

COMMUNITY-BASED INCLUSIVE DEVELOPMENT
A PARTICIPATORY DIAGNOSTIC STUDY ON THE RIGHTS &
NEEDS OF PERSONS WITH DISABILITIES

IN THE TOWN OF BANI NA'IM
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1. Overview of the Study and the Methodology

Objectives and Significance of the Study

This study aims to provide a participatory diagnosis of the reality and needs of persons with disabilities in Bani Na'im, through engaging the local community in analyzing challenges and identifying relevant opportunities. This approach stems from a firm belief in the pivotal role that local communities can play in driving development efforts, ensuring that persons with disabilities are engaged as active contributors across all aspects of life, and preventing their marginalization or exclusion.

The study also seeks to enhance coordination and strengthen linkages among governmental organizations, the municipality, development organizations, community-based organizations, volunteer and civic initiatives, and the private sector. This is to develop more inclusive and effective responses to the needs of persons with disabilities. The study supports the inclusion of persons with disabilities into community services and activities, based on the human rights principles set forth in the Convention on the Rights of Persons with Disabilities (CRPD), particularly in the areas of education, health, employment, social protection, and community participation.

Furthermore, the study aspires to reinforce community partnerships in shaping local policies and programs, building a knowledge base grounded in local realities to inform decision-making and guide development interventions that align with the rights and needs of marginalized groups in general, and persons with disabilities in particular. The findings of this study are expected to form a strategic framework for partnership between QADER for Community Development, Bani Na'im Municipality, local organizations, and the community accountability team in the town. This partnership will contribute to implementing direct interventions and activities that aim to bridge existing gaps in the enjoyment of rights and to strengthen the active participation of persons with disabilities.

QADER will also facilitate networking and coordination between Bani Na'im Municipality, local initiatives and organizations, as well as governmental, civil society, and international development actors. This will promote joint action on agreed priorities and mainstream inclusion across all areas of life.

Methodology:

The study follows a participatory approach that combines field research with secondary data analysis to provide a comprehensive understanding of the situation of persons with disabilities in the targeted communities. This approach is guided by rights-based and developmental standards that ensure the inclusion of disability issues while taking into account social, economic, and political factors affecting access to basic services and rights.

To ensure data quality and accuracy, a series of methodological steps were implemented starting with capacity building and training. QADER formed inclusive youth accountability teams in the targeted areas and trained them on various topics including field research tools, the rights of persons with disabilities, inclusion requirements, advocacy, and community accountability.

The methodology of the study relied on diverse data sources, including:

Primary data: collected through direct interviews, focus group discussions, and community meetings.

Secondary data: obtained from official reports, national statistics, the local strategic plan, and data from the Palestinian Central Bureau of Statistics—particularly disability-related data for the targeted towns—along with updated information from the Ministry of Education regarding schools in the targeted areas.

- The process of collecting primary data in the town of Bani Na'im included the following:
- **Questionnaires:** Surveys were completed with 87 households that have family members with disabilities, and 87 persons with disabilities themselves, to identify their current situation and needs. Additionally, surveys were filled out with 118 community members to explore their attitudes and perceptions toward persons with disabilities and their rights.
- **Interviews:** Interviews were conducted with representatives of local institutions, including municipalities, community-based organizations, kindergartens, and public and private health institutions, to assess the inclusiveness of the services provided.
- **Focus groups:** Three focus group discussions were organized, involving 37 participants, including persons with disabilities (children, adults, and women), their families, and representatives of local and educational institutions in Bani Na'im.

Community meetings:

- A community meeting was held to review preliminary data. It brought together representatives from various sectors to discuss the findings, verify their accuracy, and identify local priorities based on field data. The meeting also aimed to agree on possible interventions to enhance the inclusion of persons with disabilities and ensure their access to rights across different sectors. Participants included representatives of local authorities, persons with disabilities and their families, and representatives of local institutions.

2. Context

2.1 Overview of the Town

Bani Na'im is a Palestinian town situated in the southern part of the West Bank. It is bordered to the north by the towns of Sa'ir and Al-Shuyoukh, to the west by the city of Hebron, to the south by Yatta, and to the east by the wilderness areas stretching toward the Dead Sea. The town is about 7 kilometers from Hebron and is situated at an elevation approximately between 880 and 970 meters above sea level, giving it a moderate climate and a scenic view of the surrounding area. Bani Na'im is notable for its rich history and cultural heritage and is known for its religious and historical significance, particularly as the site of the shrine of the Prophet Lot.

The town's economy relies on agriculture and trade, with a particular reputation for cultivating olives and almonds.

As of 2024, the population of Bani Na'im is estimated at 30,000. Children under the age of 15 account for about 37% of the population, while those aged over 65 account for around 4%.

Water Services: Around 75% of buildings in the town are connected to the water network. Residents rely on two main sources for water: the Palestinian Water Authority's network and domestic rainwater harvesting wells. However, water availability through the network is a significant issue, especially in summer when water is supplied only once a month, compared to four times a month in winter.

Electricity Services: About 80% of housing units are connected to the electricity grid, with the municipality providing continuous 24-hour electricity service.

Sanitation: There is no sewage network in Bani Na'im. Residents rely on cesspits for wastewater disposal.

Waste Management: The municipality provides a waste collection service using a designated vehicle that collects household waste daily.

Roads and Transportation: Bani Na'im has an internal road network stretching 205 km, of which 65 km are paved. However, 75 km of the paved roads are in poor condition, and 65 km remain unpaved. The roads connecting the town to neighboring communities cover 43 km—36 km are paved (12 km of which require maintenance), and 7 km are unpaved. In terms of transportation, the town is served by public transport linking it to the city center. The fleet includes 14 public transport vehicles and 6 licensed taxis.

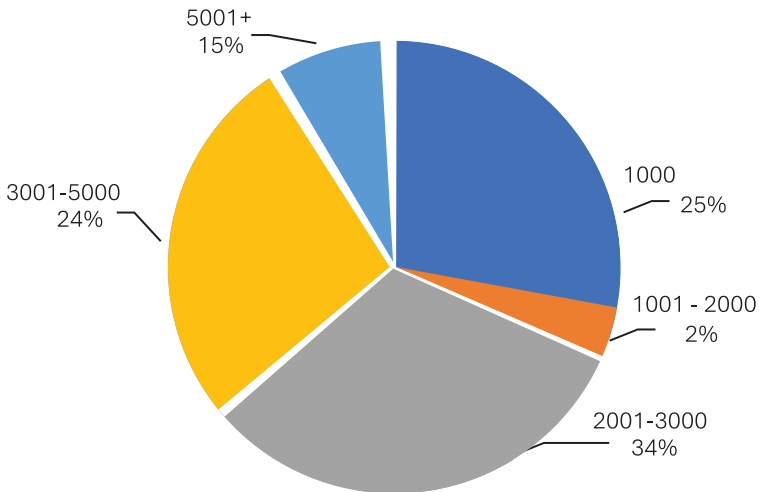
2.2 Socioeconomic Characteristics of Families of Persons with Disabilities

Family size and the number of members with disabilities In Bani Na'im: the average household size of families that include persons with disabilities is approximately 6.8 individuals, notably higher than the West Bank average of 4.7 in 2022, according to the Palestinian Central Bureau of Statistics.

