

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

# **ZERO PROJECT REPORT 2014 AT A GLANCE**

**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.

Authors of the Zero Project Report: Michael Fembek, Ingrid Heindorf, Carmen Arroyo de Sande, Silvia Balmas, Amelie Saupe, Axel Leblois

Copyright: Essl Foundation, January 2014. All rights reserved.

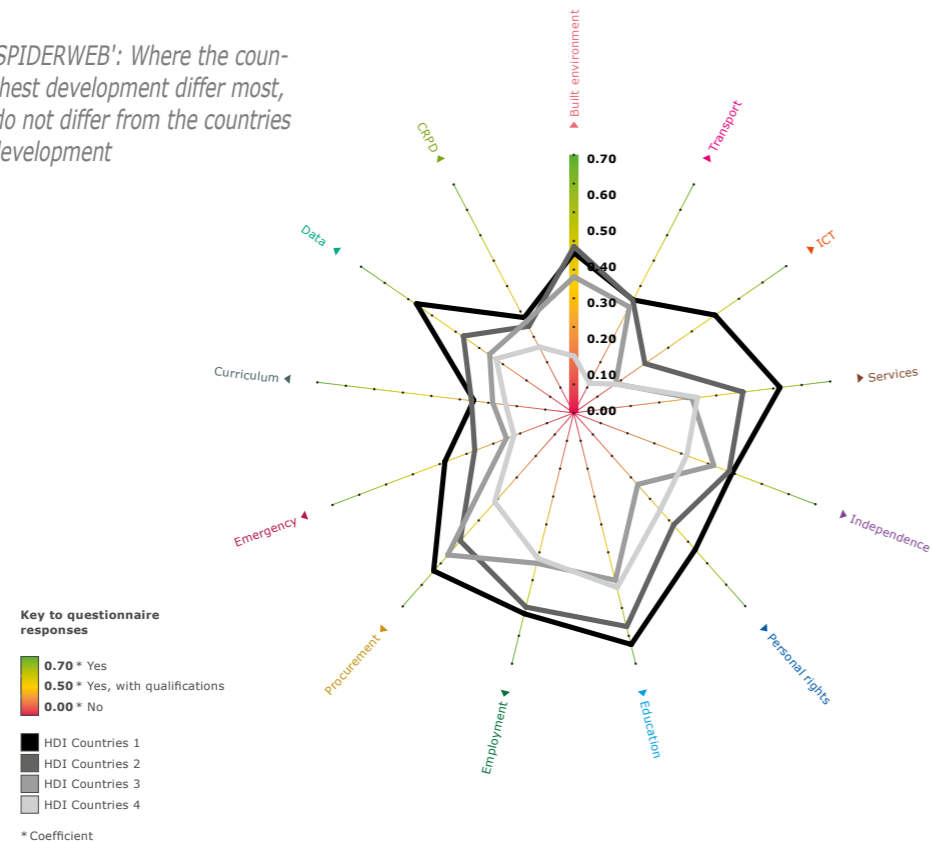
Published 2014. Printed in Austria.

For more information on the report and further analysis of the Zero Project, visit [www.zeroproject.org](http://www.zeroproject.org)

For inquiries, email: [office@zeroproject.org](mailto:office@zeroproject.org)

