



# Code of Practice

on Accessibility of Public Services and  
Information provided by Public Bodies

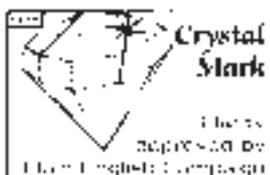


NATIONAL DISABILITY AUTHORITY  
ÚDARÁS NÁISIÚNTA MÍCHUMAIS

**Plain English Edition**

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Please note that this booklet is intended as a guide only and does not cover detailed aspects of the legislation.



# **Code of practice on accessibility of public services and information provided by public organisations.**

**Plain English Edition**



## Foreword

We, the National Disability Authority (NDA) were set up in June 2000, under the National Disability Authority Act, 1999, (NDA Act, 1999) as an independent government organisation. One of our functions, as outlined in the NDA Act, is ‘to support the achievement of good standards and quality in the provision of programmes and services provided or to be provided to people with disabilities’. (See part II, sections 8(2) (c), (d) and (f) and 10 (1).)

We have prepared this code of practice at the request of the Minister for Justice, Equality and Law Reform.

In August 2005, the Minister asked us to prepare and send him a draft code of practice on the matters referred to in sections 26, 27 and 28 of the Disability Act 2005. We presented a first draft to all government departments in September 2005. We received a large number of responses from this initial request for comments and, based on these responses, we made some changes to the document.

In line with section 30(2) of the Disability Act, 2005, which gives us the power to ask for views and ideas from any people or organisations we feel are appropriate, we began a national consultation process in October and November 2005 for this second draft. We received more than 70 responses and so made further changes to the document.

Following this national consultation process, we gave all government departments a final opportunity to comment on the third draft, before we sent the final revision of the code to the NDA authority.

The Disability Act, 2005 applies alongside the Equal Status Acts, 2000 to 2004, which also relate to providing goods and services.

Public organisations, as service providers, should note the separate requirements of these Acts for providing information and services to people with disabilities. This document is not a code of practice for the Equal Status Acts 2000 to 2004. However, we do encourage public organisations to develop a clear approach to their obligations under the Disability Act 2005 and the Equal Status Acts in relation to people with disabilities.

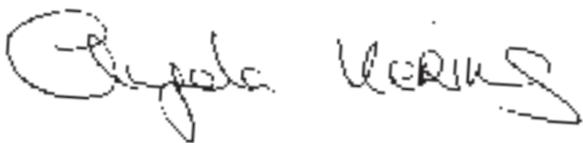
Part 3 of the Disability Act 2005, places significant responsibilities on public organisations to make their services accessible to people with disabilities.

- Under section 26, public organisations must make sure that their services are accessible for people with disabilities by providing access to mainstream services if this is practical and appropriate.

- Under section 27, public organisations must make sure that the goods or services that they buy are accessible, unless it would not be practical or justifiable (for cost reasons or would result in an unreasonable delay).
- Under section 28, if a person with a hearing or visual disability asks, a public organisation must, as far as is practical, provide information in an accessible format. Information provided electronically must, as far as practical, be compatible with assistive technology. Information for people with learning disabilities must also be, as far as possible, made available in easy-to-read formats. (Assistive technology includes a range of technology which helps people at home, school, work and in the community.)

This code of practice sets out our understanding of what is needed under those sections of the Disability Act, 2005. We have designed it to guide public organisations in meeting their legal obligations by providing practical advice and examples. I believe that this can be achieved by thoughtful and careful planning that responds to the needs of people with disabilities. We encourage public organisations to take steps to achieve the highest possible standards of accessibility for the information and services they provide to the public.

We propose that the best measure of success will be clear when people with disabilities experience a real change for the better in access to services and information.

A handwritten signature in black ink, appearing to read 'Angela Kerins', written in a cursive style.

