessibility Standards of 2010 are mandatory for school construction projects and serve as a basis for accessibility audits and court cases. A National Accessibility Audit Committee was set up.	Standard (Built Environment, Information); Country Level
The most inclusive Olympic and Paralympic Games, London, 2009-2012	United Kingdom	London 2012 approached the Olympic and Paralympic Games for the first time as one event. The Accessibility Policy of the London Organising Committee of 2009-2012 inculcated accessibility into everything, from venue management to ticketing, and provided additional services. For the first time people with disabilities were able to participate in every single aspect of the Games.	Action Plan (Built Environment, Information); City Level

Overview:
Innovative Policies of the Zero Project 2014

IRELAND ▸ p. 126

Accessible customer services of energy suppliers

STARTED IN 2012

(S) PRODUCTS AND SERVICES

Specifically designed to be easily applicable, Ireland's standard offers managers guidance on how to communicate with 1.6 million energy customers.

NORWAY ▸ p. 132

Universal design as part of the non-discriminationlaw

STARTED IN 2008

(L) BUILT ENVIRONMENT, TRANSPORT, INFORMATION AND COMMUNICATION

Norway established inaccessibility as a case of discrimination and universal design an enforceable legal standard.

UNITED KINGDOM ▸ p. 142

LONDON 2012: The most inclusive Olympic and Paralympic Games ever

STARTED IN 2009–2012

(A) BUILT ENVIRONMENT, INFORMATION AND COMMUNICATION

London approached the Olympic and Paralympic Games as one event, with accessibility as key theme.

GERMANY ▸ p. 120

Mandatory barrier-free construction in Berlin

STARTED IN 2011–2012

(S) BUILT ENVIRONMENT

The German capital has published the design for all handbooks that are mandatory for all Berlin State construction projects.

SPAIN ▸ p. 138

The biggest public-private partnership for accessibility

STARTED IN 2011

(P) BUILT ENVIRONMENT, TRANSPORT, INFORMATION AND COMMUNICATION

In Spain, one of the world's biggest public-private partnerships concerning universal accessibility has been established.

QATAR ▸ p. 134

Comprehensive eAccessibility policy

STARTED IN 2011

(L) INFORMATION AND COMMUNICATION

Qatar's policy lays the foundations for an accessible ICT ecosystem that enables persons with disabilities to take full advantage of ICTs.

CHINA ▸ p. 116

Hong Kong's retrofitting programme

STARTED IN 2010

(P) BUILT ENVIRONMENT, PRODUCTS AND SERVICES

Hong Kong established programmes that make existing government premises accessible, supported by accessibility coordinators.

JAPAN ▸ p. 128

Preferential interest rate scheme toward designing dwellings for an ageing society

STARTED IN 1996–2007 (–present)

(P) BUILT ENVIRONMENT

Japan incentivises individuals to construct accessible private housing by offering lower interest rates.

COLOMBIA ▸ p. 118

Internet access for 500,000 disadvantaged Colombians

STARTED IN 2010–2014

(A) INFORMATION AND COMMUNICATION

Colombia's Plan Vive Digital is exemplary as it is a generic action plan fostering Internet access, whilst mainstreaming disability.

UGANDA ▸ p. 140

Mandatory accessibility standards

STARTED IN 2010

(S) BUILT ENVIRONMENT, INFORMATION AND COMMUNICATION

Uganda is among the first sub-Saharan countries to have developed their own accessibility standards.

INDIA ▸ p. 122

Copyright exception for persons with disabilities

STARTED IN 2012

(L) INFORMATION AND COMMUNICATION, PRODUCTS AND SERVICES

India's copyright exception is inclusive and non-bureaucratic, catering to the needs of persons with disabilities in the Global South.

MALAYSIA ▸ p. 130

Monitoring and enforcing accessibility standards in Kuala Lumpur

STARTED IN 2010

(A) BUILT ENVIRONMENT

Kuala Lumpur's Action Plan includes comprehensive monitoring and enforcement, from design to post-construction.

INDONESIA ▸ p. 124

Solo City: Access to transport that can be enforced

STARTED IN 2006

(S) TRANSPORT, INFORMATION AND COMMUNICATION

Solo City's standard is legally binding and significant as it includes provisions for accessible information and communication.

SOUTH AFRICA ▸ p. 136

Inclusive Design of Cape Town's Bus System

STARTED IN 2009

(A) TRANSPORT

The Universal Access Policy of Cape Town's MyCiTi Transport System is a comprehensive long-term, multi-level effort that mainstreams universal design.

AUSTRALIA ▸ p. 114

Development aid as key enabler for accessibility

STARTED IN 2009–2014

(A) BUILT ENVIRONMENT, TRANSPORT, INFORMATION AND COMMUNICATION

Australia mainstreams disability into its development programming and especially supports DPOs in the Global South.

Type of Policy

(A) Action Plan
(L) Law
(P) Programme
(S) Standard

STEPMAP LANDKARTE ERSTELLEN

Development aid as key enabler for accessibility

Most of the one billion persons with disability live in the Global South. Development aid plays a key role in improving their daily lives. Among the countries who give the most official development assistance, about USD134 billion in 2011, only a few have mainstreamed disability into their development programming. Australia is one of those few.

«Through our aid programs, Australia has an important role in improving the lives of people with disability in other countries.»
(Hon Julie Bishop MP, Minister for Foreign Affairs, Australia)

DEVELOPMENT FOR ALL: TOWARDS A DISABILITY-INCLUSIVE AUSTRALIAN AID PROGRAM

Year of existence: 2009 - 2014

Country/region of origin: Australia

Beneficiaries targeted: People with disabilities

Responsible body: Australian Government, Department of Foreign Affairs and Trade

Stakeholders: Public, private and non-profit sector (Aid and Donor organisations, NGOs, DPOs)

FACTS & FIGURES

- Provided USD5.5 million to support disabled people's organisations globally (2009-2014).
- Constructed ramps and accessible toilets in 1,275 secondary schools in Indonesia.
- Supported 500 children with disabilities in Samoa to receive an education.
- More than 150,000 people in Asia, Africa and the Pacific received assistive devices.
- Model of good practice in the World Report on Disability 2011.

IN BRIEF

Development for All: Towards a Disability-inclusive Australian Aid Program is not a stand-alone disability program, rather it is about improving the reach and effectiveness of development assistance by ensuring that people with disabilities are included in, contribute to, and benefit equally from development efforts.

INNOVATIVE ASPECTS

Mainstreaming

Australia mainstreams disability into its development programming, in particular in its education and infrastructure programs. Guidance on how to apply universal design to its aid program has been published.

Bolstering partner governments' efforts

The Australian aid program provides comprehensive support for partner governments' efforts towards disability-inclusive development as well as to disabled people's organisations.

Role models and leaders

Investments in role models and leaders with disabilities, together with advocacy by the Australian Government, increase the resources for inclusive development globally.

HISTORY

In 2008, Development for All: Towards a Disability-inclusive Australian Aid Program was released to guide the work of the then Australian Agency for International Development. Australia's aid program is now managed by the Department of Foreign Affairs and Trade (DFAT). Development for All is integral to sustainable development and to improving the well-being of the world's poorest people by 2015. In preparing the strategy, AusAID conducted consultations in over 20 developing countries in which the Australian Government provides development assistance, involving people with disabilities, their families and caregivers, government representatives, non-governmental organisations, and service providers, and using alternative formats. Almost 500 written submissions were received. During the consultations, overseas-based Australian government staff were supported to engage with local disabled people's organisations.

KEY FEATURES

The primary goal is to ensure that persons with disabilities are included in and benefit equally from Australia's development assistance. The strategy focuses on achieving two primary outcomes:

- Improved quality of life for persons with disability, by providing support for partner governments, promoting inclusive education and accessible infrastructure across all programs and supporting disabled people's organisations.

- Effective management of disability and development by modeling good practice in disability-inclusive development, by adhering to aid effectiveness principles and by bringing a growing awareness of the importance of disability-inclusive development to all partnerships and policies.

To enable these core outcomes, the Australian Government is building skills and processes for disability-inclusive development, by establishing senior advocates in DFAT for disability-inclusive development, by embedding accountability in reporting, and by establishing a disability and development capacity; and improving DFAT's understanding of disability and development by focusing on the lived experiences of people with disability and developing strategic partnerships to capture robust data.

IMPLEMENTATION

DFAT has set up a dedicated disability-inclusive development network of around 200 staff. Approximately 60 focal points for disability-inclusive development are based in 15 posts and in most sector policy areas in Canberra. A specific technical assistance facility with CBM Australia and the Nossal Institute for Global Health is in place. Australia created a Disability-Inclusive Development Reference Group, which includes people with disability, to guide the implementation of the strategy. Guidance notes have been prepared, including on accessibility, social protection and investment concept design. In 2012, a Disability Policy Marker was included in the data management systems, which collects disability-related data.

FUTURE DEVELOPMENT

In 2012, a mid-term review found Australia's work for disability inclusive development so far as 'considerable and impressive'. The Government, elected in 2013, announced on 3 December 2013 its intention to develop a new strategy for disability-inclusive development for 2015 and beyond, building on the successes of the previous strategy.

An external ramp linking separate school buildings. Madrassah Balarajam (Public Junior Secondary School), in Tangerang, Banten, Indonesia (© Maria Siahaan, AusAID)

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SOURCES WHO/WB, World Report on Disability, p. 264: http://bit.ly/1cdtIKe
Pamela Thomas (ed), Implementing Disability-inclusive Development in the Pacific and Asia: http://bit.ly/JLaAHM

Nominated by: Marnie PETERS, The Global Alliance on Accessible Technologies and Environments (GAATES)

Hong Kong's retrofitting programme

Hong Kong has established programmes that heavily invest in making existing premises and facilities accessible, supported by awareness-raising campaigns within departments and accessibility officers that give assistance to persons with disabilities.

«Broad in scope, well-funded and properly organised, the Access Co-ordinator Scheme and the Retrofitting Programme have considerably advanced accessibility of premises and facilities in Hong Kong.»
(Kam-yuen Allen Chan, Hong Kong Federation of Handicapped Youth, Hong Kong, China)

ACCESS CO-ORDINATOR & OFFICER SCHEME AND BARRIER-FREE ACCESS & FACILITIES RETROFITTING PROGRAMME

Year of existence: 2010

Country/region of origin: Hong Kong Special Administrative Region, China

Beneficiaries targeted: All persons with disabilities

Responsible body: Labour and Welfare Bureau

Stakeholders: Public sector

FACTS & FIGURES

- 90% of the 3,500 premises covered have been retrofitted.
- 205 public walkways investigated and consequently 32 lift/ ramp retrofitting works completed.
- 81 Access Co-ordinators/ 3600 Access Officers appointed.
- 675 staff participated in the Sign Language programme.

IN BRIEF

Together, Hong Kong's programmes: Access Co-ordinator & Access Officer Scheme and the Barrier-free Access & Facilities Retrofitting Programme of 2010 facilitated Government-wide collaborative efforts in enhancing the accessibility of public premises and facilities, sped up progress in upgrading facilities in existing premises and facilities, established a focal point in each policy bureau and department and in each venue to manage accessibility issues, and identified areas for improvement.

INNOVATIVE ASPECTS

Commitment

Hong Kong invested 167 million USD in retrofitting. Access Co-ordinators are paid by the relevant departments. In addition, the company The Link, which manages shopping malls in public housing estates, pledged to invest 26 million USD in upgrading.

Reporting

From 2011, quarterly progress reports are submitted to the Legislative Council, the Equal Opportunities Commission and the Rehabilitation Committee. The Annexes include the implementation status for each premise.

Communication

Together, the Access Co-ordinator and the Access Officer establish a communication platform between Government departments and venues and the public.

HISTORY

Since Hong Kong introduced its first Design Manual: Access for the Disabled in 1984, significant progress has been made in measures to improve accessibility to the built environment for persons with disabilities. Yet, persons with disabilities continue to face a multitude of barriers. Using the Final Draft Design Manual: Barrier Free Access 2006 as a benchmark, the Equal Opportunities Commission conducted an investigation to ascertain the status regarding the accessibility of public premises. In 2010, the Commission issued its Formal Investigation Report on Accessibility in Publicly Accessible Premises, which included recommendations for the improvement of the accessibility, connectivity and interface of those premises. After a Task Force led by the Labour and Welfare Bureau analysed the premises managed by Government, the Housing Authority and others, it launched the Access Co-ordinator & Access Officer Scheme and the Barrier-free Access & Facilities Retrofitting Programme in 2010.

KEY FEATURES

The ultimate objective of Hong Kong's Access Co-ordinator & Access Officer Scheme and Barrier-free Access & Facilities Retrofitting Programme is to establish a barrier-free environment. After the relevant Government departments completed their assessments on premises and facilities, a Task Force led by the Labour and Welfare Bureau developed a consolidated schedule for the retrofitting works covering 3,500 existing government premises and facilities, as well as around 240 public housing estates, at a total cost of 167 million USD. Premises and facilities covered include clinics, food markets, museums, tribunals, sports centres, and bus terminals. The Access Co-ordinator & Access Officer Scheme followed the model of the existing Gender Focal Points. An Access Coordinator is in charge of coordinating and raising staff awareness on accessibility issues within a policy bureau and department. An Access Officer gives persons with disabilities on-site assistance ineach venue, conducts regular audit checks, takes timely follow-up actions and handles public enquiries and complaints.

IMPLEMENTATION

From 2011, quarterly progress reports were submitted to the Legislative Council and the Equal Opportunities Commission and uploaded to the website of the Labour and Welfare Bureau. For each premise or facility covered, the status of implementation can be found in detailed Annexes to the Progress Report. In carrying out works, consultations are conducted among groups of persons with disabilities and advisory bodies.

For Access Co-ordinators and Access Officers a webbased-training package is available in the government intranet and a Cyber Learning Centre Plus exist. In addition, a series of training seminars has been organized.

FUTURE DEVELOPMENT

One obstacle is still how best to deal with heritage and preservation orders. The policy is a soft law: if people do not comply, there is no punishment (there are also no plans for a bill yet). There are some problems with attitudinal barriers, e.g. toilets used as storage rooms, etc. and therefore disabled people's organisations are planning a public campaign.

To ensure that the design of barrier-free facilities meets their needs, works departments arranged site visits with organisations of persons with disabilities to elicit their feedback. (© Labour and Welfare Bureau, Government of the Hong Kong Special Administrative Region, The People's Republic of China)

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SOURCES Labour and Welfare Bureau, Progress Report on the Government's Follow-up Action on the Equal Opportunities Commission's Formal Investigation Report on Accessibility in Publicly Accessible Premises, 30 September 2013: http://bit.ly/1eDXaGw

Nominated by: Stephen SUI, Labour and Welfare Bureau, Government of the Hong Kong SAR, The People's Republic of China)

Internet for 500,000 disadvantaged Colombians

Regarding internet access, many countries in the Global South lag significantly behind, as the connectivity of the population is very low. Where there are investments in information technology, they regularly do not address the inclusion of vulnerable groups. In Colombia, this is different.

«Plan Vive Digital has considerably promoted an inclusive and participatory digital accessible environment fostering capacities on Colombian population for their development»

Diego Molano Vega, Ministry of Information and Communication Technologies, Colombia

PLAN VIVE DIGITAL: TECHNOLOGY IN THE LIFE OF EVERY COLOMBIAN

Year of existence: 2010 - 2014

Country/region of origin: Colombia

Beneficiaries targeted: All people

Responsible body: Ministry of Information and Communication Technologies

Stakeholders: Public and private sector

FACTS & FIGURES

- More than 1.2 million people with disabilities have multiple opportunities for the use of ICTs.
- In 2014 more than 800 centres will provide tools promoting accessibility.

INNOVATIVE ASPECTS

Mainstreaming persons with disabilities

The Plan pays special attention to people with disabilities, looking ahead to increase their capacities and opportunities through fostering their access to ICTs.

ICTs & education and employment

The Plan clearly links the education and employment outcomes of people with disabilities with the access to information and communication, i.e. the internet and ICTs.

Availability and affordability

The Plan works to increase availability and affordability of assistive technologies, such as screen readers, Braille printers, loops and internet access centers with accessible design.

IN BRIEF

The strategy Plan Vive Digital: Technology in the Life of Each Colombian for the years 2010-2014 works through the creation of a digital ecosystem that fosters infrastructure, services, applications and users. The Plan aims to increase both the availability of and demand for ICTs in a parallel way. Based on the fact that through accessing the digital environment the capacities of people will improve and foster their human development, the plan mainstreams accessibility of information and communication technologies, especially for people with disabilities and other vulnerable groups.

HISTORY

Regarding internet access, Colombia was significantly lagging behind other countries. There were few investments into information technologies, and connectivity amongst the population was low. However, Colombia is the online government leader in Latin America. In order to use its potential and to catch up with other countries, it is important to increase high speed internet access, building capacities and empowering people. To make this happen, the idea for a national plan to increase internet access was proposed in October 2010, which then resulted in the strategy Plan Vive Digital: Technology in the life of each Colombian for the years 2010-2014. Plan Vive Digital is currently being implemented and is fostering the development of the whole country through the access of ICTs, building infrastructure, creating services, developing apps and fostering capacities among Colombian society by equally developing the offer of and the demand for Information and Communication Technologies.

KEY FEATURES

Plan Vive Digital aims to set in motion the participatory and responsible use of the ecosystem of digital accessibility. Among its specific objectives is to enhance universal access to information and communication technologies through more than 80 initiatives that proactively link to vulnerable groups, including people with disabilities, in order to promote their educational, labour and social inclusion. One of the goals is to create face-to-face and virtual learning spaces for ICT competencies that benefit more than 500,000 people with low income, victims of violence, people with disabilities and ethnic minorities by 2015. A transparent, high quality regime, technical centres, internet access centres and training programs are established that especially include people with disabilities. Particular measures benefitting people with disabilities include online help services, enabling public access to websites, assistance and compliance of public websites with accessibility norms, an expansion in assistance for and usage of screen reader software for blind people, strengthening the public online interpretation service for deaf people and promoting the development of accessibility conditions according to a national standard.

IMPLEMENTATION

Colombia's Ministry of Information and Communication Technology is responsible for the Plan's implementation, which began in 2011. As one of its key elements is the creation of public-private partnerships, the Plan strengthens collaborations between decision-makers, local governments, academics, civil society and especially people with disabilities and representative disabled people's organisations at different stages. Under the Plan, the Ministry has implemented projects aimed to promote access to ICTs for people with disabilities, respecting their right to access to information and communications, bridging the digital divide and promoting educational inclusion and social work.

FUTURE DEVELOPMENT

Sala Conectando Sentidos. Specialized public technical center for people with visual disabilities (© MINTIC 2013)

Currently, the Ministry is working on the purchase of the license for the screen reader software in order to make it available for free all around the country. This tool will allow visually impaired people to access content and information, while its use will contribute to the processes of inclusive education as well as to social and labour inclusion.

