



GOVERNMENT OF THE KINGDOM OF LESOTHO

MINISTRY OF HEALTH AND SOCIAL WELFARE

The National Disability and Rehabilitation Policy:

Mainstreaming Persons with Disabilities into Society

2011

© Government of the Kingdom of Lesotho 2009

ISBN:

This work is copyrighted. It may be reproduced in whole or part subject to the inclusion of an acknowledgment of the source and no commercial usage or sale. Reproduction for purposes other than those indicated above requires the written permission of His Majesty's Government available from the Ministry of Health and Social Welfare, through the Ministry of Information and Broadcasting. Requests and inquiries should be addressed to the Director of Information, Box 602, Maseru 100. For further information and other publications produced by the Ministry of Health and Social Welfare, visit our website at www.health.gov.ls, or call (+266) 222260000.

4TABLE OF CONTENTS

| | | |
|---|-------|-----------|
| Foreword | | ii |
| Acknowledgements | | iv |
| Acronyms | | v |
| Preamble | | vi |
| CHAPTER 1: INTRODUCTORY OVERVIEW | | 1 |
| 1.1 Background | | 1 |
| 1.2 Aims and Objectives | | 2 |
| CHAPTER 2: | | 4 |
| Vision and Mission Statements | | 4 |
| <i>Priority Policy Areas:</i> | | 5 |
| Priority Policy Area 1: Prevention, Early Identification and Intervention | | 5 |
| Priority Policy Area 2: Rehabilitation | | 6 |
| Priority Policy Area 3: Accessibility | | 7 |
| 3.1 <i>Access to Physical Environment</i> | | 7 |
| 3.2 <i>Access to Transport</i> | | 8 |
| 3.3 <i>Access to Information and Communication</i> | | 9 |
| Priority Policy Area 4: Capacity Building | | 10 |
| 4.1 <i>Education and Training</i> | | 10 |
| 4.2 <i>Economic Empowerment</i> | | 11 |
| 4.3 <i>Employment</i> | | 12 |
| Priority Policy Area 5: Quality and Essential Health Care..... | | 13 |
| 5.1 <i>Community Based Rehabilitation and PHC</i> | | 13 |
| 5.2 <i>HIV/AIDS</i> | | 14 |
| Priority Policy Area 6: Social Welfare and Protection | | 15 |

| | | |
|---|-------|-----------|
| 6.1 <i>Social Welfare</i> | | 15 |
| 6.2 <i>Social Protection and Housing</i> | | 16 |
| Priority Policy Area 7: Self-Representation and Participation | | 17 |
| Priority Policy Area 8: Sports, Recreation and Entertainment | | 18 |
| Priority Policy Area 9: Research and Appropriate Technology | | 19 |
| Priority Policy Area 10: Policy and Legal Protection | | 20 |
| Priority Policy Area 11: Monitoring and Evaluation | | 21 |
| CHAPTER 3: | | 22 |
| 3.1. Monitoring and Evaluation Processes | | 22 |
| 3.2 Policy review | | 23 |

FOREWORD

The development of this policy and GoL's accession of the Convention on the Rights of PWD are but some of the milestones that reaffirm Government's commitment on protection, empowerment and rehabilitation of people with disabilities (PWD). The Policy therefore sets up a framework for inclusion of PWDs in the mainstream poverty reduction strategy and social development programmes.

This policy calls on all of citizens to stop the undue pity bestowed on PWD and to start treating them as people who are capable of contributing immensely towards their well being and to the development of the society in which they live. The concept of a caring society is strengthened when there is recognition that disabled persons are entitled to the same rights as everybody. It is everybody's duty to promote enjoyment of PWDs' rights and equal access to all opportunities for improvement of their lives.

The emphasis of this policy is a fundamental shift from the situation that has in the past been imposed by environmental, institutional, attitudinal and economic barriers between people with disabilities and the mainstream Society. Its focus, in accordance with the "***new paradigm***", is on eliminating the barriers that preclude PWDs from fully participating in society's mainstream. Taken as a whole, this new perspective has critical implications regarding the design, implementation and evaluation of ***programmes and policies*** that affect people with disabilities. The adoption of this policy elevates disability beyond merely being a social welfare, social care or charity issue, to being a central issue of ***human rights and social development***.

The policy is a product of an intensive and thorough process of consultation with all the relevant stakeholders, especially the disabled people's organizations (DPOs) and various government ministries. While the ultimate responsibility for the human rights of people with disabilities remains with the state, ***the primary responsibility*** for enabling people with disabilities to live a meaningful life ***remains the prerogative of the community***.

The policy thus seeks to ensure that PWDs enjoy fundamental Human rights as enshrined in the constitution of Lesotho.

It is believed that this policy reflects the aspirations of many disabled persons in Lesotho. The policy re-affirms GoL commitment in involving PWDs in all issues that affect them, including development of specific programmes and legislation.

I take this opportunity to thank the people and organisations that have contributed to the development of this policy.

