Report

on Access to **Information and Communication Technologies**

for **Persons with Disabilities**

with the **Special Reference** to the

Biwako Millennium Framework

August 2007

Japanese Society for Rehabilitation of Persons with Disabilities

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Introduction

Information and Communication technologies (ICT) offer persons with disabilities new possibilities to achieve independent living and full participation in social, economic, and cultural activities. However, there is a digital divide between non-disabled and disabled persons, just as there is one between developed and developing countries and between the rich and the poor. In order to solve this digital divide and promote digital opportunities for persons with disabilities, what kind of strategy should we come up with?

To find a solution ICT Task force of the Thematic Working Group on Disability-related Concerns (TWGDC), a UNESCAP-organized working group mechanism to promote and monitor the implementation of "Biwako Millennium Framework for Action Towards an Inclusive Barrier-free and Right-based Society for Persons with Disabilities in Asia and the Pacific 2003-2012" (BMF) decided to conduct an ICT survey for persons with disabilities related to the BMF targets in the priority area on information and communications. Another goal of this survey was to supplement information to the replies to the UNESCAP 2004 BMF review questionnaire, which aimed to further assess the implementation of the BMF targets in the priority area on information and communications.

This report reviews replies to the questionnaire on the progress of ICT for persons with disabilities in the Asia and Pacific region[1] circulated by the Japanese Society for Rehabilitation of Persons with Disabilities to the Governments, international organizations and NGOs of Members States (53) and Associate Members (9) of the United Nations Economic and Social Commission for Asia and the Pacific (ESCAP) on behalf of the ICT Task Force of TWGDC.

The questionnaire was prepared, based on the actions required to achieve the goal of the targets concerning the information and communication area, and the survey was done from 2005 to 2006, with the hope that the data obtained from the responses of the questionnaire would contribute to the UNESCAP-organized high-level intergovernmental Meeting on the mid-point review of the BMF in 2007.

As of December, 2006, 20 governments, seven international organizations and 43 NGOs in the region had returned replies to the questionnaire. While the survey was being carried out, two major events were held to solve the digital divide for person with disabilities. One was the Second Phase of the World Summit Information Society (WSIS) in Tunis, Tunisia in 2005, and the other was the adoption of the International Convention of Persons with Disabilities at the General Assembly of United Nations in December 2006. These events gave us great hope for promoting access to information and communications by utilizing information and communication technologies for persons with disabilities. The following section summarizes the result of the survey in light of those important events.

This report consists of five sections. The first section is the executive summary. The second section reviews replies submitted by governments, the third deals with replies from international organizations, and the fourth deals with replies from non-governmental organizations.

The fifth section describes disability advocacy, one of best practices in the area of information and communications, as carried out by the ICT Task Force of TWGDC at the WSIS, although it is no longer a body in UNESCAP.

It is hoped that this report will be useful in promoting ICT for persons with disabilities to ensure their access to information and communications, including information and communication technologies.

1. Executive Summary

The replies from 20 governments, seven international organizations, and 43 NGOs from 21 countries are reviewed. The following is a summary of the results of the survey and a conclusion.

Summary of the Survey

First of all, we have to say that it is difficult to correctly review the policies and measures of ICT for persons with disabilities promoted by the governments in the Asian and Pacific countries since we did not get enough data of the ICT usage of persons with disabilities as a result of our survey. However we try to review it from other perspectives below.

Most of the 20 responding governments actively promote ICT for persons with disabilities, given the fact that 16 governments take some measures to protect the rights of persons with disabilities to information and communications and 15 governments support ICT literacy training for persons with disabilities. Fourteen governments organize disability awareness-raising training for ICT-related people. However, funding seems to be a problem, since 10 governments responded that there is no system for persons with disabilities to utilize accessible computer/assistive technology equipment. In addition 14 governments admitted they have not created networks of consumers with disabilities to increase their power to buy ICT products and services.

Twelve governments support ICT development for persons with disabilities based on international standards. However, only five governments responded that they know what international ICT standards are, only six responding governments have ICT accessibility guidelines for persons with disabilities, and only Pakistan has ICT standards for persons with disabilities. Hong Kong, China has a "2004 Digital 21 Strategy "and a "Policy on Bridging the Digital Divide." In Pakistan, the National Policy for Persons with Disabilities 2002 includes the ICT policy for persons with disabilities. Seven responding governments have developed standards in ICT telecommunication and broadcasting for persons with disabilities.

According to the replies from governments, 11 countries use sign language and 10 countries use finger Braille as standardized forms of communication. Only two counties (Japan and Thailand) have the standardized tactile sign language used by deaf-blind persons. In Australia, there is also Audio Recording as a standardized form of communication. Fifteen governments responded that they have a system to train/dispatch sign language interpreters, Braille transcribers, finger Braille interpreters, and human readers. According to the replies from NGOs, sign language (15 organizations) and Braille (14 organizations) are more provided than closed caption and induction loop programs for hard of hearing people.

Six out of seven responding international organizations incorporate accessibility standards for persons with disabilities in line with international ICT standards. However, they have no financial resources to promote ICT accessibility for persons with disabilities.

Twenty-six out of 43 NGOs say that they have not got involved in setting up ICT guidelines, and 21 NGOs do not conduct ICT-related training. On the other hand, it is noted that 23 organizations do some activities to promote ICT for persons with disabilities. Regarding the details of the activities, please refer to the section on "Results of the Replies from NGOs". In addition, disability advocacy activities at the World Summit Information Society by the ICT Task Force of TWG-DC are reported to be one of most effective practices and will give some ideas about the potential role of ICT for persons with disabilities in the fifth section.

Barriers to development of environmental infrastructure for ICT use are quite similar everywhere. Thirteen responding governments say they lack funding, training, knowledge of the needs and opportunities, and affordable ICT materials. Five responding international organizations mentioned as barriers the high cost of ICT-related equipment and assistive technologies, lack of organizations with a fund to take initiative, no policy on ICT infrastructure for persons with disabilities, and so forth. As for the response from NGOs, the following barriers were reported.

(1) Unstable conditions and poverty in the country
(2) Lack of financial resources, the high cost of assistive devices, and lack of knowledge on ICT information
(3) No availability of ICT equipment and ICT training
(4) Limited physical access at IT institutions
(5) Lack of awareness regarding ICT for persons with disabilities on the part of governments and (potential) users themselves
(6) Lack of ability to access information by persons with disabilities
(7) Lack of government support for persons with disabilities to utilize ICT
(8) Lack of affordable telecommunication services and network not only in rural areas but also in urban.

Conclusion

In line with the above results, we think that governments need to focus once again on the clear benefits of ICT for persons with disabilities and create appropriate strategies regarding information and communication technologies, including information and communication services; and this should be done with due consideration of the official documents in the WSIS as well as Articles 9 and 21 of the International Convention on the Rights of Persons with Disabilities. The high cost is a problem mentioned by governments, international organizations, and NGOs; but if the concept of universal design and the use of assistive technologies are included in designing, developing, and organizing the environmental infrastructure of ICT for persons with disabilities, ICT for all can be achieved at an affordable cost and in a timely manner.

Finally, it needs to be emphasized that all member states of ESCAP should encourage implementation of the International Convention of the Rights of Persons with Disabilities, since it is a legally binding tool to ensure information accessibility for persons with disabilities; and in order

that the Convention be implemented, BMF could be a strong regional policy in Asia and the Pacific.

We all regret that the ICT Task Force Group under TWGDC, a UN inter-agency operational mechanism, does not exist any longer due to UN restructuring. Therefore, it is hoped that a new task force working group will be organized to promote and monitor implementation of BMF targets in the priority area of information and communications for another five years.

2. Results of the Replies from Governments

Twenty Governments submitted replies to the questionnaire on progress in the implementation of the BMF targets in the priority area of information and communications. The following are the responding governments.[2]

Australia, Bhutan, Cambodia, China, Hong Kong China, Indonesia, Japan, Kazakhstan, Korea (Republic of), Lao PDR, Maldives, Mongolia, New Zealand, Niue, Pakistan, Philippines, Thailand, Timor Leste, Turkey, Vanuatu

The results of the questionnaire addressed to governments were as follows.

1. **Are there any surveys on ICT (information communication technology) usage by persons with disabilities in your country? (e.g. number of internet providers, mobile phone, computer users, etc.)**

Yes	6	30%
No[3]	13	65%
No Answer	1	5%

Governments from Australia, Bhutan, Japan, Republic of Korea, Mongolia and New Zealand responded "Yes". Pakistan said they had some information on ICT usage by persons with disabilities, although they responded "No".