Around 64.8% of the surveyed household heads are themselves persons with disabilities. Most families (77.3%) have one member with a disability, while 17% include two, and 5.7% have three or more.

The types of disabilities vary about 29% have mobility or hand-use difficulties, 10% have hearing disabilities, 5% have visual disabilities, in addition, 56% have multiple disabilities, including more than one type of disability such as physical, sensory, and intellectual disabilities combined.

Economically, the findings show that 25% of these families earn less than 1,000 shekels per month, and 34% of families earn between 2,000–3,000 shekels, placing them below the poverty line of 2,470 shekels. Only 15% of families earn over 5,000 shekels.



“Relative distribution of the income of households of persons with disabilities by different income categories – Shekel.”

The average monthly household expenditure the average monthly expenditure for families of persons with disabilities surveyed in the town of Bani Na'im is approximately 3,800 shekels, **compared to the average monthly expenditure for families in the West Bank, which is 5,800 shekels for a family of average size 5.2 individuals in 2017 (Palestinian Central Bureau of Statistics)**. This gap is attributed to the lower average income of families of persons with disabilities compared to their monthly expenditures. The average monthly expenditure on health and treatment was about 930 shekels, with 500 shekels allocated specifically for the treatment of persons with disabilities. The average monthly food expenditure for families of persons with disabilities was approximately 1,423 shekels.

2.3 Organizations in the town of Bani Na'im

In addition to the municipality, the town of Bani Na'im hosts six main organizations that operate in various sectors, including social and economic empowerment, educational and health services, and community development.

Bani Na'im Municipality provides a range of services aimed at improving residents' quality of life and well-being, including infrastructure and social development services. The municipal council consists of 13 members, including 3 women, with no members identified as persons with disabilities. The municipality employs 67 staff members, of whom 8 are women and 4 are persons with disabilities.

It offers several benefits and interventions for persons with disabilities, such as exemptions from electricity and water fees and efforts to make public facilities and schools accessible.

In addition, a range of services are provided to improve the conditions of persons with disabilities and facilitate their inclusion through a specialized staff member a "Rehabilitation Officer" — who conducts home visits to persons with disabilities and their families. During these visits, their needs are assessed, and they are referred to appropriate entities such as kindergartens and schools or assisted in finding employment opportunities. The officer also raises awareness among families about the rights of persons with disabilities and guides them to relevant authorities while networking with governmental and non-governmental organizations to meet their needs. Furthermore, the officer collaborates with various organizations to implement events and initiatives by providing the necessary logistical support to ensure the success of these activities.

Additionally, the town's strategic plan includes multiple programs to support persons with disabilities, such as establishing a rehabilitation center and providing economic empowerment programs. Persons with disabilities made up about 5% of the participants involved in preparing the strategic plan.

Bani Na'im Youth Club, established in 1973 and registered with the Ministry of Interior, promotes sports, cultural, and social activities. The club has 250 members, including 60 women and 7 persons with disabilities. Its administrative board consists of 9 men. While

it offers a variety of activities, there are no programs specifically tailored for persons with disabilities.

Bani Na'im Charitable Association, founded in 1964 and registered with the Ministry of Interior, aims to improve the local community's social and economic conditions. The association's general assembly has 195 members, with an administrative board of 9 (including 2 women and no persons with disabilities). It employs 19 staff members—15 of whom are women—and one person with a disability. The association runs several facilities, including preschools, a cultural center, a medical center, a plant nursery, and a public park. It offers diverse cultural, educational, medical, and economic services, including limited speech, hearing, and physiotherapy services.

The Palestinian Red Crescent Society – Bani Na'im Branch was established in 1998 as a first aid and emergency center and became a medical center in 2002. It provides emergency and ambulance services, healthcare, rehabilitation for persons with disabilities, and a range of social and relief activities for the community. The center has 300 general assembly members (40% women, 2% persons with disabilities). Its administrative board consists of 11 men. It employs 8 staff in emergency services and 24 in healthcare, with the support of 60 volunteers. The center also operates a preschool, while it serves the public.

Rural Women's Development Society "Al-Msafer," established in 2019 and registered with the Ministry of Interior, aims to empower the local community—particularly women—and improve their living conditions in the Msafer Bani Na'im area. The general assembly includes 300 members (250 women and 6 persons with disabilities), and the administrative board consists of 9 women, with no members with disabilities. The association offers cultural, recreational, and economic activities for women, but none specifically for persons with disabilities.

Islamic Charitable Society – Bani Na'im Branch, founded in 1990, is administratively linked to the Islamic Charitable Society in Hebron. Its mission is to improve the social, economic, and educational conditions of orphans in Bani Na'im. The branch employs 70 staff (45 women), with no staff members with disabilities. It operates two primary schools Al Ribat Girls School and Abdullah Bin Masoud Boys School which provide free education for orphans. Societyo offers material and financial support, including food parcels, winter clothing, and monthly sponsorships. However, there are no programs directly targeting persons with disabilities.

Zakat Committee – Bani Na'im, established in 2014 and supervised by the Ministry of Awqaf and Religious Affairs, assists needy families, the sick, and orphans. The committee relies on community donations collected through mosques and community centers. It consists of 8 male volunteers appointed by the Ministry, with no members who are persons with disabilities. While it targets vulnerable populations, including persons with disabilities, its services include medication distribution, food parcels, basic medical supplies, and economic support for small business initiatives.

Key Challenges and Obstacles Facing Local Organizations in Including Persons with Disabilities:

•**Lack of Comprehensive Strategic Plans for Persons with Disabilities:** Many local organizations in Bani Na'im lack inclusive strategic plans. There is no planning and organizationalization to ensure the inclusion of persons with disabilities in their programs and services.

•**Lack of Representation of Persons with Disabilities in Administrative and General Bodies:** Persons with disabilities are not represented in the administrative bodies of any local organizations and are very minimally represented in general assemblies. This marginalizes their participation in decision-making processes.

•**Lack of Qualified Personnel to Address the Needs of Persons with Disabilities:** Most staff, volunteers, general members, and administrative personnel in local organizations have not received any training on how to work with persons with disabilities, understand their needs, or be familiar with their rights. This results in a failure to adequately respond to their needs or implement inclusive approaches in programs and interventions.