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SOURCES Ministry of Information and Communication Technologies, Plan Vive Digital (in Spanish): http://bit.ly/18YzbnN

Nominated by: David A. ROJAS MEIJA, Trust for the Americas

Mandatory barrier free construction in Berlin

Berlin's administration has published comprehensive handbooks on barrier-free construction, that have been developed together with civil society and are mandatory for all Berlin State construction projects.

«By mandating a consistent concept of accessibility for construction projects, with input from Disability Commissioners, Berlin made an important step towards implementing Design for All.»
(Gerd Grenner, Senate Department for Urban Development and the Environment, City of Berlin)

BERLIN – DESIGN FOR ALL: ACCESSIBLE PUBLIC BUILDINGS AND PUBLIC OUTDOOR SPACE

Year of existence: 2011/2012

Country/region of origin: Berlin, Germany

Beneficiaries targeted: All, incl. persons with disabilities

Responsible body: Senate Department for Urban Development and the Environment

Stakeholders: Public and private sector (construction departments and industry, architects)

FACTS & FIGURES

- Barrier-free construction has become an integral part of public construction.
- Universal Design was implemented in an exemplary way for the memorial of Stasi victims.
- European Commission Access City Award 2013.
- Coordinator of the EUROCITIES' Working Group Barrier-free City for All.

IN BRIEF

The handbooks: Berlin - Design For All: Accessible Public Buildings and Berlin - Design For All: Public Outdoor Space were written by Berlin's Accessible Construction and Transportation Working Group composed of disability associations, disability commissioners and Berlin's administration. They aim to be simple and intuitive, give orientation for the planning process and give concrete assistance to update existing construction codes. Since 2011, both handbooks are mandatory for all Berlin State construction projects. They have been translated into English and Russian.

INNOVATIVE ASPECTS

Design for All

While taking demographic needs and social sustainability into account, Berlin's handbooks aim to promote a design that benefits all users.

A concept on accessibility

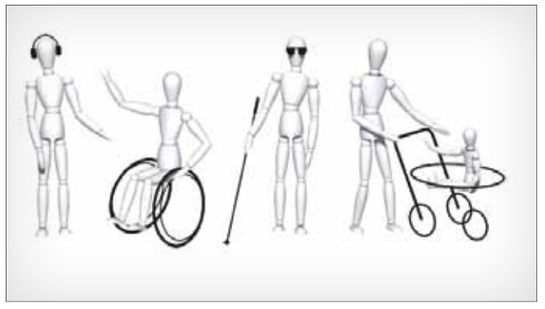
In the planning process of construction developments, an overall consistent concept has to be drafted, promoting Design for All as an integral part of administrative, planning and implementation processes.

Involving persons with disabilities

Since 2001, Berlin has worked closely with disability organisations, disability commissioners and the state disability advisory board, through the working group Barrier-Free Construction and Transportation.

HISTORY

As early as 1992, Berlin's Senate adopted ten guidelines for making Berlin a more disability-friendly city. The Building Regulations for Berlin regulate minimum barrier-free construction requirements and the List of Technical Building Regulations, last updated in 2012, mandates the need to adhere to accessibility standards such as DIN 18040 Part 1, DIN 18040 Part 2, and DIN 18024 Part 1, as well as other regulations. Beyond the usual building codes, public building projects in Berlin are subject to additional quality standards as outlined in the handbooks Berlin - Design For All: Accessible Public Buildings of 2012 (updated) and Berlin - Design For All: Public Outdoor Space of 2011. Both handbooks are legally binding for Berlin state building projects as stipulated by the Senate of Berlin. For all other publicly accessible buildings that are in private ownership, the use of these handbooks is strongly recommended in the light of current social policy goals (Berlin's Equal Rights Act).



Cover of the handbook Berlin - Design for All - Accessible Public Buildings © Senate Department for Urban Development and the Environment, City of Berlin

KEY FEATURES

The handbook: Berlin - Design For All: Accessible Public Buildings covers:

- General requirements for barrier-free access, which include: access to orientation and information, information systems, lighting, acoustics, etc.
- Public access including transport connections.
- Functional areas in buildings including information concerning: entrances, escape routes, places of public assembly, office spaces, sanitary facilities, changing areas, etc.
- Functional elements of buildings including: pathways, parking spaces, ramps, stairways, lifts, doors, floor covering, walls and ceilings, etc.
- Selected facilities for public use and places of public assembly, such as sports venues, theatres, cinemas, concert halls, exhibition spaces, hotels, education and sport facilities, childcare facilities, schools.

The handbook on Public Outdoor Space covers:

- Structural elements, including surface design, stairways, inclined surfaces and ramps, etc.
- Additional structural elements, such as equipment, orientation and information systems, resting areas, lighting, temporary use, etc.
- Selected public outdoor space such as living environment, parks, playgrounds, etc.

IMPLEMENTATION

The handbooks are the result of the Barrierfree Construction and Transportation Working Group composed of disability associations, Disability Commissioners and Berlin's administration. As both handbooks are now mandatory, every public construction project has to consider accessibility requirements. In cases where specific criteria on barrier-free use of a building are set out, candidates have to prove their relevant qualification. All contracts must include the duty to comply with both handbooks and the obligation to draft an accessibility concept. For larger building projects the Disability Commissioners have to be consulted. In addition, a Coordinating Office for Accessible Construction is also in place.

FUTURE DEVELOPMENT

Berlin is currently developing a set of recommendations on how to draft a consistent accessibility concept, and fact sheets for different building types. One of the greatest obstacles to overcome is that of the education of architects, which does not currently include accessible construction. Additionally it has proven difficult to find effective solutions for the adaptation of existing buildings with preservation orders.

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SOURCES www.stadtentwicklung.berlin.de/bauen/barrierefreies_bauen/en/handbuch.shtml

Nominated by: Gerd GRENNER and Ingeborg STUDE, Senate Department for Urban Development and Environment, City of Berlin, Germany

Copyright exception for accessible formats

Copyright constitutes one of the most challenging barriers in the access to information of persons with sensory impairments. Among the 50 countries with copyright exemptions, India's approach stands out as it is inclusive and non-bureaucratic, catering to the needs of persons with disabilities living in the Global South.

«Every country should have the widest possible copyright exception permitting the conversion of books and other cultural material into accessible formats for persons with disabilities.»
(Nirmita Narasimhan, Centre for Internet and Society, India)

COPYRIGHT AMENDMENT ACT NO. 27

Year of existence: 2012

Country/region of origin: India

Beneficiaries targeted: All persons with disabilities

Responsible body: Ministry of Human Resource Development

Stakeholders: Public, private and nonprofit sector

FACTS & FIGURES

- As of 2013, 95 Indian members of DAISY (Digital Accessible Information System) have converted 25,000 books which are available to some 50,000 users.
- All 150-200 million Indians with disabilities could potentially benefit.
- In 2014 an online Braille library will provide books in accessible formats.

IN BRIEF

India's Copyright Amendment Act No. 27 of 2012 updates and consolidates copyright law and opens up possibilities for persons with disabilities to gain access to information and to make accessible formats available to them without a license. Among its special provisions for the benefit of persons with disabilities is foremost a wide and inclusive exception of copyrights.

INNOVATIVE ASPECTS

Multi-stakeholder advocacy
Sound research, multiple advocacy strategies (collaborating with parliamentarians, the media, large publishing houses) and the involvement of persons with disabilities led this campaign to be a success.

The widest possible copyright exception
As long as the converter ensures that converted formats are only accessed by persons with disabilities, the non-profit adaptation, reproduction, issue of copies or communication to the public of any work in any accessible format is permitted, by any person, including sharing with any person with disabilities, educational purposes or research, or any organisation.

HISTORY

Several steps contributed to start the debate about changingIndia's copyright law: the formation of the DAISY Forum of India in 2007, the establishment of the NGO Centre for Internet and Society, Inclusive Planet and of Bookshare India, as well as the launch of the Right to Read Campaign with a broad coalition of civil society, academia, media, authors and publishing houses in 2009. This coalition discussed intensely the draft amendment and presented a detailed report to the Government, which highlighted best practices of copyright exceptions for persons with print disabilities in other countries. As a result, the final Copyright Amendment Act No. 27 of 2012 included special provisions for the benefit of persons with disabilities. At the same time India began to play a significant role in the negotiations for a new WIPO treaty, which was adopted in 2013 and which facilitates the cross-border exchange of accessible format copies and requires countries to enact domestic copyright exceptions.

KEY FEATURES

The Copyright Amendment Act No. 27 of 2012 updates India's copyright law and includes amendments facilitating access to works. Concerning specifically the access barriers of persons with disabilities to a wide abundance of works, despite technological
advances, the Act envisages three activities:
• Conversions by the disabled person for his/her own use and for sharing with others in the community
• Conversions by third parties working for the benefit of the disabled on a non-profit basis.
As long as the converter (any person or organisation) operates on a non-profit basis and ensures that converted formats are only accessed by persons with disabilities, § 52(1)(zb) permits the conversion of a copyrighted work to any accessible format. It is very important to note that the exception extends not only to persons with print/reading disabilities/visual impairments, but to any person with a disability requiring a special format to access the work.
• Conversions by for-profit organisations
For the for-profit conversion, the entity can apply for a compulsory license under §31(B). The Copyright Board has to dispose such application within a period of two months from the date of receipt of application.

IMPLEMENTATION

As no license is needed for making works accessible on a non-profit basis, conversion work by disabled people's organisations started immediately after the Act came into force. The provisions allow for easy and non-bureaucratic use. As for making works accessible on a profit basis, one needs to apply for a license, which is issued by the Copyright Board within two months. The Copyright Board is about to be established. Currently its director is being selected. It will be fully functional by the end of 2013. In case of infringement of the Act, its Section 63 provides for sanctions, which can include imprisonment between 6 months and 3 years, and/or fines up to 200,000 Rupees.Future Development

KEY FEATURES

A major challenge faced by the DAISY Forum of India, an organisation which converts works into accessible formats, is the lack of Unicode-based fonts for regional languages. Another issue is the lack of funding. A campaign for more money is being planned. Whether or not other organisations, such as those of the deaf, are using the exceptions could not be detected.

Sonu Gogna is blind person in an organisation converting books into DAISY (© Saksham)

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SOURCES Rahul Cherian Jacob, Sam Taraporevala & Shamnad Basheer, The Disability Exception and the triumph of new rights advocacy, 2012: http://bit.ly/1beKdj8

Nominated by: Nirmita NARASIMHAN, Centre for Internet and Society, India

Solo City: Access to transport that can be enforced

Not many cities in the Global South have enforceable accessibility standards concerning their transportation services. The Standard of City of Solo is legally binding and uncommon in that it also includes provisions for accessible information and communication.

«Thanks to the Standard, the City of Solo was declared a disability-inclusive city on 28th September 2013.»
(Sunarman Sukamto, CBR DTC Solo City, Indonesia)

STANDARD OF ACCESSIBILITY OF PUBLIC TRANSPORTATION, INFORMATION & COMMUNICATION

Year of existence: 2006

Country/region of origin: Solo (Surakarta), Indonesia

Beneficiaries targeted: Persons with disabilities

Responsible body: Department of Transportation, Information, and Communication

Stakeholders: Public and private sector

FACTS & FIGURES

- 60 bus shelters, 30 rapid transit buses, three railway stations, 54 traffic lights, four city walks, its tourism bus and its airport are accessible.
- Persons with disabilities can use modified motorcycles.
- In 2013, its Mayor declared Solo a disability-inclusive city.

IN BRIEF

Solo's Standard of Accessibility of Public Transportation, Information and Communication of 2006 comprises two parts. The first part, concerning public transportation, is based on and enforced at the national level by the Ministerial Regulation on Technical Guidelines of Facilities and Accessibility in Buildings and Environment of 2006. The second part, concerning information and communication, exists only at Solo City level. The local government department of Transportation, Information, and Communication is responsible for its implementation.

INNOVATIVE ASPECTS

Multi-stakeholder involvement

Close collaboration between people with disabilities, transportation services and the Government of Solo brought about this Standard.

Accessing information and communication

The promotion of accessible information and communication includes computers with screen readers, training of officials in sign language, and, soon, easy language.

Enforcement

The Standard's provision on public transportation is enforced at the national level. Solo City's regulation on the equality of persons with disabilities of 2008 strengthens law enforcement at the local level.

HISTORY

In general, Indonesia has comprehensive legislation regarding the rights of persons with disabilities as well as their access to different modes of transportation, e.g. Minister of Transportation Decree No. 71 of 1999. Similarly, the City of Solo has adopted a comprehensive disability law with the Local Regulation No. 2 of 2008 on Equality of Persons with Disabilities as well as the subsequent Mayor Regulation No. 9 of 2013 on the implementation of the Local Regulation No. 2 of 2008. In addition, the city has adopted two standards. Firstly, the Standard of Public Building and Public Facilities of 2006, which includes accessibility for persons with disabilities and which is managed by the City Space Management Office.

Secondly, the Standard of Accessibility of Public Transportation, Information and Communication of 2006. Furthermore, both the Local Regulation No. 8 of 2009 on Buildings and the Local Regulation No. 1 of 2013 on Nexus Management include accessibility aspects.

KEY FEATURES

Solo's Standard of Accessibility of Public Transportation, Information and Communication of 2006 aims to improve accessibility, safety, and the dignity of people with disabilities and the elderly in the City of Solo, by promoting adequate measures that support self-sufficiency and well-being.

The national Ministerial Regulation on Technical Guidelines of Facilities and Accessibility in Buildings and Environment was adopted as a fundamental guideline for the Standard. The Standard provides a reference for development activities, which include the technical planning and execution of constructions, thereby creating an accessible built environment. It consists of a series of detailed plans and pictures about how to build accessible facilities. Concerning information and communication, all Solo government officials receive, for example, free training in sign language.

In addition, DPOs promote the availability of sign language interpreters in government offices, terminals, railway stations, etc., and governmental offices are providing computers with screen readers. The Standard has been the trigger for the development of the Local Regulation No. 2 of 2008 on Equality of Persons with Disabilities.

IMPLEMENTATION

Implementation of the Standard began in 2008 and is carried out by the local government department of Transportation, Information, and Communication. The provision on public transportation is enforced at the national level by the Ministerial Regulation on Technical Guidelines of Facilities and Accessibility in Buildings and Environment of 2006, while the part concerning information and communication exists only at Solo City level.

In the event that Transportation Services misimplement the provisions, government officials intervene. DPOs carry out on-the-spot evaluation, coordinate with stakeholders and obtain funds from sponsors or from the City's Revenue and Expenditure Budget.

FUTURE DEVELOPMENT

Problems with urban spaces, city parks and parking spaces continue to exist. In addition, accessibility issues may clash with other poverty issues (e.g. beggars) or with space issues (e.g. rickshaw drivers).

A major problem lies with priorities and cost effectiveness. Concerning information and communication, work on easy or plain language is starting this year.

An accessible bus station in Solo City (© Sunarman Sukamto, CBR Solo)

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SOURCES www .pprbm-solo.org (in Indonesian).

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Accessible services for energy customers

Ireland's Standard SWiFT 9 has been the first standard adopted in the energy sector worldwide that obliges energy suppliers to make all their communications accessible. It includes all written, face-to-face, telephone and video communication, and all electronic and web-based communication.

«The process in developing the standard was inclusive, iterative and consensus-based and enabled all key stakeholders to embrace universal design and moreover embrace the final outcome.»
(Gerald Craddock, Centre for Excellence in Universal Design/National Disability Authority, Ireland)

SWIFT 9:2012 UNIVERSAL DESIGN FOR ENERGY SUPPLIERS

Year of existence: 2012

Country/region of origin: Ireland

Beneficiaries targeted: All households

Responsible body: Commission for Energy Regulation

Stakeholders: Public and private sector (energy suppliers)

FACTS & FIGURES

- The first standard worldwide which provides clear guidance for energy suppliers.
- The standard provides advice and instruction on the best way to communicate with 1.6 million Irish energy customers.
- The standard is implemented by all seven energy suppliers.
- The standard served as baseline for a standard in the tourism sector subsequently introduced in 2013.

IN BRIEF

Specifically designed to be practical and easy to use and apply, the Standard SWiFT 9:2012 Universal Design for Energy Suppliers and its respective toolkit provides service managers, developers, providers and procurers with guidance, based on the principles and guidelines of Universal Design. The Standard and accompanying toolkit guide them to accommodate all their customers, and improve customer satisfaction, communication and online reviews.

INNOVATIVE ASPECTS

The right to access and understand vital commodities

Eliminating the barriers between energy suppliers and their customers will have a long lasting impact on universal service delivery. SWIFT 9 recognises the customer's right to be at the centre of quality services.

Multi-stakeholder approach

All stakeholders, including government, industry and end user groups, have been brought to the table so that the standard is comprehensive, inclusive, effectively embraced and implemented.

Business case

When services are universally designed, customer services are better, cost less, and both customers and employees are more satisfied.

HISTORY

On the basis of the Irish European Communities (Internal Market in Electricity and Gas) (Consumer Protection) Regulations of 2011, the Commission for Energy Regulation (CER) required all energy suppliers to apply the principles of Universal Design in the development of products, services and communications to customers. Subsequently, the National Standards Authority of Ireland (NSAI), the National Disability Authority's Centre for Excellence in Universal Design (CEUD), CER, end users and energy suppliers developed the Standard SWiFT 9:2012 Universal Design for Energy Suppliers, which became part of the Code of Practice of the Irish Commission for Energy Regulation. SWiFT 9 guides energy providers to meet their legal obligations under the 2011 regulations. In order to help energy suppliers to apply the guidance provided in SWiFT 9, the Universal Design Toolkit for customer engagement has been developed which requires little training and can easily be implemented within companies.

KEY FEATURES

SWiFT 9 provides the energy service industry with a reference to good practice on requirements for the application of universal design. Its key focus is on Energy Communication Design, which is based on four steps: perceiving, discovering, understanding and using. These steps are based on four of the seven principles of Universal Design which were modified and trialed as part of the design process in developing the standard. By providing comprehensive support on achieving better customer communication, the standard and its respective toolkit cover:

- Business objectives and overview
- Written communication
- Face-to-face, telephone & video communication
- Electronic & web-based communication

Topics touched upon for written communication are document and signage design. It includes rules for face-to-face communication, such as speaking simply. For non-verbal and telephone communication, it lays down rules for easier engagement with diverse customers, including providing surroundings that are comfortable for the customers. It also suggests a content quality control process, comprising a designated manager, a content review process, training and a house style guide. It also deals with website design, mobile apps and social media guidance.

