



Údarás Náisiúnta Míchumais
National Disability Authority

A report on the accessibility of public services and information in public organisations

2022



This is an Easy to Read report.

Who we are



Údarás Náisiúnta Míchumais
National Disability Authority

The National Disability Authority, or NDA, is an independent organisation in Ireland.



Our job is to give the Government advice on things that are important to the lives of persons with disabilities.



We have a Centre for Excellence in Universal Design.



Universal Design means that buildings, products, services, and technology are designed so everyone can understand and use them easily.

Our monitoring responsibilities



Monitoring means to check if something is happening or is being done the right way.



The Disability Act is a law in Ireland.
It is split into different parts called sections.



The NDA monitors how some parts of this law are put into action.



A Code of Practice is a guide on the best way to do something.
It can help public organisations to understand and follow the law.

Our monitoring responsibilities



Public organisations are involved with the work that the Government does or have been set up as part of a government law.



There is a Code of Practice for accessible public services and information.

This covers sections 26, 27, and 28 of the Disability Act.



The NDA checks if this Code of Practice is being followed by public organisations.

We send a report to the Minister.



In 2022, we checked to see if public organisations were following certain information in the Code.

This information was about websites.

Access Officers



Section 26 of the Disability Act says that public organisations must have an Access Officer.



Some people with disabilities may need extra support to use a service.



Public organisations must have at least one member of staff to organise this extra support. That member of staff is called an Access Officer.



We checked what information public organisations had on their website about Access Officers.

We checked three different things.

Access Officers



1. We checked if the website said there was an Access Officer in the organisation.



2. We checked if the website had information about how to contact the Access Officer.



3. We checked if there were different ways to communicate with the Access Officer.

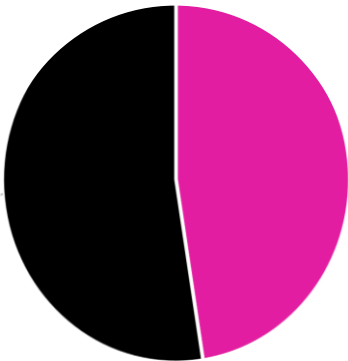
What we found



The NDA monitoring team looked at the websites of 281 public organisations.

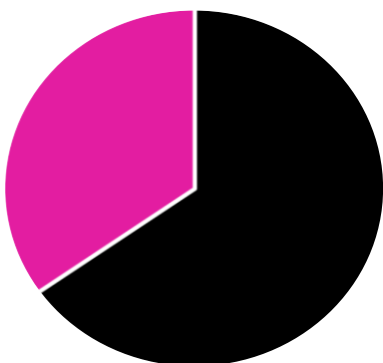


We put together a draft report.
We shared this report with public organisations.
This showed how they were doing with this part of the Code of Practice.



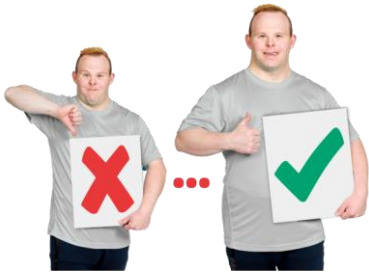
The pink part of this chart shows just under half of public organisations said they had an Access Officer on their website.

The black part shows just over half did not.



The pink part of this chart shows that only 98 out of 281 public organisations followed all 3 things about Access Officers on their website.

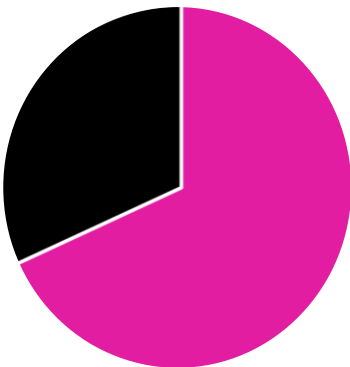
What we found



Public organisations had a chance to change the information on their website before our final report was finished.

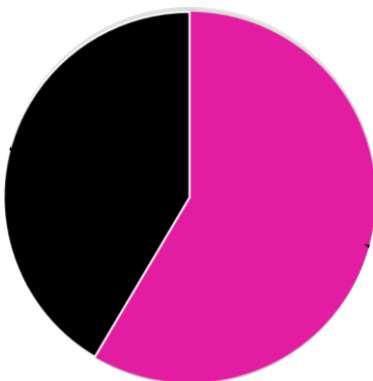


Many public organisations improved the information about Access Officers on their website.



The pink part of this chart shows that 192 public organisations had information on the Access Officer on their website.

The black part shows that 89 did not.



The pink part of this chart shows that 165 public organisations followed all 3 things about Access Officers on their website.

The black part shows that 116 did not.

How monitoring can help



Since the draft report came out, there has been a big improvement.

There is more information on Access Officers on public organisation's websites.



There is also better contact information for Access Officers on the websites.

People could write or speak to Access Officers.



An Roinn Dlí agus Cirt
Department of Justice

The Department of Justice set up a network for Access Officers in the justice sector.

They will meet to share information and ideas.

What should happen next?



Public organisations need to do more to follow the Disability Act.

They must make sure to give the right information to the public.



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National Disability Authority

The NDA will keep giving advice to public organisations, so they have the right policies and people in place.



Public organisations must give their Access Officers the right training, resources, and information to do their job well.



Public organisations can read a guide from the NDA.

It is about training and supporting Access Officers.



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This Easy to Read report is from the
National Disability Authority.



Ace Communication helped to put
together this report.

Experts by Experience helped with this
information.