**Angela Kerins, Chairperson, National Disability Authority.**

# Table of Contents

<b>Foreword</b>	<b>3</b>
<b>1. Introduction</b>	<b>6</b>
<b>2. What the Code of Practice covers, its aim and how it is used</b>	<b>9</b>
<b>3. Status of this Code of Practice</b>	<b>10</b>
<b>4. The main parts of the Code</b>	<b>12</b>
<b>Appendix One: Sections in Part 3 of the Disability Act, 2005</b>	<b>22</b>
<b>Other Formats</b>	<b>25</b>
<b>More Information and Advice</b>	<b>26</b>

# 1 Introduction

The Disability Act 2005 (the Act) is a positive measure, which provides a legal basis for making public services accessible. Sections 26, 27 and 28 of the Act place obligations on public organisations to make their services and information accessible to people with disabilities. We have prepared this code of practice at the request of the Minister for Justice, Equality and Law Reform.

Although the Act contains conditions on accessibility in relation to buildings and heritage sites, these areas do not fall within the scope of this code of practice. These will be dealt with separately.

We explain the obligations under sections 26, 27 and 28 in the code. The code does not cover the associated complaints process which will apply under sections 38, 39 and 40. Sections 38, 39, 40 say that someone with a disability can make a complaint about a public organisation that fails to provide access under by sections 26, 27 and 28. If the person making the complaint is not satisfied with the outcome of their complaint, they can appeal to the Ombudsman.

## Who will benefit from these conditions?

The Act is designed to improve access to public services for people with disabilities. For the purposes of sections 26, 27 and 28 of the Act, the term disability is defined in section 2 of the Act, as follows:

"In relation to a person, (disability) means a substantial restriction in the capacity of the person to carry on a profession, business or occupation in the State or to participate in social or cultural life in the State by reason of an enduring physical, sensory, mental health or intellectual impairment."

## What services are covered?

The code applies to a service which comes under the definition of services in section 2 of the Act. It covers a wide range of services and facilities provided by public organisations that are available to the public generally or a particular section of the public.

This includes:

- a using any place or facility owned, managed or controlled by a public organisation;
- b providing information, an information resource or a scheme, allowance or other benefit managed by a public organisation;
- c any cultural or heritage services provided by that organisation; and
- d any service provided by a court or other tribunal.

## What public organisations are covered by the code?

The code applies to a wide range of public organisations. The public organisations covered by the code are defined in section 2 of the Act to cover:

- a a department of state;
- b the Office of the President;
- c the Office of the Attorney General;
- d the Office of the Controller and Auditor General;
- e the Office of the Houses of the Oireachtas;
- f a local authority;
- g the Health Service Executive; or
- h a person or organisation (other than the Defence Forces) set up in the following ways:
  - (i) by or under any Act (other than the Companies Acts 1963 to 2003). This would include for example:
    - the Broadcasting Commission of Ireland set up under the Radio and Television Act 1988;
    - the Central Statistics Office, set up under the Statistics Act 1993;
    - us, the National Disability Authority, set up under the National Disability Authority Act 1999;
    - the Courts Service set up under the Courts Act 1998; and
    - the Legal Aid Board set up under the Civil Legal Aid Act 1995.
  - (ii) under the Companies Acts 1963 to 2003 and paid for totally or partly using money provided, or loans made or guaranteed, by a Minister of the Government or shares held by or on behalf of a Minister of the Government. This would include for example, Dublin Bus, Bus Éireann and Iarnród Éireann.

## Tackling issues on accessibility

To make sure services are accessible it is important to be aware of the obstacles people who have physical, sensory or learning disabilities come across. Their needs will vary and will inform the kind of action that is appropriate and can be delivered wherever practical.

Obstacles to accessibility for people with disabilities include a broad range of elements including, for example:

- communication, if something is presented in a format which is not accessible;
- lack of awareness of the needs of people with disabilities;
- the physical environment for example, design, layout, signs, lighting and so on; and
- the design of services for example, where systems, procedures and practices can cause obstacles.

Information and services can be made accessible when they are provided in a way that meets the needs of those people they are intended for.

In general, you can achieve this by asking people what they need when it comes to information and services.

## 2 What the code of practice covers, its aim and how it is used

### What the code covers

Sections 26, 27 and 28 of the Disability Act 2005, are the focus of this code of practice.

The sections set out specific requirements to do with public information and services, including services and goods public organisations buy so that they are accessible to people with disabilities if this is practical.