IMPLEMENTATION

Since 2012, all of the seven energy suppliers in Ireland need to implement SWiFT 9 and to report annually to the Commission for Energy Regulation on their conformity. The Commission, which is responsible for monitoring the implementation of SWiFT 9, has developed a statutory Code of Practice, which all energy suppliers need to adhere to. In addition, Irish legislation and regulations set out that Universal Design must be complied with. All suppliers have engaged in implementing SWiFT 9; in particular Electric Ireland took the lead and incorporated, amongst others, the standard into its corporate style guide, thereby establishing a Universal Design check for all its IT projects.

FUTURE DEVELOPMENT

Recently, the Standard for best practice in customer engagement in the energy sector served as a basis for a new similar standard in the tourism sector, IS 373:2013 Universal Design for Customer Engagement in Tourism Services. Following on from this work, CEUD completed the development of a set of Universal Design Technical Guidelines for In Home Displays for the energy sector in 2013.

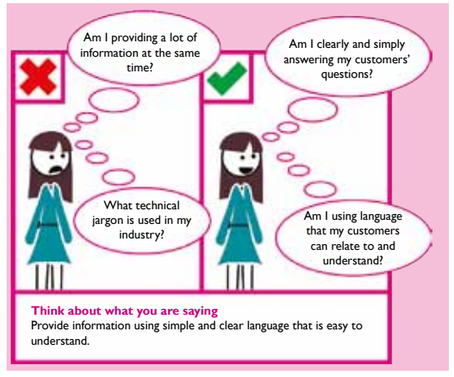

Image from the toolkit for SWiFT 9:2012 Universal Design for Energy Suppliers © CEUD/NDA

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SOURCES
www.universaldesign.ie/energy
www.nsai.ie
www.cer.ie

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Cheaper mortgages for accessible homes

Addressing the need for accessible private housing is highly relevant to many countries that are experiencing an ageing society. Japan incentivises individuals and housing providers to build dwellings that respect requirements on accessibility and usability by offering them lower interest rates.

«Japan's Housing Mortgage Scheme for the Ageing Future was well placed to provide appropriate housing for seniors. It should be re-launched, targeting clients from the younger generation.»
(Satoshi Kose, Shizuoka University of Art and Culture, Japan)

HOUSING MORTGAGE SCHEME FOR THE AGEING FUTURE

Year of existence: 1996 to 2007 (to present)

Country/region of origin: Japan

Beneficiaries targeted: All Japanese citizens

Responsible body: Ministry of Construction; Ministry of Land, Infrastructure, Transport

Stakeholders: Public and private sector

FACTS & FIGURES

- When the scheme was introduced, all the major housing providers changed their design standards to meet the new requirements.
- Housing mortgage usage related to design for ageing increased to over 60%.
- Among the whole housing stock, 5.4% include design for ageing features.

IN BRIEF

Japan's Housing Mortgage Scheme for the Ageing Future existed in its full extent from 1996 to 2007 and was subsidised by the Japanese government. It entitled dwellings meeting requirements on accessibility and usability to lower interest rates or larger mortgage sums. These requirements included a floor without unnecessary differences in level, support for handrail installation and specific widths. Because of the scheme, housing with design for ageing features increased considerably.

INNOVATIVE ASPECTS

Benefitting everyone

By revealing a clear and direct linkage between disability and ageing, the scheme shows how important accessibility is for all.

Incentivising the private sector

Through offering an incentive, the scheme nudged housing manufacturers to construct, and people to obtain, accessible private housing.

Enhancing community living

As an integral part of the Government's Action Plan for Persons with Disabilities, the scheme promoted in particular the goal of living in communities as ordinary citizens.

HISTORY

As a result of research in 1987, draft design guidelines on design for the ageing society were prepared, which guided local governments when they built rental housing. In 1995, the Ministry issued the finalised Design Guidelines of Dwellings for the Ageing Society, which, together with the Act on Accessible and Usable Buildings by the Aged and Physically Disabled Persons of 1994, marked a clear departure from age-specific housing schemes. In 1996, the Housing Loan Corporation introduced the Housing Mortgage Scheme for the Ageing Future, which offered reduced interest rates or larger sums of mortgages where design for ageing was respected in housing construction. The Housing Loan Corporation's transformation in 2007 had the negative effect of considerably reducing the funding available under the scheme. As a result, the number of clients reached has been modest and not sufficient to provide appropriate housing for seniors as required (it was only 10% in 2008 and 25% of dwellings by 2020).

Experiments of simulated bathtub use with handrails in Japan (© Satoshi Kose)

KEY FEATURES

The Housing Mortgage Scheme for the Ageing Future was administered by the Housing Loan Corporation and subsidised by the Government. It entitled dwellings meeting the requirements on accessibility and usability to lower interest rates or larger mortgage amounts. These requirements were based on the Design Guidelines of Dwellings for the Ageing Society of 1995 (revised 2000 and 2001) and emphasised, as a starting point, a floor without unnecessary differences in level, support for handrail installation and specific widths. Various types of building equipment and apparatus, coupled with these specific design features, would be effective in supporting the whole life of the residents. Even though not everybody can be accommodated, because some types and levels of disabilities require more extensive arrangements, for most people in most cases the three design requirements will suffice. In general, the interest rates of the Housing Loan Corporation were about 1% lower as compared to private bank loans. The scheme decreased this rate further by 0.1%. In addition, individuals and housing providers could receive larger mortgages (15,000 USD) and extra money (10,000 USD) was available for specific facilities.

IMPLEMENTATION

The Housing Loan Corporation was responsible for the implementation of the scheme. Under its routine inspection, it required planning-related documents and also inspected the building once completed. If the finished dwelling did not comply, the mortgage money was not given.

FUTURE DEVELOPMENT

Even though the original scheme was discontinued in 2007, accessible housing is still needed. A re-launch of the scheme would incentivise the provision of appropriate housing for seniors.

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SOURCES Satoshi Kose, How can the exploding senior population be accommodated? Japanese struggle towards inclusive design, Journal of Engineering Design, 21:2-3 (2010), 165-171.

The Building Center of Japan, A Quick Look at Housing in Japan, 2013: http://bit.ly/1eqFwdN

Nominated by: Satoshi KOSE, Shizuoka University of Art and Culture, Japan

Kuala Lumpur: Enforcing accessibility

The City of Kuala Lumpur, Malaysia, has set up an implementation framework for its accessibility standards for the built environment that includes a comprehensive monitoring and enforcement system, from design to post-construction.

«Awareness, expertise, monitoring and sanctions in case of non-compliance, are the key to successfully enhance implementation, monitoring and enforcement of accessibility standards.»
(Dalilah Bee Abdullah, Kuala Lumpur City Hall Training Institute, Malaysia)

ACCESS AUDITS UNDER THE ACTION PLAN TOWARDS KUALA LUMPUR AS ACCESSIBLE CITY

Year of existence: 2010

Country/region of origin: Kuala Lumpur, Malaysia

Beneficiaries targeted: Primarily persons with disabilities and the elderly

Responsible body: Urban and Building Design Department

Stakeholders: Public and private sector (construction departments, industry and professionals)

FACTS & FIGURES

- Benchmark for all local authorities in Malaysia.
- 70 access audits carried out and nine training workshops held.
- 339 public housing units adapted.
- Highlighted in the newsletter of Access Exchange International.
- Published access audit manual and guidelines.
- Mayor's Award for good practice.

IN BRIEF

The Action Plan Towards Kuala Lumpur as Accessible City, which was developed in 2010, sets out an implementation framework including workshops, access auditing and a holistic focus on all three stages of the construction process: design, construction and post-construction. It highlights three priority areas: legislation, enforcement and monitoring, and awareness raising. The core concepts are the continuum of access, approachability, accessibility and usability by applying UD.

INNOVATIVE ASPECTS

Monitoring

During the construction, access auditors inspect the building and have the option to issue a stop-work order. After the construction, follow-up inspections are carried out.

Enforcement

Enforcement mechanisms consist of Access Officers, the Access Advisory Group, Access Inspectors, and Access Auditors. Access statements, inspections and audits are used to monitor and enforce accessibility standards.

Awareness raising and training

Awareness-raising programmes create a constant dialogue, offer workshops for professionals and pilot projects as benchmarking.

HISTORY

Kuala Lumpur's Uniform Building Bylaw contains an obligation to respect accessibility standards. Such standards exist regarding the access to public buildings, the access to outdoor spaces, escape routes and minimum design criteria for public toilets. In 2002, under the Biwako Millennium Framework: Towards an Inclusive, Barrier-free and Rights-based Society for Persons with Disabilities in Asia and the Pacific, the Malaysian government committed to achieving a 75% barrier-free environment by 2012. In 2008, the country enacted the Persons with Disabilities Act, which contains accessibility provisions and a definition of Universal Design. In 2010, the city developed the Action Plan Towards Kuala Lumpur as Accessible City. Subsequently, in 2012, access to the physical environment, public transportation, knowledge, information and communication became goal number three of the Incheon Strategy to 'Make the Right Real' for Persons with Disabilities in Asia and the Pacific.

KEY FEATURES

Under Kuala Lumpur's Action Plan, all new construction and retrofitting works must be universally designed. For construction to be approved, the submitted building plans must comply with the accessibility standards. The construction permit is only issued once approval has been given. To enable court action in the case of non-compliance, every submitting person needs to sign a certification that they accept full responsibility. Furthermore, they have to issue an Access Statement describing all accessible facilities in public buildings. During the construction, access auditors of the Kuala Lumpur City Hall inspect the construction and have the possibility to issue a stop-work order. After the construction, follow-up inspections by access auditors grant either a Certificate of Compliance or require the constructor to make adaptations or re-build. The Periodic Inspection Unit monitors existing buildings. In addition, awareness-raising programmes are held.

IMPLEMENTATION

In 2010, Kuala Lumpur City Hall created a special Innovation and Building Standard Unit which serves as a secretariat to set up guidelines, design methods of access, run courses, conduct access audits and perform upgrades, as well as enter into dialogue with persons with disabilities. It set up four enforcement mechanisms: Access Officers, the Access Advisory Group, 27 Access Inspectors and 27 Access Auditors (numbers as of 2013). All audits are conducted with persons with disabilities. Awareness and training programmes on access audits are continuously carried out. Retrofitting and upgrading in renovation is encouraged, stakeholder dialogues are held.

FUTURE DEVELOPMENT

Currently Kuala Lumpur City Hall (KLCH) staff are working with the national standard-setting body. In 2013, the guideline Using Universal Design in the Built Environment was published for public comment. If approved, it will become mandatory for all public and private service providers. KLCH plans to undertake a comprehensive accessibility mapping.

Access audit of the alternatives routes from the transportation hub to the headquarters of Kuala Lumpur City Hall (© Kuala Lumpur City Hall)

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SOURCES
Barrier Free Design Guidelines (Garispanduan Rekabentuk Laluan Bebas Halangan)

Access Audit Manual 1: Universal Design Guidelines (Manual Audit Akses 1 Malaysia Sebagai Garispanduan Untuk Fasilatator Rekabentuk Sejagat)

Nominated by: Dalilah Bee ABDULLAH, Kuala Lumpur City Hall Training Institute, Malaysia

Universal design in non-discrimination law

Only a few countries require the application of universal design and establish that inaccessibility is a matter of discrimination. In Europe, Norway is, along with Spain, one of those countries that actively promote both concepts and practice in universal design. In Norway universal design is an enforceable legal standard.

«Very few countries have made universal design a legal concept in their anti-discrimination legislation, which means that universal design is an enforceable legal standard.»
(Berit Vegheim, Stop Diskrimineeringen, Norway)

ANTI-DISCRIMINATION AND ACCESSIBLITY ACT & EQUALITY AND ANTI-DISCRIMINATION OMBUD AND TRIBUNAL

Year of existence: 2008

Country/region of origin: Norway

Beneficiaries targeted: Persons with a disability

Responsible body: Ministry of Children, Equality and Social Inclusion

Stakeholders: Public and private sector

FACTS & FIGURES

- Norway's Ombud annually receives 320 requests regarding universal design.
- By 2012, it completed 291 cases on universal design. 26 out of the 96 attested violations were referred to the Tribunal.

IN BRIEF

Norway's Anti-Discrimination and Accessibility Act of 2008 is the country's first disability-specific, nationwide non-discrimination act. It introduced legal safeguards against discrimination of people with disabilities in all sectors of society. It focuses on the built environment, transport and ICT, establishes that inaccessibility is a matter of discrimination, contains the obligation to use universal design and refers to sector legislation as well as specific regulations elaborating on the Act itself.

INNOVATIVE ASPECTS

Obligation to universal design

The Act promotes both concepts and practice in universal design. The way in which standards are incorporated into the operation of the law is important.

Inaccessibility is discrimination

In particular, the obligation to provide universally designed ICTs has been legally enshrined, without any reference to disproportionate burden.

The Equality and Anti-Discrimination Ombud

Together, the Equality and Anti-Discrimination Ombud and Tribunal constitute a well-functioning low-threshold enforcement system. The Ombud is a reporting and monitoring mechanism, while the Tribunal can impose moratorium fines on those who do not abide by the Tribunal's decision.

HISTORY

Before 2008, Norway had statutory provisions against discrimination only in the field of employment, as Norway implemented the EU directive 2000/78/EC in 2001. In 2002, the Ministry of Labour and Social Inclusion set up a draft committee to prepare a proposal for legislation to improve the legal safeguards against discrimination against people with disabilities in all sectors of society. The committee looked into experiences in the USA, the UK, Australia and Canada, and presented its report in May 2005. After a broad public consultation was completed, the Act was finally enacted on June 2008, and entered into force in 2009. In 2008, the Ministry of Children, Equality and Social Inclusion, launched an ambitious Action Plan, which sets the goal of Norway being universally designed by 2025. In 2010, Norway amended its Planning and Building Act to include universal design.

Outside Oslo central station, the edges of the steps were marked due to complaints of a breach of § 9 (© Berit Vegheim)

KEY FEATURES

The Anti-Discrimination and Accessibility Act (AAD) aims to promote equality and ensure equal opportunities and rights to social participation for all persons and to prevent discrimination on the basis of disability. It applies to all areas of society, and with regard to accessibility its main focus is on the built environment, transport and ICT. In each field, the AAD refers to sector legislation as well as specific regulations elaborating on the provisions in the AAD itself. The AAD includes a universal design obligation, which is a minimum requirement and has been introduced as a legal standard, whose content is determined when detailed requirements regarding accessibility to buildings, ICT, means of transport, etc. are specified. Universal design is defined in accordance with the original concept invented by the Centre for Universal Design at North Carolina State University. The breach of the obligation to universal design amounts to discrimination. The AAD contains a positive duty of public and private entities offering goods and services to the general public to promote universal design. In particular, it legally enshrines the obligation to provide universally designed information and communication technologies, without any reference to disproportionate burden.

IMPLEMENTATION

Many of the AAD's provisions become enforceable through regulations specifying detailed accessibility requirements. Together, the Equality and Anti-Discrimination Ombud and Tribunal are responsible for enforcement of the AAD. Everyone can appeal, without any cost, to the Ombud. The Ombud reviews the complaint, asks for a statement from the perpetrator of the discriminatory act and issues an opinion. The Ombud asks the perpetrator to stop the discriminatory practice. If the case is not solved, it will be forwarded to the Tribunal, which is a semi-court composed of lawyers and disability experts. The Tribunal can give legally binding statements and impose fines.

FUTURE DEVELOPMENT

The Act includes no right to reasonable accommodation in the access to goods and services, and the definition of universal design does not include products. Legally binding timeframes need to be established in order to ensure universal design of existing buildings and transportation. The Tribunal should be able to decide on redress for non-economic loss and compensation.

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SOURCES Norway, Act No 42 of June 20, 2008 relating to a prohibition against discrimination on the basis of disability (Anti-Discrimination and Accessibility Act): http://bit.ly/1hQuajP

Nominated by: Berit VEGHEIM, Stop Diskrimineeringen, Norway

Comprehensive eAccessibility Policy

Digital exclusion is widespread. In many countries accessible websites, digital content, kiosks, and emergency services are not available. One of the biggest challenges the Arab world faced was that Arabic did not feature in assistive technology. Qatar's eAccessibility Policy is well on the way to reducing a number of the most severe barriers.

«Qatar's comprehensive eAccessibility Policy is a first but highly significant step on the road to promoting a digital world that is accessible for Arabic-speaking people with disabilities.»
(David Banes, Mada Center, Qatar)

NATIONAL E-ACCESSIBILITY POLICY

Year of existence: 2011

Country/region of origin: Qatar

Beneficiaries targeted: Persons with disabilities

Responsible body: Ministry of Information and Communications Technology

Stakeholders: Public and private sector (ICT departments and industry, DPOs)

FACTS & FIGURES

- 20 assistive technology solutions introduced in Arabic.
- 1,100 people with a disability supported, 950 professionals trained.
- 250 people used eLearning portal.
- Website accessibility support provided to over 60 sites.
- Telecoms providers offer 50% discount on tariffs.

IN BRIEF

Qatar's National eAccessibility Policy addresses key issuesaround information and communication technologies. It laysthe foundations for an accessible ICT ecosystem that enables persons with disabilities to take full advantage of ICTs. Its goals are to reduce the following barriers:
• Inaccessible websites and content
• Inaccessible telecommunications services and supporting technologies
• Inaccessible public access terminals/kiosks and ATMs
• Limited usage and access to assistive technologies
• Lack of accessible digital content, especially in Arabic.

INNOVATIVE ASPECTS

General Usability

The eAccessibility policy outlines an end-to-end approach which considers all elements of an ecosystem required to deliver accessible technology for people with a disability.

Coherent approach

The policy addresses ICT within one scoping document and establishes a broad mandate for a single body to oversee eAccessibility, to offer collaboration and partnership with public, private and not-for-profit sectors to see access technologies fully implemented within Qatar.

Cross-cutting

Mada is mandated to raise the level of accessibility across all digital platforms and to make digital content more accessible to all.

HISTORY

In 2004, Qatar established ictQATAR to regulate the sectors of communication and information technology. In 2010, ictQatar supported the creation of Mada, Qatar's Assistive Technology Center, in order to deliver upon the commitment to accessible information and technology. Together, ictQatar and Mada developed the National eAccessibility Policy, which was officially released in 2011. The National eAccessibility Policy extended the mandate of Mada (Innovative Practice 2014) and committed Mada to raising the level of accessibility across all digital platforms and to making digital content more accessible to all. The policy supports the wider inclusive agenda in Qatar and the National Vision 2030, and ictQATAR's Strategy ICT2015 to develop an ICT-skilled population which especially prioritises women, retirees and citizens with special needs. It is also in line with the National Development Strategy 2011-2016 that supports the use of ICT for improving learning environments for children with special needs.

