

## CONFERENCE CONTENT

TUESDAY, NOVEMBER 30 AND THURSDAY, DECEMBER 2

## APPRECIATIVE INQUIRY

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A D E C A D E O F D E M O C R A C Y  
Achievements, Practices, Challenges & Partnership

# APPRECIATIVE INQUIRY: IMAGINING ACCESS FOR DISABILITY

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**TUESDAY, NOVEMBER 30**

**SESSION 1: 09H00 – 11H00**

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Appreciative Inquiry is a powerful and positive way to involve each person in co-creating the kind of world, environment and future they most wish to be part of. Using this interview as a foundation, we will collectively **discover** our best experiences regarding access, **dream** about the aspirations we have in this regard, **design** how we would like to make these aspirations a reality in South Africa and finally, seek ways to **deliver** our dreams in terms of specific actions.

It is an opportunity to value the contributions that we and others have made in terms of ensuring access; to listen, as well as give voice to our own aspirations, as we explore the opportunities of the future; and most importantly, to place ourselves at the centre of its creation.

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## **PART ONE – DISCOVER – the best of what is**

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### **Instructions for the Interview**

- Introduce yourself to your partner
- Ask questions 1 and 2 of your partner before switching over
- Allow for about 20 minutes to interview one way and another 20 minutes to interview the other way
- Use the questions as prompts for your partner to think deeply
- Listen as a 'learner', valuing the best of who the other person is
- Record only the key words and phrases your partner uses
- Encourage the story – not to know every action but to uncover the thoughts and feelings behind the story
- Where appropriate check the accuracy of your listening by reflecting back a summary of what the person has said
- Allow your partner time to think
- Thank them

### **Questions for the Interview**

- **Highpoint**

Tell a story about a highpoint in your life, as a person with a disability, when you experienced the kind of access that enabled you to fully participate as an equal, despite your disability. Describe the situation, how it made you feel and what made it so memorable.

**Or**

Tell a story about a time when you (or others) provided or created the opportunity for a person with a disability to fully participate in an aspect of society as an equal. Describe the access that was created, the impact that it had and what you learned.

- **Value of self**

As a provider of access, what do you value about your capacity to find ways of improving access for those who require it? What strengths do you bring as a contributor towards enabling people with disability to gain equal participation in, and benefit from, mainstream society?

**Or**

As a person with a disability, you have had the benefit of unique life experiences. What are the 'gifts' you can offer the world in terms of this experience, wisdom and insight. What strengths do you bring as a contributor towards enabling people with disability to gain equal participation in, and benefit from, mainstream society?

# APPRECIATIVE INQUIRY: IMAGINING ACCESS FOR DISABILITY

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**THURSDAY, DECEMBER 2**

**SESSION 1: 08H00 – 10H45**

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**PART TWO – Dream, Design, Deliver**

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## HIV/AIDS

### DREAMS

MEANINGFUL EMPLOYMENT

NGOs

STRONG ECONOMY FOR BUSINESS

EDUCATION AND SKILLS

ACCESS

- Care
- Health
- Land and Buildings
- Subsidies
- Transport
- Funding
- Economic Empowerment

PARTNERSHIPS

- Stereotyping
- All stake holders
- Community Resources
- Awareness

DESTIGMATISATION

### DESIGN

- Eradicate the disabled “beggars”
- Educate them on their potential
- Educate disadvantaged and disabled people
- Every building accessible
- Make a difference

MEANINGFUL EMPLOYMENT

- Equal employment opportunities
- Let’s start feeling stronger
- Have a condom ready
- Self-presentation
- Acceptance
- Advocacy
- Awareness of Disability

### DELIVER

KEY WAYS FORWARD

- Advocacy
  - Enlightenment campaign
  - Empowerment
  - Social integration of Disabled and Mainstream society
  - Funding
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## CONSUMER RIGHTS

### DREAMS

- Shared mindset and vision
- Sharing ideas
- Co-operation
- Universal Access
- Commitment
- Participation and Inclusion
- Technology in rural areas
- Interdependent transport systems
- Supporting infrastructure
- Universal recognition of rights
- 100% literacy and 100% computer literacy
- Partnerships
- All physical care needs are met
- Health care and medical needs are met
- Educational needs are met
- Economic empowerment needs are met

### DESIGN

(drawings difficult to interpret)

### DELIVER

Sport and recreational needs are met. All people are self-confident.