1.1 If yes, what are the title, time, and organizer of the surveys?

Australia	The Australian Bureau of Statistics (ABS)'s Survey of Disability, Ageing and Careers, 2003' (Catalogue 4430), at Table 20, shows computer and internet usage by persons with a disability aged 15 and over. The ABS also put out a survey in 2004/2005, "Household Use of Information Technology' (Catalogue 8146.0) which contains statistics on the use of computers and the Internet by persons with a disability.
Japan	Comprehensive Survey on Measures for Disabled Persons (The Cabinet Office, 1 Nov to 16 Dec, 2005)
Republic of Korea	Survey of people with disabilities every 5 years (2000,2005), Ministry of Health and Welfare
Mongolia	Mongolian cellular phone companies Mobicom, Skytel, Unitel. Since 1999
New Zealand	Household Disability Survey, conducted by Statistics New Zealand following the five-yearly census

2. **Do you have any departments which are responsible for ICT for persons with disabilities?**

Yes[4] [5]	9	45%
No	9	45%
No Answer	2	10%

Australia, China, Hong Kong China, Japan, Korea, Mongolia, Pakistan, Thailand, and Turkey responded "Yes".

3. **Does your country have any of the following ICT policies for persons with disabilities?**

ICT accessibility guidelines for persons with disabilities	Yes	6	30%
ICT standards for persons with disabilities	Yes	1	5%

Others (specify)

Hong Kong, China	Policy on bridging the digital divide
Pakistan	National Policy for persons with disability 2002. An extracted information from the above policy is annexed as per appendix II.[6]

Australia, Japan, Republic of Korea, New Zealand, Philippines, and Turkey responded that they have ICT guidelines for persons with disabilities; and only Pakistan has ICT standards for persons with disabilities.

3.1 What are the titles of the guidelines/standards?

Australia	Guidelines for Commonwealth Information Published in Electronic Formats', Australian Government Information Management Office, (http://www.agimo.gov.au/information/publishing/formats). Commonwealth Disability Strategy, 'Better Information and Communication Practices' – Department of Families, Community Services and Indigenous Affairs (http://www.facsia.gov.au/disability/cds/pubs/icp/icp_index.htm). The Human Rights and Equal Opportunity Commission has responsibility for ensuring the accessibility of web site content under the provisions of the Disability Discrimination Act 1992. HREOC has a range of guidelines and standards that represent best practice in web design and also define Australian legal requirements in relation to web accessibility (http://www.hreoc.gov.au).

Hong Kong, China	2004 Digital 21 Strategy
Korea(Republic of)	Enlargement of information education and TV caption for people with disabilities
New Zealand	For websites, government agencies follow the Web Guidelines set out by the State Services commission
Pakistan	ICT Standards
Philippines	Manila Declaration on Accessible ICT and Manila ICT Design Recommendations
Turkey	Web Accessibility Guidelines

4. **Does your government support ICT development for persons with disabilities based on international standards such as the Web Accessibility Initiative of the World Wide Web Consortium (W3C), Digital Accessible Information System Consortium (DAISY), and Web Access?**

Yes[7] [8]	12	60%
No	6	30%
No Answer	2	10%

Australia, Bhutan, Cambodia, Hong Kong China, Japan, New Zealand, Niue, Pakistan, Philippines, Thailand, Turkey, and Vanuatu responded "Yes".

5. **Does your government support ICT literacy training for persons with disabilities? (e.g. How to communicate with software and hardware developers to address their needs?)**

Yes[9] [10]	15	75%
No	3	15%
No Answer	2	10%

Australia, Bhutan, Cambodia, China, Hong Kong China, Indonesia, Japan, Republic of Korea, Lao PDR, Mongolia, New Zealand, Niue, Pakistan, Philippines, and Thailand, responded "Yes".

6. **Does your government take any measures to protect the right of persons with disabilities to information and communications? (e.g. copyright exemption, exemption of duties, subsidize the cost of assistive technology)**

Yes[11] [12]	16	80%
No	3	15%
No Answer	1	5%

Australia, Bhutan, Cambodia, China, Hong Kong China, Indonesia, Japan, Republic of

Korea, Mongolia, New Zealand, Niue, Pakistan, Philippines, Thailand, Timor leste, and Turkey responded "Yes".

In Australia, the 'Commonwealth Disability Strategy' (CDS) encourages Australian Government organizations to provide equal access for people with disabilities to all Australian Government mainstream policies, programs, and services. One of the Strategy's five principles is 'Access', which states that 'people with disabilities have access to information in appropriate formats about the programs and services they use'. The Australian Government Department of Families, Community Services and Indigenous Affairs (FaCSIA) is responsible for this strategy (www.facsia.gov.au).   Please refer to its details at Note 13.

7. Does your government organize disability awareness-raising training for ICT-related peoples (ICT policy makers, representatives, and technical personnel of private ICT companies)?

Yes[13] [14]	14	70%
No	4	20%
No Answer	2	10%

Cambodia, China, Hong Kong China, Indonesia, Japan, Republic of Korea, Lao PDR, Mongolia, Niue, Pakistan, Philippines, Thailand, Timor Leste, and Turkey responded "Yes". Australia responded "No", but they added that it is provided by NGOs.

8. Are there any standardized forms of communication in your native language?

Yes[15]	15	75%
No	3	15%
No Answer	2	10%

Australia, China, Cambodia, Indonesia, Japan, Republic of Korea, Maldives, Mongolia, New Zealand, Niue, Pakistan, Philippines, Thailand, Timor Leste, and Vanuatu responded "Yes".

8.1 If yes, what are the standardized forms of communication?

Sign language[16]	11	55%
Finger Braille	10	50%
Tactile sign language	2	10%

The standardized sign language is available in Australia, Bhutan, China, Indonesia, Japan, Maldives, Mongolia, New Zealand, Pakistan, Thailand and Vanuatu; the standardized finger Braille is available in Australia, China, Cambodia, Indonesia, Japan, Republic of Korea, Mongolia, Philippines, Thailand, and Turkey; while the standardized tactile sign language is available in Japan and Thailand.

Others (specify)

| Australia | Audio recordings in English |
| Pakistan | CD software for sign language |

8.2 Does your government support and cooperate to standardize such forms of communication?

Yes[17]	17	85%
No	2	10%
No Answer	1	5%

Australia, Bhutan, Cambodia, China, Hong Kong China, Indonesia, Japan, Republic of Korea, Lao PDR, Maldives, Mongolia, New Zealand, Niue, Pakistan, Philippines, Thailand, and Turkey responded "Yes".

9. Are there any systems to train / dispatch sign language interpreters, Braille transcribers, finger Braille interpreters, or human readers?

Yes[18][19]	15	75%
No	4	20%
No Answer	1	5%

Australia, Bhutan, Cambodia, China, Hong Kong China, Indonesia, Japan, Republic of Korea, Maldives, Mongolia, New Zealand, Pakistan, Philippines, Thailand, and Turkey responded "Yes".

10. Are there any networks of consumers with disabilities created to increase their power to buy ICT products and services?

Yes[20]	5	25%
No[21]	14	70%
No Answer	1	5%

Australia, Japan, Republic of Korea, Mongolia and Thailand responded "Yes". According to the Australian government, many peak industry groups (such as deafness societies) bulk purchase ICT products and sell them to their individual members (for example, audio playback devices).

11. Is there any regional working group to develop standards in ICT telecommunication and broadcasting for persons with disabilities?

Yes[22]	7	35%
No[23]	11	55%
No Answer	2	10%

Australia, China, Japan, Republic of Korea, Niue, Thailand, and Vanuatu responded "Yes".

12. Is there any financial support system for persons with disabilities to utilize accessible computers / assistive technology equipment?

Yes[24] [25]	9	45%
No	10	50%
No Answer	1	5%

Australia, China, Hong Kong China, Japan, Republic of Korea, New Zealand, Pakistan, Thailand, and Turkey responded "Yes".

As for the questionnaire addressed to all types of organizations, the results of the replies were as follows.

1. Do you have any information about the following items? Please check all the appropriate items.

BMF	15	75%
WSIS	5	25%
International ICT standards for persons with disabilities	5	25%

Cambodia, China, Hong Kong China, Indonesia, Japan, Lao PDR, Maldives, Mongolia, Niue, Pakistan, Philippines, Thailand, Timor Leste, Turkey, and Vanuatu have some information about BMF; Australia, China, Japan, Pakistan, and Philippines have some information about WSIS; and Australia, Japan, Republic of Korea, Pakistan, and Philippines have some information about International ICT standards for persons with disabilities.

2. Do you think the development of environmental infrastructure for utilizing ICT is adequately carried out?

Yes	5	25%
No	13	65%
No Answer	2	10%

Australia, Hong Kong China, Japan, Republic of Korea, and Pakistan responded "Yes".