•**Limited Funding and Networking:** The financial limitations of local organizations, coupled with their heavy reliance on external funding, represent a significant challenge. This restricts their ability to include persons with disabilities in their programs, as external funding is often tied to the priorities of donors. Additionally, the lack of strong partnerships with local and international organizations limits their opportunities to obtain further support and develop their organizational capacity.

• **Lack of Accessible Infrastructure:** Local organizations often lack accessible buildings and do not meet universal design standards. This includes the absence of accessible entrances, elevators, wide corridors, and accessible restrooms. These barriers significantly hinder the ability of persons with disabilities to physically access organizations and participate in their programs and services.

• **Absence of Universal Design and Reasonable Accommodation in Programs and Activities:** Programs and activities carried out by local organizations do not consider principles of universal design or provide reasonable accommodations to ensure access and participation for persons with disabilities. This is evident in the lack of accessible transportation, adapted communication materials (such as announcements), and other reasonable accommodations.

• **Community Awareness and Prevalent Negative Attitudes:** Negative societal perceptions and stigma toward persons with disabilities pose a major barrier to their inclusion. Furthermore, low awareness among families of persons with disabilities and the broader community about the importance of inclusion limits their active participation in various activities.

3.The Reality of Persons with Disabilities in the Town

3.1 The Right to Access Education

The right to education is a fundamental human right guaranteed by national legislation and international conventions without discrimination. The Amended Palestinian Basic Law (the Constitution) explicitly prohibits discrimination based on disability, including in education, as stated in Article (9) under the second chapter on constitutional rights and freedoms.

This right is further affirmed by Law No. (4) of 1999 on the Rights of Persons with Disabilities, particularly in Article (10), which ensures equal opportunities for students with disabilities to access educational organizations, including schools and universities. The law mandates the Ministry of Social Development, in coordination with relevant authorities, to provide the necessary educational assessments to determine the type and degree of disability, and to develop suitable curricula, learning materials, and accommodations that support an inclusive educational environment. The law also emphasizes the importance of preparing qualified professionals to work with students with disabilities, to them to access education at all levels in ways that meet their individual needs and promote their active participation in society.

Data from the Palestinian Central Bureau of Statistics (PCBS) for the year 2017 revealed that the illiteracy rate among persons with disabilities aged 10 years and above in the town of Bani Na'im is approximately 50%, compared to an illiteracy rate of around 4.4% in the Hebron Governorate as a whole. The PCBS data also indicates that about 81.4% of persons with disabilities in Bani Na'im have either never enrolled in education or enrolled but later dropped out.

With the publication of the Convention on the Rights of Persons with Disabilities (CRPD) in the Official Gazette under Presidential Decree-Law No. (36) of 2023, these commitments are now to be based on the Convention's provisions—especially Article (24) concerning the right to education. This includes establishing an inclusive, disability-friendly educational system that ensures no person with a disability is excluded due to their disability, recognizes individual differences, facilitates the learning of Braille and sign language, and provides educators—especially those with disabilities—who are proficient in these communication methods, among other obligations.

3.1.1 Early Education

The town of Bani Na'im has eight kindergartens that vary in size and services and are geographically distributed across the area. These kindergartens serve children aged 4 to 6, with most of them operated by non-profit organizations and associations. The total number of enrolled children is approximately 1,060, with boys representing 51% and girls 49%. A

total of 44 female teachers provides early education, with an average of 25 children per teacher. Each classroom accommodates about 21 children on average.

Interview findings with kindergarten administrators in Bani Na'im revealed that children with disabilities make up approximately 2% of total enrollment. However, kindergartens face social challenges, notably the reluctance of some families to enroll their children with disabilities due to fears of social stigma or bullying. Around 14.8% of families of persons with disabilities reported having a child of kindergarten age who is not currently enrolled for these reasons.

The average monthly tuition fee is around 150 shekels, with financial exemptions offered to low-income families of children with disabilities. In terms of facilities and infrastructure, there is one toilet available for every 23 children, and outdoor playgrounds have an average area of 180 square meters, most of which are covered with artificial grass and shaded over approximately 55% of the area.

Field visits and interviews highlighted a significant lack of accessibility and inclusive design in the kindergarten buildings. Most facilities are not adapted to accommodate children with disabilities—entrances, hallways, restrooms, outdoor play areas, and equipment are not accessible. Additionally, most kindergartens lack modern electronic learning tools that support early education, and they do not provide specialized curricula or educational materials tailored to children with disabilities, which hinders their inclusion in the learning process.

Transportation is another major barrier, as the vehicles used by kindergartens are not adapted for children with disabilities, making it harder for them to commute and participate in activities. Although most kindergarten teachers in Bani Na'im hold university degrees and have attended early education training, they lack specialized training in working with children with disabilities. As a result, these children's rights and needs are often not addressed, with physical activities typically excluding them and no suitable alternatives being offered.

3.1.2 Basic and Secondary Education

3.1.2.1 Key Indicators for Basic and Secondary Education at the Community Level

In Bani Na'im, students get their education through 20 schools (18 government-run and 2 private), with 229 teachers. e distributed as follows: three secondary schools, along with 17 primary schools for both boys and girls. The total number of students in these schools is 7,380 (3,515 boys and 3,865 girls), including 52 students with disabilities (28 boys and 24 girls).

Basic and Secondary Education Indicators in Bani Na'im Compared to National Indicators:

General Indicator	Bani Na'im	National Average
Students per teacher	20.9	19.4
Students per counselor	567	200-300
Students per classroom	30.8	26.4
Space per student in classroom (m ²)	1.5	1.5
Students per toilet	40	30.1
Students per drinking fountain	38	32.5
Students per sink	61	49.7

When comparing the education indicators in Bani Na'im with national figures, we see that the number of students per teacher in Bani Na'im is 20.9, compared to the national average of 19.4. Similarly, the number of students per classroom is 30.8, compared to the national average of 26.4. This reflects moderate classroom sizes and a manageable academic load for teachers.

3.1.2.2. School Accessibility in Bani Na'im from the Perspective of People with Disabilities:

Most people with disabilities and their families reported in the field study and focus groups that the town's schools are not accessible for students with disabilities. They pointed out that access to basic and secondary education is limited due to both financial costs and physical barriers.

Some of the main deficiencies mentioned include the lack of universal design in educational facilities to meet the needs of students with disabilities. The results showed that nine schools, approximately 45% of the town's schools, lack ramps to facilitate movement for students with disabilities. Additionally, there is a lack of universal design considerations and reasonable accommodations in school facilities, such as libraries, computer and science labs, classrooms, and restrooms.

Participants in the focus groups described the educational tools, computers, and curricula as inadequate and not meeting the needs of students with disabilities. There are only four resource rooms available.