Welcome area of the Mada Centre in Doha (Qatar) (© Mada)

KEY FEATURES

Qatar's National eAccessibility Policy addresses key issues around information and communication technologies: it requires all public domain websites to meet Level 'AA' of the Web Content Accessibility Guidelines 2.0 as well as W3C's Mobile Web Best Practices Guidelines 1.0 by 2013 for new websites and 2015 for existing websites. It requires telecommunications service providers to provide accessible handsets, user interfaces and special rate plans (all 2011); relay (from 2013); and emergency services (2012). It requests that government agencies and banking institutions provide at strategic locations at least one fully accessible and/or universally designed ATM by 2013 and Public Access Terminal/Kiosk by 2015. It establishes a fund to improve access to assistive technologies and services and to develop practical guidelines. All producers of digital content should strive to increase the amount of accessible content in both English and Arabic so that it represents 5% of their total digital content available. All distributors of digital video programming in Qatar have to develop a plan that enables them to deliver digital video programming with either open or closed captioning. All materials produced are published under creative commons license.

IMPLEMENTATION

In general, ictQATAR is charged with ensuring implementation and closely monitoring the progress of the policy. It maintains relationships with all parties responsible for implementing the policy's provisions. ictQATAR can also review, update and/or widen the policy's scope. As a minimum, the policy review takes place every five years. The key innovation within this policy is to address information and communications technology within a single scoping document and by establishing a wide mandate for a single body to oversee eAccessibility (Mada), so that issues are addressed in a coherent and consistent manner. Mada operates with a budget of 23 million QAR per year.

FUTURE DEVELOPMENT

The policy has been of interest to other Gulf States and its replication in other countries is achieved via the establishment of a Gulf region assistive technology network, which draws upon services, researchers and policy makers across the region to discuss progress and to share resources. Mada continues to play an active role in contributing to global access efforts.

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SOURCES Qatar's National eAccessibility Policy, 2011: http://bit.ly/18YpQwg

Nominated by: Axel LEBLOIS, The Global Initiative for Inclusive ICTs (G3ict), USA

Inclusive design of Cape Town's Bus System

Since the first Bus Rapid Transit System was developed as an alternative to the more expensive underground in Curitiba, Brazil, similar systems have been enthusiastically deployed in 147 cities across six continents, primarily in the Global South. Cape Town Bus System stands out for its commitment and ability to create accessibility.

«MyCiTi's Integrated Rapid Transport System is the first universally accessible transport system in South Africa, and it is highly likely to have repercussions on all sub-Saharan African countries.»
(Guy Davies, Disability Solutions, Cape Town)

UNIVERSAL ACCESS POLICY OF THE MYCITI INTEGRATED RAPID TRANSPORT SYSTEM

Year of existence: 2009

Country/region of origin: Cape Town, South Africa

Beneficiaries targeted: All persons, including persons with disabilities

Responsible body: Transport for Cape Town

Stakeholders: Public sector (transport departments)

FACTS & FIGURES

- In 2013, 15,000 daily passengers were recorded (Phase 1).
- All 35 MyCiTi stations and 161 roadside bus stops are universally accessible.
- All 379 buses have levelled boarding, spaces for wheelchairs and an audio LED screen.
- 22.4 km of accessible walking and cycling pathways.

IN BRIEF

Cape Town's MyCiTi system is, along with Johannesburg's Rea Vaya, among the first South African Bus Rapid Transit systems. Cape Town, however, clearly stands out for its commitment and ability to implement accessibility, as its Universal Access Policy is a comprehensive long-term and multi-level effort that includes universal design and attention to the entire journey. The Universal Access Policy is currently being reviewed.

INNOVATIVE ASPECTS

Benefits for all

By reaching areas that have never had this type of transport before, by accommodating passengers with disabilities and by offering a safe travel mode for women and children, MyCiTi serves everyone.

Universal design

Accessible public transportation is defined as mainstream services that can be used by all people, to the greatest extent possible, without the need for further adaptation or specialised features.

Attention to the entire journey

The Universal Access Policy looks at the route planning to ensure that all key destinations can be reached. It has input to the infrastructure and the operation.

HISTORY

Until recently, public transport in South Africa was not accessible and lacked significant investment. In 2007, the 'Towards 2020: Public Transport Strategy and Action Plan' focused on upgrading existing public transport and on Integrated Rapid Public Transport Networks whilst highlighting the need for 100% accessibility. When Cape Town became one of the FIFA World Cup 2010 Host Cities, a fully accessible Integrated Rapid Public Transport Network was to be established. With the National Land Transport Act in 2009, the responsibility for the provision of municipal public transport shifted to the municipalities. In 2010, Cape Town approved the Business Plan for the MyCiTi Integrated Rapid Transport System, along with the Universal Access Policy. The Universal Access Policy has been developed with the input of disabled people's organisations and is a guiding component that establishes how accessibility is to be achieved. MyCiTi's implementation of Phase 1 is to be completed by 2014.

KEY FEATURES

The MyCiTi Integrated Rapid Transport system includes the establishment of a Bus Rapid Transit (BRT) network and the integration of the BRT system with all other modes of motorised and non-motorised transport. MyCiTi concerns the entire passenger journey, including getting to the bus stop from a distance of 50 m from the journey's origin, boarding vehicles, arrival as well as reporting any problems along the way. MyCiTi paid attention to many details that aim to ensure that everyone can use the system independently. MyCiTi's key accessibility features include stations that provide level, seamless boarding onto vehicles (through the use of dedicated boarding points); wheelchair accessible toilets and wide entrance gates without inaccessible turnstiles; a new fleet of low floor kneeling vehicles (18 m buses with two wheelchair positions and 12 m buses with one wheelchair position) that have level entry, boarding bridges as well as Kassel Kerbs (allowing drivers to position their vehicle close to the bus stops without tyre damage), all equipped with audio LED screens; as well as service information in a wide variety of formats, door-to-bus-stop infrastructure (way finding/signage, including tactile signage, tactile paving, and on-demand services) and dedicated customer support staff.

IMPLEMENTATION

MyCiTi is designed to be rolled out in four phases for completion within 15 to 20 years. In October 2009, Phase 1a was approved and the National Department of Transport allocated a total of 312 million USD for 2010-13 to Cape Town. By March 2013, Phase 1A, 'a world-class BRT system in miniature', was operational. National indicators guide MyCiTi's implementation and there is a procedure whereby the feedback of passengers with special needs is used to constantly improve the system. The aim is to eventually build a safe, reliable, inclusive, and cost-effective transport network within 500 meters of 75 percent of the homes in the city.

FUTURE DEVELOPMENT

In 2012, the city established Transport for Cape Town, which is charged with the implementation of its 2013-2018 Integrated Transport Plan and the integration of the MyCiTi BRT system with other transport modes, with rail being chief amongst them. The Universal Access Policy is therefore being reviewed. In 2014, an audit by DPOs and an evaluation study will be conducted.

Universal access of the MyCiTi system in Cape Town, South Africa © Guy Davies, Disability Solutions

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SOURCES Media release by the Transport Authority of Cape Town: http://bit.ly/1bAdYdT

Nominated by: Brett HERRON, Transport Authority of Cape Town

Public-private partnership for accessibility

In Spain, the world's biggest public-private partnership between the government and civil society concerning universal accessibility has been established, enabling not only millions of Euros of investment but a continuous flow of information and expertise between all stakeholders.

«This public-private partnership is the reason why Spanish municipalities are now at the forefront when it comes to universal accessibility.»
(Jesús Hernández-Galán, Fundación ONCE, Spain)

FRAMEWORK AGREEMENT BETWEEN THE INSTITUTE OF THE ELDERLY AND SOCIAL SERVICES AND FUNDACION ONCE

Year of existence: 2011

Country/region of origin: Spain

Beneficiaries targeted: All, including people with disabilities

Responsible body: Ministry of Health, Social Policy and Equality

Stakeholders: Public and private sector (equality departments, foundations, public and non-profit entities)

FACTS & FIGURES

- In 2011, 124 projects were implemented, with 120 beneficiary municipalities and a €4.7 million investment.
- The largest public-private partnership in the world concerning universal accessibility and design for all.

IN BRIEF

The Framework Agreement between the Institute of the Elderly and Social Services (IMSERSO), under the Ministry of Health, Social Policy and Equality, and Fundación ONCE for the Cooperation and Social Inclusion of Persons with Disabilities is the biggest public-private partnership concerning 'design for all' in the world. Its purpose is to develop a programme of universal accessibility. The public-private dimension makes it especially transferable to other countries.

INNOVATIVE ASPECTS

Universal design

Anticipating the needs of all persons, not only of persons with disabilities, universal accessibility is defined as the condition to be fulfilled by environments, products and services in order for them to be understandable, usable and functional for all persons.

Multi-stakeholder approach

Financial and technical support was available to manifold stakeholders, including public authorities, universities and non-profit entities.

Monitoring & Reporting

Fundación ONCE draws up a suitability report evaluating each project. It then issues a quality evaluation report, which is necessary to receive funding.

HISTORY

In 1990, Spanish municipalities and provinces defined basic criteria for the improvement of accessibility and liveability in urban spaces. In 2003, Spain adopted the Law of Equal Opportunities, Non-Discrimination and Universal Access for Persons with Disabilities, which marked a definitive shift in disability policy towards a human rights perspective. The law's crosscutting goal of universal accessibility led to the launch of the National Action Plan on Accessibility, 2004-2011. Subsequently, almost all subsidiary legislation included a clear focus on accessibility requirements. The two partners of the presently described Framework Agreement, the Institute of the Elderly and Social Services and Fundación ONCE have cooperated for the past 22 years and invested €167 million benefitting more than 800 beneficiary municipalities. Among Europe's foundations, Fundación ONCE is the most active in the field of disability and accessibility.

KEY FEATURES

The Framework Agreement lays out the respective financial contributions of the Institute of the Elderly and Social Services and Fundación ONCE, and allows both partners to sign collaboration agreements with other public and non-profit entities. These collaboration agreements need to state the objective, budget, responsibilities, and compliance requisites. The aforementioned entities can apply for funding and technical support in five different action lines:

- Performance appraisal and planning for accessibility, including a Universal Accessibility Plan and a study and project to improve accessibility
- Corrective actions to achieve accessibility, including performance in the planning and building, as well as operations on environments, services and ICT-based systems
- Precautionary actions or implementation of access management systems, including the implementation of a access management system according to UNE 170001 and/or for webpages or software
- Actions to enhance the transport service of accessible taxis
- Awareness raising, training and innovation, including support for the innovation of Design for All persons; orientation measures for digital alphabetisation; actions of training.

IMPLEMENTATION

For the assessment, resolution and decision-making, a commission comprising four representatives from IMSERSO and three from Fundación ONCE was established. It defines objectives and priorities for the selection of projects, decides on the scale of the projects, finalises approved projects, and clarifies any queries about implementation. The administration of expenditures is done by IMSERSO, while Fundación ONCE is charged with the technical evaluation. Its Accessibility Office draws up a suitability report that evaluates the project and issues the quality evaluation report, necessary to receive funding. In the case of non-compliance, the other party may suspend the contract.

FUTURE DEVELOPMENT

Due to the current economic situation in Spain, the Institute of the Elderly and Social Services is subject to budget cuts and it is unclear whether a follow-up agreement will be established.

Avila's accessible city wall - a project of the public-private partnership © City Council of Avila

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SOURCES IMSERSO about the Framework Agreement with Fundación ONCE: http://bit.ly/1kluuqh

Nominated by: Carlos SANCHEZ MARTIN, Fundación ONCE, Spain

Uganda makes accessibility standards mandatory

In many countries in the Global South, accessibility standards do not exist. In the few countries where they exist, they are very often not legally binding, not enforced and not monitored. Uganda is among the first sub-Saharan countries to have developed their own accessibility standards. Uganda's standards are mandatory for school construction projects.

«We call upon all stakeholders in the construction industry to play their part in making Uganda a barrier-free society by implementing these standards.»
Apollo Mukasa, Uganda National Action on Physical Disability, Uganda

OBLIGATORY ACCESSIBILITY STANDARDS

Year of existence: 2010

Country/Region of origin: Uganda

Beneficiaries targeted: People with disabilities as well as the elderly, pregnant women

Responsible body: Government Line Ministries in Disability Issues (Transport, Social, Education, Health)

Stakeholders: Public, private and not-for-profit sector

FACTS & FIGURES

- Mandatory for school construction projects and other public facilities.
- Adopted by the Uganda Society of Architects.
- Accessibility audits conducted.
- Several court cases filed.
- Disseminated by all the line ministries on disability.

IN BRIEF

Uganda's Accessibility Standards are an important start in advocating and enforcing an accessible environment for all persons, including persons with disabilities. Their objective is to draw up a blueprint and be a tool for measurement, assessment and advising. The Ministry of Education and Sports adopted them for all school construction projects. As part of the Building Control Bill, the Standards will become a requirement for the approval of all construction projects, once the bill is signed into an Act.

INNOVATIVE ASPECTS

Success of the disability movement

The driving force for the development of the Standards was Uganda's strong disability movement and its network of representatives of persons with disabilities at all levels.

A fully accessible trip

The attention to the entire journey means that persons with disabilities are able to exit their homes, access a sidewalk, reach the building and manoeuvre within the building.

Monitoring

A National Accessibility Audit Committee and several District Accessibility Audit Committees were set up, composed of professionals of the built environment, line ministries, and disabled people's organisations.

HISTORY

In 2007, a ministerial report found that 95% of the buildings in Kampala were not accessible, despite the fact that several laws emphasised the need to have an accessible physical environment, such as the Persons with Disabilities Act and National Policy on Disability, both of 2006. One of the reasons for the limited implementation of the accessibility provisions in these laws was the absence of accessibility standards. After an in-depth review of literature, the Uganda National Action on Physical Disability and the Ministry of Gender, Labour and Social Development developed Uganda's first Accessibility Standards with the support of Dansk Handicap Forbund and in consultation with other stakeholders, such as disabled people's organisations, architects, physical planners, building engineers and community development workers, and different government ministries and departments. In May 2010, the Accessibility Standards were published and officially launched.

Accessibility Auditing and Advocacy in Uganda (© UNAPD)

KEY FEATURES

One guiding principle of the Standards is a fully accessible trip: persons with disabilities must be able to exit their home, access a sidewalk, enter a vehicle, alight from the vehicle onto a sidewalk near the workplace, reach the entrance of the building, manoeuvre within the building and reach their workstation. The Standards highlight the different access barriers faced by people who use wheelchairs and people with limited movements, blind persons and persons with visual impairments, deaf persons and persons with hearing impairments, people with learning or intellectual disabilities, and other groups (such as the elderly). Most importantly, the Standards are to be applied during the design, construction and alteration of buildings and facilities, and cover mainly the built environment (barrier-free entrance, parking space, pathways, corridors, urban roads, water and sanitation facilities). They provide a series of practical and detailed plans and maps that planners can use to construct accessible facilities such as toilets, boreholes, etc. They also include provisions on the accessibility of services, information and communication, e.g. public operated machines, and on the use of accessible formats such as sign language, tactile and Braille.

IMPLEMENTATION

The Government Line Ministries in Disability Issues (Transport, Social Development, Education, Health) oversee the implementation of the Standards. With their launch, a National Accessibility Audit Committee was set up, composed of eight professionals of the built environment, line ministries, and disabled people's organisations responsible for enforcing the accessibility requirements and provisions among the relevant stakeholders, service providers and other players. In addition, several districts have set up District Accessibility Audit Committees to supplement the National Committee efforts at the local level.

FUTURE DEVELOPMENT

One aspect that Uganda - like all countries in the Global South - has to fight is the lack of funding and expertise. Further outreach, dissemination and training are needed. It is crucial that district engineers do not approve building plans that do not adequately respect the accessibility elements. The sanction system is not yet working well because of limited enforcement and supervision.

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SOURCES Uganda National Action on Physical Disability and Ministry of Gender, Labor and Social Development, Accessibility Standards: A practical guide to create a barrier-free physical environment in Uganda, 2010: http://unapd.org/introduction.pdf

Nominated by: George William KYINGI, Uganda National Action on Physical Disability (UNAPD)

London 2012: The most inclusive Olympics ever

The Olympics and Paralympics are among the world's most spectacular sporting events and represent a massive opportunity to spread a message to a vast audience. London 2012 approached the Olympic and Paralympic Games for the first time as one event with exemplary accessibility as a key theme and set a high standard for all events to come.

«London 2012 Games were a truly inclusive and unique experience for athletes, visitors and volunteers. It should serve as a model for all major (sporting) events to come.»
Amelia Gentleman, 'The Guardian'

ACCESSIBILITY POLICY OF THE LONDON 2012 OLYMPIC AND PARALYMPIC GAMES

Year of existence: 2009 - 2012

Country/region of origin: London, United Kingdom

Beneficiaries targeted: Persons with all kinds of disabilities, parents with infants, children, first time visitors and older people.

Responsible body: London Organising Committee of the Olympic and Paralympic Games (LOCOG)

Stakeholders: Public and private sector

FACTS & FIGURES

- An accessible experience for 10 million ticket holders and 16,000 athletes.
- Offered more tickets for persons with disabilities.
- Projects with over 100 disability organisations.
- 4% of volunteers had a disability.
- Enhanced media coverage of the Paralympics (350 hours).

IN BRIEF

The London 2012 Olympic and Paralympic Games were held for the first time as one event. LOCOG's Accessibility Policy inculcated accessibility into everything done, from venue management to ticketing, and provided additional services where necessary, from mobility to information in accessible formats. For the first time people with disabilities were able to participate in every single aspect of the Games, including the Opening and Closing Ceremonies, and could serve in the workforce and as volunteers since staff areas were accessible.

INNOVATIVE ASPECTS

Accessibility as a priority

With the help of accessibility advisors, LOCOG implemented a strategy that mainstreamed accessibility and successfully delivered the world's most inclusive Olympic and Paralympic Games.

Enabling everyone's participation

With venue accessibility, inclusive ticketing, well-trained staff and additional services, LOCOG ensured that everyone, including people with high support needs, could participate equally as spectators, athletes or workforce.

Producing legacy

By improving accessibility in venues permanently, by including people with disabilities in the workforce, and by enhancing media coverage, London 2012 produced an important legacy.

HISTORY

In 2005, London won in the final round of voting of the International Olympic Committee. Shortly thereafter, the UK Government, the Mayor of London and the British Olympic Association jointly established the London Organising Committee of the Olympic and Paralympic Games (LOCOG). LOCOG was responsible for organising, publicising and staging the Olympic and Paralympic Games in London. In order to ensure consistent access provision and a great experience for each client group across a wide variety of sporting venues, LOCOG developed and officially adopted in 2009 an Accessibility Services and Inclusive Ticketing Strategy and the LOCOG Overlay Access File. In connection with London 2012, LOCOG also developed an Employment and Skills Strategy, a Diversity and Inclusion Business Charter and a Diversity and Inclusion Strategy and the Transport Department issued an Accessible Transport Strategy.