# 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.

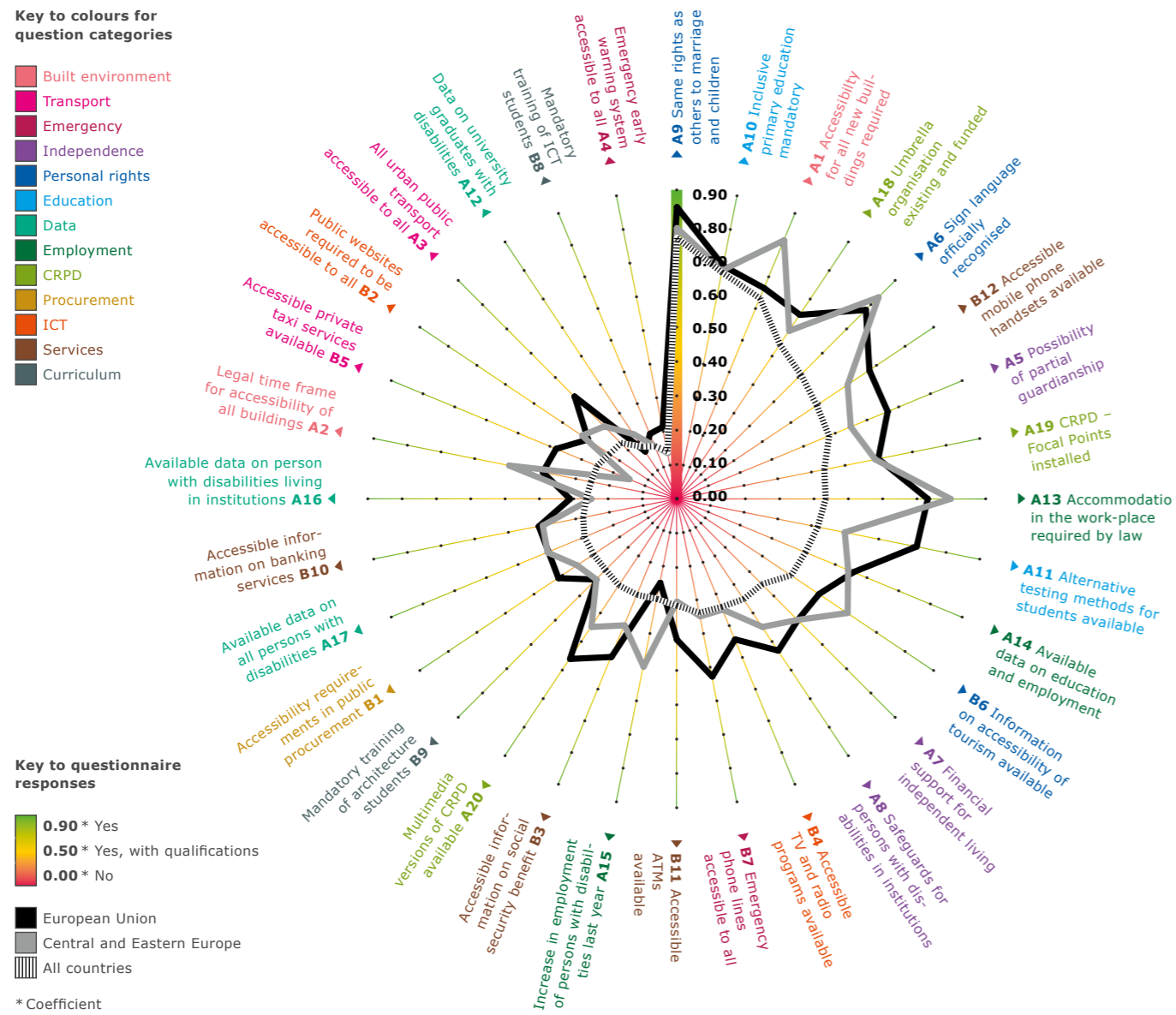


Accessible door-to-door services are present in many developed countries. In several parts of the world, however, they are not.

## 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 possibilities 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 respondents 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 modifying 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 countries 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 prerequisite 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 possible 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 Policies 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.