### Aim

We have developed this code to support public organisations in meeting their obligations under sections 26, 27 and 28 of the Act (see Appendix one).

### How the code is used

This document should prove useful to public organisations by providing practical guidance on the various elements involved. It also gives examples of possible ways that could be used to make sure that their services are accessible to people with disabilities. It will also provide a useful source of information for people with disabilities using these services, their advocates, and organisations representing people with disabilities. (An advocate is someone who empowers people by helping them make their views known and helping them claim their entitlements. Where necessary, an advocate will represent people and negotiate on their behalf.)

### Specific aims of this code

The specific aims of the code are to:

- 1 support public organisations by providing a practical interpretation of sections 26, 27 and 28 of the Disability Act, 2005); and
- 2 give practical advice on how organisations can meet these requirements while appreciating the range of organisations and services involved.

## 3 Status of this code of practice

### General

The code relates to the matters outlined in sections 26, 27 and 28 of the Disability Act 2005 (the Act). These sections of the Act place significant duties on public organisations from 31 December 2005.

We consider public organisations that keep to this code as meeting the requirements of the law. Section 30(6) states "compliance by a public body with an approved code of practice shall be deemed to be compliance with the relevant provision of this Act".

Separately, the NDA Act, 1999, gives us a monitoring role, in relation to putting codes of practice we have developed into practice. This includes codes such as this one. Part II, Sections 8 (2) (d) of the NDA Act, 1999, says that our monitoring functions are: "to monitor the implementation of standards and codes of practice in programmes and services provided to persons with disabilities and to report to the Minister thereon".

### Obligations under the Disability Act, 2005

The sections of the Act that place significant duties on public organisations to make their services and information accessible to people with disabilities, came into effect on 31 December 2005. How practical and appropriate this may be is guided by considering, for example, the level of control and cost.

In the case of certain public transport services, the plan the Department of Transport will prepare under sections 31 and 34 may give the timeframes for making particular public transport services accessible. (See section 31(5) of the Act.)

### Responsibilities

Sections 26, 27 and 28 of the Act place obligations on the head of a public organisation. This is defined in section 2 as being "the person who holds, or performs the functions of the office of the chief executive officer (by whatever name called) of the body". As such, they must make sure that their organisation keeps to the obligations set out in those sections.

This code aims to support public organisations to meet their obligations under the Act.

**To plan what action is needed, we suggest that the head of each public organisation:**

- decides how far the Act applies to their organisation after taking account of the range of services and the information they provide;
- considers, plans and reviews the policies, procedures and the actions needed to meet their obligations; and
- examines how practical and appropriate planned measures are so they keep to the Act.

## 4 The main parts of the code

### Section 26 Access to services and so on

#### Section 26 (1)(a) Integrated Access to Services

Public organisations must make sure that the services they provide to the general public are accessible to people with disabilities if this is practical and appropriate. The services concerned are those that come within the definition of services in section 2 of the Act.

In practical terms, this means that people with disabilities can use services provided by a public organisation at the same point of access or place, at the same time as everyone else, if practical and appropriate.

#### **A public organisation can achieve better access to services by:**

- analysing how 'integrated' their public services are to see whether people with disabilities can access and use those services as everyone else;
- creating a practical and appropriate action plan to deal with any issues that have been identified, by asking stakeholders, wherever this is practical and appropriate; and
- promoting the measures taken so that the general public knows about them.

#### **Public organisations may find the following useful in considering what they need to do.**

- They can contact us for advice on useful publications and possible approaches for reviewing the accessibility of services and developing action plans.
- They could set up an advisory group if there is not already a consumer group in place to oversee a review of the integration and accessibility of services. FÁS, for example, has set up a National Advisory Committee on Disability to, among other things, "assist and advise on the systems and/or provision necessary for greater inclusion of people with disabilities on FAS programmes and services and ... to provide FAS with assistance in identifying gaps and existing disincentives, in regards to FAS programmes and services, and provide advice on how these may be overcome". See also <http://www.fas.ie>.
- They could check premises for access and develop ways of providing services for people who cannot access them in the usual way (outreach strategies). For example, the Office of Public Works (OPW), has carried out a check on access for their premises and developed an action plan to improve access. Examples of action they have taken includes:

- a proximity card system to replace their existing swipe card system (so that the card does not need to be swiped but can be read if held near the card reader); and
- lowering light switches in buildings.
- They could improve their current customer-care policy. For example, the Electricity Supply Board (ESB) has introduced a register of customers with home medical equipment so they have a continuous supply of electricity.
- They could provide information in accessible formats for public seminars, lectures, public meetings and mainstream training programmes where practical.