Furthermore, focus group participants indicated a shortage of qualified staff working with students with disabilities. About 25% of them believe that there are no qualified teachers to handle students with disabilities in the schools. The teachers and counselors participating in the focus groups confirmed in the focus groups that they lack the knowledge and skills necessary to work effectively with students with disabilities.

3.1.2.3 Enrollment Rates in Basic and Secondary Education Among Students with Disabilities

Students with disabilities in Bani Na'im face a range of challenges that hinder their access to inclusive education. These challenges begin before entering school due to the lack of early detection services for disabilities and early intervention programs that help prepare them for enrollment in education.

Participants in the focus groups for the education sector mentioned that many schools refuse to register students with disabilities. The school administrations justify this refusal with several reasons, including the need to ensure the smooth running of the educational process, the lack of appropriate curricula, the high number of students in classrooms, and the inability to provide individual attention to students with disabilities. Additionally, the lack of awareness among parents about their children's rights to education and their unfamiliarity with the necessary arrangements for inclusion often leads to their acceptance of the rejection of their children's admission to schools.

Within the school environment, students with disabilities face multiple challenges, the most notable of which is a lack of acceptance from their peers. Thirteen percent of students with disabilities reported feeling unaccepted by their classmates. This issue leads to an increase in cases of bullying and violence, with 73% of students with disabilities stating that they have been bullied or subjected to violence by their classmates and sometimes even by teachers. Furthermore, the families of people with disabilities indicated that their children's presence in schools is often merely symbolic due to continuous marginalization and exclusion. In some cases, teachers are forced to isolate students with disabilities within classrooms or remove them from class, preventing them from participating in the educational process.

3.1.3 Enrollment in Higher Education

People with disabilities face challenges in accessing higher and intermediate educational organizations. The results of the field study indicated that approximately 2% of the total surveyed persons with disabilities in the town are currently enrolled in higher or intermediate education. The primary challenges identified include the lack of accessibility in the buildings and facilities of higher education organizations, as well as the absence of accessible transportation in the town to meet the needs of students with disabilities.

Within the university campus, lecture rooms are not adequately equipped to support the interaction of students with disabilities with the educational content, which hinders their ability to participate. The field study also revealed a complete lack of qualified teachers to work with students with disabilities, a point that was highlighted by all the individuals with disabilities surveyed. In addition, the curriculum poses an additional challenge, as it does not consider the individual needs of students with disabilities.

3.1.4 Enrollment in Vocational Education and Training

The results of the field study revealed that the enrollment rate of people with disabilities in vocational training is low, due to several challenges. One of the main challenges is the lack of information about the mechanisms and procedures for enrollment. Most of the total surveyed persons with disabilities have not received adequate awareness and guidance programs regarding enrollment in both governmental and private vocational education programs.

Also, individuals with disabilities and their families consider the lack of vocational training organizations in nearby areas a barrier, as the nearest government vocational center is in Halhul or Hebron for individuals with disabilities, especially given the absence of accessible transportation.

On the other hand, most with disabilities and their families, as indicated in field interviews and focus groups, pointed to the weak overall design of educational facilities, including infrastructure issues in educational facilities (such as classrooms, labs, workshops, etc.). Furthermore, the educational materials and curricula are not accessible, and the qualifications of teaching staff are inadequate. Many workers in vocational training centers lack the necessary training and experience to meet the needs of individuals with disabilities.

3.2 The Right to Economic Empowerment and Employment

The right to work and employment is one of the fundamental rights guaranteed by Palestinian legislation. The amended Palestinian Basic Law (Constitution) explicitly affirms the right to work for every citizen in Article 25, regulating labor relations to ensure justice for all and providing workers with healthcare and social protection. Article 9 prohibits discrimination based on disability, including the right to work. Furthermore, Article 10 of the Disabled Persons' Rights Law No. (4) of 1999 mandates that the Ministry of Social Development, in coordination with all relevant authorities, ensure the rights of persons with disabilities in rehabilitation, vocational training, and employment based on the principle of equal opportunities. It also requires both government and non-governmental organizations to employ no less than 5% of persons with disabilities from their total workforce, with workplaces made accessible to meet their needs, and encourages private organizations to employ them in exchange for tax reductions.

Referring to the Cabinet Resolution No. (40) of 2004, the executive regulations of Law No. (4) of 1999 concerning the Rights of Persons with Disabilities, it emphasizes in Article 12 that any company or organization that does not employ persons with disabilities as stipulated by the Disabled Persons' Rights Law (at least 5%) must pay a salary equivalent to the minimum wage for a disabled person into a "Special Fund for Persons with Disabilities," which will be established by a decision from the Minister of Social Development. This fund is to be used to aid disabilities who are not employed. Despite the importance of the aforementioned

provision for the economic empowerment of persons with disabilities, and the years that have passed since the adoption and implementation of the executive regulations of the Disabled Persons' Rights Law, this fund has not been established to date, contrary to what the executive regulations of the law stipulate.

3.2.1 Economic Participation and Employment

The vast majority (80%) of the families of persons with disabilities surveyed in the town of Bani Na'im believe that accessing the labor market is difficult, while 14% of them consider entering the labor market to be of moderate difficulty due to many challenges that lead to a low economic participation of both male and female persons with disabilities.

According to interviews with persons with disabilities and focus groups that included working and unemployed persons with disabilities, their families, and employers, several challenges were identified that contribute to the low economic participation of persons with disabilities, as follows:

Lack of workplace accommodation for the employment and inclusion of persons with disabilities: The results of the field study showed that 90% of persons with disabilities in Bani Na'im reported that organizations (both governmental and private) in the area are not suitable for receiving and employing persons with disabilities, contrary to the provisions of the Disabled Persons' Rights Law, its executive regulations, and the obligations resulting from the publication of the Convention on the Rights of Persons with Disabilities in the Official Gazette under Decision-Law No. (36) of 2023.

Discrimination and bias in the workplace: Discrimination and negative bias towards persons with disabilities in the labor market represent one of the most prominent obstacles they face. According to the data, 97% of the respondents confirmed that there is discrimination against persons with disabilities in workplaces. This discrimination manifests in several forms, the most prominent of which is the refusal to hire them, not providing them with equal opportunities for promotion and training or imposing unjustified restrictions that limit their access to jobs. This bias is attributed to social and cultural factors, such as the lack of awareness of the rights of persons with disabilities and the negative stereotypes about their ability to perform tasks efficiently.

Lack of training and educational opportunities for persons with disabilities: The results of the field study showed that 88% of persons with disabilities in Bani Na'im have not participated in training sessions or workshops to build their skills for entering the labor market. This is due to several factors, including the lack of specialized training programs for them, the absence of suitable training environments in terms of infrastructure and accessibility, and the lack of awareness among organizations about the importance of involving them in training programs. Financial and social challenges, such as weak family support or the lack of appropriate opportunities, also play a role.

