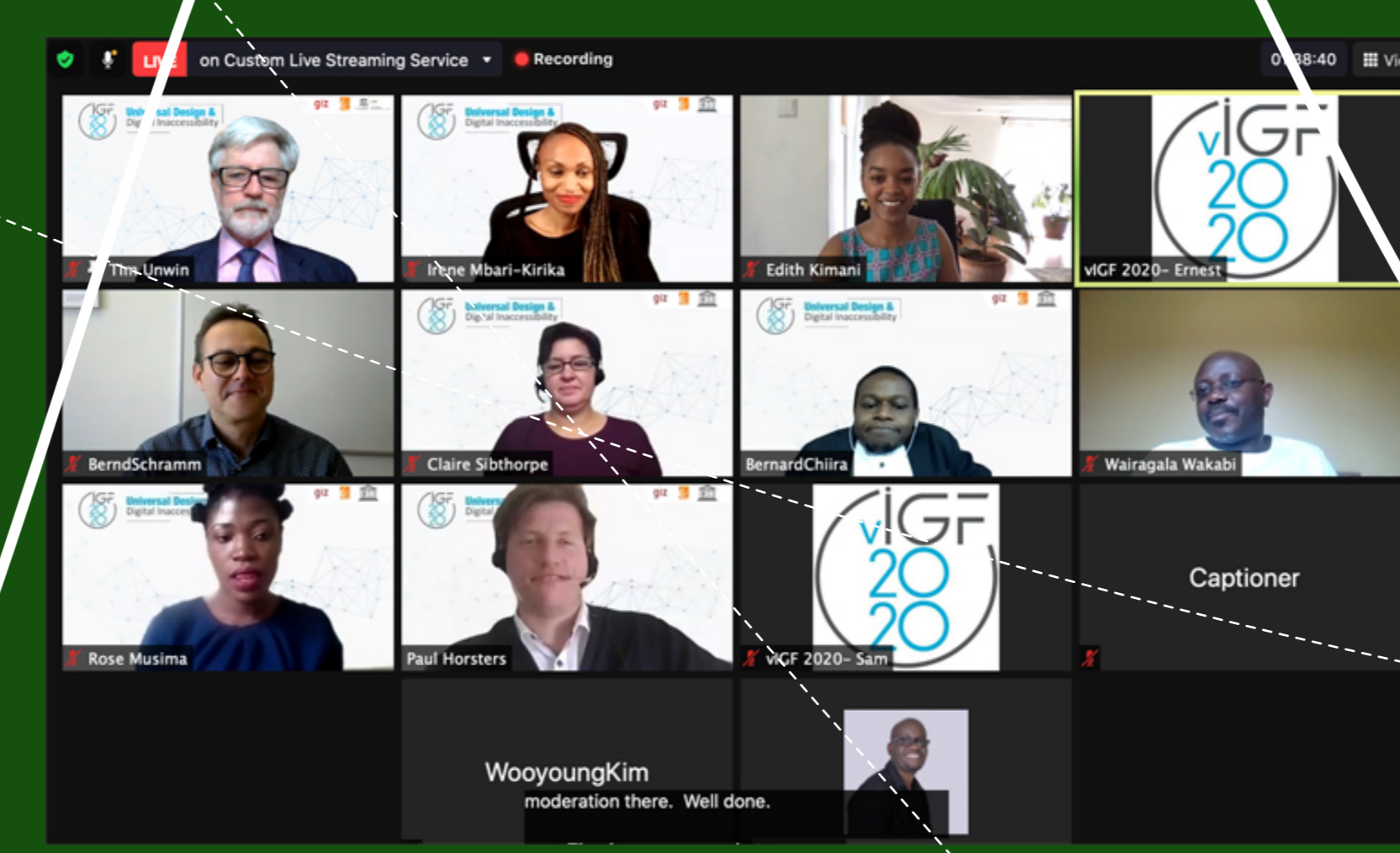
