

Persons with Disabilities & ICT in Portugal

The practice of the last 20 years



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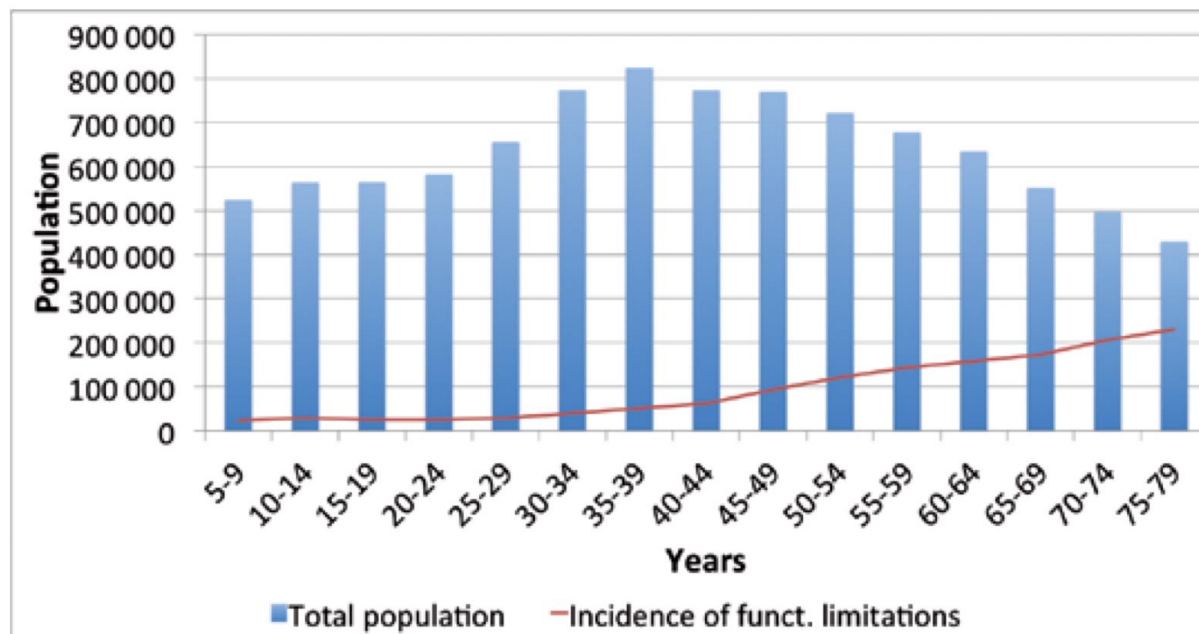
Team of Digital Experience

Digital Transformation Directorate

18% of the PT with functional limitations

(vision, hearing, motor, cognitive functions)

Figure 1: The incidence of functional limitations in the portuguese population by age. (Census 2011)



1997 – Green Book for the Info Society (IS)

“IS has characteristics that enhance the participation and inclusion of people with disabilities in society”

- 1999 and 2003 – National Initiative for Citizens w/ special needs in the IS
- 2006 – 2010 – National Plan for Accessibility Promotion(1st phase)
- 2011 – 2015 – National Plan for Accessibility Promotion (2nd phase)

5 ICTs

- ATMs/Vending/Tickets Machines
- [e]Payments
- [e]Books
- [digital]Television
- Web & Apps

ATMs/Vending/Ticket Machines

- Interface accessible to people w/ vision impaired since 1998
- Interbank Services Company (SIBS) with a network of 14.000 machines
 - 95% have an interface w/ audio and magnified characters
- More recently new ATM's operators introduced ATMs without any a11y concerns
- In 2003 the Lisbon's Metro introduced ticket machines w/ a11y. Today they almost disappeared

[e]Payment – payment terminals

- Payments w/ Debit/Credit cards – we never had an accessible solution to use in the shops
- Can smartphones become the accessible solution? And interoperable with current payment terminals in the shops?

[e]Books

- In 2005, the Ministry of Education introduced the DAISY format in the textbooks
- In 2013, the DAISY format was introduced as a support tool for the national exams.

[digital]Television

- Pluriannual Plan from the Regulatory Authority for the Media (ERC)
 - 1st: 2014 – 2017
 - Current: 2017 – 2020
- Goals to the channel 1 of RTP (the Portuguese public service broadcaster for Radio and Television) between the period of 08:00 – 02:00
 - CC to Deaf Persons: 20h per week
 - Sign Language: 12h per week
 - Audiodescription: 70h per year

Web Sites & Mobile Apps

- Monitoring – Evaluation – Methodology
- We need more work in the field of harmonization of Web and App monitoring
- As WAI-Tools project is writing authoritative test rules to use in the evaluation tools we need a common guide to clarify what to analyse and with what tools (assistive technologies; browser functions; toolbars; contrast tools and other tools dedicated to a specific a11y aspect)
- In Mobile Apps, in Portugal, we are based our monitoring work in the assistive technologies that support the different Operating Systems.