



Sustainable Development: The Promise of Technology

Accessible Technologies for Persons with Disabilities: Crossing the digital divide.

The ITU-G3ict Model ICT Accessibility Policy Report

DSPD/DESA Panel Discussion

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10:00-13:00

Conference Room 8, CB

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Introduction

- **How to transpose CRPD into ICT Policy and Law?**
- **Examples from ICT Accessibility Policy Modules**
 - ICT Accessibility Legal, Policy and Regulatory Framework
 - Model ICT Accessibility Framework on Public Access
 - Model Mobile Communications Accessibility Policy Framework
 - Model Television/Video Programming Accessibility Policy Framework



Transposing UNCRDP into ICT Policy and Law

- States Parties have ICT policies, legislation and regulations
- These key legal instruments must be updated to achieve the goal of promoting ICT accessibility
- States Parties Disability laws also have to be updated to promote ICT accessibility
- Updating States Parties Public Procurement laws may be one of the most effective ways to ensure the availability of accessible ICTs

Overview of Modules

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Module 1 Legal, Policy, Regulatory – Framework

- Options for regulation
 - License Conditions/ Authorizations
 - Regulations
 - Voluntary Measures – self/co -regulation
- Universal access and service (“UAS”) framework
 - Current frameworks focus on two key goals: availability of ICT networks and affordability of ICT services
 - Need to add a third goal – ICT accessibility



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Legal, Policy, Regulatory - Context

- **Definitions** – Review of definitions in existing ICT/electronic communications law
 - Add a definition of “persons with disabilities” in basic ICT law
 - Revise “ICT users” definition to includes PwD
 - Revise “underserved communities” definition to include PwD
 - Expand “universal access” and “universal service” definitions to also include ICT accessibility for persons with disabilities
- Public consultation with persons with disabilities and other stakeholders
- Consumer protection
- Emergency services
- Reporting requirements
- Changes to disability legislation/ disability rights law



Overview of Modules

Mobile Phone Accessibility

Availability

- provide customers a range of accessible products, services and devices meeting the requirements of various types of disabilities

Affordability

- offer special and/or discounted rates and plans for users with disabilities – i.e. text only plans for the deaf

Awareness

- train staff on accessible products and services and serving customers with disabilities

Emergency Communications

- ensure PwD can communicate by text & video relay and call centres are made aware caller has a disability

Practical Tools:

Model Mobile
Accessibility Policy

Model Code of Conduct
(for mobile industry)

Model Regulations
(for regulators)

Overview of Modules

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TV / Video Programming



- Broadcasters to deliver closed captioning, audio description, audio subtitles and signing
- Content creators are responsible for creating the content for these services and delivering the content along with the programming to the licensed service provider
- Sets targets for type of broadcasts to be made accessible and establish quality of service standards for access services
- Calls for awareness raising to users are aware that accessible broadcasting services exist
- Electronic Programming Guide (EPG) – e.g. symbols to denote accessibility – closed captions (CC), signing (SL) and audio description (AD).



Overview of Modules

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ICT Accessibility Framework on Public Access

Hardware

- Accessible payphones and telecentres for persons with sensory and physical impairments
- Large-print and/or Braille signage
- Alternate mice and/or keyboard (e.g., a trackball, joystick, mini-keyboard, one-handed keyboard)?

Software and websites

- Screen readers
- Website for telecentre adheres to accessibility guidelines or standards

Inclusion

- Persons with disabilities are included in planning and evaluating public access facility products and services

Staff training

- Staff members are familiar with the availability and use of accessible ICT features, assistive technology and alternate document formats, receive training on serving persons with disabilities and on use of ICTs by persons with disabilities



Conclusion

- Important to use appropriate legal, regulatory and policy tools to implement ICT Accessibility commitments and intentions
- Collaboration between all stakeholders must be encouraged
- Consultation is key to ensuring practical and relevant implementation
- On-going reporting and review is an important component of effective policy

Thank you for your attention!

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- For more information:
<http://www.itu.int/en/ITU-D/Digital-Inclusion/Persons-with-Disabilities/Pages/Persons-with-Disabilities.aspx>



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