2.1 If not, what are the barriers to using ICT in your country? (Please specify)

Cambodia	ICT should observe if each country reaches out more PWD in the countryside so to equally send and recruit the learners evenly for the training.
Indonesia	Not yet fully carried out. We began utilizing ICT in some offices.
Lao PDR	Funding
Mongolia	
New Zealand	Knowledge of the needs and opportunities to promote this understanding, and the ability of disabled people to participate independently in society.
Niue	Limited usage and Niue's number of disabled people is very few.
Pakistan	Non-availability of Policy on ICT for PWD. Taxes (15% sale tax) and duties on ICT equipment. Non-availability of separate training institute for PWD on ICT.
Philippines	Knowledge of technology. Affordability and availability of technology. Resistance to change
Thailand	1. The education disadvantage, poverty, and the lack of skill and access to ICT. 2.Decision makers, product manufacturers, distributors, and related personnel in the development of ICT's infrastructure (no acknowledgement about the needs of ICT access for PWD)
Timor Leste	Because the ICT in Timor Leste has formulated for general population but not for persons with disabilities
Turkey	Because of low income status, PWD generally couldn't afford to buy additional ICT materials.
Vanuatu	Telecommunication services are expensive, and network is only in urban areas, not rural.

3. Results of the Replies from International Organizations

Seven international organizations responded to the questionnaire:

Human Development Department, Thailand, World Bank

UNESCO IITE (Institute for Information Technologies in Education)

APCD (Asia-Pacific Development Center on Disability)

ILO (International Labor Organization), Thailand

UNDP/NPAD (National Program for Action on Disability), Afghanistan

UNESCAP (United Nations Economic and Social Commission for Asia and the Pacific)

RI/AP (Rehabilitation International, the Asia and Pacific Region)

The results of the questionnaire addressed to nternational organizations were as follows.

1. **Does your organization incorporate accessibility standards for persons with disabilities in line with international ICT standards?**

Yes	6	86%
No	0	0%
No Answer	1	14%

2. **Are there any funding resources to promote ICT accessibility for persons with disabilities?**

Yes	3	43%
No	3	43%
No Answer	1	14%

World Bank, Human Development Department in Thailand, UNESCO IITE based in Russia, and UNDP/NPAD based in Afghanistan responded "Yes".

If yes, please specify.

World Bank, Thailand	Disability Accommodation Fund, ISG Accessibility Program, Personal Assistance for Significantly Disabled Staff, Accessibility of Buildings and Services, Creation of a supportive Workplace for staff with disabilities, etc.
UNESCO IITE	The whole range of activities in this field is covered from regular UNESCO budget and in kind according to the agreement between UNESCO and the government of the Russian Federation.
UNDP/NPAD, Afghanistan	We are working with hearing impaired and blind people in the field of ICT

The results of the questionnaire addressed to all types of organizations were as follows.

1. **Do you have any information about the following items? Please check all the appropriate items.**

BMF	4	57%
WSIS	4	57%
International ICT standards for persons with disabilities	5	71%

2. **Do you think the development of environmental infrastructure for utilizing ICT is adequately carried out?**

Yes	1	14%
No	5	72%
No Answer	1	14%

2.1 **If not, what are the barriers to using ICT in your country? (Please specify)**

UNDP/NPAD, Afghanistan	Strong organizations with good funding should be established.
APCD in Thailand	The cost of devices for assistive technology is high.
ILO in Thailand	Lack of awareness Lack of skills
World Bank, Thailand	The country is not fully prepared and equipped for the accessibility of disabled people. There are still too many obstacles for disabled people. For example, accessibility of pavements, buildings, public transports, etc. Moreover, very often it is not included in the Government Policy.
UN ESCAP	High cost
UNESCO IITE	Limited financial resources for the development of ICT infrastructure; lack of coordinated policy, insufficient level of training and retraining of specialists for ICT implementation

4. Results of the Replies from NGOs

43 organizations related to disability, including two academic institutions, responded to the questionnaire. The countries of the responding NGOs are listed below.

Afghanistan (2), Australia (3), Bangladesh (4), Hong Kong China (1), India (1), Indonesia (1), Japan (4), Republic of Korea (2), Malaysia (3), Maldives (1), Nepal (3),Pakistan (1), Papua New Guinea (1), Philippines (5), Singapore (1), Sri Lanka (2), Thailand (2), Timor Leste (1), Tonga (1), Vanuatu (1), Viet Nam (1)　　Please refer to the list of responding organizations in the Appendix.

The results of the questionnaire addressed to NGOs are as follows.

1. **Has your organization ever got involved in setting up ICT guidelines?**

Yes	11	26%
No	26	60%
No Answer	6	14%

2. **Does your organization conduct ICT-related training?**

Yes	15	35%
No	21	49%
No (but we have plan)	1	2%
No Answer	6	14%

3. **Does your organization provide any of the following services for persons with disabilities?**

Sign Language	Yes	17	39%
Closed Caption	Yes	4	9%
Braille	Yes	14	33%
Induction Loop	Yes	5	11%

4. **Are there any activities to promote ICT for persons with disabilities?**

Yes	23	53%
No[26]	11	26%
No Answer	9	21%

4-1 If yes, please specify.

Australia	ICT is part of our general education and awareness of disability. Some of ACROD's members provide training to individuals for ICT and for the development of websites and produce alternative formats of materials.
Bangladesh	We are going to take up the projects in 2006 ICT training for PWDs 1. YPSA has selected as DAISY focal Point. 2. Mr.Vashkar Vattachara, Programme Officer of YPSA selected as the focal Person. 3. YPSA has established the ICT and Resource centre for the disabled. 4. YPSA has Organized DAISY for all Workshops. 5. YPSA has organized First Focal Point training for DAISY Digital Talking Books Production. 6. Need analysis of study materials & solutions for the visually impaired students of Universities. 7. Set up of the study accessible corner for the visually challenged. 8. Developing a group of devoted volunteers. 9. Production of 10 Braille books. 10. Production of 100 DAISY and Audio books in one year. 11. Arranging Face-to-Face Reading Services. 12. Organize Formal & Non Formal training programs for the visually impaired students on ICT. 13. Orientation for volunteers. 14. Publication of a Booklet, brochure & sticker. 15. To collect study materials from National & International organizations and 6 libraries.
Hong Kong, China	Web Accessibility ATM accessibility guidelines
India	I would be obliged if someone can contact us regarding this.
Japan	Videotapes with captions and sign language are produced and lent to people with hearing impairment. Search through Internet and application submission system are provided. Joining the Broadcasting Committee for people with disabilities
Korea(Republic of)	Forum for Solving the Digital Divide of PWD

Malaysia	By state governments Funding from Welfare Dept to buy Computer 1. Pager Program 2. SMS For Deaf 3. E-Pekak (e-Deaf) www.epekak.net.my
Nepal	Training and orientation program will be launched (Short-term course up to six months). Some organization had volunteered to develop ICT program in their organization such as NAPD-Nepal.
Pakistan	Providing free IT education with the cooperation of local ICT institutes in rural area.
Philippines	Advocating for ICT during the meeting, but not any fund for training Established ITC Room Since 2001, we conduct an annual two-week computer training for at least 20 blind students; help in setting up a computer resource center for the blind; conduct computer training for teachers of the blind; make available the equipment needed by the blind; conduct tactile training for Braille transcribers;
Singapore	Assistance technology Fund of Assistance technology Centre
Sri Lanka	In August 2005 the DOJF (in collaboration with Karishma Enterprises of India) held an exhibition at Sri Lanka Foundation Institute). The exhibition was entitled "Global Technology Exhibition". The aim of this exhibition was to exhibit and demonstrate the latest disability products that have been developed for visually impaired and other disabled people. It was the first exhibition of this kind to be held in Sri Lanka and representatives came from NGO's, the Government of Sri Lanka, Donor Agencies and local NGO's. As a result of the interest generated by the exhibition, the DOJF is now planning to exhibit similar technology in its Disability Resource Centre. (We provide sign language and Braille.) Training in sign language to parents of deaf children, teachers and to the civil society.
Thailand	Training teachers for the visually impaired, blind students and teachers how to use assistive devices.

Tonga	Our organization is a disability self-advocacy group. Our group has arranged several members to attend and ICT training at the local University of the South Pacific Branch on basic ICT. These kinds of activities are planned to be continued. In relation to Q.2., the organization has provided individual and group training when required.
Vietnam	Support to develop a consistency of Braille, Signs system in Vietnam

The results of the questionnaire addressed to all types of organizations were as follows.

1. **Do you have any information about the following items? Please check all the appropriate items.**

BMF	34	79%
WSIS	12	28%
International ICT standards for persons with disabilities	10	23%

Most of the responding organizations have some information on BMF, but very few organizations know WSIS and International ICT standards for persons with disabilities.