Support for self-employment projects for persons with disabilities: 8% of persons with disabilities and their families surveyed in Bani Na'im indicated that they received support to establish income-generating projects or activities. However, most of the projects they previously implemented have since ceased. This is due to several factors, including the absence of prior studies on the market needs in the region, which leads to the support of projects that do not align with actual demand. Moreover, reliance on stereotypical or repetitive projects limits their chances of success because the market becomes saturated with similar ventures. Additionally, the lack of experience in project management and the beneficiaries' lack of the necessary skills to manage projects, such as livestock or poultry farming, often leads to losses. This is compounded by the depletion of capital without the ability to cover operational costs later, as well as the financial inability to develop projects or reinvest profits into them to ensure sustainability.

3.3 The Right to Health

Article 22 of the amended Basic Law (Constitution), included in the section on rights and public freedoms, states the following: "1. The law organizes social and health insurance services and pensions for disability and old age. 2. The care for the families of martyrs, prisoners, the injured, the affected, and persons with disabilities is a duty to be organized by law, and the National Authority ensures them education, social, and health insurance services."

This constitutional text (Article 22) emphasizes two diverse levels of commitment. In the first paragraph, QADER of social and health insurance and pensions for disability and old age is left to ordinary law, meaning that the government is not obliged to provide these services for free, but rather they are regulated by law as deemed appropriate by the relevant authorities. As for the second paragraph, it is clear and decisive, stating that the care for the families of martyrs, prisoners, the injured, the affected, and persons with disabilities is a "duty" of the Palestinian National Authority, and it is regulated by law. Most importantly, the text obliges the National Authority to "ensure" their education, social, and health insurance services, meaning that the government is effectively required to provide these services without charge to the beneficiaries. The term "ensure" in the constitutional context means full guarantee, implying that the government bears direct responsibility for providing these services free of charge, without asking the beneficiaries to pay for them. Any law that does not fulfill this meaning is considered unconstitutional.

The Rights of Persons with Disabilities Law No. (4) of 1999, in Article 10, states that the Ministry of Social Development, in coordination with all concerned parties, is responsible for "ensuring free health services included in government health insurance for the disabled and their families."

Despite the fact that free health insurance services, as well as social insurance and education, for persons with disabilities are guaranteed by the provisions of the Basic Law (Constitution), and despite the explicit affirmation of the Rights of Persons with Disabilities Law regarding free health insurance for persons with disabilities and their families, and despite the issuance of the Government Health Insurance System for Persons with Disabilities in 2021 by the Cabinet and its publication in the Official Gazette (Palestinian Journal), the practical practices still violate the Basic Law, the law, and the 2021 Health Insurance System regarding “free health insurance” for persons with disabilities.

3.3.1 Available Health Services

People with disabilities in Bani Na'im receive healthcare services in the town through private and public health centers. These include 4 government clinics: 2 at the second level and 2 at the first level, distributed geographically across the area. The first-level clinics provide maternal and child health care, vaccinations, and part-time health education.

The secondlevel clinics offer primary care, general medicine, child and maternal care, laboratory services, in addition to a medical center operated by the Red Crescent that provides basic medical services including general medical examinations, emergency and first aid services, radiology, and laboratory tests. This is alongside private health centers and clinics.

Despite the availability of health services in the town, several challenges affect access for people with disabilities, as indicated by the disabled individuals and their families in the surveys and focus groups. These challenges include the absence of specialized healthcare services for people with disabilities, the poor adaptation of health facilities, and the lack of qualified staff to interact with them. Families of people with disabilities also pointed out the unavailability of early detection services for disabilities, which can lead to delayed diagnoses or the lack of appropriate care. Some individuals are forced to visit private centers outside the town, which incurs additional costs that may not be affordable for all families.

3.3.2 Health Services Covered under Health Insurance

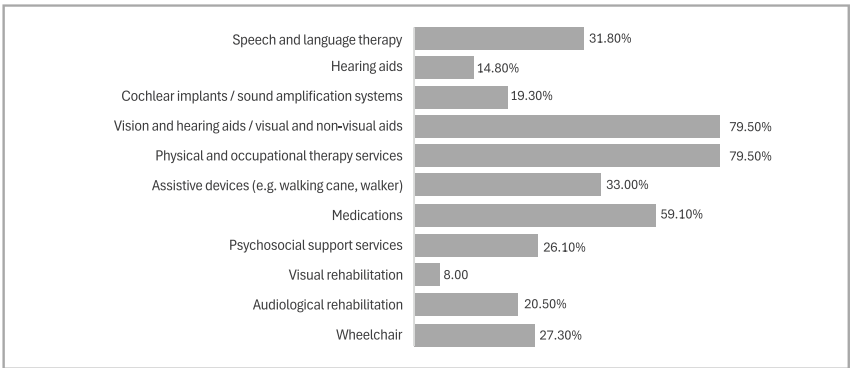
Although 67% of the families of people with disabilities in Bani Na'im have free health insurance, the level of coverage does not meet the health needs of most families. About 39.8% of the families of people with disabilities cover medical expenses out of their own pocket, including treatment, medications, dietary supplements, physical therapy, and transportation costs. This represents a significant financial burden on families of people with disabilities with limited incomes.

3.3.3 Needs of Persons with Disabilities (Coverage and Accessibility)

People with disabilities in the town of Bani Na'im face a clear shortage in meeting their basic health needs, which forces them to rely heavily on their own resources or irregular organizational support. 59% of the people with disabilities surveyed in Bani Na'im reported needing rehabilitation services (such as physical and occupational therapy), but these services are mostly covered at the patient's own expense as they are not covered by the health insurance provided by the Ministry of Health.

More than two-thirds (79%) of people with disabilities in the town of Bani Na'im expressed a need for psychological and social support services. They consider the limited number of specialized centers and the lack of qualified staff as factors that restrict the availability of these services. In terms of assistive devices, 27% of people with disabilities indicated a need for wheelchairs, 20.5% for hearing aids, and 26% for visual or auditory aids. However, 29.5% of the families of people with disabilities bear the cost of these devices out of their own pockets.

Furthermore, half of the people with disabilities have ongoing medication needs, which are often not regularly provided by the Ministry of Health or covered by insurance, forcing them to cover the costs of these medications themselves.



“Distribution of health and rehabilitation needs for people with disabilities in Bani Na'im

3.4 The Right to Participation in Cultural and Recreational Activities

People with disabilities, especially children, participate in cultural and recreational activities in Bani Na'im, which is limited, relying on modest efforts made by local organizations. The Rights of Persons with Disabilities Law No. (4) of 1999 emphasizes the responsibility of the Ministry of Social Development, in coordination with all relevant authorities, to provide opportunities for sports and recreation for people with disabilities, to adapt playgrounds, halls, camps, clubs, and their facilities, and to support the participation of people with disabilities in national and international sports programs. It also specifies a 50% reduction in entry fees for people with disabilities to government cultural and recreational venues.