Dr. Mphu Ramatlapeng

Minister of Health and Social Welfare

ACKNOWLEDGEMENTS

The Ministry of Health and Social Welfare (MoHSW) wishes to acknowledge the contributions of all individuals and organisations who participated in the development of this Policy. We would like to particularly acknowledge and thank the members of the National Steering Committee (NSC), who dedicated their time and energy to ensure that the policy was developed. We thank all the institutions and organisations that provided the very essential data that enriched this policy.

I particularly want to extend our sincere gratitude and appreciation of the financial support made available to us by the Norwegian Association of Disabled(NAD), as well as World Health Organisation(WHO) by assisting with a technical support during the process.

I also acknowledge the critical and valued comments made by member organisations of LNFOD. Also to be valued are contributions from Professionals from the MoHSW's Rehabilitation Unit; Ministry of Education's Special Education Unit; the National University of Lesotho; the Lesotho College of Education; service providers and other stakeholders who participated in the process. A special word of thanks goes to all the individuals who made the valuable submissions at the national consultations.

Mrs Selloane Qhobela

Principal Secretary for Social Welfare

ACRONYMS

| | |
|----------|---|
| ADHD | - Attention-deficit/hyperactivity disorder |
| CBR | - Community Based Rehabilitation |
| GOL | - Government of Lesotho |
| HIV/AIDS | - The Human Immune Deficiency Virus/ Acquired Immune Deficiency Syndrome |
| IDDP | - International Day of Disabled Persons |
| IEP | - Individual education programmes |
| M&E | - Monitoring and Evaluation |
| MOET | - Ministry of Education and Training |
| MOHSW | - Ministry of Health and Social Welfare |
| NAD | - Norwegian Association of Disabled |
| NDRP | - National Disability and Rehabilitation Policy |
| NSC | - National Steering Committee |
| PHC | - Primary Health Care |
| PRS | - Poverty Reduction Strategy |
| PWDs | - People with disabilities |
| SMME's | - Small, micro and medium enterprises |
| WHO | - World Health Organisation |

PREAMBLE

The development of this **National Disability and Rehabilitation Policy (NDRP)** has been informed by the 1993 Constitution of Lesotho; various international and regional conventions; Vision 2020; the Poverty Reduction Strategy (PRS) and the Millennium Development Goals (MDGs), legal provisions both within the country as well as at international and regional levels and other national policies. Parts II and III of the Constitution of Lesotho provide for support to **People with Disability (PWDs)** as a principle of national policy under the Protection of Fundamental Human Rights and Principles of State Policy respectively.

Government of Lesotho (GOL) is committed to equalization of opportunities for people with disability (PWDs) and to ending discrimination. The passing of Parliamentary legislative and policy framework instruments with specific clauses prohibiting discrimination against, and advocating for support of PWDs has given a new focus to Government's efforts and has led to the development of this policy. The instruments in question include (but are not limited to) Education Act 2010; Buildings Control Act of 1995; Public Service Act 1995; Local Government Act 2005; Sexual Offences Act 2003; and National Health and Social Welfare Policy 2003. The policy sets out GOL's commitment to PWDs. Work towards turning it into practice is already well under way across different structures of Government.

Purpose

The purpose of this policy is to create an environment where PWDs living and working in Lesotho would be able to realise their full potential. Progress towards this will be made by:

- Removal of barriers and changing the attitudes which prevent PWDs from gaining access to employment, services and public amenities;
- Equal opportunities for participation in socio-economic activities and decision making
- Promotion of good practice to encourage both the Private Sector and Civil Society Organisations to similar efforts.

Objective

The Policy is intended to be used as a guiding document for designing, implementing and evaluating generic, as well as disability-specific, public policies and programmes to ensure meaningful inclusion of PWDs into the mainstream society. Its main objectives are:

- To identify and remove obstacles to full participation and full equality in society;
- Prevent and fight discrimination; and

- Promote equality between disabled girls and boys, women and men.

Guiding Principles

The guiding principles for this policy are:

- Non-discrimination
- Equality of opportunity
- Independence not dependence
- Fulfillment of basic needs
- Accountability
- Integration
- Participation in decision-making
- Ability not inability

The NDRP builds onto existing government policies and is principally intended to ensure that disability is mainstreamed in society at all levels and spheres. The Adoption of this policy document by Government of Lesotho and its subsequent implementation thereof aimed to facilitate and speed up the process of domestication of the UN Convention on the Rights of Persons with Disabilities to which the Lesotho Government ratified in 2008 by enactment of a relevant legislation. It is therefore hoped that implementers and stakeholders will interpret and effectively operationalise the policy once it has been regulated so that PWD can enjoy their rights to the fullest and access opportunities for economic advancement.

1.0 INTRODUCTORY OVERVIEW

1.1 Background

Globally the number of People with Disabilities (PWDs) is increasing; with that there is the demand for governments to respond by providing services and opportunities for affected PWDs. Bureau of Statistics, BOS (2006) indicates that according to the Lesotho Demographic Survey carried out in 2006, 3.7% of the population, which is about 68,926 people in Lesotho had some form of disability that required a service. Other than some people being born with a disability, other common causes of impairment and disability include illness, Road Traffic Accidents, Domestic Accidents, Mine Accidents, other work accidents. The most prevalent type of disability was reported to be blindness (19.3 percent of all disabled persons), with prevalence slightly higher among females than among males. The other common types of disabilities were found to be amputation of foot/leg, deafness, lameness/paralyzed limb, mental illness and mental retardation. According to World Health Organisation (WHO) the number of people with disabilities (PWDs) is increasing due to population growth, ageing, emergence of chronic diseases and medical advances that preserve and prolong life¹. These situations are creating overwhelming demands for health, social and rehabilitation services.