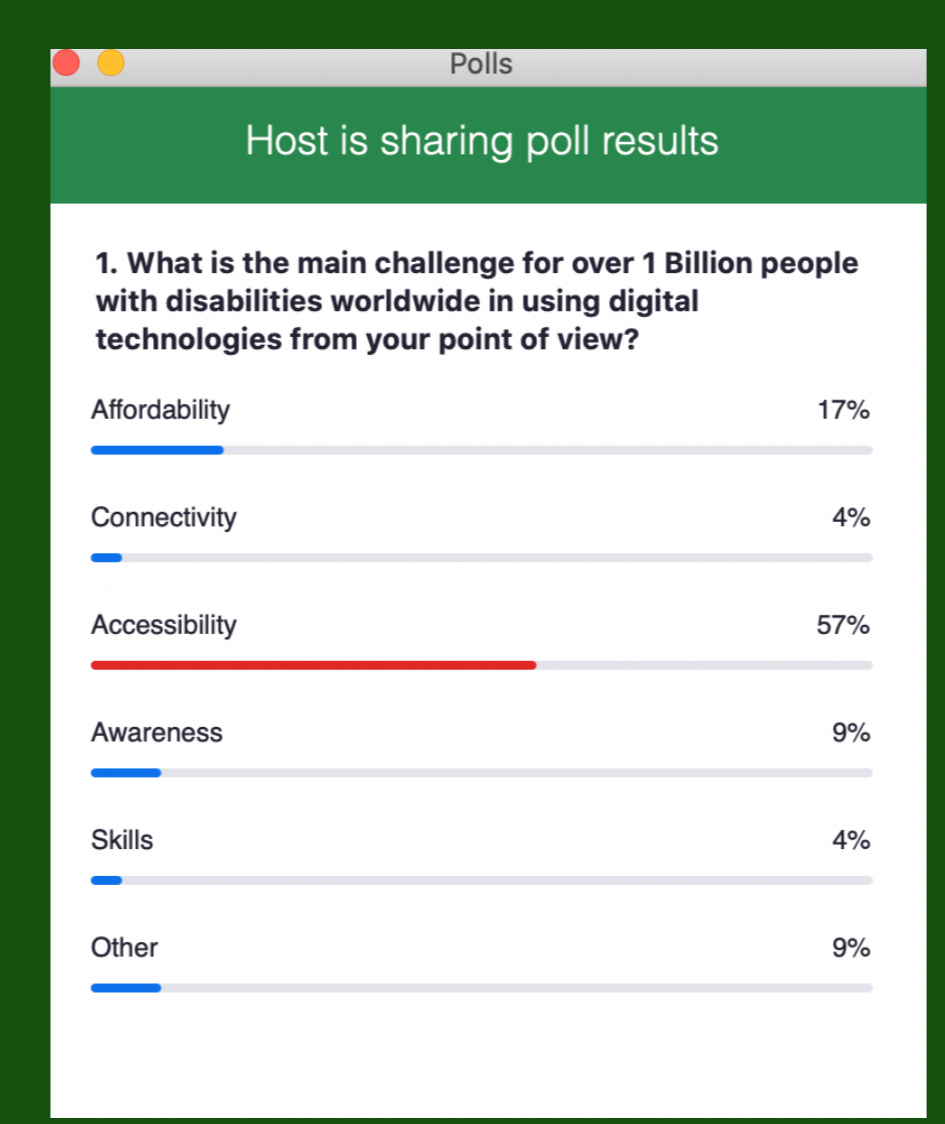


