AccessibleEU – Accessibility Indicators

Highlights 2024

Greece

Background

AccessibleEU intends to monitor action and progress of member states to implement accessibility legislation and standards by using a framework largely based on the United Nations (2020) Article 9: Illustrative Indicators, Human Rights Indicators on the Convention on the Rights of Persons with Disabilities (CRPD) developed by the Office of the United Nations High Commissioner for Human Rights (OHCHR).

This monitoring framework is composed of structural indicators, process indicators, and outcome indicators:

- **Structural indicators** aim to capture the institutional aspects of national commitments.
- **Progress indicators** focus on efforts of member states to transform commitments into results.
- **Outcome indicators** relate to the impact of commitments and efforts onto individuals.

AccessibleEU uses a total of 30 indicators covering the areas of Built Environment, Transport, Information and Communication Technologies (ICT) and Public Policies.

Overview for Greece

Percentage of people with disabilities (Eurostat, 2024): 23,1%

AccessibleEU National Expert: Dimitris Logaras

National Council of Persons with Disabilities (member of the European Disability Forum): National Confederation of Disabled People (NCDP)

Annual Country Report 2024 for Greece

Structural indicators

Topic: Legislation enacted ensuring the right to access, on an equal basis with others, to the physical environment, transportation, services, information and communications, including ICTs, and other facilities and services open or provided to the public, in both urban and rural areas.

- **Findings:** There are national laws containing accessibility requirements in the areas of Built environment, Transport and Public Policies. No specific information has been identified regarding ICT. The National Accessibility Authority is an advisory body of the State, subordinate to the Prime Minister, that monitors all issues related to the right of access of persons with disabilities and formulating proposals for the formulation of public policies in matters of its subject. One of the members of the National Accessibility Authority is a representative of the National Confederation of Disabled People.

Topic: Incorporation of EU accessibility standards and/or transposition of EU Directives in national legal frameworks

- **Findings:** Greek legal framework includes international standardson accessibility such as EN 81-70 and EN 301 549 v3.2.1. European Directives such as 2014/24, 2014/25 and 2016/2102 have also been implemented in national legislation. The Hellenic Organization for Standardization (ELOT) has also developed specific national standards regarding accessibility, such as ELOT 1439:2013 "Organization friendly to citizens with disabilities - Requirements and recommendations".

Topic: Accessibility related Strategic and action planning is up to date on national level and aligned with EU relevant strategies.

- **Findings:** Within the National Strategy on the Rights of Persons with Disabilities 2024-2030, objectives include: Ensuring accessibility of services and goods, ensuring accessibility of transport systems, expanding digital accessibility. In 2023 the "National Plan for Accessibility with emphasis on climate change-climate crisis" (ESPeKA) was also developed. Finally, the Digital Transformation Strategy of Greece 2020-2025 also addresses accessibility. Specifically, the guiding principle of Removing barriers and universal accessibility is mandatory for every IT project within the strategy.

Process indicators

Topic: Training on universal design and accessibility standards is part of higher education courses/ professional accreditation.

- **Findings:** In Greece, there is currently no mandatory requirement for universities or architectural, engineering, or design schools to offer

courses on accessibility. In the area of built environment, the Ministry of Environment and Energy, the Technical Chamber of Greece, and the National Confederation of Disabled People (NCDP) collaborated on a project to evaluate the accessibility of public buildings, and engineers received a brief training course as part of this project.

Topic: Implementation of accessibility audits on government facilities, services and programmes that require the participation of persons with disabilities and their representative organizations, including with respect to emergency protocols, procedures, services and facilities.

- **Findings:** The Technical Chamber of Greece (TEE) in collaboration with the Ministry of Environment and Energy and the Greek National Confederation of Disabled People (NCDP) developed a special digital platform for the registration of the buildings occupied by public and wider public sector services. There is no established organization/entity responsible for certifying accessible environments, products, or services in the areas of transport and public policies. Regarding ICT, there are different institutions in charge of monitoring, reporting and enforcing the implementation of the Web Accessibility Directive. When it comes to filing complaints related to accessibility across different sectors, there is no specific organization assigned for this purpose. The Greek Ombudsman receives these kinds of complaints. Additionally, a complaints mechanism has been established for the implementation of the UN Convention on the Rights of Persons with Disabilities.

Topic: Awareness raising campaigns and activities to promote accessibility across all services open to the public and promote knowledge of universal design and accessibility standards by relevant professionals, manufacturers and service providers, as well as informing individuals of their rights and responsibilities as they relate to accessibility.

- **Findings:** There are neither public awareness raising campaigns nor activities to promote accessibility across all services open to the public. The National Confederation of Disabled People (NCDP) organizes training seminars on the importance of accessibility for the inclusion of persons with disabilities in society. These programs and initiatives are aimed at executives of the public sector, civil engineers, and elected officials of municipalities.

Topic: Incentives and support provision to improve accessibility in the provision of goods and services and/or information about accessibility to potential users.

- **Findings:** No existence of public funding initiatives promoting accessibility in Greece.

Topic: Consultation processes undertaken to ensure the active involvement of persons with disabilities, including through their representative organizations, in the design, implementation and monitoring of laws, regulations, policies and

programs, related to accessibility of the built environment, transportation, information and communication.

- **Findings:** The National Accessibility Authority is an advisory body of the State, subordinate to the Prime Minister, for the purpose of access for persons with disabilities in all areas of human activity and has as its mission the continuous monitoring of issues related to the right of access of persons with disabilities and formulating proposals for the formulation of public policies in matters of its subject. The Authority consists of twelve members, including a representative of the National Confederation of Disabled People.

Outcome indicators

Topic: Reported access to public transport, public buildings/spaces and websites and compliance with legal requirements.

- **Findings:** No specific information has currently been identified.