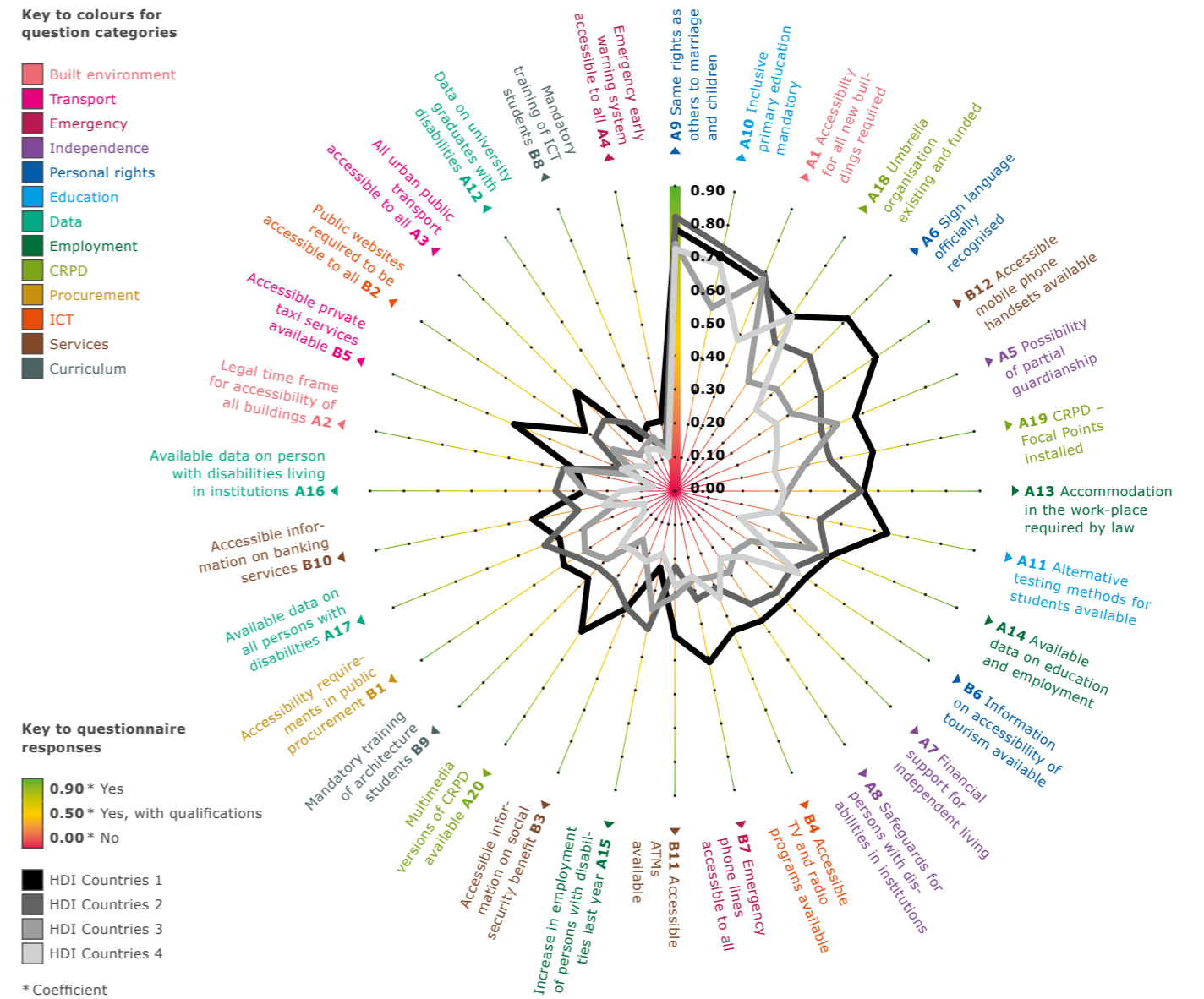
The Zero Project communicates through its website, Facebook, Youtube and Twitter, participation at international conferences and many more channels.



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

No.	Question asked	Focus	ANALYSIS OF ALL 132 COUNTRIES				HDI COUNTRIES				
			'Yes'	'y/wQ'	'No'	N/A	1	2	3	4	
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