More than a third (45%) of people with disabilities reported feeling marginalized by the local community and local institutions. This marginalization is manifested in the lack of attention given to their participation in various community activities implemented in the town, as well as the failure to take the necessary measures to include them in these activities.

However, people with disabilities and their families highlighted the weakness of cultural and recreational programs directed and designed to include them in the town. The study results showed that the participation rate of people with disabilities in cultural and recreational activities is around 4%. More than half of the people with disabilities and their families indicated that local organizations do not consider the requirements of universal design and the necessary accommodations to ensure access and participation for people with disabilities. This includes the lack of accessible transportation, appropriate communication materials (such as advertisements), and other necessary accommodations to ensure their access and participation. Families of people with disabilities also noted that local organizations only take the necessary measures if required by the funding body. Also, families emphasized that the poor economic situation challenges the ability of people with disabilities to access and participate in cultural and recreational activities.

While most local organizations considered the lack of accessibility in public facilities and their reliance on funding to implement programs and activities as a challenge to including people with disabilities in cultural and recreational activities in the town, they also pointed out the lack of community awareness as one of the factors affecting the participation of people with disabilities in cultural and recreational activities. They noted the insufficient awareness among families of people with disabilities about the importance of cultural and recreational activities in enhancing the mental and social health of people with disabilities. This is compounded by the weak and limited awareness programs about the cultural and recreational rights of people with disabilities and their significance.

3.5 The Right to Participation in Political Life

Article 2 of the Law on the Rights of Persons with Disabilities of 1999 stipulates that people with disabilities have the right to live freely and with dignity, and to enjoy numerous services like other citizens. They have the same rights and duties within the limits of their abilities and capacities, and disability should not be a barrier to accessing these rights. Article 3 imposes a comprehensive obligation on the state to protect the rights of people with disabilities and facilitate their access to them.

Although the Law on the Rights of Persons with Disabilities does not explicitly mention political rights, these rights are legally guaranteed by the provisions, as they clearly address all rights of people with disabilities, including political rights. Additionally, Article 4 of the law discusses the rights of persons with disabilities to form organizations and associations, which falls under political rights. This means that the political rights of people with disabilities are guaranteed by law.

The participation rate of people with disabilities in political life, including running for office, voting, or attending public meetings, did not exceed 21% in the town of Bani Na'im.

Moreover, the Decree-Law No. (36) of 2023, which published the Convention on the Rights of Persons with Disabilities (CRPD) in the official gazette (Palestinian Official Gazette), will further strengthen the entire framework of rights for people with disabilities, including their political rights.

The field study and focus groups with people with disabilities, their families, and local organizations revealed various challenges to the participation of people with disabilities in political life, including:

Weak design and accessibility: People with disabilities surveyed identified the lack of accessibility in public facilities and registration and voting centers as one of the major challenges they face in Bani Na'im. 74% of people with disabilities confirmed that they face difficulties in accessing registration and voting centers, participating in public meetings, and engaging in various political activities due to the lack of necessary measures to ensure their participation, such as building accessibility, transportation, and other accommodations.

Social perceptions: Negative social perceptions represent a significant obstacle to the political participation of people with disabilities. The study results showed that half of the people with disabilities feel that the local community views them as individuals incapable of making political decisions.

Tribal and partisan influences: People with disabilities and their families believe that tribal and partisan influences pose a challenge to their political participation, as they play a significant role in shaping political orientations and influencing individual stances. This makes it difficult for people with disabilities, who may not have strong tribal support, to access political positions or influence decision-making.

Lack of awareness programs and media materials: Most people with disabilities and their families pointed out the absence of accessible media materials, such as brochures in sign language or Braille, which limits their understanding of their political rights and how to exercise them. Despite the efforts of the Central Elections Commission, such as issuing Braille pamphlets and using sign language in explanatory videos, these efforts remain limited. There is a need for greater collaboration between official and non-official entities, including the media and civil society organizations, to produce accessible, inclusive, and sustainable awareness and media materials that meet the needs of people with disabilities across different disabilities, to raise awareness about political rights.

3.6 The Right to Social Protection and their Access to Services

The right to social protection is one of the fundamental rights guaranteed by both international and local laws, including the Disability Law No. (4) of 1999, which emphasizes the necessity of providing a safe and supportive environment that ensures people with disabilities have access to care services and protection from all forms of discrimination and exclusion.

3.6.1 Access to Social Services

33% of families of people with disabilities surveyed in Bani Na'im reported receiving financial or in-kind assistance from various sources, including the Ministry of Social Development, UNRWA, and local organizations. On average, they received assistance about 5 times a year, with the average value of the assistance per occasion being around 400 shekels per family.

74% of the families of people with disabilities surveyed in Bani Na'im face significant difficulty in accessing the services provided by the Ministry of Social Development and other institutions

People with disabilities face challenges in accessing social services provided by the Ministry of Social Development, UNRWA, and other organizations. These services include “financial and in-kind assistance, health insurance, assistive devices, and customs exemptions, etc.”

74% of families of people with disabilities indicated that bureaucratic procedures and administrative complexities, which require repeated visits and transactions with service providing organizations, represent a major challenge. This is compounded by the poor

accessibility of the buildings and facilities of those organizations and the lack of accessible transportation, which 69% of people with disabilities and their families confirmed. They also mentioned that the complicated eligibility criteria prevent most people with disabilities from obtaining these services.

Additionally, two-thirds of people with disabilities considered the long waiting periods for social services and their irregularity as significant challenges, especially given the lack of a stable income. They primarily rely on the assistance provided to meet their basic needs.

3.6.2 The Reality of Protection and Community Support for Persons with Disabilities.

The field study results revealed a lack of awareness among the families of people with disabilities about their rights to protection and access to services, available measures, and reporting mechanisms for cases of violence and abuse against people with disabilities. People with disabilities and their families in the focus groups pointed out the absence of effective protection mechanisms in the town.

The percentage of families of people with disabilities who conceal their children with disabilities due to fear of social stigma is estimated to be around 30%.

The participants in the focus groups mentioned that people with disabilities face various forms of violence, including verbal and physical abuse, neglect, marginalization, exclusion, and discrimination, with children and women being more vulnerable. They also emphasized that gender-based discrimination is most prevalent among females with disabilities, with families imposing many restrictions on the participation of females in community activities compared to males.

Regarding violence in schools, more than half of the people with disabilities confirmed experiencing violence within schools, either from their peers or, in some cases, from teachers. The focus group participants noted that males face higher rates of physical violence in schools compared to females.