## Section 26 (1)(b) Providing help

If it is practical and appropriate, public organisations must provide help to allow a person with a disability to access a mainstream service, if they want to. This applies if the public organisation is satisfied that the help is needed.

The types of help needed may vary depending on the type of service being provided and the nature of the disability concerned. The action needed may involve simple measures, such as taking the time to tell a person with a disability about the service options, or need more specialised help, such as sign-language interpretation.

### **A public organisation can achieve this by:**

- considering the type of help that is likely to be needed, perhaps consulting representative groups and getting advice on appropriate types of help);
- exploring and estimating the likely demand for help;
- examining how practical and appropriate the various options available are for responding to this demand;
- making sure that any help identified can be provided or developed and made available;
- developing procedures to respond to requests for help, including, when possible, talking to the customer and making sure that relevant staff are aware of these procedures;
- identifying appropriate sources to provide the various kinds of help that may be involved or encouraging staff to gain the extra skills needed, if this is practical and appropriate; and
- promoting the measures taken so that the general public know about them.

**Public organisations may find the following useful when considering what they need to do.**

- If consumer panels do not already exist, the organisation could set up panels to guide development. For example, the HSE – Midland Area’s Springfield Centre, Mullingar has set up a consumer panel which includes a small group of individuals who meet to discuss issues relevant to their health services. A member of the public, who is independent of the HSE, chairs the panel. The panel is co-ordinated, run and funded by the relevant services within the HSE – Midland Area. Promotional material for the panel describes consumer panels as being ‘about making sure that you have a say in making the service that you use better for you’.
- The organisation could provide disability awareness training for all relevant staff. For example, the University of Limerick’s Mary Immaculate College provides training on disability awareness for administrative, academic and support staff.
- The organisation could develop and promote clear procedures for providing help, example on timeframes, roles and responsibilities. If, for example, an Irish Sign Language interpreter is needed, enough notice will be essential. For example, in the case of an agency for Irish Sign Language interpreters which provides registered interpreters, preferably two weeks’ notice is normally needed. However, every effort will be made to deal with urgent requests at shorter notice. The organisation would need to make sure that people who are likely to ask for this type of support would also be made aware of the need for notice.

## **Section 26 (1)(c) Expert advice**

A public organisation must, where appropriate, make sure appropriate expertise and skills are available. This expertise can be made available within the organisation, or, if appropriate, from outside the organisation.

**A public organisation can achieve this by:**

- identifying the various services provided, if advice is likely to be needed about how to make them accessible to people with disabilities, so they can identify the specific type of expertise that is needed;
- deciding whether this expertise is available in the organisation or needs to be found from outside;
- identifying staff training initiatives and putting them into practice to build in-house skills to provide expert advice;

- identifying appropriate sources, if advice from outside the organisation is needed;
- allowing time for considering any advice given, and the appropriate and practical actions as a result;
- bringing the advice to the attention of relevant staff; and
- promoting measures taken, where appropriate, so that the general public is made aware of them.

**Public organisations may find the following useful in considering what they need to do.**

- They could set up a consultative framework to advise on matters such as identifying and supplying the expert advice needed. The Public Transport Accessibility Committee (PTAC) was set up in July 2000 as an expert group to advise the Minister for Transport on how accessible proposed public transport investment projects are and on existing issues on the accessibility of public transport.

## **Section 26 (2) Access officers**

Each public organisation must have at least one officer authorised to act as ‘access officer’. That officer is responsible, where appropriate, for providing or arranging for and co-ordinating help and guidance to people with disabilities so they can access services.