### KEY WAYS FORWARD

- Assertive and Aggressive awareness-raising and mobilization for action
  - Evaluate and celebrate achievements
  - Research
  - Participation of and consultation with all stakeholders
  - Design a costed plan
  - Inter-departmental signing of service
  - Level agreement (review)
  - Transport
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## BUILT ENVIRONMENT

### DREAM

#### Access is Success

- Equality
- Inclusion
- Justice
- Unity
- Empowerment
- Opportunities
- Energy
- Continuity
- Universal Access
- Dynamism
- Security
- Contentment

### DESIGN

#### BUILT AREAS – TARGETS

- More test cases to enforce and increase awareness
- Disability to become more vocal and unified
- Accessible built environments to start at schools
- More training around access

### DELIVER

#### ACCESS FOR AFRICA

- Equality
- Inclusion
- Justice
- Unity
- Empowerment
- Opportunities
- Energy
- Continuity
- Universal Access
- Dynamism
- Security
- Contentment
- Commitment

#### CRITICAL KEY FEATURES AND RECOMMENDATIONS

- Integrated communication plan – How? Stakeholders?
- More test cases – to increase awareness and increase accessibility
- Disability to become more “activist” – ensure that we are heard
- Employment Equity plans to increase targets
- Accessible built environments to start at schools influencing children to achieve universal access

#### PUBLIC AWARENESS AND SENSITIVITY

- Plans assessed and accessibility enforced, checked before building
  - Architects, planners and builders are knowledgeable
  - Informed group issues
  - Concept of universal design is applied consistency
  - Inclusiveness in all plans and projects
  - Mainstreaming vs non-inclusion
  - Large body of knowledge surrounding access
  - Commitment of all role-players
  - Monitored, audited and policed consistently
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## HOUSING

### DREAM

NOTHING ABOUT US WITHOUT US  
NOTHING ABOUT OUR CHILDREN WITHOUT US

- Pick 'n Pay
- Legislation
- Housing
- Transport
- Recreation
- We need – housing, mosques, churches
- Government
- Health
- All stake holders
- We have dignity

### DESIGN

- All housing universally accessible
- Some contracts awarded to disability sector
- Public-private partnerships
- People with disabilities employed in housing development at all levels
- Resources and Budget
  - Skilled workers and administrators
- Monitoring system
- Enabling Legislation
  - Affordability
  - Subsidies
  - Size of housing
  - Access to finance
  - Accessible application forms
- Capacity Building and Training
- Self-sustaining group homes
- Ongoing support from housing department

### DELIVER

HOW WILL THIS BE ACHIEVED

- Speak to all stake holders
  - Disability sector
  - Government departments
  - Private sector
  - Communities, community leaders
  - NPQs, NGOs, other organisations
  - Funding , subsidies, land donation
  - Land – Public Works, Local Government
  - Unused land, unused buildings
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## SPORT, RECREATION, ART AND CULTURE

### DREAM

- Going to top of Table Mountain
- Play cricket on our own cricket ground
- Theatre
- Tours
- Technology
- Music
- Olympics
- Travel

### DELIVER

- Partnership between deaf community and art schools
- Partnership between corporate world and disabled sector for funding
- Partnership with media, government departments and local communities
- Transport and accessibility

## LEGISLATION

### DREAM

#### MAINSTREAM DISABILITY IN ALL LEGISLATION

- Legislation for housing changed so that all new houses are built with universal access
- Policies and strategies must be implemented, monitored and evaluated
- Integration of legislation translated into school curriculum from early childhood
- Implementation using "best practice": the best of other countries
- Legislation made simpler and more communicable, eg through games, art poster flyers, cartoons, Braille, sign language
- New legislation requiring the design of vehicles that cater for disability
- Create a platform where legislation can be illustrated, eg translated into plays, shown on TV
- Portfolio committee in Parliament for broadcasting should have a strong role in promoting access for people with disabilities, eg all showing of games equal

### DESIGN

#### HOW?

- Commitment from all stakeholders:
  - disability sector
  - community
  - government
  - corporate
- Participation
- Communication
- Consultation
- All dreams are done