However, teachers and counselors involved in the survey confirmed that they intervene directly when violence occurs between students, especially those with disabilities. If the incident has a psychological impact on the student, they are referred to individual counseling sessions. Teachers also participate in awareness and violence prevention efforts through classroom activities, school broadcasts, and awareness meetings about the dangers of violence. It is worth mentioning that most families of people with disabilities believe teachers lack proper training to handle violence against students with disabilities in schools.

3.7 Community Attitudes towards Persons with Disabilities

The field study results revealed that 35% of the local community members surveyed in Bani Na'im have negative attitudes towards people with disabilities, believing that they are a burden on the family and society. 15% of the community members agreed that people with disabilities cannot contribute positively to their community, while 72% believed that people with disabilities cannot rely on themselves to meet their basic needs.

51% of community members feel anxious and fearful about having a person with a disability in their family.

On the other hand, 83% of the community members believe that access to education and free healthcare services is a fundamental right for people with disabilities. They also agreed that granting them full rights, including amending laws and regulations, could facilitate their access to all services.

Additionally, 79% of the community members think that providing the necessary support for people with disabilities to participate in elections (such as making polling stations accessible and providing appropriate explanatory materials) would give people with disabilities a better opportunity to participate in voting and elections. 69% agreed that people with disabilities can influence political decision-making if they participate in elections.

However, 10% of the community members believe that people with disabilities are incapable of working effectively in various sectors, while 85% think that providing job opportunities that cater to the needs of people with disabilities would enhance their inclusion in the labor market.

4 Findings

1. Most Vulnerable Groups: All people with disabilities in the town of Bani Na'im face a series of obstacles that prevent them from actively participating in all sectors and limit their well-being and dignity, imposing psychological, social, and economic burdens on them and their families. The severity of these obstacles increases for families with more than one person with a disability, families with more than six members, poor families, and families headed by women, or those where the head of the family is unemployed or elderly.

The challenges are even greater for children of school age, individuals with intellectual disabilities, particularly those with severe or multiple disabilities, individuals with chronic illnesses, job-seeking individuals with disabilities, and boys and girls out of school.

2. Weak Infrastructure Services: A range of essential services are either unavailable or insufficient. The town suffers from issues with water supply through the network during the summer, forcing many families to rely on buying water tanks. Sanitation services are unavailable to residents, who rely on absorption pits. In addition, roads and sidewalk infrastructure is inadequate and unavailable to people with disabilities. There is also a lack of accessible public transportation, which hinders their access to numerous services or imposes additional financial burdens on them as they rely on private taxis for transportation.

3. High Poverty Levels and Their Impact on People with Disabilities in Bani Na'im: Poverty rates are high among families of people with disabilities due to high unemployment rates, especially after the war on the Gaza Strip and the cessation of work in the occupied territories. The dependency ratio also increases due to the high average number of family members in families of people with disabilities. The situation is further complicated by the low percentage of families with people with disabilities receiving financial or in-kind assistance from the Ministry of Social Development, UNRWA, and other organizations. The severity of poverty increases for families that need medications not covered by health insurance, whether for people with disabilities or those with chronic diseases. Poverty contributes to the exclusion and deprivation of people with disabilities, especially children, from access to assorted services, including education, health, and rehabilitation, and significantly affects their participation in recreational, cultural, and political activities.

4. Access to Quality Education for People with Disabilities in Bani Na'im: Despite the availability of 20 schools and 8 kindergartens in the town, this has not positively impacted the access of children with disabilities to pre-school or primary education stages. Most children and young people with disabilities are still outside the education system, leading to high illiteracy rates and limited opportunities for vocational training. The main reasons for the disparity in enrollment rates between people with disabilities and their peers in educational organizations are the absence of early disability screening services and early intervention programs that help prepare them for education, the severe lack of readiness of educational organizations and their staff to accommodate the needs of students with disabilities, the absence of qualified and specialized educational staff, the lack of support and assistance services in schools and kindergartens, and the inability of families to enroll their children in schools outside the town due to high transportation costs.

5. Access to Higher Education, Vocational, and Technical Training for People with Disabilities: People with disabilities face significant challenges in accessing higher education and vocational training. These challenges include the lack of accessibility in the infrastructure of educational organizations, the absence of accessible transportation, the lack of equipped lecture halls, workshops, and laboratories to support interaction with the educational content as required, as well as curricula and teaching staff that fail to meet their needs.

6. Access to Comprehensive Health Services for People with Disabilities: Despite the availability of 4 government health clinics, two at level two and two at level one, along with several health centers and private clinics in the town, this has not reflected positively on the ability of people with disabilities to access necessary health services at the required level. The lack of some services such as early disability diagnosis, shortage or unavailability of certain medications, and the absence of physical and occupational therapy services under health insurance, along with the lack of psychological, social counseling, and psychiatric services, visual and auditory rehabilitation services, and the absence of certain assistive devices, particularly for hearing disabilities, are major obstacles. Additionally, many people with disabilities are still not covered by health insurance, either government or private, due to low awareness or the various obstacles they face in obtaining insurance for people with disabilities.

7. Employment and Economic Empowerment: The majority of young people, men, and women with disabilities are outside the workforce due to: First, the negative societal perception of the abilities and potential of people with disabilities, particularly women and those with intellectual disabilities; Second, due to the limited opportunities for young people in vocational, technical training, and higher education, and the lack of accessibility in many economic establishments and organizations to employ people with disabilities, which has contributed to the increase in poverty in these families and a higher dependency ratio.

8. Protection from Violence and Access to Psychological and Social Counseling Services: The living conditions of people with disabilities and their families impose numerous psychological and social issues on the individuals with disabilities and some family members, particularly women, accompanied by violence from both within and outside the family. There is also a lack of awareness among families of people with disabilities about their rights to protection and access to services, available measures, and mechanisms for reporting cases of violence and abuse against people with disabilities. The absence of effective protection mechanisms in the town, coupled with the weak psychological, social, legal counseling and support services, increases the marginalization, suffering, and failure to identify cases of violence against people with disabilities, leading to impunity, especially with the prevailing culture of tolerance toward violence and bullying against children, women, and people with disabilities.

9. Participation in Cultural, Sports, and Recreational Activities: Despite the presence of several active local organizations in the fields of women's affairs, charity, sports, and culture, this has not clearly reflected on the opportunities for people with disabilities to participate in various cultural, sports, and social activities. Many people with disabilities and their families are interested in involving children and young people with disabilities in these activities. Furthermore, the participation of people with disabilities in policymaking and interventions concerning the work of organizations, especially the municipality, and in setting the local development strategy remains limited.

10. Participation of People with Disabilities in Political Life: The participation of people with disabilities in political life is low due to challenges that hinder their ability to participate effectively. One of the main obstacles is the lack of accessibility in public facilities and voting registration centers, which limits their access to the electoral process and political activities. Negative societal perceptions of people with disabilities, along with the influence of partisan and tribal pressures, further weaken their participation in political life and decision-making. This weak participation is exacerbated by the low awareness among people with disabilities about their political rights and how to actively engage in them, in addition to the lack of awareness programs and the absence of accessible media materials.

