What must we do to turn rhetoric into reality so that people with disabilities can be empowered through digital technologies?

1. Policy and legislation
   - Need for consistent review and revision of policies - it is not a one-off process.
   - Need to turn policy into reality.
   - Need for coordination across Ministries - especially links between ICT Ministries and other Government departments.
   - Overall more general policy development is needed for ICT to be an important part of Government's agenda.

2. Developing appropriate technologies
   - Universal design is really important - how can we ensure innovative technologies do not disempower people with disabilities - blockchain and AI?
   - Digital access to health services provides an opportunity for ICT.
   - Gaps in ICT for people with disabilities - not just access but also usability.

3. Training, awareness and capacity building
   - Training and raising awareness in wider community.
   - Building capabilities in organisations to understand use of ICTs by people with disabilities.
   - Empowering organisations.
   - Replicating good practices rather than reinventing the wheel.

4. Voice to people with disabilities
   - Involving People with disabilities in delivering their own solutions.
   - UN does gender budgeting, so why don't we do inclusive budgeting?
   - Needs and desires of people with disabilities.

5. Commitments
   - Donors can play a really important role in the countries where they work.
   - Need to train leaders. Must involve people with disabilities in everything.
   - Commitments.
   - Advocating disability wherever we are.

6. Finance
   - Policies and legislation also apply to businesses in developing technologies.
   - Will apply to business in developing technologies.
   - Increased ability to innovate.
   - Holistic approaches.
   - Inclusive v assistive.
   - ICT is cross-cutting.

7. Leadership
   - Sense of commitment politically astute.
   - Adapt standard frameworks.
   - Role for ITU.
   - ITU/G3ICT Policy Toolkit.

8. Partnerships
   - Must involve civil society organisations representing people with disabilities.
   - Partnerships.

9. Respect for individuals
   - Respect for the dignity of the individual.
   - Need to put a human face on this.
   - Everyone is acceptable as they are.

10. Language barrier is really important.

See also UJNESCO's work: https://en.unesco.org/partnerships/partnering/icts-persons-living-disabilities