### DELIVER

- We want to see Inclusive Education implemented in mainstream schools
- Accessible, free health care services
- 2% of 4% of Government employees from among the disabled by 2006

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## ACCESS TO GOVERNMENT INFORMATION

### DREAM

DEVELOPERS  
 TRANSPORT AGENTS  
 MANUFACTURERS  
 STATISTICS

#### ACCESS DASHBOARD DATABASE

- Accommodation
- Hospitals and clinics
- Sport
- Recreation
- Accessories
- Education
- Organisations
- Associations
- Transport
- Housing
- Aids
- Public Awareness
- Devices
- Workplace Leg – International Information
- Call centre
- Helpdesks

Each Region / City / Town / Suburb needs:

- SOS Service
- Medical
- Disabled
- Public
- NGO

1. LEADERSHIP
2. INTEGRATED UNITY – Determine needs of groups (Agencies, NGOs, etc)
3. STRATEGY (Vision)
4. DIRECTION (Agreed upon)
5. RESPONSIBILITY – Fundraising
6. REAL-TIME INFORMATION (Relevant and value-added)
7. SEAMLESS – No gaps
8. AUDIT, EQUAL, MONITOR (Continuous review)

### DESIGN

By 2006

- NGO
- South Africa NATIONAL BLIND
- CO-ORDINATE
- SAQA
- Persons with Disabilities
- ASSOCIATIONS
- RESPONSIBILITY
- DO DEFENCE
- LEADERSHIP
- DEPARTMENT OF TPT
- MANUFACTURERS
- CITY OF CAPE TOWN
- ENVIRONMENT
- UPDATE
- HEALTH
- INTEGRATION
- WELFARE

### DELIVER

JUST PRESS THE BUTTON!

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## ECONOMIC EMPOWERMENT

### DREAM

FULL INTEGRATION INTO THE INFORMATION GLOBAL ECONOMY  
CENTRAL TRUST FUND FOR:

- Services, eg housing, medical care, attendants
- Job creation
- Education
- Transport

BIG "PRESSURE FORUM"

- Government has set platform

### DESIGN

WAYS FORWARD

- Funding of inter-sectoral collaboration (Department of Finance); unified implementation
- Employment equity working to agreed targets (Department of Labour)
- Stream-line systems to set time frames
- Research and funding for transformation of workshops
- Unified lobbying force/body.
- Advocacy and mobilisation in civil society and respected and valued by government
- Monitoring (international and external agencies)
- Which is effective?

### DELIVER

2010

- Public-Private Partnerships
  - Tenders
  - Financing
  - Employment
  - Streamlined systems for establishing businesses
  - Free and accessible transport for unemployed persons
  - Equitable employment for all forms of disability
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## PUBLIC AWARENESS

### DREAM

#### FULL ACCESS TO TRANSPORT

- SOCIAL ACTIVITIES – Ability to go out more
- TOURISM – Ability to access holiday destinations. More accessibility to airways bringing more foreigners into the tourism economy
- EMPLOYMENT – Growing in your career, contributing towards development
- INDEPENDENCE – Much more independent and not so reliant on others for help!
- GOOD SELF-ESTEEM – Individual satisfaction and development; more confidence in job, social situations, etc
- HEALTH CARE – Access to health care and healthier bodies
- ECONOMIC EMPOWERMENT – development bringing money into country!
- SPORT – Paralympics South Africa, nation building, creating universal access. Drawing more people to South Africa and creating economic opportunities
- EDUCATIONAL ACCESS – Easier access to institutions of learning

Make public aware of these needs and what it would do for all South Africans!

### DESIGN

- National awareness
- Universal awareness
- Local awareness
- Financing
- Enforcing legislation
- Mindset (eg positivity)

### DELIVER

- Dial-a-Ride
  - Airports – PA unit
  - Accommodation – bigger hotels
  - Public buildings
  - Legislation in place
  - Conferences
  - Holiday destinations
  - Public transport (eg Putco)
  - Sport in general (media involvement)
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## TRAINING

### DREAM

#### ENVIRONMENT

- Physically Accessible
- Sensory Accessibility
- Transport – Reliable Access

#### EDUCATION

- Inclusive!!
- Opportunities
- Reach maximum potential and beyond
- Increase awareness through the education of society
- Learning about yourself