2. **Do you think the development of environmental infrastructure for utilizing ICT is adequately carried out?**

Yes	8	19%
No	31	72%
No Answer	4	9%

2.1 **If not, what are the barriers to using ICT in your country? (Please specify)**

Afghanistan	Lack of peace and stability
Australia	Cost factors-items for a small population cannot easily be absorbed in the overall cost and passed on to the individual. Remote communities Financial constraints for many people with disability

Bangladesh	Extreme poverty Not known to us Lack of awareness and expertise Less Government support Lack of information.
Hong Kong, China	Yes, availability & awareness (both) for users and service providers.
India	Lack of resources, lack of awareness
Indonesia	1) The Department of Information and Communication of Republic Indonesia seem complicated to do the ICT implementation for the Deaf community especially. (In fact, they have implemented accessibility for the Blind persons only). Also the Television cannot provide any accessibility for the Deaf community; the Indonesian sign Language broadcasting. Indonesian sign language interpretation and the deaf education program through television schedules. 2) The funding must be provided to pay expenses for the Sign Language program such as interpretation, education, book-printing, etc.
Japan	Lack of publication, Lack of training Lack of infrastructure of availability for PWDs Lack of information and technical training for PWDs
Korea(Republic of)	1. The recognition of universal services 2. Institutional support 3. Budget support
Malaysia	Mass of disabled are poor and can't afford to have access to ICT. In Malaysia most of the IT Institutions are located in a building without proper access for PWD'S. Environment is the main barrier even to obtain a basic education.
Maldives	No knowledge available about ICT
Nepal	Social barriers Physical barriers Lack of awareness on ICT Poverty Not affordable Major barrier in our country is attitudinal barrier, so people are unaware about the access to ICT for PWDs.
Papua New Guinea	Need more awareness
Philippines	PWDs not the priority of the Local Government

	No policies set by the government; Lack of support from the government; Lack of funds
Sri Lanka	There is very limited knowledge of ICT available in Sri Lanka. As a result, the DOJF had to use the services of its neighboring country, India. Cost of ICT equipment standards for persons with disabilities
Thailand	1. PWDs lack the abilities to access ICT from many reasons including lack of education, news, and supporting from government, poor economic status, etc. 2. ICT program which is available is not sufficient. We have only one ICT center (NECTEC) in Bangkok. Anyway, we include teachers in special schools, however therapists for PWDs know very little about ICT provided in our country. Finally, the answer I gave might be not 100% true because I didn't have much ICT information from all over the country. Therefore, all information comes from my experience and information I got in Chiang Mai province. Financial constraints and persons with disabilities are poor and cannot afford expensive devices. The government does not subsidize. Funds are not available to buy for the poor.
Tonga	1. Physical Access 2. Training opportunities 3. Access to equipment 4. Access to specific programs for people who are visually impaired or blind 5. General education of people with disabilities, especially in Braille and sign language. 6. Lack of government support for people with disabilities to utilize ICT facilities.
Vanuatu	Telecommunication services are expensive and network is only in urban areas, not in rural.
Vietnam	Lack of communication equipment & network Lack of place, funds to train PWDS in ICT

5. Best Practices of the ICT Task Force of TWGDC

As one of best practices in the implementation of BMF targets in the priority area on information and communications, the disability advocacy activities of WSIS carried out by the ICT Task Force of TWGDC with the initiative of Mr. Hiroshi Kawamura and Mr. Monthian Buntan are reported here.

The World Summit on the Information Society (WSIS) was held in two phases. The first phase of WSIS took place in Geneva hosted by the Government of Switzerland from 10 to 12 December 2003, and 175 countries adopted a Declaration of Principles and Plan of Action. The second phase took place in Tunis hosted by the Government of Tunisia, from 16 to 18 November 2005, and 174 countries adopted the Tunis Commitment and the Tunis Agenda for the Information Society. Throughout these two summits, the disability caucus led by Mr. Hiroshi Kawamura and Mr. Monthian Buntan actively participated in the process in order to include a disability perspective in the above-mentioned official documents. The final goal of their activities was to attract the attention of the general public and governments to ICT accessibility at an early stage, as such awareness is essential as the ICT infrastructure is created in developing countries.

Getting involved in the process of WSIS

In May 2002 Mr. Kawamura was invited to a seminar held by the International Telecommunication Union (ITU) Asian and Pacific Branch to address the needs of people with disabilities. During a presentation by the ITU Secretariat, he learned of WSIS and decided to invite a representative from ITU to the ICT Task Force-organized accessibility seminar held in June 2002. The TWGDC, the Daisy Consortium, the W3C, the Thai Government, and the Thai DAISY Consortium hosted the seminar, during which participants learned about the WSIS and developed a clear strategy to move beyond the Asian and Pacific region to a global arena. The ICT Accessibility Seminar proved highly successful in raising this awareness through the sharing of accessibility guidelines in the Asia-Pacific region and beyond.

A declaration developed and adopted by the participants, and endorsed by TWGDC, was incorporated into the action plan of the Biwako Millennium Framework of UNESCAP, and this was brought to the Asian and Pacific Regional Preparatory Meeting for the WSIS held in Japan in January 2003. Its conclusion has become the basis of the WSIS Disability Caucus recommendation. At the same time it was also reflected in a section of International Convention on Rights of Persons with Disabilities, which was adopted in December 2007.

Awareness Raising Approach

To raise awareness of ICT for persons with disabilities, Mr. Kawamura involved persons with disabilities themselves such as Mr. Monthian Buntan, as mentioned earlier, and Ms. Kiki Nordstrom, who is Chairperson of IDA in WSIS. He also created a mailing list to discuss issues related to ICT for disabled people with the interested people around the world. It was called "real-time virtual

international collaboration." As a result of these virtual, real-time group efforts, the concept of universal design and assistive technology, which is very important to everyone, including persons with disabilities, was included in the WSIS official documents. Please see the disability-related text of WSIS in the section of Appendix.

Global Forum on Disability in the Information Society

Global Forum on Disability, an official WSIS event, was held during the WSIS both in Geneva in 2003 and in Tunis in 2005. It was organized by Disability Caucus. These forums successfully addressed Internet access, education and training, mobile phone technologies, employment, capacity building, global library of knowledge sharing, social inclusion, multi-stakeholder partnership, accessible multimedia for reading and writing, disaster preparedness, indigenous persons with disabilities, etc, and gave opportunities to speak of the needs of disabled people in relation to developing and promoting ICT. At the Eighth Plenary Meeting of the Tunis Summit there were reports from Multi-stakeholder Events of WSIS. And Mr. Kawamura reported about the great success of the Global Forum and the declaration on behalf of the disability caucus at that session.

Tsunami Conference in Phuket, Thailand

After the Summit, the International Conference on Tsunami Preparedness of Persons with Disabilities was held on January 11 and 12 in Phuket, Thailand where a powerful tsunami struck in December 2004, taking the lives of many people. The conference was co-hosted by DAISY Consortium, Asia-Pacific Development Center on Disability (APCD), the Council of Disabled People of Thailand (CDPT), National Electronics and Computer Technology Center, Thailand (NECTEC), Thailand Association of the Blind (TAB Group), DAISY For All Project Thailand (DFA Thailand), Asian Disaster Preparedness Center, and Thai Autism Vocational Center.

The purpose of this conference was to establish an international networking for Promotion of Tsunami Preparedness of Persons with Disabilities in the context of the WSIS Plan of Action implementation by sharing information on the following: the needs of Persons with Disabilities for Tsunami Preparedness with special attention to the various components of individual preparedness such as logical understanding of tsunamis, accessible communication channels for warning, and planned/confirmed evacuation routes; the most effective Tsunami preparedness promotion activities that meet the requirements of persons with disabilities; on-going Tsunami Disaster Prevention/Mitigation initiatives at the local and international levels; and initiatives for bridging the digital divide in the area of disaster preparedness of persons with disabilities as implementation of the WSIS Plan of Action.

All the people attending the conference made sure that they could do some collaborative work to promote disaster preparedness for persons with disabilities. More people and related agencies are expected to join this network to work together and address this important issue as a result of the conference.

Almost all the records of activities by the WSIS Disability Caucus and the major official documents of the WSIS are available on the home page of the WSIS at the website of the Japanese Society for Rehabilitation of Persons with Disabilities.
(http://www.dinf.ne.jp/doc/english/prompt/wsisindex.html)

The above are considered as some of best activities related to the promotion of ICT for persons with disabilities.

For the present, this report only focuses on this one outstanding activity, but it is sincerely hoped that information on other effective practices will be collected and put on the DINF (http://www.dinf.ne.jp/doc/english/index_ehtml) site in the future.

Appendix

F. Access to information and communications, including information, communication, and assistive technologies (Extract from Biwako Millennium Framework)

1 Critical issues

38. ICT has been the engine of economic growth and continues to spur the globalization process. However, the benefits of ICT development have spread unevenly between the haves and the have-nots and between developed and developing countries

39. The effects of ICT upon persons with disabilities have been both positive and negative. Many disabled persons benefit from ICT development, as the technologies are opening up opportunities for employment at all skill levels and opportunities to live independently in the community. Deaf-blind persons, with proper training, are using a refreshable Braille screen reader and persons with severe cerebral palsy are taking part in information exchange through the Internet. However, benefits are still largely limited to persons with disabilities in more developed countries. The rapid development of ICT has given rise to unanticipated problems for persons with certain disabilities. For example, online processes for registration, banking or shopping transactions may not be accessible to persons with cognitive/intellectual, physical or visual and/or auditory disabilities.

