Session Outcome Document

AI for All? Inclusion, bias, and opportunity for persons with disabilities
Equitable AI Alliance

Tuesday, 8 July 2025, 10:00 – 10:45 (UTC+02:00)

https://www.itu.int/net4/wsis/forum/2025/Agenda/Session/173

Key Issues discussed: Looking Beyond 2025

- AI is already here, not something for the future. From self-driving cars to warm, responsive robot caregivers, AI's potential seems limitless. However, algorithms are often biased against persons with disabilities. If AI products are not inclusive by design, persons with disabilities risk exclusion from and discrimination in day-to-day life activities, workplace, education, and other spheres of life. Conversely, AI has enormous potential to create inclusive and dedicated products for people with disabilities. Inclusion, accessibility, and equality must be fundamental to current and future developments if AI is going to meet real-world needs.

- In Employment, AI is advancing workplace inclusion by increasing accessibility (e.g. real-time captions, sign language interpretation), supporting fairer recruitment through bias-aware resume screening, and enabling skill-based matching that focuses on qualification rather than superficial aspects. However, institutional use of AI in HR also poses serious risks. Biased HR tech data, discriminatory automation, and rigid algorithmic management practices may exclude persons with disabilities from recruitment and career progression.

  - *Example 1: AI tools like Predictable learn a user's typing patterns to predict text and phrases, supporting individuals with neurodegenerative conditions or cerebral palsy in communicating more efficiently at work.*
  - *Example 2: Video interview tools may disproportionately screen out job candidates with involuntary movements caused by neurological conditions.*

- In the finance sector, AI has the potential to make banking services significantly more accessible for persons with disabilities. This includes applying ethical standards to prevent data bias, ensuring systems are accessible by default — not placing the burden on the user — and securing assistive technologies (AT) used in banking. When designed equitably, AI can detect users' accessibility needs and activate tailored support protocols, such as granting more time or adjusting interaction modes. However, risks remain high. Noncompliance with

digital accessibility standards (e.g. EN301.549), misuse of disability-related data, and exclusion from AI development processes can lead to unfair treatment and security vulnerabilities.

- o *Example 1: AI systems can identify when a user relies on AT and automatically adjust banking interfaces to ensure safe and accessible service.*
- o *Example 2: AI systems might misinterpret the use of AT—such as slower navigation speed — as suspicious behavior, resulting in blocked transactions or denied access to essential banking services.*

Tangible Outcomes of the session

- Key takeaways to amplify opportunities and mitigate risks for equitable AI:
  1. Consider human differences, the potential for inclusive value, and the potential for exclusion and discriminatory harm.
  2. Authentically engage and collaborate with experts, especially those with lived experience.
  3. Identify and mitigate risks across data, algorithms, outcomes, and unintended uses.
  4. Build AI that actively includes, empowers, and addresses real-world barriers.
  5. Reflect, adapt, and share insights to improve inclusive AI practices.

- Invitation to engage with the Equitable AI Alliance:
  1. Connect conference organisers with Equitable AI Alliance experts and speakers.
  2. Find resources in the Equitable AI Knowledge Hub.
  3. Reach out for webinars tailored to your needs on AI.
  4. Join discussions in the Disability-Inclusive AI LinkedIn group.

Key Recommendations and Forward-Looking Action Plan for the WSIS+20 Review and Beyond

- Adopt inclusive design as a foundational principle for all AI development — solutions must be accessible by design, with persons with disabilities meaningfully involved throughout creation, testing, and application.

- Mandate sector-wide accessibility standards such as EN301.549, supported by robust policies, ethical guidelines, and regulatory frameworks to ensure compliance and accountability.

- Strengthen data governance by improving training data quality, eliminating bias, and embedding fairness throughout the AI lifecycle.

- Enforce data privacy and consent safeguards, ensuring transparency around what data is collected, how it is shared, and with whom, with user consent at the core.

- Foster cross-sector collaboration to scale effective, disability-inclusive AI solutions and share successful models globally.