In Lesotho, society has historically imposed barriers that subject persons with disabilities (PWDs) to lives of unjust dependency, segregation, isolation, and exclusion from the mainstream of society². This makes it extremely difficult and sometimes outright impossible for them to access their fundamental social, political and economic rights. The barriers are normally either attitudinal or institutional in nature. Attitudinal barriers are characterized by beliefs and sentiments held by nondisabled persons about PWDs. Institutional barriers on the other hand, include policies, practices, and procedures adopted by entities inclusive of government, employers, businesses, and public agencies. Worst still, they have been found to result from a range of intricately related issues, which could explain why it is often difficult, if not impossible, to ascertain precisely why they exist. Sometimes they result from deep-rooted prejudice, or from

¹ Disability and Rehabilitation WHO Action Plan 2006-2011

²Silverstein, R. (n.d.) *Using the Emerging Disability Policy Framework to Support Community-Based Systems Change Initiatives*; <http://www.communityinclusion.org/publications/policydocs/lawreviewappendix.doc> Also See Iowa Law Review, August 2000, Vol. 85/No.585(5), 1691–1806.
2006 Census Report

decisions based on the "old paradigm" of considering PWDs as "defective" and in need of "fixing; at other times are the result of thoughtlessness, indifference, or lack of understanding.

PWDs in Lesotho live a life of daily struggle to make a living. They also face the above challenges as a result of similar exclusion from the mainstream society that deny them access. Consequently, the bulk of them end up impoverished, abandoned, uneducated, malnourished, discriminated against, neglected and extremely vulnerable. The PWDs also lack protection, and are at risk of exploitation and abuse.

Both the urban and rural dwellers share common problems, but since the majority of population lives in the rural areas those in rural areas seem to be more affected.

This Policy has been developed through wide consultations and informed by the various conventions and legal provisions both within the country as well as at regional and international levels. It is a product of a broad-based bottom up consultative process in which PWD participated. The process started with the establishment of a National Steering Committee (NSC) that conducted the literature review in order to produce a working document. This task-force was engaged to facilitate the consultative process that involved focus group discussions, and national consultative workshops. In the inaugural workshop on constructing the National Disability Policy Framework stakeholders discussed a new perspective of looking at disability issues and programmes that consider disability as a natural and normal part of the human experience.

1.2 Aims and Objectives

The Policy is intended to be used as a guiding document for designing, implementing and evaluating generic, as well as disability-specific, public policies and programmes to ensure meaningful inclusion of PWDs into the mainstream society.

Aim

The policy is aimed at addressing and regulating barriers against good practice for rehabilitation of PWDs as well as according them equal opportunities in contributing to and participating in all spheres of national development across the board.

Its main objectives are:

- To identify and remove obstacles to full participation and full equality in society;

- Prevent and fight discrimination; and
- Promote equality between disabled girls and boys, women and men.

The policy clearly puts emphasis on the rights of PWDs and seeks to ensure full enjoyment of fundamental rights as enshrined in the constitution of Lesotho. Government and all other public agencies shall be expected to make their premises, activities and information generally accessible.

Purpose

The purpose of this policy is to create an environment where PWDs living and working in Lesotho to be able to realise their full potential. Progress towards this will be made by:

- Removal of barriers and changing the attitudes which prevent PWDs from gaining access to employment, services and public amenities;
- Equal opportunities for participation in socio-economic activities and decision making
- Promotion of good practice to encourage both the Private Sector and Civil Society Organisations to similar efforts.

Guiding Principles

GOL believes that disability is a health, social and development issue and that impairment becomes a disability when the affected individual experiences social and physical barriers that deny him an opportunity to live his life to the fullest. Consequently, efforts will be focussed on removing these barriers guided by the following principles:

- Non-discrimination
- Equality of opportunity
- Independence not dependence
- Fulfillment of basic needs
- Accountability
- Integration
- Participation in decision-making
- Ability not inability

The above principles are based on the conviction that: PWDs should not be subjected to discriminatory practices; deserve to be treated equally in every aspect of their dealings by all service providers; their independence needs to be enhanced, and choices available to them need to be increased; the disabled person is an individual who, like all

others, has his or her own needs, abilities, rights and responsibilities; the responsibility for securing equal treatment and removing barriers rests both with the GOL on the one hand, and with individual decision-makers within it; services for PWDs are provided as part of an integrated whole, not separately; PWDs, or their advocates, are consulted before decisions which affect them are made.