40. The majority of disabled persons in the developing countries in the Asian and Pacific region are poor and have been excluded from ICT use, although there is a great potential benefit for the use of ICT in rural areas in developing countries.

41. The Tokyo Declaration on Asia-Pacific Renaissance through ICT in the Twenty-first Century, adopted by the Asia-Pacific Summit on the Information Society, organized by the Asia-Pacific Tele-community and held at Tokyo in November 2000, declared that people in the Asian and Pacific region should have access to the Internet by the year 2005 to the extent possible. It also recognized disability as one of the causes of the digital divide, along with income, age and gender. The World Summit on the Information Society will be held at Geneva in 2003 and at Tunis in 2005. At the Summit, issues concerning persons with disabilities and other disadvantaged groups should be considered.

42. In the information society, access to information and communications is a basic human right. Copyright owners should bear responsibility for ensuring that content is accessible to all, including persons with disabilities. Any anti-piracy or digital rights management technology should not prevent persons with disabilities from access to information and communications. [2] Information and communication technology should break down the barriers in telecommunication and broadcasting systems. Developing countries need greater support in the area of ICT.

43.   In many countries in Asia and the Pacific, Sign Language, Braille, finger Braille, tactile sign language, have not yet been standardized. These and other forms of communication need to be developed and disseminated. Without access to such forms of communication, persons with visual and/or hearing impairments cannot benefit from ICT developments. More importantly, they maybe deprived of the basic human right to language and communication in their everyday lives.

2 Targets

Target 16   By 2005, persons with disabilities should have at least the same rate of access to the Internet and related services as the rest of citizens in a country of the region.

Target 17   International organizations (e.g., International Telecommunication Union, International Organization for Standardization, World Trade Organization, World Wide Web Consortium, Motion Picture Engineering Group) responsible for international ICT standards should, by 2004, incorporate accessibility standards for persons with disabilities in their international ICT standards.

Target 18   Governments should adopt, by 2005, ICT accessibility guidelines for persons with disabilities in their national ICT policies and specifically include persons with disabilities as their target beneficiary group with appropriate measures.

Target 19   Governments should develop and coordinate a standardized sign language, finger Braille, tactile sign language, in each country and to disseminate and teach the results through all means, i.e. publications, CD-ROMs, etc.

Target 20   Governments should establish a system in each country to train and dispatch sign language interpreters, Braille transcribers, finger Braille interpreters, and human readers and to encourage their employment.

3 Action required to achieve targets

1.   Governments should promulgate and enforce laws, policies and programmes to monitor and protect the right of persons with disabilities to information and communication; for instance, legislation providing copyright exemptions to organizations which make information content accessible to persons with disabilities, under certain conditions. Governments, in collaboration with other concerned agencies and civil society organizations, should:

2.   Set up an ICT accessibility unit within the ICT ministry/regulatory agency, and encourage private companies to establish an equivalent unit to coordinate activities within and outside agencies/companies.

3.   Conduct and encourage awareness-raising training for ICT policy makers, regulatory agencies, representatives as well as technical personnel of private ICT companies to raise understanding of disability issues, including disabled persons' ICT accessibility needs, their capability and aspiration to be productive members of society.

4   Support computer literacy training and capacity-building for persons with disabilities, through training on how to communicate with software and hardware developers and standards organizations to address their needs.

5   Provide various forms of incentives, including exemption of duties for ICT devices used by persons with disabilities and subsidize the cost of assistive technology equipment to ensure that they are affordable for persons with disabilities in need.

6   Support the creation and strengthening of networks, including cooperatives, of consumers with disabilities at the national, regional and international levels in order to increase the bargaining and buying power for ICT products and services, which are generally expensive to buy individually.

7   Take all necessary steps to ensure, in the development of measures and standards relating to ICT accessibility, that organizations of persons with disabilities are involved in all stages of the process.

8   Adopt and support ICT development based on international standards which are universal/open/non-proprietary to ensure the long-term commitment to ICT accessibility for persons with disabilities among all sectors, with special attention to standards that have accessibility components and features with a proven record of effectiveness. Examples of these are the Web Accessibility Initiative of the World Wide Web Consortium and the Digital Accessible Information System Consortium.

9   Require that local language applications and content use national/international standard character encoding and modeling, such as the Unified Modeling Language, and encourage dialogue on accessibility requirements of character encoding and modeling.

10   Support participation of civil society organizations representing and reflecting the requirements of persons with disabilities in discussions on regional and international standards towards a goal of increased harmonization of international standards supporting the requirements of persons with disabilities. Where such international standards are lacking, Governments should support alternative initiatives to address those needs, with attention to compatibility and interoperability with international standards.

11   Bilateral and multilateral donor agencies and international funding agencies should adopt award criteria based on the social responsibility of the receiving agencies/organizations, including their obligation to promote ICT accessibility for persons with disabilities.

12   Support and establish a regional working group to develop standards in ICT, telecommunication and broadcasting to ensure that new and existing technologies are based on disability inclusive standards and are developed on a universal design concept. In addition to ICT, measures to ensure communication of persons with disabilities, including development of standardized Sign Language and Braille, need to be established.

UN Convention on the Rights of Persons with Disabilities

Article 9

1. To enable persons with disabilities to live independently and participate fully in all aspects of life, States Parties shall take appropriate measures to ensure to persons with disabilities access, on an equal basis with others, to the physical environment, to transportation, to information and communications, including information and communications technologies and systems, and to other facilities and services open or provided to the public, both in urban and in rural areas. These measures, which shall include the identification and elimination of obstacles and barriers to accessibility, shall apply to, inter alia:

(a) Buildings, roads, transportation and other indoor and outdoor facilities, including schools, housing, medical facilities and workplaces;

(b) Information, communications and other services, including electronic services and emergency services.

2. States Parties shall also take appropriate measures to:

(a) Develop, promulgate and monitor the implementation of minimum standards and guidelines for the accessibility of facilities and services open or provided to the public;

(b) Ensure that private entities that offer facilities and services which are open or provided to the public take into account all aspects of accessibility for persons with disabilities;

(c) Provide training for stakeholders on accessibility issues facing persons with disabilities;

(d) Provide in buildings and other facilities open to the public signage in Braille and in easy to read and understand forms;

(e) Provide forms of live assistance and intermediaries, including guides, readers and professional sign language interpreters, to facilitate accessibility to buildings and other facilities open to the public;

(f) Promote other appropriate forms of assistance and support to persons with disabilities to ensure their access to information;

(g) Promote access for persons with disabilities to new information and communications technologies and systems, including the Internet;

(h) Promote the design, development, production and distribution of accessible information and communications technologies and systems at an early stage, so that these technologies and systems become accessible at minimum cost.

Article 21

Freedom of expression and opinion, and access to information
States Parties shall take all appropriate measures to ensure that persons with disabilities can exercise the right to freedom of expression and opinion, including the freedom to seek, receive and impart

information and ideas on an equal basis with others and through all forms of communication of their choice, as defined in article 2 of the present Convention, including by:

(a) Providing information intended for the general public to persons with disabilities in accessible formats and technologies appropriate to different kinds of disabilities in a timely manner and without additional cost;

(b) Accepting and facilitating the use of sign languages, Braille, augmentative and alternative communication, and all other accessible means, modes and formats of communication of their choice by persons with disabilities in official interactions;

(c) Urging private entities that provide services to the general public, including through the Internet, to provide information and services in accessible and usable formats for persons with disabilities;

(d) Encouraging the mass media, including providers of information through the Internet, to make their services accessible to persons with disabilities;

(e) Recognizing and promoting the use of sign languages.

Tunis Declaration on Information Society for Persons with Disabilities, November 18, 2005 Adopted in the Second Global Forum on Disability during the WSIS in Tunis

Recalling the historic success of the first Global Forum on Disability and the over all first phase of WSIS; Being encouraged and moved by the spirit of the Geneva Declaration on Inclusive Information Society, WSIS Declaration of Principles and Plan of Action;

Noting, however, with great concern the difficulty of transforming words on paper into real actions/implementation, given the fact that the concept of "inclusiveness" in general often leaves disability aspects out, causing persons with disabilities to be excluded, marginalized, forgotten and left behind;

Having high hope and confidence in the ultimate power of the united force, among persons with disabilities, our representative organizations our friends and our empathetic allies of all sectors around the world, to work for the true inclusive information society,

Therefore, we, participants of the Second Global Forum on Disability, held during the second phase of WSIS, on the 18th day of November 2005, in the City of Tunis, Republic of Tunisia:

1. Call upon all governments, private sectors, civil society and international organizations to make the implementation, evaluation and monitoring of all WSIS documents, both from the first and second phase, inclusive to persons with disabilities;

2. Strongly urge that persons with disabilities and our needs be included in all aspects of designing, developing, distributing and deploying of appropriation strategies of information and communication technologies, including information and communication services, so as to ensure accessibility for persons with disabilities, taking into account the universal design principle and the use of assistive technologies;

3. Strongly request that any international, regional and national development program, funding or assistance, aimed to achieve the inclusive information society be made disability-inclusive, both through mainstreaming and disability-specific approaches;

4. Urge all governments to support the process of negotiation, adoption, ratification and implementation of the International convention on the rights of persons with disabilities, in particular through enactment of national legislation, as it contains strong elements concerning information and communication accessibility for persons with disabilities.