#### SKILLS TRAINING

- Capacity-building
- Knowing what skills you need to reach potential
- Inclusive

#### WORK

- Access
- Accommodation

#### INFORMATION

- Sharing information
- Sharing abilities, not only seeing disabilities
- Mind-shift
- Knowledge regarding different disabilities

Universal Access = Society + Support + Knowledge + Acceptance

- Collaborated effort
- Integrated approaches
- Increased sense of self-worth
- Choice
- Explore one's own potential
- "We" vs "Us and Them"
- WE ALL HAVE THE SAME NEEDS – JUST IN DIFFERENT WAYS
- Accept yourself before others can accept you
- Attitude change
- Understanding each other
- Better world for all

### DESIGN

#### EDUCATION

- Training and educational opportunities for people with disabilities should be equal to opportunities for able-bodied people in training and education

#### TRANSPORT

- Reliable

- Affordable
- Accessible

**INTEGRATED RESOURCE CENTRE**

- Accessible information about resources for all, including disabled people and about disabilities

Equal opportunity quota should not be necessary – it should be a given

**DELIVER**

**THE WAY FORWARD**

- Make use of what has been achieved already and use that as a model to build on; no need to reinvent the wheel – use what has been done adapt it to the needs of the populations to be served.
- Build on others' success and failures
- Share knowledge
- Make knowledge accessible
- Ensure that such this conference and others like it lead to concrete action plans – they are not just a place to talk
- Put goals into time frames – people (all stakeholders) must be committed and held accountable for the achievement of the goal
- Identify measurable outcomes and specific goals
- Develop a holistic, strategic plan at Provincial and National levels, to be carried down to lower levels

**BRAIN TRUST**

Unify all stake holders and resources in a drive to achieve our goal of universal access for all

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## TRANSPORT

### DREAM

- ATTITUDE
- INFORMATION
- ENFORCEMENT
- ENVIRONMENT
- GOVERNMENT POLICIES
- WHEEL
- INDEPENDENCE

*"I would like to travel on a bus and should I have a seizure, I would like to get the assistance from my fellow passengers, without being embarrassed as the passengers and bus driver will have been educated on first aid for seizures. I would like to have a seizure in a comfortable bus."*

Felicity September  
Access 2004 Delegate

### GOALS

- To achieve a system that includes all modes (Not just motorised transport)
- The public transport experience starts as soon as the traveler leaves their own home, reaches their destinations, and returns home in a pleasant way looking forward to doing it again, again, again...the next day and forever.
- Having a choice among modes of travel
- Public transport possible for all
- South Africa-wide
- Systems are in place, but they are inadequate
- From impossible (pre-1994) to a system, to constraints
- Continuous Pressure
- Public transport must be fun.
- Public transport that anyone can use at anytime of the day
- Plenty of information
- A vibrant, clean, comfortable, non-industrial environment
- I do not want to go home in an ambulance
- People in accidents will have use of the ambulance instead of public transport

### DESIGN

#### WHAT IS IN PLACE?

1. Public transport system
2. Environment
3. Public transport community
4. Integrated communication system
5. Infrastructure
6. Transport authority/executive
7. Affordable and efficient system, reliable, sustainable and safe
8. Public transport secondary to personal choice and quality of life

### DELIVER

#### PUBLIC TRANSPORT STRATEGY – HOW?

- Transport authority in place and fully functional
  - Increased dedicated funding
  - Application of universal design principles, monitoring and evaluation
  - Representative body of all interested and affected stakeholders as economic necessity
  - Political drivers with accountability
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## TOURISM

### DREAM

- Enhancing “township” tourism and support
- More persons with disabilities in the profession: tour guides, administration, etc
- “Speak out!”
- Arts and cultural activities
- Equal access for abled and disabled
- Universal Access
- Business training
- Start-up funding
- Mentorship
- Tourism Robots
- Proper transport that is inclusive
- Public awareness
- Education
- Persons with disabilities to start own tourism businesses: shuttles, B&Bs, etc
- Conscientising and awareness-raising

### DESIGN

- Ramps in all buildings for people using wheelchairs
- Alarm robot for blind people

### DELIVER

- Alarm robot for blind people
  - Building of hotels
  - Transport suitable for everyone
  - Platform train fits all passengers
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## EDUCATION