CHAPTER TWO

Vision

A Nation where all persons with disabilities live quality life, in dignity, and with equal rights and opportunities

Mission

To include and fully integrate citizens of Lesotho (Basotho) with disabilities into all aspects of societal life, thereby equalising their opportunities and encouraging their active participation in order to enhance their dignity, well being and full access to essential services, in the same manner as their non-disabled peers.

Values

- Mainstreaming of PWDs
- Equality of opportunity
- Survival care and development
- Non-discrimination and
- Participation in national activities that affect PWDs.

PRIORITY POLICY AREA 1:

PREVENTION, EARLY IDENTIFICATION AND INTERVENTION

| <i>Priority Policy Area 1: Prevention, Early Identification and Intervention</i> | |
|---|--|
| TITLE: | PREVENTION, EARLY IDENTIFICATION AND INTERVENTION |
| OBJECTIVE: | 1. Facilitate the development of a coordinated system for the prevention, identification/detection and intervention of disabilities and reduction of secondary disabilities. |
| RELEVANT TO: | All Government Ministries, Private Sector and Civil Society Organisations |
| RESPONSIBLE OFFICER: | PS Social Welfare |
| RELATED POLICIES: | 1. Constitution of Lesotho 2. Legal provision / legislature 3. National policies |

Strategies

1. Undertake disability research to continuously update disability information.
2. Make available current information to stakeholders for appropriate intervention and prevention and programmes.
3. Develop and implement appropriate screening tools for the identification of disabilities.
4. Increase the capacity of trained medical and other rehabilitation personnel.
5. Strengthen measures to prevent risky social activities and practices.
6. Advocate for the development and subsequent enforcement of occupational health and safety standards at workplaces.
7. Advocate for implementation of existing health laws and other laws related to disabilities.
8. Review the current system to support early identification, prevention and intervention.

PRIORITY POLICY AREA 2: REHABILITATION

Xx`xx`Priority Policy Area 2: Rehabilitation

| | |
|-----------------------------|--|
| TITLE: | REHABILITATION |
| OBJECTIVES: | <ol style="list-style-type: none">1. Promote availability of the necessary equipment, skills and services to all PWDs.2. Enable PWDs to achieve and maintain their optimum physical, sensory and social functional level. |
| RELEVANT TO: | All Government Ministries, Private Sector and Civil Society Organisations |
| RESPONSIBLE OFFICER: | PS Social Welfare |
| RELATED POLICIES: | <ol style="list-style-type: none">1. Constitution of Lesotho2. Legislature3. National Policies |

Strategies

1. Improve referral systems between Rehabilitation services and other sectors.
2. Increase access and availability of Professional Rehabilitation Personnel at all levels of service delivery.
3. Equip relevant professionals (i.e. social workers, counsellors, nurses, psychologists and other medical practitioners) with necessary counselling techniques in health, social, educational and employment issues relevant to the needs of people with disabilities.
4. Facilitate availability of regional/district accessible medical and other rehabilitation services and facilities.
5. Promote access to formal and vocational training.
6. Advocate for local government authorities to fund training of its professional workers on personal care of PWDs at community level.
7. Prioritise employment opportunities of PWDs.
8. Strengthen the existing Rehabilitative Services.

PRIORITY POLICY AREA 3: ACCESSIBILITY

| Priority Policy Area 3.1: Access to physical environment | |
|---|---|
| TITLE: | ACCESS TO PHYSICAL ENVIRONMENT |
| OBJECTIVE: | 1. Promote easy access to the physical environment |
| RELEVANT TO: | All Government Ministries, Private Sector and Civil Society Organisations |
| RESPONSIBLE OFFICER: | PS Social Welfare |
| RELATED POLICIES: | 1. Constitution of Lesotho 2. Legislature 3. National Policies |

Strategies

1. Develop the Lesotho standards in design for access to be followed as regulations and guidelines for land surveyors, physical planners, architects and civil engineers.
2. Develop building standards and guidelines including internal furnishings that are appropriate and accessible for PWDs.
3. Allocate, mark, maintain and protect appropriate parking areas for PWDs motorists in public and private car parks.
4. Persuade owners of public property to adapt existing buildings to accommodate easy access for PWDs.
5. Advocate for construction of gentle slope ramps and 7railed pavements at all junctions to allow free movement and easy access to facilities for people with mobility and visual impairments.
6. Advocate for installation of voice prompts in public lifts (escalators) and sound systems in traffic lights to enable unrestricted access for visually impaired and partially sighted persons.
7. Provision of sign post to all public buildings.
8. Develop an effective monitoring and Evaluation (M&E) mechanism to ensure proper implementation and compliance with all the relevant policy and legislative instruments, particularly the Building Control Act.

PRIORITY POLICY AREA 3: ACCESSIBILITY

| Priority Policy Area 3.2: Access to Transport | |
|--|--|
| TITLE: | ACCESS TO TRANSPORT |
| OBJECTIVE: | 1. Develop an accessible and appropriate transport systems for PWDs |
| RELEVANT TO: | All Government Ministries, Private Sector and Civil Society Organisations |
| RESPONSIBLE OFFICER: | PS Social Welfare |
| RELATED POLICIES: | <ol style="list-style-type: none">1. Constitution of Lesotho2. Legislature3. National Policies |

Strategies

1. Design public transport facilities and internal furnishings to allow easy access and convenience for PWDs.
2. Subsidise and encourage innovative designs for appropriate modes of transport for private use.
3. Make available and accessible transport information for all users with disabilities.
4. Undertake disability awareness campaigns among public transport owners and staff.
5. Advocate for enforcement of appropriate and adequate road safety measures for PWDs.
6. Advocate for public transport companies to buy adapted vehicles to make them accessible to people with mobility impairments.
7. Improve transport to cater for PWDs.