Disability Related Texts the WSIS official documents

The World Summit on the Information Society (WSIS) was held in two phases. The first phase of WSIS took place in Geneva hosted by the Government of Switzerland from 10 to 12 December 2003, and 175 countries adopted a Declaration of Principles and Plan of Action. The second phase took place in Tunis hosted by the Government of Tunisia from 16 to 18 November 2005, and 174 countries adopted the Tunis Commitment and the Tunis Agenda for the Information Society. Disability-related texts in the above documents are described below.

Declaration of principles:

13. In building the Information Society, we shall pay particular attention to the special needs of marginalized and vulnerable groups of society, including migrants, internally displaced persons and refugees, unemployed and under-privileged people, minorities and nomadic people. We shall also recognize the special needs of older persons and persons with disabilities".

25. The sharing and strengthening of global knowledge for development can be enhanced by removing barriers to equitable access to information for economic, social, political, health, cultural, educational, and scientific activities and by facilitating access to public domain information, including by universal design and the use of assistive technologies".

30. The use of ICTs in all stages of education, training and human resource development should be promoted, taking into account the special needs of persons with disabilities and disadvantaged and vulnerable groups".

53. The creation, dissemination and preservation of content in diverse languages and formats must be accorded high priority in building an inclusive Information Society, paying particular attention to the diversity of supply of creative work and due recognition of the rights of authors and artists. It is essential to promote the production of and accessibility to all content—educational, scientific, cultural or recreational—in diverse languages and formats. The development of local content suited to domestic or regional needs will encourage social and economic development and will stimulate participation of all stakeholders, including people living in rural, remote and marginal areas".

Plan of Actions:

9.

e) In the context of national e-strategies, address the special requirements of older people, persons with disabilities, children, especially marginalized children and other disadvantaged and vulnerable groups, including by appropriate educational administrative and legislative measures to ensure their full inclusion in the Information Society.

f) Encourage the design and production of ICT equipment and services so that everyone, has easy and affordable access to them including older people, persons with disabilities, children, especially marginalized children, and other disadvantaged and vulnerable groups, and promote the development of technologies, applications, and content suited to their needs, guided by the Universal Design principle and further enhanced by the use of assistive technologies".

10.

c) Promote research and development to facilitate accessibility of ICTs for all, including disadvantaged, marginalized and vulnerable groups".

19.

c) Promote teleworking to allow citizens, particularly in the developing countries, LDCs, and small economies, to live in their societies and work anywhere, and to increase employment opportunities for women, and for those with disabilities. In promoting teleworking, special attention should be given to strategies promoting job creation and the retention of the skilled working force".

23.

i) Nurture the local capacity for the creation and distribution of software in local languages, as well as content that is relevant to different segments of population, including non-literate, persons with disabilities, disadvantaged and vulnerable groups especially in developing countries and countries with economies in transition".

28.

e) Develop and launch a website on best practices and success stories, based on a compilation of contributions from all stakeholders, in a concise, accessible and compelling format, following the internationally-recognised web accessibility standards. The website could be periodically updated and turned into a permanent experience-sharing exercise".

Tunis Commitments

18. We shall strive unremittingly, therefore, to promote universal, ubiquitous, equitable and affordable access to ICTs, including universal design and assistive technologies, for all people, especially those with disabilities, everywhere, to ensure that the benefits are more evenly distributed between and within societies, and to bridge the digital divide in order to create digital opportunities for all and benefit from the potential offered by ICTs for development.

20. To that end, we shall pay particular attention to the special needs of marginalised and vulnerable groups of society including migrants, internally displaced persons and refugees, unemployed and underprivileged people, minorities and nomadic people, older persons and persons with disabilities.

Tunis Agenda

90. We reaffirm our commitment to providing equitable access to information and knowledge for all, recognising the role of ICTs for economic growth and development. We are committed to working towards achieving the indicative targets, set out in the Geneva Plan of Action, that serve as global references for improving connectivity and universal, ubiquitous, equitable, non-discriminatory and affordable access to, and use of ICTs, considering different national circumstances, to be achieved by 2015, and to using ICTs, as a tool to achieve the internationally-agreed development goals and objectives, including the Millennium Development Goals, by:

c. building ICT capacity for all and confidence in the use of ICTs by all -- including youth, older persons, women, indigenous peoples, people with disabilities, and remote and rural communities -- through the improvement and delivery of relevant education and training programmes and systems including lifelong and distance learning;

e. paying special attention to the formulation of universal design concepts and the use of assistive technologies that promote access for all persons, including those with disabilities;

A List of Responding NGOs

Country	Organization	URL
Afghanistan	Afghanistan Independent Human Right Commission	
Afghanistan	Afghanistan Information Management Services (AIMS)	www.aims.org.af
Australia	People with Disabilities Australia	www.pwd.org.au/
Australia	ACROD, National Industry Association for Disability Services	www.acrod.org.au
Australia	Deafness Forum of Australia	www.deafnessforum.org.au
Bangladesh	BERDO, Blind Education and Rehabilitation Development Organization	
Bangladesh	Dhaka Persons with Disabilities Self Initiative to Development Centre	agentishaquem.blogspot.com
Bangladesh	Bangladesh National Federation of the Deaf	
Bangladesh	YPSA, Young Power in Social Action	www.ypsa.org
Hong Kong, China	Equal Opportunities Commission (Statutory Body)	www.eoc.org.hk
India	Sense International (India)	www.senseintindia.org
Indonesia	IAWD, Indonesian Association for the Welfare of the Deaf	
Japan	Japan Federation of the Blind	www.normanet.ne.jp/~nichimo
Japan	Information and Culture Center for the Deaf	www.jyoubun-center.or.jp
Japan	DPI-Japan	www.dpi-japan.org
Japan	Hiroshima University	www.hiroshima-u.ac.jp/
Korea(Republic of)	Daegu University (Korean Society for Rehabilitation of Persons with Disabilities)	www.daegu.ac.kr (www.freeget.net)
Korea(Republic of)	KOREA ASSOCIATION of the DEAF	www.kdeaf.or.kr
Malaysia	POCAM, Persatuan Orang cacat Anggota Malaysia or Society of the Physically Disabled	
Malaysia	President, Damai Disabled Persons Association of Sel & w.p Malaysia	www.damai.org.my
Malaysia	Malaysian Federation of the Deaf	www.mfd.org.my

Maldives	The Maldives Association of the Handicapped	
Nepal	Nepal Society of Disabled	
Nepal	National Association of the Physical Disabled-Nepal (NAPD-Nepal)	www.disabilitynepal.org
Nepal	Disable Empowerment Center, Surkhet	
Pakistan	All Sanghar Handicaps Association/DPI AP	www.dpi.org and www.dpiap.org/
Papua New Guinea	NOPS/ Department of Health	
Philippines	Provincial Federation of Persons With Disability of Nueva Vizcaya, Inc.	
Philippines	Handicapped's Anchoris Christ, Inc.(HACI D ORO)	
Philippines	Association of Disabled Persons-iloilo	
Philippines	Resources for the Blind, Inc.	
Philippines	Adaptive Technology for Rehabilitation, Integration and Empowerment of the Visually Impaired (ATRIEV)	www.atriev.org.ph
Singapore	Down Syndrome Association	www.downsyndrome-singapore.org
Sri Lanka	Disability Organization Joint Front	
Sri Lanka	Sri Lanka Central federation of the deaf	
Thailand	CFBT, The Christian Foundation for the Blind in Thailand	
Thailand	Centre for Educational Technology	www.braille-cet.in.th/
Timor Leste	KATILOSA, Klibur Aleizadus Timor Loro Sae	
Tonga	The Naunau 'o e 'Alamaite Tonga Association Incorporated (NATA).	www.wayfunky.com/onefunky/nata
Vanuatu	The Vanuatu Disability Promotion and Advocacy Association	
Viet Nam	CAN THO CLUB OF PWDS	
Vietnam	Catholic Rrkiy Services	
Vietnam	Handicap International (Belgium)	www.hivietnam.org

Questionnaire

Please answer all of the questions about the governmental organizations, international organizations or NGOs which you belong to, and the section marked "For all". If you have any related information about other organizations, please include such in your answers.

Respondent's information

Your country:	
Your name:	
Title of your Ministry / Department / Organization providing the information:	
Address:	
Telephone No:	
Facsimile No:	
E-mail address:	
Website of your Ministry / Department / organization:	
Mailing address:	

Please tick the relevant boxes on the right and /or provide the information requested.

