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Introducing ICT Accessibility in Regulatory Policy & Frameworks

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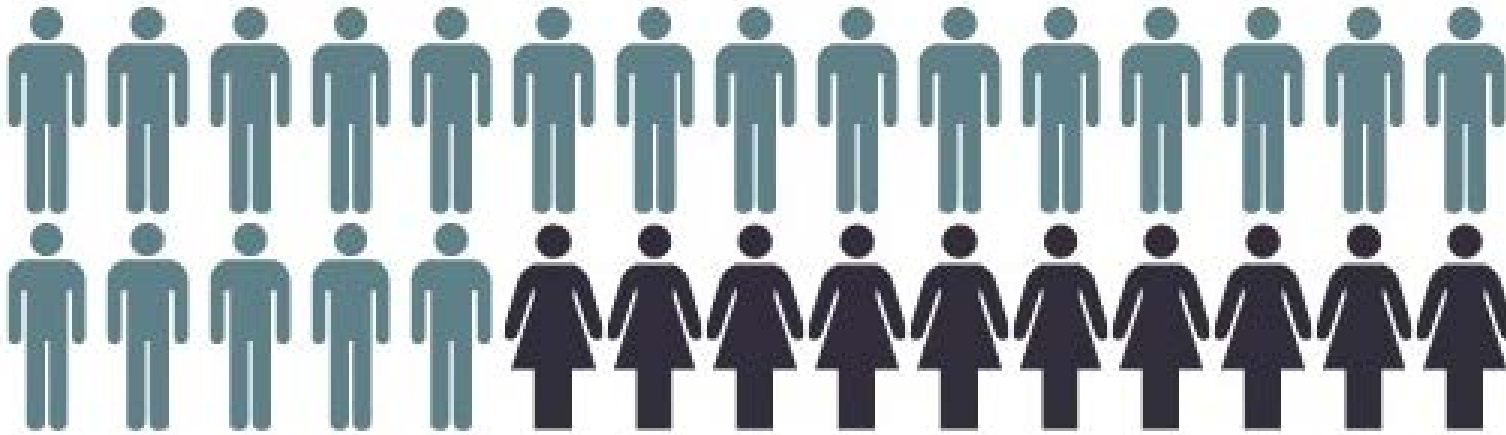**Digital Inclusion**

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digital access for all
نفاذ رقمي للجميع

The Challenge
From Digital Perspective

People with disabilities continue to face difficulties in accessing digital platforms because they are designed in an inaccessible manner.

Khaled
Blind

Maryam
Deaf

Salem
Physical Disability

Mohammed
Elderly with low vision

Noora
Autistic child

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Why does ICT accessibility remain unaddressed?

❑ Digital Accessibility perceived as "optional" or not a priority by many individuals.

❑ Lack of Awareness amongst the public on the benefits it brings to people with disability.

❑ The absence of binding policies or objectives related to ICT accessibility.

Current Policy initiatives related to ICT Accessibility

❑ Qatar National ICT Accessibility Policy

❑ Government website and e-services framework by MOTC.

❑ Mobile Apps framework by MOTC.

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The importance of incorporating Digital Accessibility in organizational policies?

❑ To achieve the objectives outlined in The UN Convention on the Rights of Persons with Disabilities (UNCRPD).