PRIORITY POLICY AREA 3: ACCESSIBILITY

| | |
|---|---|
| Priority Policy Area 3.3: Access to Information and Communication | |
| TITLE: | ACCES TO INFORMATION AND COMMUNICATION |
| OBJECTIVE: | 1. Promote public awareness on disability issues. |
| RELEVANT TO: | All Government Ministries, Private Sector and Civil Society Organisations |
| RESPONSIBLE OFFICER: | PS Social Welfare |
| RELATED POLICIES: | 1. Constitution of Lesotho 2. Legislature 3. National Policies |

Strategies

1. Organise disability awareness campaigns to promote full involvement of PWDs in societal activities.
2. Advocate for the rights of disabled persons to have access to appropriate training and subsequent utilisation of information technology.
3. Facilitate availability and accessibility of public communication and service points to people with different types of disabilities.
4. Promote the availability of up to date information and education materials in accessible formats (e.g. Braille, large print and national sign language) to PWDs.
5. Facilitate procurement of appropriate up-to-date technology for reproduction of available literature in accessible communication formats for people with disabilities.
6. Ensure that PWDs access information from a diversity of sources in accessible communication formats.
7. Research and develop alternative communication systems for persons with communication difficulties.
8. Assist DPOs to establish a media desk to liaise with different governmental and non-governmental information officers, particularly the ministry of communication, Science and Technology.
9. Provide guidelines on disability friendly terminology for use by the media and general public.
10. Encourage the news media to give a sensitive and accurate portrayal of disability issues in radio, television, movies, and photography, print and group media.
11. All information strategies and communication methods directed at citizens shall be in formats accessible to PWDs.
12. Enforce the use of sign language and alternative communication systems accessible to people with disabilities.
13. Sensitisation of the public about all these strategies.

PRIORITY POLICY AREA 4: CAPACITY BUILDING

| Priority Policy Area 4.1: Education and Training | |
|---|---|
| TITLE: | EDUCATION AND TRAINING |
| OBJECTIVE: | 1. Promote equal access and inclusion of PWDs in education and training programmes. |
| RELEVANT TO: | All Government Ministries, Private Sector and Civil Society Organisations |
| RESPONSIBLE OFFICER: | PS Social Welfare |
| RELATED POLICIES: | 1. Constitution of Lesotho 2. Legislature 3. National Policies |

Strategies

1. Promote for the availability, and legislate for the production of education materials in accessible formats (e.g. appropriate printing materials; computer programmes and Software; Hearing Aids; Braille, large print and sign language) to PWDs throughout the education system from pre-, primary, secondary and tertiary levels.
2. Design and develop appropriate technologies, assistive devices and learning materials.
3. Provide free appropriate technology, equipment and resources to cater for the needs of PWDs with their learning needs.
4. Review and reform the delivery of the national curriculum to include assessment, individual education programmes (IEP), prevocational and vocational skills training, developing Assessment and Resource Training and Examination Centres in preparation for disability mainstreaming.
5. Implement appropriate education and training adjustments (e.g. extension of examination time and study schedules) for persons with learning difficulties, attention-deficit/hyperactivity disorder (ADHD) and other common neurobehavioral disorders.(refer to plan of action)
6. Train specialist educators and ensure that their training certificates are recognized in terms of remuneration.
7. Incorporate special needs education in the teacher- training curriculum.
8. Establish accessible and well equipped specialist education resource centres throughout the country with multi-disciplinary assessment team which includes Health Workers, Physiotherapists etc...
9. Support and encourage inclusive education with units attached to regular schools. .

PRIORITY POLICY AREA 4: CAPACITY BUILDING

| Priority Policy Area 4.2: Economic Empowerment | |
|---|---|
| TITLE: | ECONOMIC EMPOWERMENT |
| OBJECTIVE: | 1. Improve access to technical, vocational and entrepreneurial training opportunities for PWDs. |
| RELEVANT TO: | All Government Ministries, Private Sector and Civil Society Organisations |
| RESPONSIBLE OFFICER: | PS Social Welfare |
| RELATED POLICIES: | 1. Constitution of Lesotho 2. Legislature 3. National Policies |

Strategies

1. Promote development of a national integrated programme of action for vocational guidance training and rehabilitation of PWDs.
2. Promote training of PWDs in special and marketable skills.
3. Advocate for recognition of certificates and diplomas issued at integrated vocational training institutions by the Institutions of Higher Learning.
4. Facilitate adaptation and provision of support mechanisms to existing training institutions to make them more inclusive and responsive to the needs of PWDs.
5. Advocate for inter sectoral collaboration of donor agencies in order to improve access funding for all types of income generating activities (i.e. small, micro and medium enterprises (SMME's) as well as Macro business loans) for PWDs.
6. Monitor and evaluate income generating activities for PWDs.
7. Encourage employers to provide necessary adaptive equipment and to adapt their workplaces to guarantee safe access for PWDs.
8. Promote pre- and vocational sheltered workshops for severe PWDs.

