



Federale Overheidsdienst
Sociale Zekerheid | Directie-generaal
Personen met een handicap

EPR Annual conference

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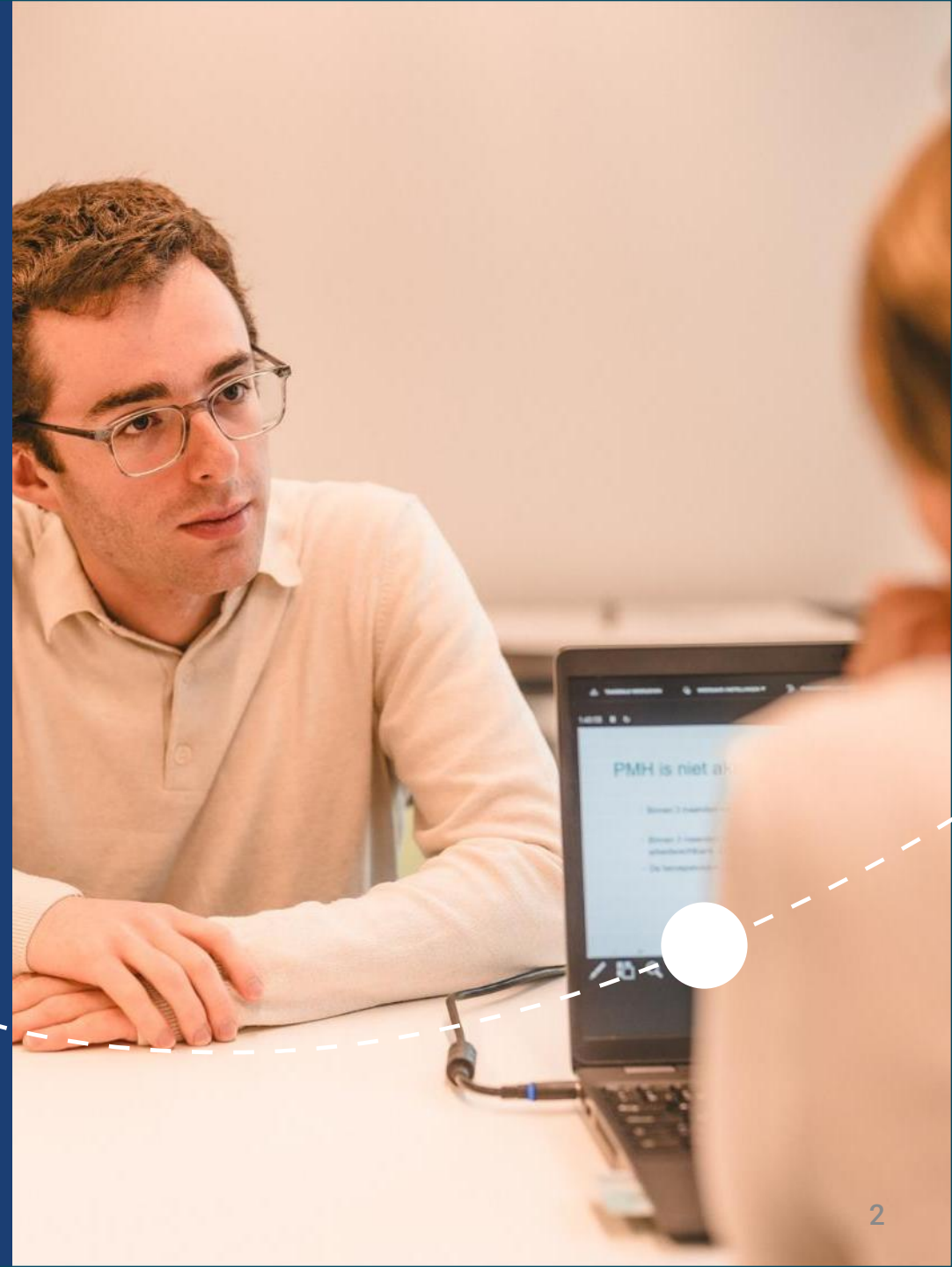
6 June 2025





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From Dependence to Independence: Future-Proofing Disability Services



DG HAN statistics for 2024



✓ 317.539 requests for allowances, 160.722 evaluations

✓ 589.580
persons with
a recognised
disability



✓ 2.8 billion €
paid out in
income support
and integration
allowance to
253.866
persons