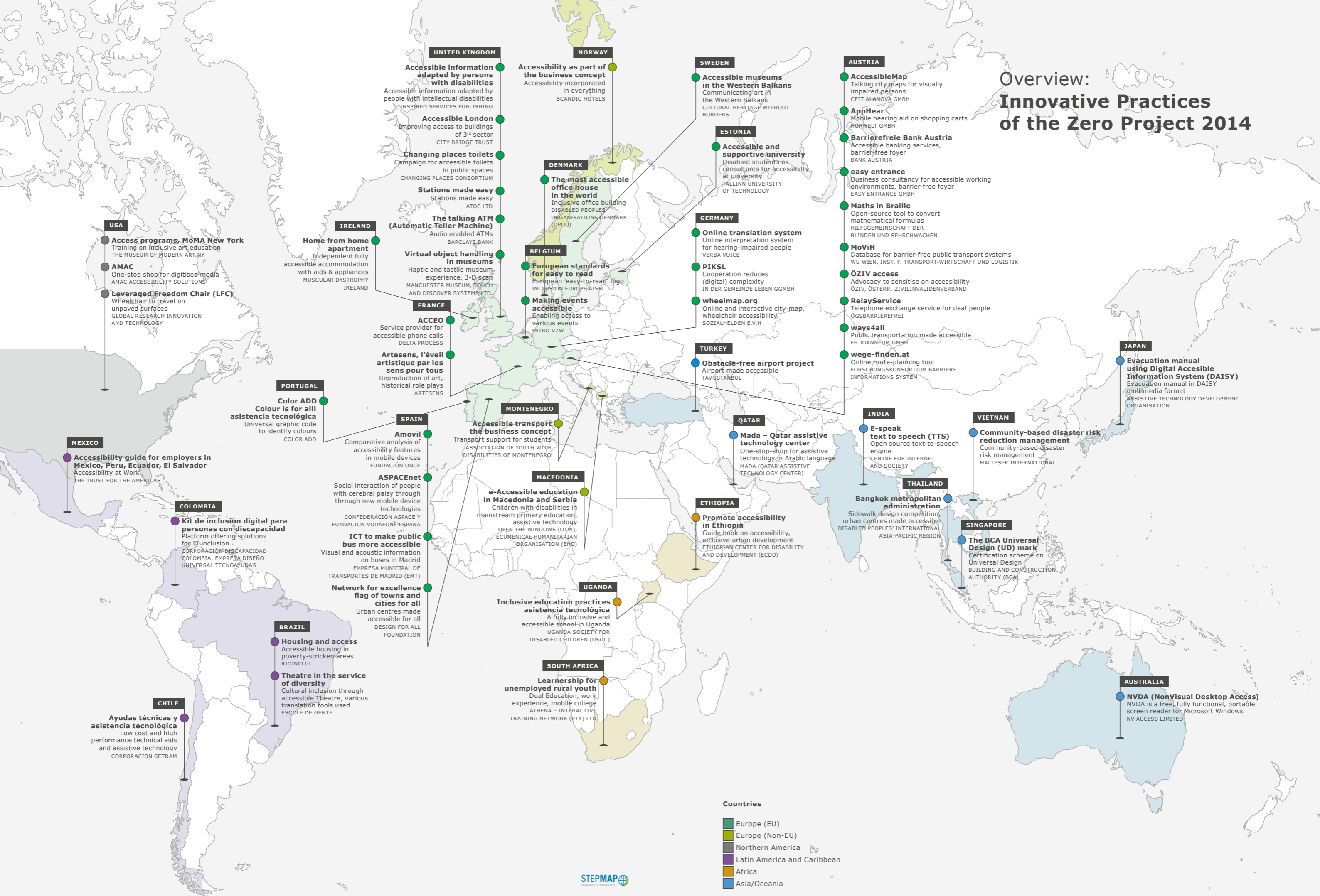


Innovative Practice 2014 from Ethiopia: the guidebook on accessibility is a very useful tool in a low-income context; guidebooks in general are highly efficient tools to support accessibility



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

# Overview: Innovative Practices of the Zero Project 2014



**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

**IRELAND**

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

**PORTUGAL**

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

**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  
RIOINCLUSI
- 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

**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 3<sup>rd</sup> 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

**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

**SPAIN**

- Amovil**  
Comparative analysis of accessibility features in mobile devices  
FUNDACION ONCE
- ASPACenet**  
Social interaction of people with cerebral palsy through new mobile device technologies  
CONFEDERACIÓN ASPACE Y FUNDACION VODAFONE ESPAÑA
- 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

**NORWAY**

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

**DENMARK**

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

**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

**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)

**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

**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

**GERMANY**

- Online translation system**  
Online interpretation system for hearing-impaired people  
VERBA VOICE
- PIKSL**  
Cooperation reduces (digital) complexity  
IN DER GEMEINDE LEBEN GMBH
- wheelmap.org**  
Online and interactive city-map, wheelchair accessibility  
SOZIALHELDEN E.V.H

**TURKEY**

- Obstacle-free airport project**  
Airport made accessible  
TAV ISTANBUL

**QATAR**

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

**ETHIOPIA**

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

**AUSTRIA**

- AccessibleMap**  
Talking city maps for visually impaired persons  
CEIT ALANOVA GMBH
- AppHear**  
Mobile hearing aid on shopping carts  
HÖRWEIT 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  
OGSBARRIEREFREI
- ways4all**  
Public transportation made accessible  
FH JOANNEUM GMBH
- wege-finden.at**  
Online route-planning tool  
FORSCHUNGSKONSORTIUM BARRIERE INFORMATIONEN SYSTEM

**INDIA**

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

**THAILAND**

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

**VIETNAM**

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

**SINGAPORE**

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

**JAPAN**

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

**AUSTRALIA**

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

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



## 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: RIOincludi (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 accessible. Examples: "Most accessible office building in the world" (Denmark), Airport Istanbul, intro vzw (Belgium).

#### ABOUT INNOVATIVE PRACTICES

- Innovative Practices are exemplary 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 approach 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	RIOincludi	Brazil	Accessible housing in poverty stricken 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 accessibility 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	SCOPE LE MESSAGEUR	France	Simultaneous transcription in Braille and other languages, on-site and remote
Artesens, l'éveil artistique par les sens pour tous	ARTESSENS	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 Apartment	Muscular Dystrophy Ireland	Ireland	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.