PRIORITY POLICY AREA 4: CAPACITY BUILDING

| Priority Policy Area 4.3: Employment | |
|---|---|
| TITLE: | EMPLOYMENT |
| OBJECTIVE: | 1. To empower PWDs so as to maximize their employment, economic self-sufficiency, independence, inclusion and integration into society. |
| RELEVANT TO: | All Government Ministries, Private Sector and Civil Society Organisations |
| RESPONSIBLE OFFICER: | PS Social Welfare |
| RELATED POLICIES: | 1. Constitution of Lesotho 2. Legislature 3. National Policies |

Strategies

1. Introduce a Code of Good Practices in order to provide some general guidance to employers, and employees especially on the importance of not equating disability with ill health.

PRIORITY POLICY AREA 5: QUALITY AND ESSENTIAL HEALTH CARE

| Priority Policy Area 5.1: Community Based Rehabilitation and Primary Health Care | |
|---|--|
| TITLE: | COMMUNITY BASED REHABILITATION AND PRIMARY HEALTH CARE |
| OBJECTIVE: | 1. Strengthen Public Health system to include PWDs and their families to promote access to quality and essential healthcare; |
| RELEVANT TO: | All Government Ministries, Private Sector and Civil Society Organisations |
| RESPONSIBLE OFFICER: | PS Social Welfare |
| RELATED POLICIES: | 1. Constitution of Lesotho 2. Legislature 3. National Policies |

Strategies

1. Up-grade a fully fledged department of rehabilitative services to fully administer services for PWDs in all districts.
2. Ensure that inclusion of CBR personnel and local supervisor as full members of Public Health teams at different levels of operation.
3. Ensure affordable and accessible Public Health to the person with a disability
4. Ensure that all Public Health services cater for people with disabilities.
5. Develop district Community Based Rehabilitation (CBR) systems to ensure that the integrated package of essential Primary Health Care (PHC) services includes rehabilitation.
6. Ensure that rehabilitation services specifically are given due recognition and status as tools for the empowerment and enablement of people with disabilities.
7. Facilitate involvement of people with disabilities or their proxy depending on the type of disabilities in various aspects of planning and provision of health services.
8. Ensure that development of a national disability conscious health information system to facilitate health planning and management, and strengthen disease prevention and health promotion for all citizens.

PRIORITY POLICY AREA 5: QUALITY AND ESSENTIAL HEALTH CARE

| Priority Policy Area 5.2: HIV/AIDS | |
|---|---|
| TITLE: | HIV/AIDS |
| OBJECTIVE: | 1. Promote access to HIV/AIDS information and health care by PWDs |
| RELEVANT TO: | All Government Ministries, Private Sector and Civil Society Organisations |
| RESPONSIBLE OFFICER: | PS Social Welfare |
| RELATED POLICIES: | 1. Constitution of Lesotho 2. Legislature 3. National Policies |

Strategies

1. Advocate for development of all official HIV/AIDS information in the language and writing accessible and understandable to PWDs.
2. Capacitate Disabled Persons Organisations (DPOs) for promotion of awareness and information dissemination on HIV/AIDS issues among various categories of PWDs.
3. Conduct an HIV and AIDS impact assessment among PWDs.
4. Ensure availability of human and financial resources to fight the HIV/AIDS pandemic among PWDs.
5. Develop effective support systems for infected persons and to mitigate impact on affected households.
6. Improve representation of PWDs in all mechanisms for accountability in the rural and urban areas.
7. Update and implement disability specific and sensitive HIV and AIDS policies for vulnerable population groups, inclusive of PWDs.
8. Establish user-friendly services to address the needs of PWDs and all vulnerable population groups.
9. Improve access to information and services to PWDs and all vulnerable population groups.
10. Ensure participation of PWDs and all vulnerable population groups in the planning and development of services.

PRIORITY POLICY AREA 6: SOCIAL WELFARE & PROTECTION

| Priority Policy Area 6.1: Social Welfare | |
|---|--|
| TITLE: | SOCIAL WELFARE |
| OBJECTIVE: | 1. Develop a coordinated and effective legislative and administrative welfare system framework to enable PWDs live self-sufficient, independent life and be socially integrated. |
| RELEVANT TO: | All Government Ministries, Private Sector and Civil Society Organisations |
| RESPONSIBLE OFFICER: | PS Social Welfare |
| RELATED POLICIES: | 4. Constitution of Lesotho 5. Legislature 6. National Policies |

Strategies

1. Develop Guidelines that will make provision for a disability grant/social security system for all people with disabilities based on the nature and gravity of their impairments. This is particularly so in regard to potentiality for employment and/or self-employment, to enable them to meet their basic needs.
2. Facilitate access to appropriate assistive technological devices for all citizens and permanent residents of Lesotho with disabilities, irrespective of their race, creed, gender or economic status.
3. Establish tax rebate/exemption mechanisms for appliances/devices for PWDs with regular employment or income generating means.
4. Develop an effective referral system for PWDs to improve access to other existing welfare services available to their non-disabled peers.
5. Provide information to PWDs to promote access to existing general social security benefits that they are entitled to, by virtue of being citizens of Lesotho.
6. Develop availability of effective feedback mechanisms for co-ordinated social protection and safety nets.
7. Enforce systems to protect the rights of PWDs against any form of discrimination and abuse in society.
8. Provide information to people without disabilities including families and service providers on the rights of PWDs as a weapon to ensure respect, protection and promotion thereof.