**A public organisation can achieve this by:**

- considering the skills needed for the role of access officer;
- considering how many officers are needed (the Act says there must be at least one officer);
- authorising at least one officer to carry out the role of access officer as defined in the Act;
- making sure that the officer has enough training and knows their duties and responsibilities under the Act (it is important that training gives them the ability to deal with integration and access issues and supports strategies to tackle these matters where practical and appropriate);
- making sure that this officer can be available for people with disabilities who want access to services provided by the public organisation and to staff who need their advice and support;

- making sure that this officer has regular contact with senior management and that he or she has enough resources and is supported in their role; and
- promoting the access officer and how they may be contacted, so that the general public knows about them and how to contact them.

## Section 27 Accessibility of services provided to a public organisation

Since 31 December 2005 each public organisation must make sure that the goods or services that are supplied to them are accessible for people with disabilities unless it would not be practical or justifiable (for cost reasons or would result in an unreasonable delay). This will relate to a wide range of goods and services including equipment, materials, information technology, and so on.

### **A public organisation can achieve this by:**

- reviewing their existing policy, procedures, practices, guidelines or templates for buying goods and services to see how they can build accessibility into the process (for example, it would be important to check whether these policies have a clear statement on accessibility);
- taking care that, in all exercises to buy goods or services, accessibility is a factor to consider throughout the entire tendering process, from drawing up and running tender competitions through evaluating tenders and deciding who to award contracts to; and
- bringing this requirement to the attention of all relevant staff who will be involved in the tendering process and guiding them in relation to the circumstances where the requirement will not be appropriate for the reasons shown in paragraphs a, b and c in section 27(2) (see below).

## Exceptions

We know that it might not always be possible to make sure that goods or services bought by an organisation are accessible. However, organisations should only make exceptions in line with the circumstances shown in paragraphs a, b and c in section 27(2) of the Act. Exceptions can apply if:

- it would not be practical (for example, if the technology is not readily available);

- it would not be justified after taking account of the cost of doing so; or
- it would cause unreasonable delay in making the goods or services available to other people (for example, if goods or services are otherwise available and needed by other people, so that a significant delay in supplying them to those other people would be unfair).

## Section 28 Access to information

This section relates to public organisations providing information to the general public.

### Section 28 (1)(a)

Each public organisation must make sure, as far as practical, that information which is provided to the public by phone or face-to-face is provided in an accessible format, if a person who is deaf or hard of hearing asks for this.

This can range from minor difficulties with hearing, normal speech or particular sound frequencies to profound deafness. Many people with problems with their hearing can lip-read – some use hearing aids and some visual support (such as textphones, real-time captioning (spoken words are changed into text) or video-relay (images are used to support what is being said) services). Others may need sign-language interpreters.

#### **A public organisation can achieve this by:**

- exploring the range of formats that can be used practically for making communication accessible to people with problems with their hearing (see examples given in the next section);
- creating procedures for processing requests for accessible formats that may be provided as far as is practical including, when possible, talking to the customer (relevant staff should be aware of these procedures);
- creating procedures for sourcing and providing accessible formats;
- finding out what format the person wants; and
- deciding how practical it is to provide the form of support the person wants.

#### **Public organisations should also consider:**

- familiarising themselves with the needs of people with hearing difficulties;

- developing written versions of spoken communications, such as guides or frequently asked questions (FAQs);
- providing one- or two-way electronic communications with members of the public by e-mail, SMS text or other forms of messaging;
- providing text or videophones;
- installing induction loops in reception or waiting areas and at least one meeting room;
- providing Irish sign-language interpreters, or real-time captioning for major public consultations;
- using descriptive text for promotional videos and film presentations;
- if possible or practical, offering other forms of support if the form which has been asked for cannot be provided; and
- monitoring requests for accessible formats to help with planning access in the future.

## Section 28 (1)(b)

Each public organisation must make sure, as far as practical, that the written information and communications they provide to the public are accessible for people who are blind or partially sighted.

This can range from blurred vision to complete blindness. People with visual difficulties may sometimes use large-print, high-contrast, audio-tape or Braille documents.

Providing accessible formats may be something that can be delivered relatively quickly and easily in-house, for example, certain documents in large print, or it may involve reproducing text in Braille. In this case, if there are no facilities or expertise in-house, it could involve contracting the service from the relevant source and allowing time for the document to be produced.