11. Community Awareness and Concern for the Rights of People with Disabilities: There is a lack of awareness in the community and among families about the rights of people with disabilities. This is reflected in how society deals with disability issues from a charitable perspective, characterized by pity for individuals with disabilities. The local culture remains tolerant toward the exclusion or marginalization of people with disabilities in most sectors, with limited support programs, community volunteering, and assistance.

12. Inclusion of People with Disabilities in Local Organizations' Programs and Services: The approach of many organizations remains based on a charitable/emergency perspective, linked to pity for people with disabilities. This approach excludes handling disability as a rights-based issue and has resulted in weak visions and interventions by these organizations, leading to the absence of policies focused on long-term change to empower people with disabilities to access various services based on rights. While there are active local organizations in social development and the municipality of Bani Na'im working to provide basic services to the population, this has not clearly reflected on the inclusion and empowerment of people with disabilities under a rights-based approach.

13. Community Accountability and Policy Influence: People with disabilities and their families are affected by the degree of alignment and consistency of national legislation with the rights of people with disabilities, or the enforcement of policies and laws related to the rights of people with disabilities and their access to services and rights. This is due to weak political will, lack of community accountability tools, and limited efforts to mobilize and influence decision-makers to adopt and enforce policies and legislation responsive to the rights of people with disabilities at both national and local levels, obliging duty-bearers to include people with disabilities in all sectors, especially education, health, employment, and social protection programs

Recommendations

Based on the outcomes of the study report and the final community meeting held in Bani Na'im to review and discuss the findings and issues, with the aim of producing recommendations and reaching consensus on priorities for action to enhance the inclusion of persons with disabilities, a set of priority interventions has been identified to improve their situation and promote their inclusion in various aspects of life:

1. Strengthening the Municipality's Role in Disability Inclusion:

- Institutionalizing the inclusion of persons with disabilities in the policies and services of Bani Na'im Municipality, and enhancing their participation in planning, policymaking, local development strategies, and decision-making processes.
- Improving access for persons with disabilities and their families to water and energy services at fair and equitable prices, especially for low-income households that include persons with disabilities. This requires decisions from the municipal council to provide discounted rates for these services.
- Supporting persons with disabilities and their families—particularly those living in poverty—by exempting them from a reasonable percentage of municipal taxes (property tax, education tax, waste collection fees, etc.).
- Adapting and preparing roads, sidewalks, buildings, and public spaces—especially health centers and schools—to ensure accessibility for people with several types of disabilities.
- Enhancing partnerships between the municipality, civil society organizations, active international organizations, and the private sector to improve existing services and develop new ones, particularly psychological, social, and legal counseling services, vocational training programs, and income-generating activities, especially for people with intellectual disabilities.

2. Strengthening the Role of Local Organizations in Providing Specialized and Inclusive Services:

- Empowering local organizations in Bani Na'im to offer specialized services for persons with disabilities, including physical and occupational therapy, services for individuals with intellectual and severe disabilities, special education, assistive devices, medical supplies, and other essential needs.
- Raising community awareness through local organizations about the rights of persons with disabilities, including educating families and community members and promoting a rights-based and developmental approach throughout society.

- Enhancing the role of local organizations in providing protection and community support for persons with disabilities and their families and activating referral systems among government organizations and community frameworks to facilitate access to services outside the town.
- Establishing a comprehensive and updatable database of persons with disabilities and their families, to be managed and updated by the municipality and local organizations. This database should serve as a reference for planning, interventions, and collaboration across all relevant organizations inside and outside the town.
- Ensuring accessibility of local organizational facilities to persons with disabilities.
- Ensuring representation of persons with disabilities on the administrative and general bodies of local organizations.
- Building local organizations' capacity in areas like disability rights, inclusive service planning, respectful communication, advocacy, and social accountability.

3. Inclusion in Health Services:

- Providing health and rehabilitation services in the town's health centers, including occupational and physical therapy and other specialized services for persons with disabilities.
- Simplifying procedures to obtain health insurance cards and necessary medical referrals.
- Expanding mental health programs directed at persons with disabilities and their families.
- Adapting healthcare facilities to ensure accessibility for persons with disabilities.
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4. Inclusion in Education:

- Adapting educational facilities to ensure accessibility for children with disabilities.
- Establishing additional resource rooms in schools and rehabilitating and upgrading existing ones.
- Building the capacity of educational and administrative staff in schools and kindergartens to ensure access to inclusive education for children with disabilities.
- Modifying curricula, adapting teaching methods and materials, and providing accessible learning resources to ensure equal education opportunities for students with disabilities, including those in early childhood education.
- Implementing awareness programs in schools and kindergartens to promote positive attitudes among students and staff toward persons with disabilities.

5. Inclusion in Employment:

- Advocating for the employment of persons with disabilities in the municipality and various organizations in Bani Na'im, providing decent work opportunities that match their abilities and skills, and ensuring reasonable accommodations to enable them to work efficiently.
- Pressuring official bodies to enforce the Palestinian Labor Law, particularly the clause that mandates employing persons with disabilities in no less than 5% of any organization's workforce.
- Facilitating equal access to self-employment opportunities to promote economic independence and dignity.
- Expanding access to vocational training and workshops to build the capacities of persons with disabilities and integrate them into the labor market.
- Supporting the development of sustainable entrepreneurial projects for persons with disabilities, preceded by needs assessments to ensure alignment with both individual capabilities and local market demands.
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6. Advocacy and Social Accountability:

- Activating social accountability tools to monitor the municipality and local organizations' commitment to disability inclusion in their services, programs, and development plans, including budget reviews and needs assessments.
- Organizing rights-based advocacy campaigns to urge official entities to develop and implement disability-related legislation and policies and to ensure the participation of persons with disabilities in planning and decision-making.
- Demanding the activation of the 2021 comprehensive government health insurance system for persons with disabilities, and ensuring the availability of rehabilitation services, medications, assistive devices, and supplies through targeted pressure campaigns directed at the Ministry of Health and relevant authorities.
- Calling for the implementation of inclusive education policies by the Ministry of Education, including accessible school design, curriculum adaptation, teaching method adjustments, teacher training, and the creation of a disability-friendly educational environment.
- Launching campaigns to enhance access to higher education and vocational training for persons with disabilities by adapting infrastructure, amending educational policies, and providing accessible curricula and tools.

- Empowering persons with disabilities and their families as key drivers of advocacy and accountability efforts by building their capacity to use pressure tools, document violations, submit complaints, and participate in community initiatives monitoring the performance of organizations and the services they provide locally.



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