Image from the London 2012 Olympic and Paralympic Games (© Mark Todd)

KEY FEATURES

LOCOG's responsibilities included the delivery of all venues in Olympic and Paralympic Games mode. Therefore, LOCOG adopted the Overlay Access File (LOAF), which covered a wide range of topics concerning physical accessibility in the facilities and buildings of the Olympic and Paralympic Games. It provided a framework for the engineering, design and procurement teams on access and inclusion standards for temporary facilities and infrastructure added to venues (known as 'overlay'). LOAF was a practical tool to be applied consistently across all venues by all staff planning and designing temporary overlay. It provided Games-specific advice and highlighted important design features. In addition, LOCOG adopted the Accessibility Services and Inclusive Ticketing Strategy, which aimed to provide a wide range of ticket products making services and facilities suitable to the needs of everyone. Disabled people could apply for tickets like anyone else. For every session, venue and price category, LOCOG issued different ticket types. Furthermore, LOCOG ensured that all mainstream services were accessible, that persons with disabilities could participate, that they had access to parking, and that they could use mobility services.

IMPLEMENTATION

In order to develop and implement its Accessibility Policy, LOCOG engaged in-house accessibility advisors. It established an Access Inclusion and Integration Group that integrated services such as transport, tourism and venues, to produce a streamlined experience. LOCOG consulted widely with the disability community. Each Venue General Manager worked to design venues that are accessible and in line with the LOAF. A team of access consultants reviewed the plans at each stage, producing reports and highlighting issues and risks. Once the plans were at an advanced stage, the Accessibility Manager and the Project Manager conducted a series of client walk-throughs to test the Games time operability.

FUTURE DEVELOPMENT

Only a few cases of misimplementation in construction works occurred. Instances occurred in three out of the 20 temporary venues, and in only one existing venue did LOCOG not reach the same quality for persons with disabilities in viewing platforms. Currently, its best practices are being transferred, as far as possible, to Sochi 2014, Glasgow 2014, Rio 2016 and PyeonChang 2018.

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SOURCES London Organising Committee of the Olympic and Paralympic Games, LOCOG Overlay Access File: http://bit.ly/Jllt2O

Nominated by: Mark TODD, London Organising Committee of the Olympic and Paralympic Games (LOCOG)

G3ICT: SPECIAL REPORT ON ICT POLICIES

By Axel Leblois

Axel Leblois is the Founder and Executive Director of G3ict – the Global Initiative for Inclusive Technologies, an Advocacy Initiative launched in cooperation with UNDESA in December 2006 to promote the ICT accessibility provisions of the Convention on the Rights of Persons with Disabilities with the participation of the IT industry, governments, disability advocacy organisations and United Nations agencies.

In the autumn of 2006, UN DESA and leading experts negotiating the final draft of the Convention on the Rights of Persons with Disabilities (CRPD) anticipated how revolutionary many of its dispositions would be for a number of countries. Among these, definitions and obligations in matters of Information and Communication Technologies (ICTs) accessibility were particularly critical: virtually all aspects of society and the economy depend on ICT applications and services.

The Committee which drafted the UN CRPD set the stage by embedding in its article 9 a definition of accessibility requirements for States Parties which includes ICTs. As a result, every possible digital application and service such as web sites, computers, telephony, ATMs, television, voting machines and electronic kiosks, public displays and a number of consumer devices with digital interfaces would need to be accessible. And while there was a great deal of anticipation regarding the adoption of the CRPD, future challenges to make the dispositions of article 9 a reality appeared daunting due to the complexity of information and communication technologies, the global nature of the ICT industry, the speed of innovation, the multiplicity of actors creating products and delivering services and the general lack of awareness of ICT accessibility issues.

MEASURING UN CRPD IMPLEMENTATION PROGRESS AMONG STATES PARTIES

Seven years later, how can one assess how much progress was driven by the resounding success of the adoption of the CRPD by 158 signatories and 138 ratifying States Parties?

«While it seemed an overwhelming task to tackle the global challenges of inaccessible ICTs, we firmly believe today that progress is possible and happening.»

Axel Leblois, G3ict

In order to answer this question, measure progress and offer benchmarks for governments and disability advocates around the world, G3ICT, in partnership with Disabled People's International launched in 2010 the CRPD ICT Accessibility Progress Report. It collects 57 data points per country to measure the level of legislative and regulatory commitments made by States Parties, their capacity to implement and their actual results for persons with disabilities. In 2013, for its third edition, 76 countries participated representing 68 percent of the world population.

THE UN CRPD HAS A MEASURABLE IMPACT ON THE LEGISLATIVE AGENDA OF STATES PARTIES

The key findings are very encouraging on one hand but reflect tremendous challenges on the other hand. The first piece of evidence is that the CRPD did in fact have a profound global legislative impact in promoting the Rights of Persons with Disabilities. For instance, 86 percent of countries report that they now have a constitutional article, law or regulation defining the rights of persons with disabilities, compared to a handful of countries prior to the adoption of the UN CRPD, while 68 percent have a designated focal point within government for matters relating to the CRPD and a framework for implementing and monitoring the CRPD. So it is very clear that the global reach of the CRPD in establishing a Rights-based approach for disability is a tremendous success.

RIGHTS-BASED APPROACH SUPPORTS ACCESSIBILITY

Furthermore, the CRPD establishes the lack of reasonable accommodation as discrimination: few countries around the world had such a definition in their laws and regulations as recently as 2006. Reasonable accommodation (or 'reasonable adjustment' as defined in several countries) is an important foundation for disability advocates: it creates a direct link between the Rights-based approach of the UN CRPD and accessibility. It establishes the imperative for society to provide accessibility solutions for persons with disabilities. It is therefore extremely encouraging that 54.5 percent of the countries reported having such a definition in their laws and regulations in 2012, and 63 percent in 2013: a remarkable sea-change in the global legislative agenda in support of accessibility.

And while only a small number of countries had ICT accessibility on their legislative roadmaps prior to the CRPD, in 2012 36.4 percent of ratifying countries had adopted a definition of accessibility which includes ICTs or electronic media in their laws or regulations. This figure reached 50 percent in 2013, an extremely encouraging sign that policy makers around the world understand the necessity to make ICTs accessible to all.

A LARGE PROPORTION OF PERSONS WITH DISABILITIES MAY NOT BE ABLE TO MAKE A PHONE CALL

Those results establish that a large proportion of persons with disabilities around the world today may not be able to access television, make a phone call, access vital e-government resources, learn and work with web resources, retrieve cash from an ATM or enjoy accessible digital books, all essential services for everyone's life. Javed Abidi, Chair of Disabled People's international stated, when G3ict and DPI jointly published those results at the Conference of States Parties at the United Nations:

"This joint G3ict-DPI global survey clearly establishes the severe gaps in ICT accessibility that remain among States Parties and their lack of compliance with Article 9 of the UN CRPD. It also demonstrates the urgency for States Parties to involve Disabled Persons Organizations in policy making and monitoring."

SOLUTIONS EXIST AND CAN BE IMPLEMENTED

Yet, as the Zero Project demonstrates very well, solutions exist to make most ICT applications and services and digital media accessible. For instance, accessible television and relay services for the deaf are well established, digital books for the blind now belong to mainstream standards with ePUB3, mobile phones operating systems and apps are bringing innovative and powerful solutions for persons with disabilities and technologies for accessible ATMs or accessible web sites are well defined. Similarly, Universal Design principles are adopted by mainstream ICT industry leaders.

So, how to best promote the implementation of proven available solutions?

FOCUSED MULTI-STAKEHOLDER COOPERATION IS AN ESSENTIAL SUCCESS FACTOR

Successful implementation of ICT accessibility programs and policies relies on a few critical factors:

1. **Lack of awareness and understanding of accessibility issues is the biggest obstacle in advancing programs to promote ICT accessibility.** The best way to overcome this obstacle is to involve disabled persons' organisations in policy and program development and monitoring. Far better results are obtained by countries or companies involving DPOs in their decision-making in matters of accessibility. Yet, in 2013, only 13% of States Parties had implemented a systematic mechanism to involve DPOs in the drafting, design, implementation and evaluation of laws/policies in the field of digital accessibility.

2. **Each ICT accessibility domain calls for different policies, programs and groups of stakeholders to cooperate.** Mobile telephony, for instance, can be best promoted with mobile service providers while accessible television requires the collaboration of broadcasters. In addition, each sector operates under a different business model. And while promoting accessible ICTs for Special Education in schools may be predominantly a public sector endeavour, deploying accessible ATMs is obviously a task implemented by banks. Similarly at government level, different administrations cover different aspects of ICT accessibility. This means that solutions can best be developed by sectorial-focused multi-stakeholder initiatives.

3. **Defining agreed-upon roadmaps and milestones in making progress with appropriate metrics and monitoring tools is essential.** In 2014 G3ict, jointly with the ITU, will be releasing model policies for mobile accessibility, TV accessibility, web accessibility for e-government and public procurement rules to promote ICT accessibility as well as a model policy developed jointly with UNESCO on implementing Inclusive ICTs for Education. They all include steps to define and monitor roadmaps based upon best practices observed in various countries.

Back in December of 2006, the notion of launching a global multi-stakeholder initiative among industry, disabled persons' organisations and the public sector to address those challenges took shape, facilitated by UNDESA. G3ict, the Global Initiative for Inclusive ICTs, was launched a week prior to the vote of the General Assembly. While it seemed an overwhelming task to tackle the global challenges of inaccessible ICTs, we firmly believe today that progress is possible and happening: political support in most countries is strong, ICT industry leaders are supportive, innovation brings new affordable solutions every day and the Disability movement is increasingly involved. The Zero Project contributes in an excellent way to fostering this momentum by celebrating and documenting successes.

ICT ACCESSIBILITY GAPS REMAIN CONSIDERABLE

While most advocates can rejoice that such legislative advances are made, gaps in implementation, however, are considerable. The 2013 CRPD ICT Accessibility Progress Report shows that there are few countries with basic appropriate levels of ICT or digital media accessibility.

Are there any dispositions among country laws, regulations and government-supported programmes promoting digital accessibility, the use of ATs or provisions from reasonable accommodations in the following areas of ICT?	No disposition	Minimum implementation	Partial implementation	Substantial implementation	Full implementation
Copyright Exceptions	83%	7%	7%	3%	0%
ATM or Kiosks	68%	19%	10%	0%	3%
Fixed-line Telephony	62%	14%	15%	7%	1%
Wireless Telephony	61%	18%	11%	4%	4%
Public Building Displays	62%	25%	9%	3%	1%
Digital Talking Books	62%	16%	18%	3%	1%
Transportation Public Address Systems and Services	57%	24%	13%	6%	0%
Websites	51%	30%	12%	7%	0%
Television	28%	50%	16%	6%	0%

Source: CRPD ICT Accessibility Progress Report - G3ict and DPI 2013 - http://g3ict.org/resource_center/CRPD_2013_ICT_Accessibility_Progress

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With the Essl Foundation being based in Austria, the cooperation with the Austrian NGOs and DPOs is most important for the Zero Project, and we are especially grateful for the trust and support that we get from atempo (Klaus Candussi and Walburga Fröhlich), Behindertenanwalt Erwin Buchinger, Bundessozialamt, Career Moves, Caritas, Diakonie (thanks especially to Katharina Meichenitsch), Erste Foundation, Hilfsgemeinschaft der Blinden und Sehschwachen, KOBV, ÖAR (thanks to Christine Meierschitz), ÖZIV, Selbstbestimmt Leben Österreich (Independent Living) and Seraphisches Liebeswerk der Kapuziner. We are happy and proud that Albert Brandstätter, chair of Lebenshilfe Österreich, will take the system of the Zero Project one step further in 2014 and use it for their own purpose of measuring inclusion.

Some organisations from Austria are contributing more than their time and networks: We are extremely grateful for the financial supported granted by Bank Austria. The Austria Ministery of International Affairs has supported the Zero Project enormously by arranging Side Events to the UN Conferences in Geneva and New York, and there we were in the excellent hands of Christian Strohal and Johannes Strasser (Geneva), and Julia Thallinger and Nadia Kalb (New York).

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Verbavoice, on of the Innovative Practices 2014, has taken care of all the technical issues of the Zero Project Conference 2014, including captioning, and they did a great job.

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- Barbara Murray - International Labour Organisation - Switzerland
- Gerard Quinn - Centre for Disability Law & Policy, National University of Ireland
- Adolf Ratzka - Independent Living Institute - Sweden
- Thomas Rickert - Access Exchange International - USA
- Rupert Roniger - Light for the World - Austria
- Susan Scott Parker - Business Disability Forum - UK
- Damjan Tatic - Member of the United Nations' CRPD - Serbia
- Stefan Trömel - International Labour Organisation – Switzerland
- Lisa Waddington - EDF Chair in European Disability Law - Netherlands

The Zero Project Team:
Carmen Arroyo de Sande, European Foundation Centre, Brussels
Silvia Balmas, European Foundation Centre, Brussels
Thomas H. Butcher, Essl Foundation, New York
Michael Fembek, Essl Foundation, Vienna
Sandra Gassner, Essl Foundation, Vienna
Amelie Heimann, World Future Council, Geneva (until 2013)
Ingrid Heindorf, World Future Council, Geneva
Doris Neuwirth, Essl Foundation, Vienna
Maria Orejas-Chantelot, European Foundation Centre, Brussels
Amelie Saupe, Essl Foundation, Vienna
Dagmar Zechmeister, Essl Foundation, Vienna

Great additional work is done by Martin Habacher, our social media advisor, Cezar Neaga, who created an exceptional website, as well as Monika Voglgruber, Maria Plattner (both from bauMax AG), Martin Kratky and Matthias Noe who do a outstanding job with our media relations.

ANNEX: ZERO PROJECT NETWORK

The Zero Project Network

All organizations and people that contributed to the Zero Project in 2013/2014.

Country	Organisation	First Name	Name	Scientific Advisory Board	Advisors	Questionnaire respondent	Innovative Policies - Nominator	Innovative Policies - Interviewee	Innovative Practices - Nominator	Innovative Practices - Nominee
Afghanistan	Accessibility Organization for Afghan Disabled (AOAD) - DPI Associate					■				
Algeria	Fédération Algérienne des Personnes Handicapées (FAPH); DPI Member					■				
Antigua y Barbuda	Antigua & Barbuda Association of Persons with Disabilities (ABAPD)					■				
Argentina	Defensoría del Pueblo de la Ciudad Autónoma de Buenos Aires	Mario	Pironi				■		■	■
	Ente Nacional Coordinador de Instituciones de Discapacitados (ENCIDIS)					■				
Armenia	"Agate" Center for Women with Special Needs NGO - DPI Associate					■				
Australia	Australia For All Alliance Inc	Sheila	King						■	■
	Australian Agency for International Development (AusAID)	Rosemary	Mckay					■		■
	Australian Disability and Development Consortium (ADDC)	Christine	Walton					■		
	CBM Christoffel Blind Mission	Mary	Keogh					■		
	Australian Federation of Disability Organisations (AFDO)					■				
	Griffith University	Patrick	O'Leary							■
	Livable Housing Australia	Amelia	Starr						■	■
	NV Access Limited	Michael	Curran							■
	Vocational Education & Training DEEWR GOV AU	Neil	McAuslan						■	
Austria	Arbeitsgruppe "Barrierefreie Geldausgabeautomaten"	Doris	Ossberger							■
	Ashoka Oesterreich	Marie	Ringler							
	atempo GmbH	Klaus	Candussi						■	
	atempo GmbH	Walburga	Froehlich							■
	Aussenministerium Österreich	Susanne	Heinrich							
	Aussenministerium Österreich	Martin	Kraemer							
	Aussenministerium Österreich	Erwin	Kubesch							
	Aussenministerium Österreich	Michael	Linhart							
	Aussenministerium Österreich	Gerlinde	Paschinger							
	Aussenministerium Österreich	Christine	Stix-Hackl							
	Bank Austria	Norbert	Knopp							
	Bank Austria	Erwin	Schauer						■	
	Behindertenanwaltschaft	Erwin	Buchinger		■					
	Berufliche Bildungs- und Rehabilitationszentrum	Manfred	Polzer							
	Bundesministerium fuer Arbeit, Soziales und Konsumentenschutz (BMASK)	Max	Rubisch						■	
	Bundesministerium fuer Arbeit, Soziales und Konsumentenschutz (BMASK)	Hansjörg	Hofer						■	
	Bundesministerium fuer Arbeit, Soziales und Konsumentenschutz (BMASK)	Karin	Miller-Fahringer				■			
	Bundessozialamt	Susanne	Wiedenhofer						■	
	Bundessozialamt Oesterreich	Guenther	Schuster							
	Career Moves	Gregor	Demblin							
	Career Moves	Nina	Putzenlechner						■	
	Caritas Wien	Otto	Lambauer						■	
	CEDOS	Marion	Moser							■
	Ceit Alanova	Julia	Neuschmid						■	■
	Dachverband Oesterreichischer Heimleiter	Johannes	Wallner							
	Dachverband Wiener Sozialeinrichtungen	Anton	Schmalhofer							
	DanceAbility	Vera	Rebl							■
	Diakonie Oesterreich	Katharina	Meichenitsch		■				■	
	Diakonie Oesterreich					■				
	Diakoniewerk Österreich	Stefan	Marchewa							■
	Die Grünen SeniorInnen Kärnten	Maria	Hoppe						■	■
	easy entrance	Peter	Milbradt							■
	Erste Bank der österreichischen Sparkassen	Sidonie	Stein							
	Erste Stiftung	Alina	Serban							
	FAB - Virtual Office	Siegfried	Kreutzer							■
	Fachhochschule Oberösterreich	Thomas	Jetzinger						■	■
	FH-JOANNEUM GmbH	Werner	Bischof							■
	FH St. Pölten	Monika	Vyslouzil							
	Freiraum - Europa	Isabel	Hoeglinger							■
	Freiraum - Europa	Dietmar	Janoschek						■	