### **A public organisation can achieve this by:**

- exploring the range of formats that can be used as far as practical for making written communications accessible to those with visual difficulties (see the examples on page 19);
- creating procedures for sourcing or providing accessible formats;
- creating procedures for processing requests for accessible formats that may be provided as far as is practical including, when possible, talking to the customer (relevant staff should be aware of these procedures);

- finding out what format the person wants; and
- deciding how practical it is to provide the form of support the person wants

**Public organisations should also consider the following.**

- They could provide information in accessible formats, such as:
  - in large print;
  - in Braille;
  - in electronic format that can be used with adaptive technology; and
  - on audio tapes.

In deciding how practical it is to produce an audio-tape format of a particular document, it is important to realise that:

- a person's ability to absorb information by listening is limited; and
  - some information simply does not work on tape (large directories or technical documents with a lot of cross-referencing, for example).  
For larger and more complicated documents, summary tapes or one-to-one consultation in person or by phone, might be better.
- Where possible or practical, the organisation could offer other forms of support if the requested form cannot be provided.
  - And, the organisation could monitor requests for accessible formats to help plan access in the future.

## **Section 28 (2)**

If a public organisation communicates with the public using an electronic format, they must make sure that, as far as practical, the contents of their communications are accessible to people with visual problems who use adaptive technology. This technology may include screen readers, Braille output devices and screen-magnification software.

Visual problems are defined under section 28(1) (b) above.

**A public organisation can achieve this in the following ways.**

- By deciding what is involved in making electronic communications accessible and understanding the needs of those who use adaptive technology.
- By reviewing existing practices for electronic communications in terms of accessibility against relevant guidelines and standards. For example, this could include:

- our IT accessibility guidelines for all computers, information kiosks, interactive services with an ICT front end (for example, Revenue's on-line service web forms, electronic voting machines), e-mail and other application software, and other public access terminals used by the public (consult <http://accessit.nda.ie>); and
- meeting the standard set by guidance on web accessibility, see <http://w3.org/WAI> (See note 1 below.)
- By planning to make sure that all communications are produced, as far as practical, in a format that is accessible to people with visual problems who use adaptive technology such as screen readers or speaking browsers.

**Public organisations may find the following useful in considering what they need to do.**

- The Oasis (online access to services, information and support) website, [www.oasis.gov.ie](http://www.oasis.gov.ie), developed by Comhairle, is a useful example of how the contents of electronic-based communications can be made accessible to someone with eyesight difficulties who has adaptive technology.
- The organisation can be aware of new technology (such as smart-card technology and closed-audio descriptions for Digital TV) and their potential to provide an accessible channel of communication to a person with eyesight problems.

## Section 28 (3)

Each public organisation must make sure that, as far as practical, the information they publish which is directly relevant to people with learning disabilities, is available in clear language that they easily understand.

This is often referred to as the 'easy-to-read' format, but generally involves producing information in:

- plain English (clear and simple language); and
- easy-to-read summaries which use illustrations to help with understanding.

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Note 1: The Department of the Taoiseach's 'New Connections – A Strategy to realise the potential of the Information Society' states that 'all public websites are required to be WAI (level 2) compliant by end 2001.'

**A public organisation can achieve this by:**

- consulting other relevant organisations on what is involved in producing published information in these formats;
- reviewing the range of information published by the organisation to identify which publications fall within the category concerned;
- finding out the likely demand for that information by consulting others, if appropriate;
- developing procedures and arrangements with other agencies, where necessary, for changing relevant publications into easy-to-read formats;
- setting up procedures to respond to requests for these formats including talking to the customer (relevant staff should be aware of these procedures); and
- monitoring the demand for the formats to help plan for the future.

**Public organisations may find the following useful when considering what they need to do.**

- The easy-to-read edition of our Strategic Plan 2003-2006 is an example of an easy-to-read version of an official document.
- Our publication 'First Steps in Producing Accessible Publications' is also useful.