### DREAM

- Deaf wife driving car and blind husband, with a flat tyre to be changed
- Subtitles provide access to all television programmes eg, for the Deaf
- Educators to be trained to work with the children with disabilities before taking up a teaching position
- Practising what is Preached (staff should reflect the learner component)
- School should open doors
- Inclusive education should be a vehicle to the social acceptance of people with disabilities
- Braille commendation, South African Sign Language, mobility

### DESIGN

#### ACCESS

- Police
- Hospitals
- Bank
- Court

#### ADULT AND BASIC EDUCATION AND TRAINING

- Military limits, job opportunities
- Literacy for adults increases career opportunities

#### ACCESS TO EDUCATION

- Inclusion of all disabilities in schools
- Sign language
- Braille
- Inclusive curriculum

#### INFRASTRUCTURE

- Environmental accessibility
- Doors
- Rails
- Playgrounds
- Ramps

#### TECHNOLOGY

- Communication
- Information sharing

### DELIVER

#### INSTITUTIONS OF LEARNING

- Teacher-appropriate, streamlined training
  - Teachers with disability
  - Mother tongue: SA Sign Language
  - Mother tongue: Braille
  - Establish if teachers have a specific interest and then direct into specific training
  - Applicant to schools for the Deaf – either Deaf or SA Sign Language
  - Fixed level of competency
  - Thorough knowledge of disability and support for disability
  - Learnerships
  - All kids together for flexible, inclusive schools
  - Breaking down the barriers of myths!
  - Start small – success by 2005-2010
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## HEALTH CARE

### DREAM

- Advice for all
- Courts
- Education
- Clinics
- Legal Assistance
- Welfare
- Sign Language
- Better education and training
- Technology
- Businesses
- Employment training for empowerment

### DESIGN

(drawing difficult to interpret)

### DELIVER

- Realistic and effective, efficient, implementation of policy
- Monitoring mechanisms for implementations
- Work towards delivery in a manner which is inclusive of all people and embraces diversity!

### SUGGESTIONS

1. Inter-sectoral indicators for all sectors for phased-in implementation of all health policies.  
Document and advertise well
  2. Ensuring equity, especially people with disability on facility boards of health organisations
  3. "Wheelchair" logo used to symbolise disability excludes mental disability
    - a. Suggestion: use logo as per presentation by Guy Davies
    - b. Suggestion: Have a competition to find a new, more inclusive logo
  4. Achieve an agreement and/or partnership with Department of Labour concerning the empowerment and placement of people with disabilities
  5. Promote awareness of disability prevention in the community
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## BUSINESS OPPORTUNITIES

### DREAM & DESIGN

A PARADIGM SHIFT IS NEEDED

JOB OPPORTUNITIES

- Instead of dreaming of asking buildings to be accessible, create a job opportunity and build accessible buildings
- Employment
- Dreams and passions
- Education
- Jobs unlimited
- Voice of choice
- Apprenticeship in all fields
- One centre access point (run by people who understand people with disabilities) for:
  - a) information
  - b) bursaries
  - c) job opportunities
  - d) Learnerships

VOICE AND CHOICE

- Access for everyone in a voice structure
- Train people in sign language in all languages

MARKETING STRATEGY

- Computers should be in Braille and voice activated
- Door sensors

LEADERSHIP

- Awareness must be visible
- Invitation to what you can offer to the world
- Community contribution: involvement and socialisation
- Skills development
- Unity

### DELIVER

- Raise awareness
  - Advertising: recognise and celebrate success stories
  - Recruitment companies
  - Empower people with disabilities to market themselves
  - Economic empowerment
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## EMPLOYMENT EQUITY

### DREAM

#### PRACTICALLY

- People with disabilities in management positions!
- Secure positions for people with disabilities
- Training and development through mentorship
- Accountability of employment equity forums

### DESIGN

- Rainbow Nation
- Clear vision
- Attitude
- One big cake, layered with different colors for everyone to share!

### DELIVER

#### KEY WAYS FORWARD

1. Accountability for employment equity
  2. Fast-tracking of employees through, eg, job shadowing
  3. Access of levies – a percentage comes back to disability through organisations
  4. Training and mentoring
  5. Ongoing disability sensitisation – knowledge is power
  6. Information about different disabilities – needs are different for individual people with disabilities
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