PRIORITY POLICY AREA 6: SOCIAL WELFARE & PROTECTION

| Priority Policy Area 6.2: Social Protection and Housing | |
|--|--|
| TITLE: | SOCIAL PROTECTION AND HOUSING |
| OBJECTIVE: | 1. Promote development of effective legislative and administrative framework resulting in measures that will manage and reduce the vulnerabilities of groups and individuals and accessibility to adequate housing for PWDs. |
| RELEVANT TO: | All Government Ministries, Private Sector and Civil Society Organisations |
| RESPONSIBLE OFFICER: | PS Social Welfare |
| RELATED POLICIES: | 1. Constitution of Lesotho 2. Legislature 3. National Policies |

Strategies

1. Develop measures to improve access to the already existing structures to suit the needs of occupants with disabilities.
2. Ensure that women and men, girls and boys with disabilities have equal rights, responsibilities and status.

PRIORITY POLICY AREA 7: SELF-REPRESENTATION AND PARTICIPATION

| Priority Policy Area 7: Self-Representation and Participation | |
|--|---|
| TITLE: | SELF-REPRESENTATION AND PARTICIPATION |
| OBJECTIVE: | 1. Promote effective self-representation, participation and inclusion of PWDs at all levels in planning, decision-making, and implementation of development activities. |
| RELEVANT TO: | All Government Ministries, Private Sector and Civil Society Organisations |
| RESPONSIBLE OFFICER: | PS Social Welfare |
| RELATED POLICIES: | <ol style="list-style-type: none"> 1. Constitution of Lesotho 2. Legislature 3. National Policies |

Strategies

1. Support and promote the work of organizations of PWDs.
2. Empower PWDs through counselling, education and training.
3. Advocate for public awareness campaigns.
4. Promote representation of PWDs in decision making structures.
5. Promote the involvement of PWDs and their families in the provision of services.
6. Facilitate the establishment of mechanisms to improve access to election polls by PWDs.
7. Recognise and strengthen DPO's for participation and protection of women and children.

PRIORITY POLICY AREA 8: SPORTS, RECREATION AND ENTERTAINMENT

| Priority Policy Area 8: Sports, Recreation and Entertainment | |
|---|--|
| TITLE: | SPORTS, RECREATION AND ENTERTAINMENT |
| OBJECTIVE: | 1. Promote the development, participation and inclusion of PWDs in sports, leisure (recreation), entertainment, including arts and crafts. |
| RELEVANT TO: | All Government Ministries, Private Sector and Civil Society Organisations |
| RESPONSIBLE OFFICER: | PS Social Welfare |
| RELATED POLICIES: | 1. Constitution of Lesotho 2. Legislation 3. National Policies |

Strategies

1. Advocate for the inclusion of people with disabilities in sports, arts, culture and recreation.
2. Sensitise PWDs to participate in sports, arts, culture and recreation.
3. Advocate for adequate numbers of competent teachers and trainers in different sporting codes, arts and craft for participants with disabilities.
4. Promote accessibility of sports, entertainment and arts facilities to PWDs.
5. Increase public awareness and profile of PWDs in sports and the arts.
6. Sensitise families to allow people with disabilities to take part in sports, arts, culture and recreation.
7. Advocate for sports Commission to set up a proper mechanism for following-up its financial and other policy related commitments relating to PWDs.

PRIORITY POLICY AREA 9: RESEARCH AND APPROPRIATE TECHNOLOGY

| Priority Policy Area 9: Research and Appropriate Technology | |
|--|---|
| TITLE: | RESEARCH AND APPROPRIATE TECHNOLOGY |
| OBJECTIVES: | <ol style="list-style-type: none"> 1. Promote and support research on disability related issues. 2. Acquire and Use Appropriate Technology. |
| RELEVANT TO: | All Government Ministries, Private Sector and Civil Society Organisations |
| RESPONSIBLE OFFICER: | PS Social Welfare |
| RELATED POLICIES: | <ol style="list-style-type: none"> 1. Constitution of Lesotho 2. Legislature 3. National Policies |

Strategies

1. Promote research studies in special needs education to influence policy in different ministries.
2. Facilitate availability of financial and technical support to key stakeholders, institutions of higher learning and other research institutions to conduct disability related research.
3. Advocate innovations in appropriate technologies.
4. Facilitate coordination and integration of gender disaggregated disability data collection and research in national census, household surveys and other relevant studies for planning of national development programmes.
5. Promote dissemination findings to planners and stakeholders for implementation.
6. Establish a national disability user-friendly information management system.
7. Integrate quality assurance of MoH&SW to monitor the care and support of PWDs in accordance with the established national standards for disability services.
8. Conduct regular statistical research on the living conditions of people with disabilities to assist in the planning of national development programmes.
9. Adapt the Regional Sign language for development of Lesotho’s Sign Language Dictionary.