❑ To promote the three pillars of sustainable development – economic development, social integration and environmental protection.
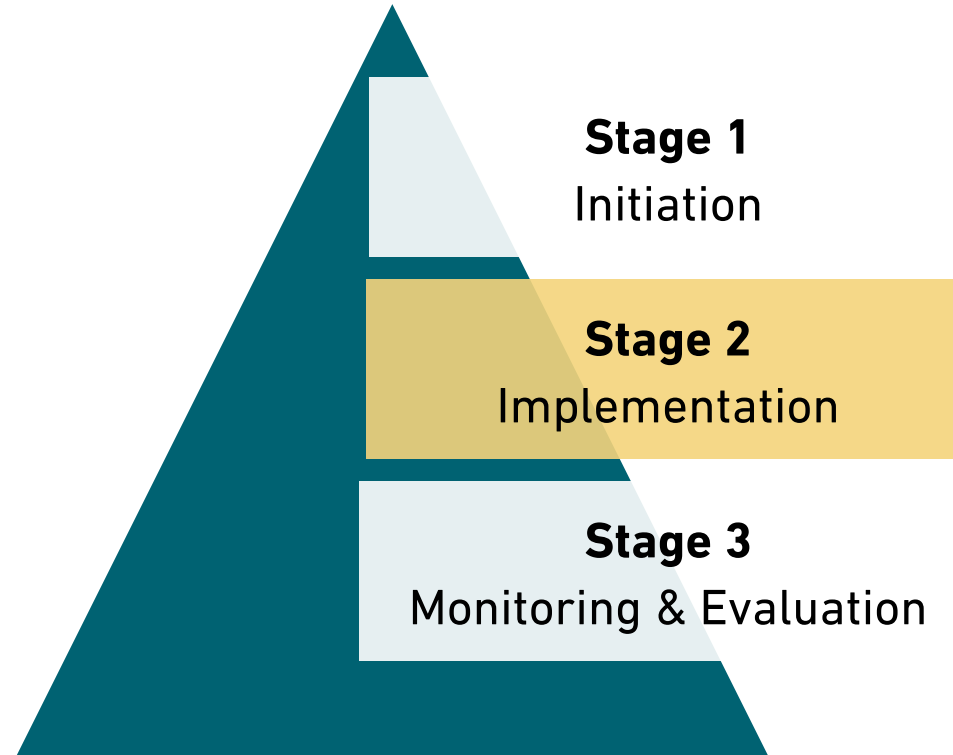
ACCESSIBILITY AND INCLUSION FOR ALL

Policy Development Stages

Stage 1
Initiation

Stage 2
Implementation

Stage 3
Monitoring & Evaluation

Stage 1
Initiation

❑ Identifying the issue.

❑ Revising & Analyzing existing policies (Gaps / Areas for improvement).

❑ Engaging & Consulting relevant Stakeholders.

❑ Engaging & Consulting Persons with disabilities and the Elderly.

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Stage 2
Formulation

❑ Drafting the policy based on legislative requirements and best practice guidelines.

❑ Adding and revising key definitions:

  ✓ **ICT Accessibility**

  ✓ **Assistive Technology**

  ✓ **Universal Design**

❑ Legal and regulatory review.

❑ Final approval.

ICT Accessibility

"A measure of the extent to which a product or service can be used by a person with a disability as effectively as it can be used by a person without that disability for purposes of accessing or using ICT related products, content or services."

Assistive Technology

 "Any information and Communications technology, product, device, equipment and related service used to maintain, increase or improve the functional capabilities of individuals with special needs or disabilities".

Universal Design

"The design of products, environments, programmes and services to be usable by all people to the greatest extent possible, without the need for adaptation or specialized design."

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Stage 3
Monitoring & Evaluation

❑ Conduct Periodic reviews and assessments.

❑ Conduct Quarterly performance reports to report

 the progress of implementation.

❑ Receive feedback from people with disability.

Key Policy Areas

Accessible Web & Mobile Applications

❑ Address the barriers to accessible web and mobile applications.

❑ Raise awareness amongst web developers on the importance of accessible web and mobile applications.

❑ Ensure the application of international ICT accessibility standards when designing web and mobile apps.

Accessible Media & broadcasting services

❑ Address the barriers to fully accessible Media & broadcasting services.

❑ Raise awareness amongst service providers on the importance of accessible mobile communications.

❑ Encourage the integration of accessibility features into media and broadcasting services.

Accessible Telecommunication

❑ Ensure availability of accessible handsets and mobile devices with accessibility

features.

❑ Ensure provision of accessible emergency services for persons with disabilities.

❑ Promote affordability of accessible mobile devices and services.

Accessible Procurement

❑ Ensure that any new software or hardware deployed will meet accessibility standards to ensure accessibility and usability by PWDs.

❑ Raise awareness within the organization on the importance of accessible procurement.

❑ Encourage industry competition to design, develop and provide more accessible and usable ICT solutions and services.

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