IGF 2020 WS #255
Digital (In)accessibility and Universal Design
 Moderator Edith Kimani
 #ICT4Inclusion



Irene Mbari-Kirika Do you agree with the audience votes?

- Accessibility: If products are not designed inclusively, you will not have an appropriate product
- Skills: Persons with disabilities need to know the basic skills so they can move to the next level
- Products: Throughout the chain

Bernard Chiira How far can universal design increase digital accessibility and stimulate innovation

- Participation: You cannot deliver the SDGs without involving everyone
- Accessibility and universal design as enablers
- Sustainable impact: We can learn from inclusive design to make the world a better place
- Education is so fundamental
- Many lessons from COVID-19
- We cannot be seen to be an advanced society if the most vulnerable cannot have the same experience as others
- It is about building a world where everyone can participate

Tim Unwin How can international and development cooperation support digital accessibility and inclusion

- Sharing good practices: And helping governments adapt them to local contexts
- Supporting governments turning policy rhetoric into practical actions: But see <https://ict4d.org.uk/technology-and-education-post-covid-19/>
- Funding things we already know make a difference: Not just funding the latest new idea

Claire Sibthorpe Main reasons to disregard disability inclusion from private sector perspective

- All stakeholders need to do more: Accessibility and inclusion are all too often an afterthought
- Universal design is good design: Doing it from the start benefits everyone
- GSMA digital principles for mobile industry is about to be launched: Embrace disability inclusion at every level
- Focus on delivering inclusive product to meet diverse needs: Understand how better to reach persons with disabilities
- Lack of early stage funding for start-ups: New innovation fund
- Need to increase awareness about accessibility features already in mobile devices

Wairagala Wakabi Main challenge re. Insufficient implementation of accessibility policies

- Governments are indifferent or clueless or both: Poor implementation of laws and policies
- No champions for accessibility
- Limited advocacy from civil society to hold governments to account
- COVID-19 and the electoral process: Challenges with social distancing
- Lack of disaggregated data relating to disabilities: SDGs emphasise the need for this
- Africa protocol
- But unaware of any such African data gathering: Kenya and Uganda have done a bit on ICT access
- Governments and private sector are not doing anything about expense of assistive technology: Tax incentives and exemptions
- Private sector not aware of the social and business benefits of universal inclusion: Often not used as well as they might be

Bernd Schramm Welcome

- Support from BMZ and GIZ for this event at IGF 2020
- Shows the importance we place on this issue
- Increased relevance of inclusion of persons with disabilities (15% of world's population)
- 80% in low- and middle-income countries
- Human rights and equal opportunities: Mainstreaming persons with disabilities
- Crises such as COVID-19 affect the vulnerable the most
- Working with persons with disabilities: IT skills and jobs for persons with disabilities (Ghana, Kenya ...)
- Importance of universal design: Benefits not only persons with disabilities, but also many others

CLAIRE

- What does tech investment look like?
- Lots can be done without innovation
- But there is a role to fund innovations
- Surprisingly little innovation around disabilities

BERNARD

- Measuring success of digital activity
- We need balanced investments in all facets
- We need benchmarks: e.g. 20% of persons with disabilities getting into tech sector

IRENE

- What are some of the digital tools for persons with disabilities?
- Some use specific tools
- But if a product is universally accessible it will be relevant for many others: Especially elderly, Low literature and low bandwidth
- .pdfs are often not accessible for screen readers: Real problem under COVID-19
- Use of screen magnifiers

TIM

- Cognitive disabilities - we need to understand very differently - what is our responsibility?
- Examples - especially of autism
- Our responsibility must be inclusion
- Education: Tension between "special education" and mainstream education

IRENE

- Are there training programmes for parents?
- Yes - in Africa - challenge here is limited resources: Children with disabilities are not learning at home under COVID-19
- We must start with education: What sort of practices are we applying in school and university
- Everyone focusses on products and employment
- Zero investment in tech

CLAIRE

- Three main points about accessible features that private sector should keep in mind
- Such diversity so difficult to generalise
- Mobile as a key part - many feature that can help with accessibility
- We need universal accessible design

CLAIRE

- How can development cooperation do?
- GSMA Training tool kit
- Putting it higher on the agenda for all stakeholders

WAIRAGALA

- How do we persuade governments?
- Gap analysis of unmet needs of persons with disabilities
- Ensuring government digital services are accessible

My little brother with Down Syndrome has been luckily enough to go to a "normal" school - with special support, but this has definitely allowed him to develop in such a way that might not have been possible if he went to special education. Now the whole town knows about him, and he is very much included in the society. So to add a positive note from the Netherlands :)

Secondly, with regards to including persons with cognitive disorders in the development of inclusive technologies, it is important to note that for them it is not always easy to explain their issues and possible solutions. For this reason, it may also be of great importance to involve people close to them, as they often understand their struggles and their possible solutions!