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	Hilfsgemeinschaft der Blinden und Sehschwachen Österreichs	Daniele	Marano							
	Hilfsgemeinschaft der Blinden und Sehschwachen Österreichs	Klaus	Höckner						■	■
	Hilfsgemeinschaft der Blinden und Sehschwachen Österreichs	Helga	Bachleitner						■	■
	Hilfsgemeinschaft der Blinden und Sehschwachen Österreichs	Irene	Vogel							
	Hilfsgemeinschaft der Blinden und Sehschwachen Österreichs					■				
	hoerwelt-barrierefrei hoeren	Tanja	Reichl							■
	Hunger auf Kunst und Kultur	Monika	Wagner							■
	ifS Vorarlberg	Veronika	Weißenbach						■	■
	ifS Vorarlberg (Institut für Sozialdienste)	Karin	Schmid						■	■
	Institut Wiener Kreis/Universität Wien	Wolfgang	Nowak							■
	Interessenvertretung behinderte Menschen in der Stadt Wien und ÖAR	Franz	Karl				■			■
	International Union of Socialist Youth - IUSI	Rocio	Cervera							
	KOBV - Kriegsopfer-und Behindertenverband	Regina	Baumgartl							
	KOBV Korneuburg	Ludwig	Breichner							
	Land Oberösterreich, Abteilung Soziales	Renate	Hackl				■		■	■
	Lebenshilfe Oesterreich	Albert	Brandstaetter		■					
	Lebenshilfe Oesterreich	Eva	Schrammel							
	LIFEtool	David	Hofer							■
	Light for the World	Johanna	Mang							
	Light for the World	Eva	Nittmann							
	Light for the World	Rupert	Roniger	■					■	
	Light for the World	Johannes	Trimmel		■					
	Member of the Austrian Parliament, Gruener Klub	Helene	Jarmer							
	OeAR	Christina	Meierschitz		■					
	ÖEGS barrierefrei	Stefan	Schauhuber						■	■
	OeVP Parlamentsklub	Franz-Joseph	Huainigg							
	OeZIV-Oesterreichischer Zivil-Invalidenverband	Stefan	Pauser							
	OeZIV-Oesterreichischer Zivil-Invalidenverband	Hedi	Schnitzer-Voget						■	
	OeZIV-Oesterreichischer Zivil-Invalidenverband	Doris	Becker-Mach-reich							■
	PlanSinn GmbH	Dlin Efa	Doringer						■	■
	Selbstbestimmt Leben Österreich	Bernadette	Feuerstein	■	■					
	Selbstbestimmt Leben Oberösterreich	Wolfgang	Glaser							
	Seraphisches Liebeswerk der Kapuziner	Kristin	Vavtar						■	
	SPÖ Korneuburg	Martin	Peterl						■	
	TU Wien - Institut für Verkehrswissenschaft	Günter	Emberger						■	
	TU-Wien	Gerhard	Neustaetter						■	
	University of Linz	Klaus	Miesenberger							
	VCÖ-Mobilitaet mit Zukunft	Bettina	Urbanek							
	VCÖ-Mobilitaet mit Zukunft	Willi	Nowak							
	Wien Work integr. Betriebe und AusbildungsgmbH	Andrea	Angermann						■	
	Wings for Life	Wolfgang	Illek							
	Wirtschaftsuniversitaet Wien, NPO Institut	Michael	Meyer							
	WU Wien, Institut für Transportwirtschaft und Logistik	Elmar W.M.	Fürst							■
	WU Wien, Institut für Transportwirtschaft und Logistik	Christian	Vogelauer							■
		Stefan	Mosböck						■	
Azerbaijan	The Society "For International Cooperation of Disabled People" of Azerbaijan					■				
	Society For International Cooperation of Disabled People	Davud	Rahimov							
	Union of Disabled People Organisation (UDPO)	Davud	Rehimli						■	■
Bahamas	Disabled Persons' Organization					■				
Bangladesh	Bangladeshi Systems Change Advocacy Network									
	Centre for Disability and Development	Nazmul	Bari							
	Centre for Disability and Development									
	Bangladeshi Systems Change Advocacy Network (B-SCAN) - DPI Associate					■				
	National Forum of Organizations Working with the Disabled (NFOWD)					■				
	National Resource Centre on Deafblindness									
	Sightsavers	Nusrat	Zerin							
	WaterAid Bangladesh	Shamim	Ahmed							
	WaterAid Bangladesh	Mahfuj-ur	Rahman						■	
Barbados	Barbados National Organization of the Disabled (BARNOD)					■				
Belgium	Christoffel Blind Mission	Catherine	Naughton							
	Convention of Scottish Local Authorities	Serafin	Pazos-Vidal							

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	Deutscher Caritasverband e.V.	Anne	Wagenfuhr							
	Digitaleurope	Damir	Filipovic							
	KVG - Katholieke Vereniging Gehandicapten vzw					■				
	EASPD	Irene	Bertana							
	EASPD	Katrijn	Dekoninck							
	EASPD	Sabrina	Ferraina							
	EASPD	Sonia	Staskowiak							
	EASPD	Luc	Zelderloo							
	ENIL Belgium					■				
	ENSA - Intro events	Katrien	Gelders						■	■
	ENSA - Knowledge centre social Europe	An	Rommel							
	European Commission	Pamela	Brumter-Coret							
	European Commission	Ramon	Sanmartin Sola							
	European Disability Forum	Javier	Guemes	■						
	European Federation of National Organisations	Liz	Gosme							
	European Foundation Centre	Maria	Orejas Chan-telot	■						
	European Parliament	Marian	Harkin						■	
	European Parliament	Rafal	Trzaskowski						■	
	European Union of the Deaf (EUD)	Mark	Wheatley							
	European Union of the Deaf (EUD)	Markku	Jokinen				■		■	
	European Vocational Training Association	Pauline	van den Bosch							
	European Women's Lobby	Pierrette	Pape							
	EVPA	Julia	Meuter							
	Flemish Agency for Persons with a Disability (VAPH)	Rudi	Kennes				■	■		
	Fundacion Academia Europea de Yuste	Miguel Ángel	Martín Ramos							
	Handicap International Belgium	Francoise	Weri							
	Inclusion Europe	Geert	Freyhoff							■
	Inclusion Europe	Petra	Letavayova						■	
	International Disability and Development Consortium	Julia	Wolhandler							
	International Disability and Development Consortium									
	KVG	Filip	Thieren						■	
	Regional Representative of the UN High Commissioner for HR	Paul	d'Auchamp							
	Republika Srpska Representation in Belgium	Mario	Djuragic							
	Social Economy Europe	Marcel J.G.	Smeets							
	Social Platform	Annica	Ryngbeck							
	Tourism Board of Flanders-Brussels	Pieter	Ghijsels						■	
	Westkans vzw	Tine	Missinne						■	
Belize	Belize Assembly for Persons with Diverse Abilities (BAPDA)					■				
Benin	Federation des Associations des Personnes Handicapees du Benin					■				
Bhutan	Disabled Person's Association of Bhutan - DPI Associate					■				
Bolivia	Confederación Boliviana de Personas con Discapacidad (COBOPDI)					■				
Bosnia Herzegovina	Informativni Centar za Osobe sa Invaliditetom "Lotos", Tuzla - DPI Associate					■				
	Informativni Centar za Osobe sa Invaliditetom "Lotos", Tuzla - DPI Associate					■				
Brazil	Ahimsa Aasoc. Educ.	Shirley	Rodrigues Maia						■	
	Barbosa & Dias Advogados Associados and Storto Reicher Advogados					■				
	Barbosa & Dias Advogados Associados and Storto Reicher Advogados	Joelson	Dias		■					
	Escola de Gente - Comunicação em Inclusão	Claudia	Werneck							■
	Mais Diferenças	Luis Henrique	da Silveira Mauch						■	■
	Rede Nossa São Paulo	Ariel	Kogan							
	RIOinclui - Obra Social da CIdade do Rio de Janeiro	Isabel Cristina	Pessôa Gimenes						■	■
	URBS - Urbanização de Curitiba S/A	Rodrigo	Binotto Grevetti				■		■	
	Worldwide initiative for Grantmakes support - WINGS	Helena	Monteiro							
Burkina Faso	FEBAH					■				
Burundi	Union des Personnes Handicapees du Burundi (UPHB)					■				
Cambodia	Cambodian Disabled People's Organization (CDPO)	Ngin	Saorath							
	Cambodian Disabled People's Organization (CDPO)					■				
Cameroon	Cameroon Disable Persons Association (CDPA) - DPI Associate					■				
Canada	AMI	Robert	Pearson						■	
	Canadian Association for Community Living					■				

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	CNIB	Diane	Bergeron					■		
	Global Alliance on Accessible Technologies and Environments (GAATES)	Aqeel	Qureshi						■	
	Global Alliance on Accessible Technologies and Environments (GAATES)	Marnie	Peters				■		■	■
	Global Alliance on Accessible Technologies and Environments (GAATES)	Bob	Topping					■		■
	OCAD University	Jutta	Treviranus					■		
	Ontario Ministry of Economic Development, Trade and Employment	Eric	Hoskins				■			
	Ontario Ministry of Economic Development, Trade and Employment	Ann	Hoy					■		
	Vice President of Programs, March of Dimes Canada	Jerry	Lucas					■		
Cape Verde	Associacao Caboverdana de Deficientes (ACD)					■				
Chile	ANDDI Chile	Paulina	Cavada						■	
	Corporacion CETRAM	Daniela	Albuquerque							■
	Corporacion CETRAM	Pedro	Chana						■	
	Asociación Nacional de Personas Discapacitadas (ANDI)					■				
	The Trust for the Americas	Pamela	Molina						■	
China	China Disabled Persons' Federation (CDPF)					■				
China - Hong Kong	ADAHK	Janet	Tam						■	■
	Labour and Welfare Bureau, Hong Kong City	Fanny	Cheung					■		
	Labour and Welfare Bureau, Hong Kong City	Stephen	Sui				■			
	Hong Kong Federation of Handicapped Youth	Kam-yuen Allen	Chan					■		
	Hong Kong Polytechnic University	Eric W.C.	Tam					■		
Colombia	Alcaldia de Medellin, Unidad de Discapacidad	Adriana	Suarez Vasquez				■			
	Centro Comercial Gran Estaciòn SIN LIMITES	Constanza	del Pilar Gonzalez Morato						■	■
	Corporación Discapacidad Colombia-Tecnoayudas	Gustavo Alberto	Hincapie Corrales						■	■
	Ministry of Technology, Information and Communications	Mauro Camilo	Mora Núñez					■		
	Red Iberoamericana de Accesibilidad (RIADIS)	Maria Eugenia	Anzola Tavera							
	Red Iberoamericana de Accesibilidad (RIADIS)	Sandra	Echeverri Duque							
	Red Iberoamericana de Accesibilidad (RIADIS)	Cesar	Arevalo			■				
Congo	Union Nationale des Handicapes du Congo (UNHACO)					■				
Cook Islands	Cook Islands National Disability Council (CINDC)					■				
Costa Rica	Disability Rights Fund DRF	Catalina	Devandas Aguilar							
	Instituto Interamericano sobre Discapacidad y Desarrollo Inclusivo	Luis Fernando	Astorga Gatjens							
Croatia	Croatian Union of Associations of Persons with Disabilities					■				
Czech Republic	Czech National Disability Council					■				
Denmark	Danske Handicaporganisationer	Stig	Langvad	■					■	■
	Design for All	Karin	Bendixen						■	
	Disabled People Organization DPOD					■				
	Vanførefonden (The Danish Disability Foundation)	Torben	Svanberg							
Domican Republic	Federación Nacional de Discapacitados Dominicanos (FENADID)					■				
Ecuador	RIADIS (Red Iberoamericana de Accesibilidad)	Ana	Fisher							
	Federación Nacional de Ecuatorianos con Discapacidad Física (FENEDIF)					■				
	RIADIS (Red Iberoamericana de Accesibilidad)	Alex	Camacho							
	Secretaría Técnica de Discapacidades (Setedis)					■				
Egypt	Arab Organization of Persons with Disabilities (AOPD) - Egyptian Union of organization of persons with disabilities					■				
	CEOSS Local Development Unit - DPI Associate					■				
	Seven Million Disabled - DPI Associate					■				
El Salvador	Asociación Cooperativa de Grupo Independiente Pro Rehabilitación (ACOGIPRI)					■				
	RIADIS; Fundación Red de Sobrevivientes y Personas con Discapacidad					■				
	NGO Händikäpp	Sven	Köllamets				■		■	
	Pane oma meeled proovile	Meelika	Siilsalu				■			
Estonia	Tallinn University of Technology	Kalle	Tammemäe							■
Ethiopia	Ethiopian Federation of People with Disabilities (FENAPD)					■				
	Ethiopian Center for Disability and Development (ECDD)	Yetnebersh	Nigussie							■
	Ethiopian Center for Disability and Development (ECDD)					■				
Finland	Abilis Foundation									
	ENSA - City of Helsinki	Pirjo	Poikonen							
	The National Institute for Health and Welfare (THL)					■				

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France	Artesens	Francoise	Reynette						■	■
	Centre de la Gabrielle	Francoise	Laurent							
	Centre de Promotion du Livre de Jeunesse 93	Sylvie	Vassalo							■
	Centre des Monuments Nationaux	Max	Bouvy							■
	Centre Francais de Fonds et Fondations					■				
	Centre Français des Fonds et Fondations	Suzanne	Gorge							
	Council of European Municipalities and Region	Sandra	Ceciarini							
	CRIDEV	Regis	Herbin						■	■
	Delta Process	Herve	Allart							■
	Delta Process	Virginie	Guerin						■	
	European Blind Union	Gary	May							■
	Fondation de France	Catherine	Agius							
	Fondation des Amis de l'Atelier	Viviane	Lorcery-Sekercioglu							■
	Fondation Les Amis de l'Atelier	Denis	Pelsy						■	
	Handicap International	Michael	Guy							
	IBM France	Veronique	Doux-Marot						■	■
	Kernix	Francois-Xavier	Bois						■	■
	Musée de la musique - Cité de la musique	Bénédicte	Capelle-Perceval						■	■
	Mutualité Fonction Publique Action Santé Social	Bernadette	GROSYEUX						■	
	OECD / International Transport Forum	Mary	Crass	■						
	OECD centre for Entrepreneurship	Antonella	Noya							
	Orange	Laurent	Depond						■	
	Orange	Francois Rene	Germain						■	
	Orange	Dominique	Nogent							■
	Saint-Etienne Métropole	Martine	Maras						■	
	SCOP Le Messageur	Samuel	Poulingue						■	■
	ENSA - Conseil Général du Val-deMarne	Martine	Conin							
	ENSA - Conseil Général du Val-deMarne	Julie	Mallegol							
Gambia	Gambia Federation of the Disabled (GFD)					■				
Georgia	Parsa									
Germany	Ashoka Deutschland GmbH	Laura	Haverkamp						■	
	Behörde für Arbeit, Soziales, Familie und Integration Hamburg (FHH)	Martin	Weber						■	
	Berlin Disability Union	André	Nowak		■			■		
	Bundesministerium fuer Arbeit und Soziales	André	Necke				■	■		
	Bundesministerium für Arbeit und Soziales	Christian	Papadopoulos						■	
	Bundesverband Selbsthilfe Körperbehinderter e.V.	Ulf-D.	Schwarz				■			
	C1 WPS GmbH	Guido	Gryczan							■
	Caritasverband fuer den Kreis Soest e.V.	Peter	Wawrik							■
	CBM Christoffel Blind Mission	Christiane	Noe							
	DBSV	Andreas	Bethke					■		
	Deutscher Behindertenrat	Klaus	Lachwitz							
	Deutscher Gehoerlosen-Bund e.V.	Rudi	Sailer						■	
	German Council for Selfdetermined Living					■				
	ENSA - Kreis Offenbach	Georg	Horcher							
	ERA Academy of European Law	Killian	O'Brien							
	Fortbildungsakademie der Wirtschaft gGmbH	Matthias	Gillmann							
	Forum Eine Mitte für Alle	Michael	Preuss						■	
	Forum Eine Mitte für Alle Hamburg	Karen	Haubenreisser							■
	Gehörlosenverband München und Umland e.V.	Anke	Hannig							■
	In der Gemeinde leben gGmbH	Thomas	Marczinzik							■
	Institut Mensch, Ethik und Wissenschaft gGmbH (IMEW)	Katrin	Grüber						■	
	Interessensgemeinschaft Handicap, Uni Bremen								■	
	Kombia GbR	Birgit	Nofftz							■
	Landesvereinigung Selbsthilfe Berlin e.V.	Beate	Hübner						■	
	Member of the German Parliament, Die Linken	Ilja	Seifert							
	Senatsverwaltung für Stadtentwicklung und Umwelt, City of Berlin	Gerd	Grenner				■	■	■	■
	Sozialhelden	Raul	Krauthausen							■
	Spass am Lesen Verlag	Barbara	Mounier							■
	Stiftung Lauenstein	Lieselotte	Schnell							
	Universität Dortmund	Christian	Bühler					■		

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	Verbavoice	Ursula	Hoermanns-dorfer							■
	Verbavoice	Michaela	Nachtrab							■
	Verbavoice	Silke	Weigele							■
	Zentralverband des Deutschen Handwerks e. V.,	Rolf	Papenfuss						■	■
		Udo	Lohreit							■
Ghana	Centre for Employment of PWD	Alexander	Tetteh						■	
	Ghana Federation of the Disabled (GFD)					■				
	Enlightening and empowering PWD	Sefakor Grateful-Miranda	Komabu-Pomeyie							
Greece	Margarita Special Vocational Training	Ioannis	Bistas						■	
	Margarita Special Vocational Training	Panayota	Markomihali							■
	Paraplegic's Association of Drama					■				
	Stavros Niarchos Foundation	Lenia	Vlavianou							
Grenada	Grenada National Council of the Disabled (GNCD)					■				
Guatemala	Christoffel Blind Mission	Rota	Gonna							
	Consultora IPILCO	Marco Aurelio	Colindres Estrada							
	Trickle Up	Jorge	Croy							
Guinea	Federation Guineenne pour la Promotion des Associations de et pour Personnes Handicapees (FEGUIPAH)					■				
Haiti	CBM - Christian Blind Mission	Benjamin	Dard							
	National Associative Network for the Integration of Disabled Persons (RANIPH)					■				
Honduras	Asociación Nacional de Discapacitados de Honduras (ANADISH)					■				
Hungary	Alko-Soft Bt.	Balint	Dvarieczki							■
	Bliss Foundation	Szofia	Kalman							■
	Blue Bird Foundation	Andrea	Meszaros							
	Foundation for equal rights					■				
	Hallatlan Stiftung	Pal	Bartos							■
	Hungarian Civil Liberties Union	Stefania	Kapronczay							
	Mental Disability Advocacy Center	Maglajlic	Reima Ana							■
	Mental Disability Advocacy Center	Gabor	Gombos							
	NESsT	Annamaria	Horvath						■	
	NESsT	Eva	Varga							
	Open Society Foundation	Susan	Treadwell							
	Salva Vita Alapitvany	Zsuzsanna	Csanyi							
Iceland	The Organisation of Disabled in Iceland					■				
India	BarrierBreak	Shilpi	Kapoor				■	■		
	CBM Christoffel Blind Mission	Sara	Varughese							
	Centre for Internet and Society	Nirmita	Narasimhan				■	■	■	■
	Disabled People's International (DPI)	Javed	Abidi	■	■			■		■
	DIT, Government of Maharashtra	Jitendra	Mandalia					■		
	AccessAbility					■				
	Mobility India MI	Albina	Shankar							
	National Inistitute of Universal Design	Shivani	Gupta				■		■	
	National University of Juridical Sciences	Shamnad	Basheer					■		
	Network of Persons with Disabilities Organisations	M.	Srinivasulu				■			
	Registrar of Copyrights	Shri G.R.	Raghavender					■		
	Samarthyam	Anjlee	Agarwal				■			
	Shishu Sarothi (Centre for Rehabilitation and Training for Multiple Disabilities)					■				
	Svayam	Sminu	Jindal							■
	Svayam	Abha	Negi						■	
	University College of Medical Sciences and GTB Hospital Delhi	Satendra	Singh				■			
	Wipro Infotech	Isaac	George						■	
Indonesia	CBR Development and Training Centre Solo	Sunarman	Sukamto				■	■	■	■
	Indonesian Disabled People Association					■				
	Mayor of Solo City	FX. Hady	Rudyatmo							
	Transportation, Information and Communication Dep. Solo City	Yosca Herman	Soedrajad					■		
Iran	Disability Association of Tavana					■				
	Iranian Disability Support Association									
Iraq	Arab Organization of Persons with Disabilities (AOPD) - Iraqi Gathering of persons with disabilities					■				
	Little People Association in Baghdad - DPI Associate					■				