## Appendix One: Sections in Part 3 of the Disability Act, 2005

*Disability Act 2005.*

### **PART 3**

26. - (1) Where a service is provided by a public body, the head of the body shall— Access to services, etc.
- (a) where practicable and appropriate, ensure that the provision of access to the service by persons with and persons without disabilities is integrated,
  - (b) where practicable and appropriate, provide for assistance, if requested, to persons with disabilities in accessing the service if the head is satisfied that such provision is necessary in order to ensure compliance with *paragraph(a)*, and
  - (c) where appropriate, ensure the availability of persons with appropriate expertise and skills to give advice to the body about the means of ensuring that the service provided by the body is accessible to persons with disabilities.
- (2) Each head of a public body referred to in subsection (1) shall authorise at least one of his or her officers (referred to in this Act as "access officers") to provide or arrange for and co-ordinate the provision of assistance and guidance to persons with disabilities in accessing its services.
- (3) This section shall come into operation on 31 December 2005.

Accessibility  
to services  
supplied to a  
public body

**27** - (1) Where a service is provided to a public body, the head of the body shall ensure that the service is accessible to persons with disabilities.

(2) *Subsection (1)* shall not apply if the provision of access by persons with disabilities to any services provided to the body—

(a) would not be practicable,

(b) would not be justified having regard to the cost of doing so, or

(c) would cause unreasonable delay in making the goods or services available to other persons.

(3) In this section references to the provision of services include references to the supply of goods.

(4) This section shall come into operation on 31 December 2005.

Access to  
information

**28** - (1) Where a public body communicates with one or more persons, the head of the body shall ensure—

(a) if the communication is an oral one and the person or persons aforesaid has a hearing impairment and so requests, or

(b) if the communication is a written one and the person or persons aforesaid has a visual impairment and so requests,

that, as far as practicable, the contents of the communication are communicated in a form that is accessible to the person concerned.

- (2) Where a public body communicates in electronic form with one or more persons, the head of the body shall ensure, that as far as practicable, the contents of the communication are accessible to persons with a visual impairment to whom adaptive technology is available.
- (3) The head of a public body shall ensure, as far as practicable, that information published by the body, which contains information relevant to persons with intellectual disabilities, is in clear language that is easily understood by those persons.
- (4) This section shall come into operation on 31 December 2005.

## Other formats

**Please note that this document is also available:**

- in plain English (jargon-free);
- in an easy-to-read summary;
- in large print;
- on audio tape;
- in Braille; and
- as accessible HTML (an electronic language used to create websites).

## More information and advice

For more information and advice on any part of this document (including information on agencies providing advice on accessibility and document formatting services) please contact:

### **The National Disability Authority**

25 Clyde Road

Dublin 4

Ireland.

Phone: 01 6080400

Fax: 01 6609935

Website: [www.nda.ie](http://www.nda.ie)

Our Standards Unit is at e-mail: [standards@nda.ie](mailto:standards@nda.ie)

**Comhairle** – the national support agency responsible for providing information and advice on social services. Their address is:

### **Comhairle**

7th Floor

Hume House

Ballsbridge

Dublin 4.

Phone: 01 6059000

E-mail: [info@comhairle.ie](mailto:info@comhairle.ie)

Website: [www.comhairle.ie](http://www.comhairle.ie)

### **For more information, also see the following:**

[www.assistireland.ie](http://www.assistireland.ie).

This database contains relevant information, products, suppliers and resources relating to daily living and disability in Ireland.

Lo-call 1890 277 478

E-mail: [support@assistireland.ie](mailto:support@assistireland.ie)

**For general information on public and social services, see:**

[www.oasis.gov.ie](http://www.oasis.gov.ie).

**For information on the Equal Status Acts 2000 to 2004, please contact:**

**The Equality Authority**

2 Clonmel Street

Dublin 2.

Phone: 01 4173333

Lo-call: 1890 245 545

E-mail: [info@equality.ie](mailto:info@equality.ie)

Website: [www.equality.ie](http://www.equality.ie)



**National Disability Authority**  
25 Clyde Road, Dublin 4. Tel: 01 608 0400 Fax: 01 660 9935  
Email: [nda@nda.ie](mailto:nda@nda.ie)

**[www.nda.ie](http://www.nda.ie)**