

AccessibleEU – Accessibility Indicators

Highlights 2024

Poland

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 Poland

Percentage of people with disabilities ([Eurostat, 2024](#)): 24,40%

AccessibleEU National Experts: [Krzysztof Dobosz](#) and [Małgorzata Tokarska](#)

National Council of Persons with Disabilities (member of the European Disability Forum): [Polish Disability Forum](#)

[Annual Country Report 2024 for Poland](#)

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:** The right to equal access for persons with disabilities is addressed by a single [Act \(2019\)](#) which foresees elimination of obstacles in the public domain, focusing mainly on the built environment, transport and ICT. Implementation is staged until 2025. Enforcement mechanisms are foreseen in separate legislation in the areas of ICT and transport, while an accountability mechanism for individual complaints related to the digital and physical accessibility of the public sector environment and services is also in place since 2021.

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

- **Findings:** Key examples include: EN 17210:2021 incorporated in national standards for the accessibility of the built environment since 2021; transposition of the EU Directive 2019/882 with effect from June 28, 2025; incorporation of WCAG 2.1 Standard in law about digital accessibility.

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

- **Findings:** "[Accessibility Plus 2018-2025](#)" was adopted by resolution No. 102/2018 and is intended to improve access to public space, products and services in terms of architecture, information and communication.

Process indicators

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

- **Findings:** Universities may receive [funding](#) for the development and implementation of compulsory classes in the study program, including universal design. The classes are intended to enable students to learn about the needs of people with disabilities and to practically apply the principles of universal design of products and services. The models are a guide for universities interested in implementing the idea of universal design. They include the topic of universal design in course modules not only in technical fields, but also in the humanities, social sciences and arts.

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:** Monitoring of the accessibility of public websites is performed by the [Ministry of Digitalisation](#), and results are available for 2020-2021. Assessment and certification of accessibility of private entities, available since 2019, is optional, and is performed by agencies as authorised by the Ministry of Finance, Funds and Regional Policy.

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:** No public awareness raising campaigns on accessibility have been identified in Poland.

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 specific information was identified in Poland.

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:** There is not sufficient information available regarding the participation of persons with disabilities in policy making more widely in e.g. planning and monitoring the National Disability Strategy.

Outcome indicators

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

- **Findings:** Some data related to the situation on the ground is available in the area of the built environment. According to the "Report on the status of ensuring accessibility for people with special needs by public entities in Poland" published by the Ministry of Funds and Regional Policy, the level of accessibility of public buildings for the whole of Poland is 41%.