Country	Organisation	First Name	Name	Scientific Advisory Board	Advisors	Questionnaire respondent	Innovative Policies - Nominator	Innovative Policies - Interviewee	Innovative Practices - Nominator	Innovative Practices - Nominee
Ireland	Atlantic Philanthropies	Brian	Kearney-Grieve							
	CBM Christoffel Blind Mission	Mary	Keogh		■					
	Centre for Disability Law and Policy					■				
	Centre for Excellence in Universal Design	Gerald	Craddock				■	■		
	Genio Trust	Madeleine	Clarke						■	■
	Industry Representative	Fiona	Hannon					■		
	Kanchi	Caroline	Casey							
	Manager Centre of Independent Living	Micheal	McCabe					■		
	Muscular Dystrophy Ireland	Barry	Buckley						■	■
	National Federation of Voluntary Bodies,	Alison	Harnett						■	■
	National University of Ireland Galway	Gerard	Quinn	■						
	National University of Ireland Galway	Breda	Casey							■
	National University of Ireland Galway	Eilionoir	Flynn						■	
	Oasam Foodstore Ltd	Catherine	Deasley							
	People with disabilities in Ireland Ltd	James	McClean						■	
	Plan Ireland	Aidan	Leavy							
	Special Olympics Ireland	Carol	Farrell							■
	Sports and Social Centre for People with Disabilities (Cairde Le Chéile)					■				
	Trinity College	Mark	Dyer					■		
Israel	Access Israel	Yoyval	Wagner					■		
	JDC-Israel / Israel Unlimited	Avital	Sandler-Loeff							■
	Legal Advisor Ministry of Justice	Bila	Berg					■		
	NOVA, Norwegian Social Research	Naomi	Schreuer				■	■		
Italy	AISM - Associazione Italiana Sclerosi Multipla	Marco	Pizzio						■	■
	Arch Mitzi Bollani	Mitzi	Bollani						■	■
	ASSOCIAZIONE ARTEPERTUTTI	Franca	Pregnolato						■	■
	Associazione Italiana Editori	Lorenzon	Alfieri							
	Centro Didattico IAO Miniestero Affari Ester Firenze	Pasqualino	Carpensano						■	
	Comune di Ferrara	Tiziano	Tagliani				■			
	Comune di Lucca, Ufficio Strade	Barbara	Martinelli						■	■
	Comune di Venezia	Monicaelisa	Bettin						■	■
	DisMappa: mappa di Verona accessibile	Nicoletta	Ferrari							■
	Domus Natura System SRL	Alessandro	Esegio						■	■
	EDISER SRL	Mussinelli	Cristina							■
	Edizioni Angolo Manzoni								■	
	ENOF - Toscana	Taddeo	Albanese							
	European Disability Forum EDF	Donata	Vivanti							
	Fondazione Banca del Monte di Lucca					■				
	Forum Italiano sulla Disabilita	Tommaso	Daniele						■	
	GESAC s.p.a.	Antonio	Pascale						■	■
	Istituto Nazionale per la Mobilità Autonoma dei Ciechi e Ipovedenti	Eugenio	Migliarini							■
	Lettura Agevolata Associazione Onlus	Lucia	Baracco						■	
	onlusgondole4all	Alessandro	Dalla Pietà						■	
	Osservatorio sulle Barriere Architettoniche di Fossano	Igor	Calcagno						■	
	Provincia di Lucca	Paolo	Benedetti						■	
	Regional Parliament	Virginia	Marci						■	
	San Marino 2000 s.c.r.l.	Annalisa	Ciavatta						■	■
	Società Letteraria di Verona	Daniela	Brunelli						■	
	Village for All	Roberto	Vitali						■	■
Ivory Coast	Fédération des Associations des Handicapés de Cote d'Ivoire (FAHCI)					■				
Jamaica	Combined Disabilities Association (CDA)					■				
Japan	Asia Disability Institute									
	Assistive Technology Deveopment Organization	Hiroshi	Kawamura							■
	Den-en Chofu University	Tomoko	Hikuma						■	
	Japan National Assembly of Disabled Peoples' International (DPI Japan)					■				
	ECOMO Foundation	Daisuke	Sawada							■
	Japanese Disability Forum	Osamu	Nagase							
	Ministry of Land, Infrastructure, Transport and Tourism	Norie	Suzuki					■		
	Nippon Foundation	Yasunobu	Ishii							
	Sekisui House	Kazuhiro	Teranishi					■		
	Shizuoka University of Art and Culture	Satoshi	Kose				■	■		
	Tokyo Advocacy Law Office	Yoshikazu	Ikehara (Suigura)		■					

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Jordan	Arab Foundation Forum	Luma	Hamdan							
	Arab Organization of Persons with Disabilities (AOPD) - Jordanian Coalition of persons with disabilities					■				
	Cross borders development consultancies /CRPD Member	Mohammed	Al-Tarawneh	■						
	High Council for People with Disabilities from Jordan - DPI Associate					■				
	Human Society for Rights of PWD - DPI Associate					■				
	Rights and Development Center - DPI Associate					■				
	King's Academy - Round Square	Rana	Matar						■	
	The National Center for Human Rights					■				
	Welfare Association	Atallah	Kuttab							
Kazakhstan	Almaty City Society of People with Disabilities AGOI	Ali	Amanbayev							
Kenya	Able Child Africa	Chris	James							
	African Rehabilitation Institute	Not known	Not Known							
	CBM Christoffel Blind Mission	Kirstin	Lee Bostelmann							
	Leonard Cheshire Disability East & N-Africa Regional Office	Jayne	Muema							
	United Disabled Persons of Kenya (UDPK)					■				
Kosovo	Disability Rights International DRI	Laurie	Ahern							
	Little People of Kosova	Hiljmnijeta	Apuk							
Kyrgyzstan	Association of Parents of Children with Disabilities (ARDI) - DPI Associate					■				
	OO Souz invalidov Issykkulskoi oblasti, RAVENSTVO	Gulmira	Kazakunova							
Laos	Laos Disabled People's Association (LDPA)					■				
Lebanon	Arab Organization of Persons with Disabilities (AOPD) - Lebanese Council of Disabled People (LCDP)					■				
	Arab Organization of Persons with Disabilities (AOPD) - Lebanese Council of Disabled People (LCDP)	Jahda Kamal	Abou Khalil							
	Arab Organization of Persons with Disabilities (AOPD) - Lebanese Council of Disabled People (LCDP)	Nawaf	Kabbara							
	Arc En Ciel - DPI Associate					■				
	Lebanese Down Syndrome Association - DPI Associate					■				
	Lebanese Physical Handicapped Union	Sylvana	Lakkis							
Lesotho	Lesotho National Federation of Organizations of the Disabled (LNFOD)					■				
Libya	Arab Organization of Persons with Disabilities (AOPD) - Musawa 2 project					■				
	All Together for Women with Disability - DPI Associate					■				
Luxembourg	INFO HANDICAP - Centre National D'information et de Rencontre du Handicap					■				
	Luxembourg National Disability Council	Silvio	Sagramola				■			
	National Disability Information and Meeting Center	Silvio	Sagramola				■		■	
Macedonia (FY-ROM)	Polio Plus – Movement Against Disability					■				
	Open the Windows	Vladimir	Lazovski							■
Madagascar	Plate Forme des Federations des Personnes Handicapees de Madagascar (PFPH/MAD)					■				
Malawi	Federation of Disability Organizations of Malawi (FEDOMA)					■				
Malaysia	Acting Mobility President	Anthony	Arokia					■		
	Kuala Lumpur City Hall Training Institute	Dalilah	Bee Abdullah				■	■		
	Urban and Building Design Department, Kuala Lumpur	Puan Sharifah Junidah	Syed Omar					■		
Mali	Fédération Malienne des Associations de Personnes Handicapées (FEMAPH)					■				
Mauritania	Fédération Mauritanienne des Associations Nationales des Personnes Handicapées (FEMANPH)					■				
Mauritius	Federation of Disabled Persons' Organizations Mauritius					■				
Mexico	CAI Piña Palmera AC	Flavia Ester	Anau						■	
	CAI Piña Palmera AC	Mariano	Enriquez							
	CAI Pina Palmera AC					■				
	Disability Rights International DRI	Sofía Galván	Puente							
	Confederación Mexicana de Limitados Físicos y Representante de Deficientes Mentales A.C.					■				
	Grupo educativo interdisciplinario	Irene	Torices Rodarte						■	
	Red Iberoamericana de Accesibilidad	Carlos Ignacio	Ramirez							
	RENAPRED	Klaudia	Gonzalez						■	
Moldova	Association of the Deaf of Republic Moldova									
	Centre of Legal Assistance for People with Disabilities - DPI Associate					■				
	Centre "Speranța"									
	Keystone Moldova	Ludmila	Malcoci, Ph.D.						■	

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Montenegro	Association of Youth with Disabilities of Montenegro	Velibor	Boskovic							■
	Association of Youth with Disabilities of Montenegro	Marina	Vujacic						■	
	Disability Rights Promotion International (DRPI)	Milenko	Vojičić							
Morocco	Morocco Forum "Disabilities and Rights" - DPI Associate					■				
Mozambique	Fórum das Associações Moçambicanas dos Deficientes (FAMOD) - DPI Member					■				
	Handicap International - Mozambique	Dirce	Nurmahomed							
Nepal	National Federation of the Disabled Nepal (NFDN) - DPI Member					■				
	National Federation of the Disabled Nepal (NFDN) - DPI Member	Raj Pokharel	Birendra							
Netherlands	De Nederlandse Stichting voor het Gehandicapte Kind	Ingrid	Tuinenburg							
	Maastricht University	Lisa	Waddington	■	■					
	ENSA - City of Rotterdam	Anthony	Polychronakis							
	Landelijke Cliëntenraad	Branko	Hagen						■	
	Mama Cash Women`s Fund	Esther	Lever							
New Zealand	Disabled Persons Assembly (New Zealand) Inc. - DPI Member					■				
Nicaragua	ADIFIM	Pedro	Romero Guerrero				■	■		
	Organización de Revolucionarios Discapacitados (ORD) - DPI Member					■				
	Secretaria del Concejo Municipal de Managua-Político	Reyna Juanita	Rueda					■		
Niger	Fédération Nigérienne des Personnes Handicapées (FNPH) - DPI Member					■				
Nigeria	CBM Christoffel Blind Mission	Sergio	Mainetti							
	Joint National Association of Person with Disabilities (JONAPWD) - DPI Member					■				
	Independent Living Programme for PWD	Idowu Grace	Foluke							■
	Independent Living Programme for PWD	Grace Foluke	Idowu							■
	JONAPWD	Eric	Ndubueze Ufom							
	Prosthese Disability Economic Empowerment Projects	James	Aireomiye Melchy Olamide							
Norway	Antidiscrimination and Equality Ombud	Eli	Knøsen					■		
	National Parliament	Karin	Andersen							
	Norwegian Social Research Institute	Rune	Halvorsen							
	Norwegian University of Science and Technology	Jan	Tøssebro		■					
	Scandic Hotels	Magnus	Berglund							■
	Stop Diskrimineeringen	Berit	Vegheim				■	■		
	The Civil Rights Foundation Stop Discrimination					■				
	Tingtun AS	Mikael	Snaprud				■			
	Universal Design 2012 Oslo	Haakon	Aspelund						■	
Oman	Oman Paralympic Committee - DPI Associate					■				
Pakistan	Civil Society Human and Institutional Development Programme (CHIP)					■				
	Disabled Peoples' International - Pakistan - DPI Member					■				
	Khuddar Pakistan	Ali	Shabbar							■
	Special Talent Exchange Program	Muhammad Atif	Sheikh						■	
Palestine	Arab Organization of Persons with Disabilities (AOPD) - Musawa 2 project					■				
	General Palestinian Union for People with Disabilities - DPI Associate					■				
Panama	Asociación Nacional de Personas con Discapacidad (ANPI) - DPI Member					■				
Papua New Guinea	PNG National Assembly of Disabled People (NADP) - DPI Member					■				
Peru	Deaf People's Foundation Peru	Susana	Stiglich Watson				■			
	Confederación Nacional de Discapacitados del Perú (CONFENADIP) - DPI Member					■				
	Fundación Caminando Utopías	Luis Miguel	del Aguila Umeres						■	
	Fundación Caminando Utopías	Luis Miguel	del Aguila Umeres				■			
	Fundación Personas Sordas del Perú					■				
	Municipalidad de Miraflores	Carlos Enrique	Contreras Ríos							■
	Vecina del Distrito de Miraflores	Susana	Stglich Watson						■	
Philippines	Christoffel Blind Mission	Rainer	Guetler							
	Commission on Human Rights of the Philipinnes					■				
	Life Haven, Inc. - DPI Associate					■				
	SM PRIME HOLDINGS, INC.	Bien C.	Mateo						■	
	SM PRIME HOLDINGS, INC.	Hans T.	Sy							
Poland	Forum Dostępnej Cyberprzestrzeni	Anna	Rozborska							■
	PFON (Polish Disability Forum)	Natalia	Bukowska						■	
	The "Visible" Foundation	Wojciech	Kulesza							■
Portugal	ColorADD	Miguel	Neiva						■	■

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	Polytechnic Institute of Leiria, Portugal	Josélia	Neves				■			
	ProAsolutions.pt	Pedro Daniel	Cunha Costa							■
	ProAsolutions.pt	Rafael	Montes Gomez						■	
	Instituto Nacional para a Reabilitação					■				
Qatar	ictQatar	Hira	Anwar					■		
	ictQatar	Ahmed	Hefnawy					■		
	Mada (Qatar Assistive Technologie Center)	David	Banes					■		■
	Psych. Sciences Department,Qatar University	Clayton	Keller					■		
Romania	Organizația Națională a Persoanelor cu Handicap din România - DPI Member					■				
Russia	Downside Up	Yulia	Kolesnichenko							■
	All-Russian Public Organization of Small and Medium Enterprises "OPORA Rossii" - DPI Associate					■				
Rwanda	National Union of Disabilities' Organizations of Rwanda (NUDOR) - DPI Member					■				
Samoa	Rainbow of Love, National Council of People with Disabilities in Samoa Nuanua o le Alofa (N.O.L.A) - DPI Member					■				
San Marino	San Marino 2000 s.c.r.l.	Mahena	Abbati						■	■
Saudi Arabia	Arab Organization of Persons with Disabilities (AOPD)					■				
	GAATES	Mukhtar	Al Shibani							
Senegal	Action Enfance Senegal	Gorgui	Diallo				■			
	Action Enfance Senegal					■				
	Ambassade d' Angleterre à Dakar	Ibrahima	Bob							
	Fédération Sénégalaise des Associations de Personnes Handicapées - DPI Member					■				
Serbia	District of Pirot	Goran	Stamenovic							
	Ecumenical Humanitarian Organisation	Tamara	Blagojevic							■
	Ministry of Labor, Employment and Social Policy	Vladimir	Pesic				■			
	National Organization for Persons with Disabilities Serbia					■				
	National Union of DPO' s of Serbia NOOIS					■				
	NOOIS	Damjan	Tatic	■						
	Disability Monitor Initiative	Zoltan	Mihok							
Seychelles	Rehabilitation International	Patricia	Rene							
Sierra Leone	Disability Awareness Action Group - DPI Member					■				
Singapore	Building and Construction Authority	Siam Imm	Goh							■
	Disabled People's Association (DPA) - DPI Member					■				
Slovakia	Alliance of Organizations of Disabled People Slovakia (AOZPO) - DPI Member					■				
Slovenia	YHD-Association for the Theory and Culture of Handicap - DPI Member					■				
Somalia	Horn of Africa Aid and Rehabilitation Action Network (HAARAN) - DPI Associate					■				
South Africa	Athena - Interactive Training Network (Pty) Ltd.	Susan	Dippenaar							■
	Athena - Interactive Training Network (Pty) Ltd.	Devon	Palanee						■	■
	Cape Mental Health	Carol	Bosch						■	■
	Cape Town Society for the Blind	Vincent	Daniels					■		
	Department of Home Affairs	Mkuseli	Apleni							
	Department of Women, Children and People with Disabilities	Lidia	Pretorius				■		■	
	Department of Home Affairs	Themba	Kgasi							
	Disability Solutions	Guy	Davies					■		
	Disabled People South Africa (DPSA) - DPI Member					■				
	Shonaquip Pty and Uhambo the Shonaquip foundation	Shona	McDonald							■
	South African Reserve Bank	Sandra	Brown							■
	Transport for Cape Town	Brett	Herron				■	■		
	Universal Design in Public Transport, National Ministry	Amanda	Gibberd					■		
	University of Pretoria	Christo	Venter					■		
South Korea	Disabled People's International Korea (DPIK) - DPI Member					■				
South Sudan	South Sudan National Network of Person with Disabilities (SSNNPW) - DPI Associate					■				
Spain	AMERSAM	Alfred	Blasi Escude							■
	Association of European Border Regions	Martín Guil-lermo	Ramírez							
	COCEMFE	Gonzalo	Arjona Jimenez							
	COCEMFE Tarragona	Olena	Bilozerova						■	
	Confederación ASPACE	Adres	Castello						■	■
	Confederación ASPACE	Cesar	Mauri							■
	Consejo General de Colegios Farmaceúticos	Maria	Valdemoros						■	
	CSR+D European Network Secretariat Project	Barbara	Mayoral							
	Design for all Foundation	Francesc	Aragall						■	