For Governmental organizations

1.1	Are there any surveys on ICT (information communication technology) usage by persons with disabilities in your country? (e. g. Number of internet providers, Mobile phone, computer users, etc.)	Yes	
		No	
1.2	If yes, what are the title, time and organizer of the surveys?		
2	Do you have any departments which are responsible for ICT for persons with disabilities?	Yes	
		No	
3.1	Does your country have any of the followings ICT policies for persons with disabilities?	ICT accessibility guidelines for persons with disabilities	
		ICT standards for persons with disabilities	
		others(specify):	
		No	
3.2	What are the titles of the guidelines/standards?		

4	Does your government support ICT development for persons with disabilities based on international standard such as Web Accessibility Initiative of the World Wide Web Consortium (W3C), Digital Accessible Information System Consortium (DAISY) and Web Accessibility Initiative (WAI)?	Yes	
		No	
5	Does your government support ICT literacy training for persons with disabilities? (e.g. How to communicate with software and hardware developers to address their needs?)	Yes	
		No	
6	Does your government take any measures to protect the right of persons with disabilities to information and communication?　(e.g. copy right exemption, exemption of duties, subsidize the cost of assistive technology)	Yes	
		No	
7	Does your government organize disability awareness-raising training for ICT-related peoples (ICT policy makers, representatives and technical personnel of private ICT companies)?	Yes	
		No	
8.1	Are there any standardized forms of communication in your native language?	Yes	
		No	
	If yes, what are the standardized forms of communication?	sign language	
		finger Braille	
		tactile sign language	
		others(specify):	
8.3	Does your government support and cooperate to standardize such forms of communication?	Yes	
		No	
9	Are there any systems to train / dispatch sign language interpreters, Braille transcribers, finger Braille interpreter, human reader？	Yes	
		No	
10	Are there any networks of consumers with disabilities with a purpose to increase the buying power for ICT products and services?	Yes	
		No	
11	Is there any regional working group to develop standards in ICT telecommunication and broadcasting for persons with disabilities?	Yes	
		No	
12	Is there any financial support system for persons with disabilities to utilize accessible computers / assistive technology equipment?	Yes	
		No	

For International Organizations

1	Does your organization incorporate accessibility standards for persons with disabilities in international ICT standards?	Yes	
		No	
2	Are there any funding resources to promote ICT accessibility for Persons with disabilities?	Yes	
		No	
	If yes, please specify.		

For NGOs

1	Has your organization ever got involved in setting up ICT guideline?	Yes	
		No	
2	Does your organization conduct ICT-related training?	Yes	
		No	
3	Dose your organization provide any of the following services for persons with disabilities?	sign language	
		closed caption	
		Braille	
		induction loop	
		others(specify):	
4	Are there any activities to promote ICT for persons with disabilities?	Yes	
		No	
	If yes, please specify.		

For all

1	Do you have any information about the following items? Please check all the appropriate items.	Biwako Millennium Framework towards an Inclusive, Barrier-free and Rights-based Society for Persons with Disabilities in Asia and the Pacific (BMF)	
		World Summit on The Information Society(WSIS)	
		International ICT standards for persons with disabilities	
2	Do you think the development of environmental infrastructure for utilizing ICT is adequately carried out?	Yes	
		No	
	If not, what are the barriers to using ICT in your country? (Please specify)		

3	If you know the organization in your country or the Asian and Pacific area to promote ICT for persons with disabilities. Please give us the name of organization and its contact details.	Name: contact details:

*   The result of the survey will be available around November 2006. Please let us have your e-mail address if you want to have a copy of the survey result.

Your e-mail address or home address.	

Thank you very much for your cooperation.

Notes

1 http://www.dinf.ne.jp/doc/japanese/twg/eng/ict_e.html

2 **Responding Government Section**

Country	Responding Government Section
Australia	Disability and Carers Branch Department of Families, Community Services and Indigenous Affairs
Bhutan	MoLHR, Department of Human Resources
Cambodia	Disability Action Council (DAC)
China	CDPF, China Disabled Persons' Federation
Hong Kong, China	Health, Welfare and Food Bureau HKSAR Government
Indonesia	Ministry of Social Affairs Republic of Indonesia
Japan	United Nations Administration Division
Kazakhstan	Ministry of Foreign Affairs, National Commission for UNESCO
Korea(Republic of)	Ministry of Health and Welfare
Lao PDR	Department of Transport, Ministry of Communication, Transport, Post and Construction
Maldives	Ministry of Higher Education, Employment and Social Security
Mongolia	Ministry of Social Welfare and Labour
New Zealand	Office for Disability Issues
Niue	Community Affairs Department
Pakistan	Ministry of Social Welfare & Special Education
Philippines	National Council for the Welfare of Disabled Persons
Thailand	Office of Welfare Promotion, Protection and Empowerment of Vulnerable Groups
Timor Leste	Division of Social Services, Ministry of Labor and community Reinsertion
Turkey	Prime Ministry, Administration on Disabled People
Vanuatu	Department of Strategic Management

3 **The answer from Pakistan Government with following comments:**

Survey was not conducted however collected information is given below： 　 Computer Users :3500
No. of Computer Labs more than 30.
No of Mobile Phone Users: 0.450 Millions.
No of Internet Providers=10

4 **The answer from Pakistan Government with following comments:**

Directorate General of Special Education.
Further detail annexed as per appendix-I

Institutes Related to the Provision of Training on ICT

No	Name of Institute dealing with the Disability	No. of Workshops on ICT	No. of Seminars on ICT	No. of Participants	No. of Computer Labs
01	National Library & Resource Centre, Islamabad. Daily Visits of　Students Per year visits	04 -	03 -	210 12 2880	04
02	National Training Centre for Special Persons, Islamabad.	-		143 Class Students	01
03	National Institute of Special Education, Islamabad.	02	-	36	-

04	Al-Maktoom Special Education Centre for VHC, Islamabad.	02	-	54	01
05	Hamza Foundation Academy for the Deaf, Lahore	-	-	75	01
06	SirSyed Academy for the Deaf, Rawalpindi.	-	-	38	01
07	Dewa Academy for the Deaf, Karachi	-	01	44	01
08	National Special Education Centre for (HIC), Islamabad	-	-	32 class students	01
09	Special Education Centre for (HIC), Swat.	-	-	16 Class Students	01
10	Shalimar SEC for HIC, Lahore	-	-	08 Class Students	01
11	SEC for VHC, Mir Pur Khas	-	-	10 Class Students	01
12	SE & TC for MR & Emotionally Handicapped Children, Lahore	-	-	13 Class Students	01
13	SEC for PHC, Rawalpindi	-	-	07 Class Students	01
14	Shachal Sarmast SEC for PHC, Nawab Shah	-	-	05 Class Students	01
15	SEC for HIC, Gilgit	-	-	06 Class Students	01
16	Rohtas SEC for VHC, Jhelum	-	-	09 Class Students	01
17	Chandka SEC for VHC, Larkana	-	-	08 Class Students	01
18	IDARAU Absa Karachi			56 Class Students	02
19	Anjuman-e-Behboode Mazoorane Lahore			46 Class Students	01
20	Rising Sun School for Slow Learners & Handicapped Children, Lahore.			12 Class Students	01
21	Hassan Aacademy, Rawalpindi			08	01

[5]**The answer from Australian Government with following comments:**

At the federal level, overall responsibility for ICT primarily resides with the Department of Communications, Information Technology and the Arts. The Attorney General's Department has responsibility for human rights issues, including disability discrimination legislation (the Commonwealth Disability Discrimination Act - see response to Question 6). The Department of Families, Community Services and Indigenous Affairs provides employment assistance and other services. It is also responsible for the Commonwealth Disability Strategy (CDS – see response to Question 6) .

States and territories also have departments responsible for disability and ICT access issues.

[6] **Appendix II   (Pakistan Government)**

An Extracted information abort ICT form National Policy for Persons With Disability 2002.approved by the Government of Pakistan.

VOCATIONAL TRAINING:

Vocational training facilities at present are very limited to meet the requirements of persons with disabilities in both private and public sectors. The following measures will be adopted and promoted for further extension of these facilities to a larger segment of persons with disabilities.

- Establishment of sheltered and integrated workshops at provincial level.

- Utilization of vocational training programs administered by the federal, provincial, district government and by private agencies.

- Establishment of vocational training centre at district level.

- Linkage with relevant government and non-government establishments for the utilization of their facilities by persons with disabilities.

Use of information technology:

Information technology has the potential for multifarious uses for and by persons with disabilities. For the hearing impaired, it can provide direct access to visual images and source of information and means of instant communication. With additional gadgets for sound production and Braille printing, it can be at the service of the visually handicapped persons. It can be used by persons with severe physical disability and severe speech problems as the means of communication. It has been used for speech training of persons with mental retardation through relevant games and exercises. Use of computer for education and training of persons with disabilities will be promoted in the federal and provincial government special education centers. Private sectors will be involved in this system along with the public sector. Options open for the general public in this fast expanding field will be made available to persons with disabilities.

