



Picture by Simon de Trey-White

E

Develop policies to make education and employment fully accessible

Having access to proper education is vital for any citizen who wants to develop their full potential. It is also critical for access to the job market. Disabled people and their employers should not be disadvantaged because of the extra costs associated with meeting special needs. Governments must prioritise full, equivalent access to all levels of education and to the job market.

F

Engage with all stakeholders

Working with disabled and older people and their representative organisations, as well as with business and industry, is essential to defining the right policies, finding the real barriers and bringing about real change. Dialogue and partnership are the key to effective policies.

G

Legislate where necessary

In general, governments should not hamper free markets. But they must be willing to create legislation and regulation where needed to achieve full equality.

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Disabled people and ICT

Top tips for Government



SCIENTIFIC GENERICS



Changing the world for deaf and hard of hearing people

eInclusion Charter

Disabled and older people should have the same rights to participate in the Information Society as other citizens. Information and communication technology (ICT) such as personal computers, mobile phones and interactive TV should be tools that help overcome barriers they face in education, the workplace and social life.

Industry will:

1. Use inclusive design principles to create offerings that will be usable by disabled and older people.
2. Be creative in reaching out beyond their traditional customer base so that ICT equipment and services are available and affordable for disabled and older people.
3. Ensure that customer-facing staff are aware of, and signpost to, ICT solutions that meet the needs of disabled and older people.

Government will:

1. Take the lead in using ICT to deliver services to disabled and older people in order to improve their quality of life.
2. Make available the ICT tools, information and services that disabled and older people need to access education and employment.
3. Provide an appropriately structured funding framework for delivering digital inclusion to disabled and older people.

Voluntary sector will:

1. Identify and prioritise the requirements and challenges of eInclusion.
2. Raise awareness about the barriers that disabled and older people face and identify the potential of technology to overcome these barriers.
3. Work together with industry and government to provide insight and training for disabled and older people.

We call on industry, government and the voluntary sector to recognise their responsibilities and collaborate in achieving these goals.

Top tips for Government

A

Aspire to the highest accessibility standards for eGovernment services

Local and national government can influence the rest of society significantly by setting an example. eGovernment service should strive to be fully accessible and usable. This applies to both public services as well as internal intranets.

B

Use government procurement to pursue inclusion

As the US experience with Section 508 shows, procurement policies that require suppliers to meet minimal standards of accessibility can make a real difference in the market place. No government organisation should purchase services and products that do not meet basic standards.

C

Make inclusion an underlying, integrated theme across policy domains

Inclusion should be a horizontal theme cutting across departmental boundaries. It is not just a domain for one government department. All aspects of policy development and government should be informed and driven by a strategic inclusion objective.

D

Create a funding framework to cover specialised needs

Some very specific needs for small user groups (deafblind people, BSL users, ...) cannot be met by free market mechanisms. Governments should accept that reality and see to it that suitable funding frameworks are being developed so that these individuals are not further disenfranchised by lack of access to suitable supporting technology and services.



Picture by Crispin Hughes