ANNEX: ZERO PROJECT NETWORK

Country	Organisation	First Name	Name	Scientific Advisory Board	Advisors	Questionnaire respondent	Innovative Policies - Nominator	Innovative Policies - Interviewee	Innovative Practices - Nominator	Innovative Practices - Nominee
	Design for All Foundation	Imma	Bonet							■
	Confederación Española de Personas con Discapacidad Física y Orgánica (COCEMFE) - DPI Member					■				
	Empresa Municipal de Transportes de Madrid	Enrique	Diego Bernardo							■
	ENSA - IVADIS	Maria	Sorzano							
	EUSE	Fernando	Bellver Silván				■			
	FAMMA-Cocemfe Madrid	Franciso Javier	Font Garcia						■	■
	Fundacion ONCE	Jesus	Hernandez-Galan		■			■	■	■
	Fundacion ONCE	Lourdes	Marquez de la Calleja							
	Fundacion ONCE	David	Zanoletty Garcia							■
	Fundación ONCE	Josefa	Alvarez Ilzarbe				■			
	Fundación ONCE	Carlos	Sánchez Martin				■			
	Fundacion ONCE / Europ. Cons. of Foundations for HR and Disability	Miguel Angel	Cabra de Luna	■	■					
	Fundacion ONCE/ Fundosa Accesibilidad, SA	Andres	Ursueguia						■	■
	Fundacion ONCE	Maria	Tussy							
	Fundosa Accesibilidad					■				
	Fundosa Technosite, S.A.	Roberto	Torena						■	■
	Fundosa Technosite, S.A.	Manuel	Ortega							■
	GVAM	José	Pajares							
	International Labour Organization	Stefan	Trömel	■	■					
	Ministry of Health of Catalonia	Toni	Dedeu							
	Polibienestar Research Institute - University of Valencia	Mireia	Ferri							
	Polibienestar Research Institute - University of Valencia	Jorge	Garces Ferrer							
	Redsys Servicios de Procesamiento	Begona	Pino						■	■
	Sociedad y Técnica, SOCYTEC, SL	José Antonio	Juncà Ubierna				■			
	Spanish Ministry of Health, Social Services and Equality	Laura	Diego Garcia				■			
	The Kitchen Game S.L.	Javier	Mairena García de la Torre							■
	Universidad Politécnica de Cataluña	Daniel	Guasch Murillo					■		
	Universitat de Valencia -POLIBIENESTAR	Estrella	Durá Ferrandis							■
	Universitat de Valencia -POLIBIENESTAR	Garcés Ferrer	Jordi							
		Merce	Luz Arque						■	
		Miguel Ángel	Muñoz Castro							
Sri Lanka	Wheels in Motion - DPI Associate					■				
	Neelan Tiruchelvam Trust	Jacqueline	Netto							
St. Kitts and Nevis	St. Kitts & Nevis Association of Persons with Disabilities (SKNAPD) - DPI Member					■				
St. Lucia	National Council of and for Persons with Disabilities (NCPD) - DPI Member					■				
St. Vincent a. t. Grenadines	National Society of Persons with Disabilities(NSPD) - DPI Member					■				
Sweden	Access Sweden									
	Cultural Heritage without Borders	Michelle	Taylor							■
	Cultural Heritage without Borders	Diana	Walters						■	■
	Dyslexiförbundet FMLS	Sven	Eklöf						■	
	Dyslexiförbundet FMLS	Eva	Hedberg							■
	ENIL	Jamie	Bolling							
	ENSA - Eskilstuna Municipality	Johan	Lindstrom							
	ENSA - Solna Municipality	Frida	Bergström							
	ENSA - Solna Municipality	Johanna	Carlsson							
	ENSA - Solna Municipality	Camilla	Milhorn							
	Handikappförbunden/Swedish Disability Federation					■				
	Independent Living Institute	Adolf	Ratzka	■						
	Municipality of Lund	Bengt	Person						■	■
	Neonova	Ingalill	Fahlström							
	Nordic School of Public Health	Kerstin	Kristensen						■	
	PO Skåne	Maths	Jesperson							
	Region Varmland	Viveca	Granberg							
	Swedish Agency for Disability Coordination	Rickard	Bracken							■
Switzerland	Zugang für alle (Access for all)	Anton	Bolfing						■	■
	Centre for Disability and Integration, University of St. Gallen	Miriam	Baumgaertner						■	

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	International Labour Organization	Barbara	Murray	■	■					
	International Telecommunication Union	Jose	Batanero	■						
	Office of the High Commissioner for Human Rights (OHCHR)	Jorge	Araya							
	Office of the High Commissioner for Human Rights (OHCHR)	Facundo	Chavez Penillas	■						
	Permanent Mission of Austria at the United Nations, Geneva	Johannes	Strasser							
Syria	Arab Organization of Persons with Disabilities (AOPD)					■				
	Cultural Forum for People with Special Needs in Syria - DPI Associate					■				
Tanzania	Comprehensive Community Based Rehabilitation in Tanzania (CCBRT)	Erwin	Telemans						■	
	Comprehensive Community Based Rehabilitation in Tanzania (CCBRT)	Clement	Ndahani							■
	Information Centre on Disability	Ditte Lauritzen	Mwakalukwa							
	Organization of Woman with Disabilities (JUWAUZA)					■				
	Tanzania Federation of Disabled People Organisation - DPI Member					■				
Thailand	Disabled People's International - Asia-Pacific Region (DPI/AP)	Saowalak	Thongkuay				■		■	■
	Disabled People's International - Asia-Pacific Region (DPI/AP)					■				
	National Human Rights Commission of Thailand					■				
	Thai Blind Association and Member of the CRPD	Monthian	Buntan	■						
Togo	CBM Christoffel Blind Mission	Michael	Kirumba							
	Federation Togolaise des Associations de Personnes Handicapees (FETAPH) - DPI Member					■				
Tunisia	Arab Organization of Persons with Disabilities (AOPD) - Musawa 2 project					■				
	Ahmad Karoud - DPI Associate					■				
	Tunisian Association for the Rights of Persons with Disabilities - DPI Member					■				
Turkey	Istanbul Metropolitan Municipality					■				
	TAV Istanbul	Kemal	Unlu						■	
	TAV Istanbul	Erhan	Ustundag							■
	TAV Istanbul	Emrah	Gurer							■
	TOHAD / GOZDER	Suleyman	Akbulut						■	■
	Turkcell Iletisim Hizmetleri A.S	Derya	Kokten						■	
	Turkcell Iletisim Hizmetleri A.S	Bengu	Zabitci							■
Turkmenistan	Overcoming - DPI Associate					■				
Uganda	Able Child Africa	Katy	Bodkin							
	Architect	Phyllis	Kwesiga					■		
	National Union of Disabled Persons of Uganda (NUDIPU) - DPI Member					■				
	Minister of State for Elderly and Disability Affairs	Sulaiman	K. Madada					■		
	National Union of Disabled Persons of Uganda	Rose	Achayo Obol							
	Uganda National Action on Physical Disability (UNAPD)	George William	Kiyingi				■	■		
	Uganda Society for Disabled Children	Dolorence	Were						■	■
Ukraine	National Assembly of Persons with Disabilities (NAPD) - DPI Member					■				
United Arab Emirates	Al Thiqah Club for Handicapped - DPI Associate					■				
United Kingdom	Access Design Solutions UK Ltd	Carol	Thomas						■	
	Adding to Life - Pluss	Rod	Burnett							
	Ann Frye Ltd	Ann	Frye	■						
	Association of Train Operating Companies	David	Sindall						■	
	Barclays Bank	Gary	Sennett						■	■
	Belfast Health and Social Care Trust.	Mary	O`Brien						■	
	Business Disability Forum	Susan	Scott-Parker	■	■					
	CBM Christoffel Blind Mission	Allen	Foster							
	Centre for Accessible Environments	Chan	Wai						■	
	Centre for Accessible Environments (CAE)	Alexandra	Smedley						■	■
	City Bridge Trust	Jenny	Field							■
	Disability Wales	Rhyan	Berrigan							
	United Kingdom's Disabled People's Council (UKDPC) - DPI Member					■				
	EASPD	Phil	Madden						■	
	European Dysmelia Reference Information Centre	Geoff	Adams-Spink				■			
	Former Director of Venues and Infrastructure London 2012,Trivandi	James	Bulley OBE					■		
	Global Fund for Children	Neha	Raval							
	Hft's person-centred approach to personalised technology	Steve	Barnard							■
	Inspired Services Publishing	Andrew	Holman							■
	International Human Rights Funders Network	Jo	Andrews							
	John Ellermann Foundation	Nicola	Pollock							
	Leonard Cheshire Disability	Mohammed	Imtiaz							
	Lloyds Banking Group	Graeme	Whippy							

ANNEX: ZERO PROJECT NETWORK

Country	Organisation	First Name	Name	Scientific Advisory Board	Advisors	Questionnaire respondent	Innovative Policies - Nominator	Innovative Policies - Interviewee	Innovative Practices - Nominator	Innovative Practices - Nominee
	London Organising Committee Olympic and Paralympic Games	Mark	Todd				■	■		
	Northern Ireland Mental Health and Deafness Service.	Martin	Creed							■
	RNIB	Kevin	Carey					■		
	Royal Mencap Society	Beverley	Dawkins							
	Royal National Institute of Blind People (RNIB)	Dan	Pescod				■	■		
	Royal National Institute of Blind People (RNIB)	Kerry	Tweed					■		
	Royal National Institute of Blind People (RNIB)					■				
	Sainsbury Family Charitable Trusts	Jo	Ecclestone							
	School of Law and Social Sciences (LSS)	Kalliopi	Chainoglou							
	University of Brighton	Suzanne	Conboy-Hill							■
	University of Leeds	Mark	Priestley							
	University of Leeds	Alan	Roulstone				■			
	University of Leeds / ANED	Anna	Lawson	■	■					
	University of Manchester/The Manchester Museum	Nick	Merriman						■	
	University of Manchester/The Manchester Museum	Samantha	Sportun							■
	University of Southampton	Wald	Mike						■	■
	VocalEyes	Judie	Dixey						■	■
	VocalEyes	Cassie	Herschel Shorland							■
Uruguay	Union Nacional de Ciegos del Uruguay					■				
USA	Access Exchange International	Tom	Rickert	■						
	AMAC Accessibility Solutions	Joy	Kniskern						■	
	AMAC Accessibility Solutions	Christopher	Lee							■
	ARCUS Foundation	Kerry	Ashforth							
	Ariadne, European Human Rights Funders Network	Lisa	Hashemi							
	Ashoka Global Venture & Fellowship Program	Elena	Correas						■	
	Burton Blatt Institute at Syracuse University	William N.	Myhill				■			
	CBM Christoffel Blind Mission	Karen	Heinicke-Motsch						■	
	Centre for Financial Inclusion at ACCION International	Joshua	Goldstein				■			
	Disability Funders Network	Kim	Hutchinson							
	Disability Rights Fund DRF	Paul	Deany							
	Disability Rights Fund DRF	Yolanda	Muñoz Gonzalez					■		
	Division of the State Architect	Dennis J.	Corelis				■			
	United States International Council on Disabilities (USICD) - DPI Member					■				
	EquallyAble Foundation	Mohammed	Yousuf						■	
	Global Initiative for Inclusive ICTs (G3ict)	Martin	Gould	■						
	Global Initiative for Inclusive ICTs (G3ict)	Axel	Leblois		■		■		■	
	Global Research Innovation and Technology	Tish	Scolnik							■
	GO! Mobility Solutions	Rick	Goldstein							
	Human Factors, Trace Research & Development Center	Gregg C	Vanderheiden					■		
	IFES International Foundation for Electoral Systems	Virginia	Atkinson						■	■
	Institute for Human Centered Design	Valerie	Fletcher						■	
	International Disability Alliance	Georgia	Dominik	■						
	International Human Rights Funders Network	Zara	Bohan							
	International Human Rights Funders Network	Mona	Chun							
	International Human Rights Funders Network	Christen	Dobson							
	Knowbility	Rush	Sharron							■
	Law Office of Lainey Feingold	Lainey	Feingold							
	MetaMovements Dance Company	Anara	Frank							
	Mobility International USA (MIUSA)	Susan	Dunn						■	■
	MOMA Museum of Modern Arts	Carrie	McGee							■
	MOMA Museum of Modern Arts	Francesca	Rosenberg						■	■
	National Council on Disability	Robin	Powell							
	National Council on Independent Living					■				
	Open Society Institute	Tirza	Leibovitz							
	Perkins International	Aubrey W	Webson							■
	Perkins School for the Blind	Anne	Hayes						■	
	Permanent Mission of Austria at the United Nations, New York	Julia	Thallinger							
	Permanent Mission of Austria at the United Nations, New York	Nadia	Kalb							
	President, Recreation Accessibility Consultants LLC	John N.	McGovern, J.D.					■		
	Rehabilitation International	Venus	Ilagan							
	Rehabilitation International	Iris	Reiss							
	Ruderman Foundation	Jay	Ruderman							

Country	Organisation	First Name	Name	Scientific Advisory Board	Advisors	Questionnaire respondent	Innovative Policies - Nominator	Innovative Policies - Interviewee	Innovative Practices - Nominator	Innovative Practices - Nominee
	Silent Rhythms Dance	Kerry	Thompson						■	
	The Texas Department of Licensing and Regulation	Robert L	Posey				■			
	The Trust for the Americas - Organization of American States	Pamela	Molina Toledo							■
	The Trust for the Americas - Organization of American States	Dario	Soto							■
	The Trust for the Americas - Organization of American States	David A.	Rojas Mejia				■	■		
	U.S. Access Board	David	Capozzi				■	■		
	United Nations Development Program	Karolina	Mzyk							
	United Nations Development Program	Marcos	Neto							
	United Nations Intern. Children's Emergency Fund	Rosangela	Berman-Bieler							
	University of Cornell	Susanne	Bruyere							
	University of Harvard	Michael Ashley	Stein							
	University of Massachusetts Boston	William	Kiernan							
	University of Texas at Austin	Christopher J.	Stanfill						■	
	University-Loyola Law School	Michael	Waterstone						■	
	Wellspring Advisors, LLC	Andrew	Park							
	Wellspring Advisors, LLC	Catherine	Townsend							
	World Bank	Alekzandra	Posarac							
	World Institute on Disability	Bruce	Curtis							
		Jayne	Cravens						■	
Uzbekistan	Improvement of Social Protection and Rehabilitation of Disabled People in Uzbekistan - DPI Associate					■				
	Uzbekistan Society of Disabled People - DPI Associate					■				
Venezuela	Confederación de Personas Sordas de Venezuela (CONSORVEN)					■				
	The Trust for the Americas	Silvina	Acosta						■	
Vietnam	CBM Christoffel Blind Mission									
	CBM Christoffel Blind Mission					■				
	CBM Christoffel Blind Mission	Silvana	Mehra							
	Malteser International	Dung	Mai							■
	Vietnam Rehabilitation Association	Trang	Trong Hai							
Yemen	Arab Association for Human Rights - DPI Associate					■				
Zambia	Zambia Federation of the Disabled (ZAFOD) - DPI Member					■				
Zimbabwe	Federation of Organisations of Disabled People in Zimbabwe (FODPEZ) - DPI Member					■				

ABOUT THE ZERO PROJECT – FOR A WORLD WITHOUT BARRIERS

The Zero Project, officially launched in 2011 by the Essl Foundation, advocates the rights of persons with disabilities internationally. With its global outreach, the Zero Project monitors the national implementation of the UN Convention on the Rights of Persons with Disabilities and highlights both innovative practices and policies. The project is organised in partnership with the World Future Council (since 2011) as well as the European Foundation Center (since 2013). www.zeroproject.org

ABOUT THE ESSL FOUNDATION

The mission of the Essl Foundation is to support persons with disabilities as well as social innovation and social entrepreneurship. It was founded in 2007 by Martin and Gerda Essl, an Austrian entrepreneurial family (bauMax company Group).
www.esslfoundation.org

ABOUT THE WORLD FUTURE COUNCIL

The World Future Council consists of 50 eminent global change-makers from governments, parliaments, civil society, academia, the arts and business. We work to pass on a healthy planet and just societies to our children and grandchildren with a focus on identifying and spreading effective, future-just policy solutions. The World Future Council was launched in 2007 by Jakob von Uexkull, Founder of the 'Alternative Nobel Prize'. It operates as an independent foundation under German law and finances its activities from donations. www.worldfuturecouncil.org

ABOUT THE EUROPEAN FOUNDATION CENTRE

The EFC, founded in 1989, is an international membership association representing public-benefit foundations and corporate funders active in philanthropy in Europe and beyond. Through its European Consortium of Foundations on Human Rights and Disabilities, the EFC ensures a distinctive contribution from the foundation sector in promoting the ratification and implementation of the UN Convention on the Rights of People with Disabilities. www.efc.be

Join the Zero Project Network!

ZERO PROJECT WEBSITE

www.zeroproject.org; includes all Innovative Practices and Policies from 2014 and previous years, to be searched in an online database. Also world maps of all Social Indicators that can be fully searched and analyzed.

ZERO PROJECT CONFERENCE

annual conference in Vienna; 2014: February 27 and February 28 in the United Nations Headquarters of Vienna, Austria

ZERO PROJECT ON FACEBOOK

https://www.facebook.com/zeroproject.org?ref=hl

ZERO PROJECT ON TWITTER

https://twitter.com/zeroprojectorg

ZERO PROJECT ON YOUTUBE

www.youtube.com/user/Zeroprojectorg

JOIN THE ZERO PROJECT NETWORK!

In 2014 the Zero Project was supported by more than 800 experts worldwide, by nominating and evaluating Innovative Practices and Innovative Policies, by answering questionnaires on the implementation of the UN Convention on the Rights of Persons with Disabilities, by partnering in conferences and presentations or by giving us their unvaluable support in developing the Zero Project. Want to join the network as well? Simply get in touch at office@zeroproject.org

EXPERT ON THE UN CRPD IN YOUR COUNTRY?

You are an expert on disability issues in your country and you want to answer the questionnaire on the implementation of the Zero Project in your country? Simply register at http://zeroproject.org/indicator-type/convention/ and you can start immediately.

INVITE US TO CONFERENCES!

The aim of the Zero Project is to promote its Innovative Policies and Innovative Practices. The Zero Project Team is happy to take part in conferences or even to co-organize events worldwide.

SUGGEST PROJECTS AND POLICIES!

For those who know about projects, organisations or policies that have a potential to become Innovative Practice or Innovative Policy of the Zero Project (and of course also those who run them), feel from to send us suggestions any time to office@zeroproject.org

OTHER IDEAS?

You have another idea for joint activities together with the Zero Project? Simply write an email to office@zeroproject.org