ASSISTATIVE TECHNOLOGIES:

Assistive technology plays an important role in rehabilitation of persons with disabilities. By using this modern technology these persons can perform in a better way. Special attention will be given to the development of assistive technology with the involvement of relevant organizations in particularly in the area of orthotics and prosthetics, for persons with disabilities. A directory of the services available in the country in this area shall be prepared for facility of the persons with disabilities and for other interested.

[7] **The answer from Pakistan Government with following comments:**
One day Seminar on **DAISY** already been conducted at National Library & Resource Centre, F-7 Markaz, Islamabad

[8] **The answer from Australian Government with following comments:**
The globally recognised standard for web content accessibility is the Web Content Accessibility Guidelines, which were devised by the World Wide Web Consortium (W3C). The W3C standards are the baseline standard that best practice in accessibility is assessed against in the public and private sector.

[9]The answer from Australian Government with following comments:
   YES (training provided by NGOs)

[10] **The answer from Pakistan Government with following comments:**
Eight workshops on JAWS and Open Book software as ICT literacy training have been arranged. More than 300 persons with disabilities have already been trained.

[11] **The answer from Pakistan Government with following comments:**
Initiative is being taken with the concerned authority.

[12] **The answer from Australian Government with following comments:**
Overarching Policy

'The Commonwealth Disability Discrimination Act 1992' (DDA) (http://scaleplus.law.gov.au/html/pasteact/0/311/top.htm) obliges all telecommunications carriers that provide goods and services to customers to provide them to people with disabilities on a non-discriminatory basis (including price), except where this would result in unjustifiable hardship on the provider. The Australian Government Attorney General's department is responsible for this legislation (www.ag.gov.au)

The 'Commonwealth Disability Strategy' (CDS) (http://www.facsia.gov.au/disability/cds/index.htm) encourages Australian Government organisations to provide equal access for people with disabilities to all Australian Government mainstream policies, programs and services. One of the Strategy's five principles is 'Access' which states that 'people with disabilities have access to information in appropriate formats about the programs and services they use'. The Australian Government Department of Families, Community Services and Indigenous Affairs (FaCSIA) is responsible for this strategy (www.facsia.gov.au).

Specific examples

Copy Right Exemption: Certain educational institutions and institutions assisting persons who have a print or intellectual disability may make multiple reproductions and communications of works for educational purposes or for assisting people who have a disability, under a licence set out in the Copyright Act (a statutory licence). Such statutory licences give the copyright owner a right to be paid equitable remuneration through an approved collecting society. Educational institutions and institutions assisting people who have a disability may for educational purposes, or for the purpose of assisting people who have a disability, also copy television and radio broadcasts, under statutory licences. Again, the licences provide for a right for copyright owners to be paid equitable remuneration through an approved collecting society. These licences also extend to communication within the institution by electronic means.

Exemption of Duties: Australia is a contracting state to the Florence Agreement and its protocols (1992).

Subsidies: Communication aids for people with disabilities are considered exempt from the Goods and Services Tax (Schedule 3 to the GST Act).

Workplace Modifications Scheme: The Australian Government provides financial assistance for employers to modify workplaces and/or purchase special or modified equipment for people with disabilities.

National Relay Service: an Australian Government initiative that allows people who are deaf, or have a hearing and/or speech impairment to use the telephone to contact anyone in the wider telephone network and vice versa. Messages are relayed by voice, modem or teletypewriter (TTY). The NRS will also offer Internet Relay services from 2007.

Postal Concessions for the Blind program: The Australian Government reimburses the national postal service for posting braille, audio recordings and other material for people who are blind or vision-impaired.

Print Disability Services Program: The Australian Government funds 13 print disability service providers to produce alternative formats of printed material for blind or vision-impaired people who are unable to read, hold or manipulate printed material in standard form because of their disabilities.

In June 2005 the Australian Government announced funding of $150,000 to the Royal Society for the Blind South Australia to rollout the highly successful Books in the Sky (BiTS) system to public libraries in several states. The BiTS system is a digital compression and encryption system for storing, handling and transmitting electronic information through the public library system.

Australian Government agencies also have internal policies regarding the provision of assistive technology to employees (at no cost to the employee).

Additional Support for Students with Disabilities (ASSD) provides funding support to eligible higher education providers to assist with high costs incurred in providing educational support and/or equipment to students with disabilities with high cost needs; and

Schools Grants scheme provides supplementary funding for additional assistance for the most educationally disadvantaged students to support activities such as literacy and numeracy intervention programmes; additional specialist learning assistance; teachers for students with disabilities and learning difficulties; and classroom resources and equipment for students who require extra help to achieve an appropriate standard of learning.

[13] **The answer from Pakistan Government with following comments:**
National and international conferences have been conducted in Pakistan; Different lectures on this topic have been delivered by the technical persons. However Consultation to this effect is being made to boost up such activities at large all level for the general awareness of the persons with disabilities.

[14] **The answer from Australian Government with following comments:**
NO, but is provided by NGOs

[15] **The answer from Pakistan Government with following comments:**
Uniformed sign language books have already been developed in Urdu in printed as well as software form. Efforts for preparation of ICT software in Urdu is being made at different level.

[16] **The answer from Australian Government with following comments:**

Sign language	YES – 'Auslan'
Finger Braille	YES – Standard Braille

Tactile sign language	
Others(specify):	YES - Audio recordings in English

17 **The answer from Australian Government with following comments:**

The Australian government provides funding to NGOs to provide alternate format information.

18 **The answer from Australian Government with following comments:**

The National Auslan Interpreter Booking Service (NABS) is a service that provides accredited Auslan

interpreters to deaf Auslan users attending private medical consultations.

19 **The answer from Pakistan Government with following comments:**
Addition information annexed as per **appendix-III:**

<u>Appendix III</u>

<u>Institutes related to the Development of Sign Language & Speech Therapy</u>
1. National Institute of Handicapped. (Training Institute)
2. Hamza Foundation Lahore.
3. National Institute of Special Education. (Training Institute)
4. Sirsyed Deaf Academy Islamabad. (NGO)
5. National Special Education Centre for (HIC), Islamabad
6. Sirsyed Academy for the Deaf, Rawalpindi
7. Dewa Deaf Academy, Karachi
8. Special Education Centre for (HIC), Mardan.
9. Provincial Government Institute for the Deaf, Lahore.
10. Speech & Hearing Centre, Karachi
11. Speech & Hearing Centre, Mardan

<u>Institutes related to the Development of Braille Transcription.</u>
1. National Braille Press Islamabad.
2. Government College for the Teachers of the Blinds Garden Town Lahore.
3. Al-Maktoom National Special Education Centre for Visually Handicapped Children, Islamabad.
4. Aziz Jahan Begum School for Visually Impaired Children Lahore.
5. IDAREU Absa Karachi.
6. Special Education Centre for VHC, Lahore.
7. Qandeel Special Education Centre for (VHC), Rawalpindi.

20 **The answer from Australian Government with following comments:**
Many peak industry groups (such as deafness societies) bulk purchase ICT products and sell them to their individual members (for example audio playback devices).

21 **The answer from Pakistan Government with following comments:**
To improve life style of persons with disabilities through the means of social and economic integration, employment quota has been increased from 1% to 2% in Pakistan.   On the basis of ICT training they are availing better opportunity for the employment and ultimately this will increase their buying power.

22 **The answer from Australian Government with following comments:**
Asia-Pacific Telecommunity Standardization Program (ASTAP)
Accessibility and Usability Working Group
Contact Details
Rapporteur: Mr Bill Jolley, Australian Communications and Media Authority
Telephone: (03) 99636894
Email: bill.jolley@acma.gov.au

23 **The answer from Pakistan Government with following comments:**
However opportunities are being provided on Radio and Television in order to broad cost their different live / recorded programs.

[24] **The answer from Australian Government with following comments:**
Subsidies: Communication aids (including Assistive Technology) for people with disabilities are considered exempt from the Goods and Services Tax (GST)
Workplace Modifications Scheme: The Australian Government provides financial assistance for employers to modify workplaces and/or purchase special or modified equipment for people with disabilities.

Australian Government agencies also have internal policies regarding the provision of assistive technology to employees (at no cost to the employee).
Additional Support for Students with Disabilities (ASSD) provides funding support to eligible higher education providers to assist with high costs incurred in providing educational support and/or equipment to students with disabilities with high cost needs; and

Schools Grants scheme provides supplementary funding for additional assistance for the most educationally disadvantaged students to support activities such as literacy and numeracy intervention programmes; additional specialist learning assistance; teachers for students with disabilities and learning difficulties; and classroom resources and equipment for students who require extra help to achieve an appropriate standard of learning.

[25] **The answer from Pakistan Government with following comments:**
Financial institutes (banks) announced various schemes for the general public as well as the disabled..

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