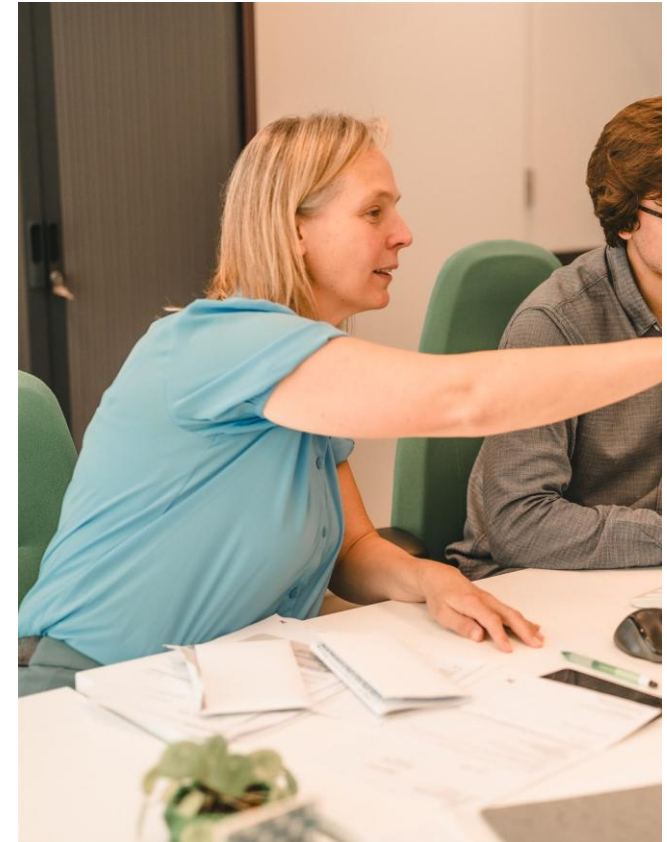


✓ 513.449
parking cards
issued, of
which
77.846 in
2024



UN Convention on the rights of people with disabilities

- Citizens with full rights
- Shift: dependent to independent
- Support independence, ensure income security through social assistance



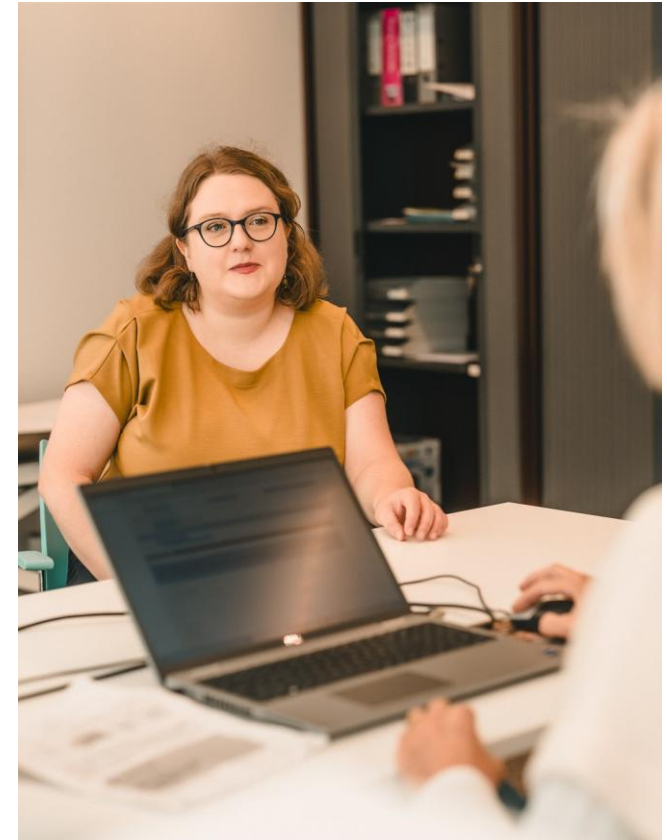
Excel Han Programme

- **Launched in 2022**
- **Goals:** improve access to services, quality of service, user experience
- **Achievements:** better access to rights, multidisciplinary evaluation teams, enhanced citizen experience, inclusive communication, policy support



Federal government commitments 2025-2029

- Reinforces DG HAN vision of excellence in service delivery
- HOW? => Reform of 1987 Law on allowances for people with a disability:
 - **Simplify** procedures
 - Modernise **evaluation** tools to evaluate disability
 - Ensure better **access to employment**: employment rate for people with a disability is very low in Belgium



Reform of 1987 Law



- **Remove barriers to employment: HOW?**

- ✓ Make it easier to combine benefits with (part-time) work
- ✓ Focus on reasonable accommodation

- ✓ Income replacement allowance to gradually decrease as employment income rises, instead of an abrupt cut-off

- ✓ Better alignment between disability benefits and other social protections, such as sickness and unemployment benefits

Use of AI in DG HAN?

- Exploring AI to improve service delivery
- In early stages of reflection
- Ethical, legal safeguards mandatory





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Thank you!

by Helga Stevens