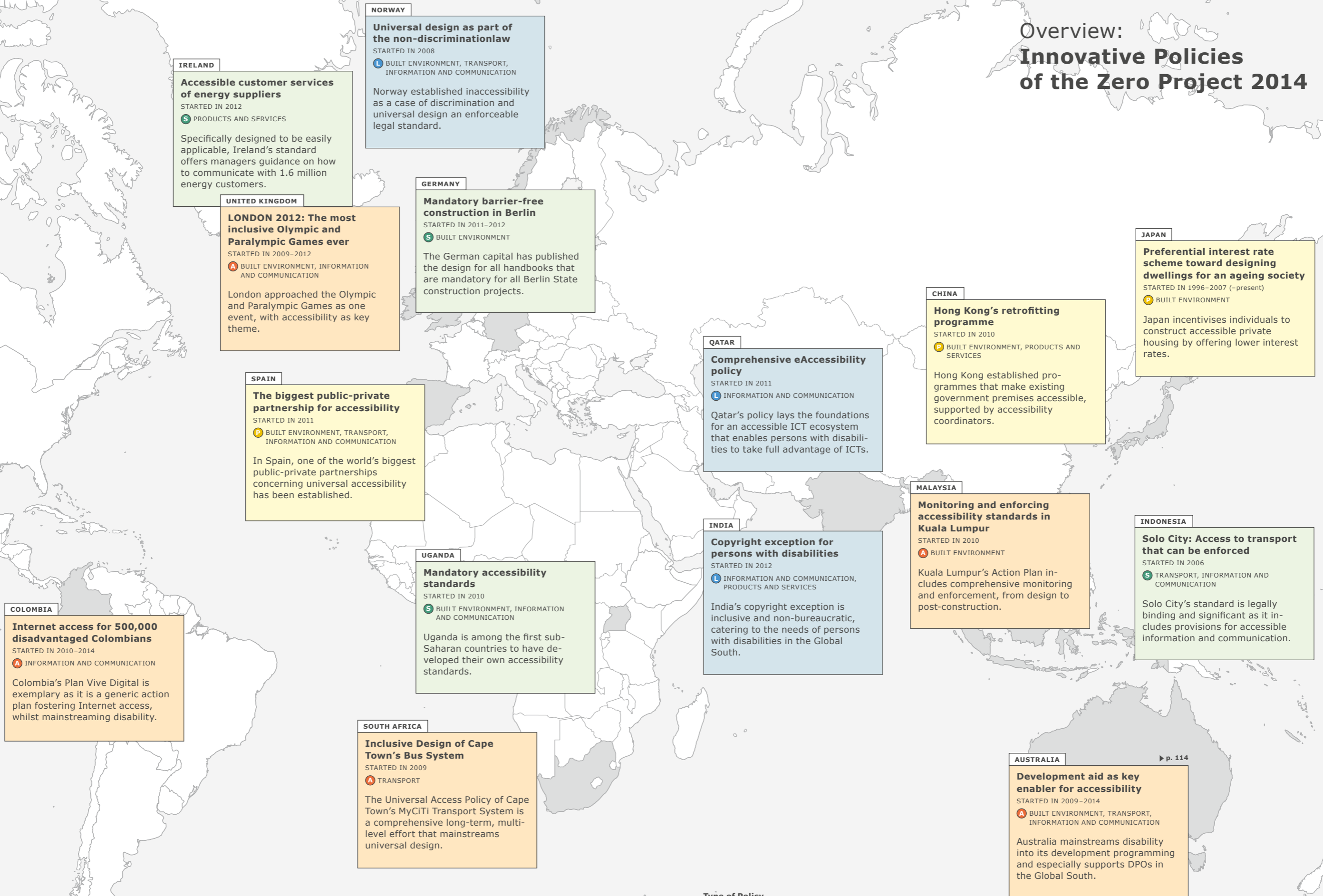
#### ABOUT INNOVATIVE POLICIES

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 EUROCTITIES' 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 IMERSO 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



**Type of Policy**

- A Action Plan
- L Law
- P Programme
- S Standard



# Join the Zero Project Network!

## ZERO PROJECT WEBSITE

[www.zeroproject.org](http://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 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](http://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](mailto: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.

---

## 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](http://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](http://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](http://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](http://www.efc.be)