PRIORITY POLICY AREA 10: POLICY AND LEGAL PROTECTION

| Priority Policy Area 10: Policy and Legal Protection | |
|---|--|
| TITLE: | POLICY AND LEGAL PROTECTION |
| OBJECTIVE: | 1. Raise public awareness and promote education on legal protection of PWDs. |
| RELEVANT TO: | All Government Ministries, Private Sector and Civil Society Organisations |
| RESPONSIBLE OFFICER: | PS Social Welfare |
| RELATED POLICIES: | 1. Constitution of Lesotho 2. Legislature 3. National Policies |

Strategies

1. Advocate for the review of all relevant legislation to ensure that laws are responsive to the needs of PWDs.
2. Strengthen partnership with the Department of Gender for implementation of the National Gender policy that promotes equal opportunities and participation by male and females.
3. Advocate for the review and updating of Buildings Control Act – 1995, and enforce the Lesotho Standards in design for access to be followed as regulations and guidelines for land surveyors, physical planners, architects and civil engineers.

PRIORITY POLICY AREA 11: Monitoring & Evaluation

Priority Policy Area 11: Monitoring & Evaluation

| | |
|-----------------------------|--|
| TITLE: | MONITORING AND EVALUATION |
| OBJECTIVE: | 1. Regularly and systematically collect and analyse information related to implementation of the NDRP and its Strategic Plan |
| RELEVANT TO: | All Government Ministries, Private Sector and Civil Society Organisations |
| RESPONSIBLE OFFICER: | PS Social Welfare |
| RELATED POLICIES: | 1. Constitution of Lesotho 2. Legislature 3. National Policies |

Strategies

1. Incorporate PWDs in monitoring Committees.
2. Engagement of PWDs by the responsible ministry to ensure M&E effectiveness.
3. Develop monitoring tools for implementation of the rehabilitation programme.

CHAPTER THREE

3.1 Monitoring and Evaluation Processes

The Ministry responsible for persons with disabilities, in collaboration with the relevant stakeholders, will establish a vertical and horizontal monitoring system at all levels of society, inclusive of both private and public sectors.

The monitoring and evaluation shall be guided by the key performance indicators as contained in the Strategic Action Plan of the Policy Document as well as by the extent to which financial and material resources shall be allocated to and utilized by the disability sector.

All Service Providers shall be guided by the proposed ***National Standards on Disability Services*** as outlined here below.

| NATIONAL STANDARDS ON DISABILITY SERVICES |
|---|
| National Standards on Disability Services |
| Standard 1: Individual Needs Each person with a disability receives a service which is designed to meet, in the least restrictive way, his or her individual needs and personal goals. |
| Standard 2: Valued Status Each person with a disability has the opportunity to develop and maintain skills and to participate in activities that enable him or her to achieve valued roles in the community. |
| Standard 3: Service Access Each consumer seeking a service has access to a service on the basis of relative need and available resources. |
| Standard 4: Decision Making and Choice Each person with a disability has the opportunity to participate as fully as possible in making decisions about the events and activities of his or her daily life in relation to the services he or she receives. |
| Standard 5: Employment Skills Development The employment prospects of each person with a disability are maximised by effective and relevant training. |
| Standard 6: Employment Support The employment prospects of each person with a disability are maximised by effective and relevant support. |
| Standard 7: Privacy, Dignity and Confidentiality Each consumer's right to privacy, dignity and confidentiality in all aspects of his or her life, including his/her HIV/AIDS status is recognised and respected. |
| Standard 8: Social Protection and Welfare Each person with a disability enjoys comparable living conditions to those expected and enjoyed by the general society. |

Standard 9: Accommodation and Independent Living Conditions

Each residential and/or community living agency adopts sound management practices in providing and maintaining boarding and lodging facilities in order to maximise outcomes for consumers.

Standard 10: Participation and Integration

Each person with a disability is supported and encouraged to participate and be involved in the life of the community.

Standard 11: Sports Recreation and Entertainment

Each person with a disability is supported and encouraged to participate and be involved in sports recreation and entertainment activities enjoyed by the community within which s/he lives.

Standard 12: Research and Appropriate Technology

Each agency is up-to-date with latest research findings on disability issues and adopts appropriate technological aids in order to maximise outcomes for consumers.

Standard 13: Complaints and disputes

Each consumer is free to raise and have resolved any complaints or disputes he or she may have regarding the agency or the service.

3.2 Policy Review

The National Disability and Rehabilitation Policy shall be operational for a period of five (5) years. Thereafter, it shall be subject to review taking into account and consideration the successes, constraints and challenges experienced during its initial period of operation as well as new developments in the internal and external environments.