

# The rights-based approach: what are 3 recommendations for providers in your area of work?

Mindset swiftImplementation of rights Inclusion

To monitor how actions are being implemented. Successes and failures

Being involved in policy-making, starting with what we have done so far, what we can and can't do and why.

Real participation of pwd in serice provider strategic planningEngage pwd. Educate people who use the service and train staff

Envolver as pessoas com deficiência na definição e implementação dos serviços

Funds

To keep in touch with European recommendations, but translated into local viable actions

Promover o mainstreaming

Involvement of PWD in decision making on all services concerning them, from the start

# The rights-based approach: what are 3 recommendations for providers in your area of work?

Inclusion

Information

Be patient because change in culture takes time  
Keep investing in people/staf  
Involve people with a disability in decision making processes in your organisation

Involvement of PWD in the service design to strengthen efforts to bring in their perspective and to continue their empowerment and to give them the impression that the services also belongs to them

Continue the education of staff/professionals to support a shift towards person-centred and person-led services

- Awareness raising addressing interdependent areas of life, targeted to policy makers and funders- Regularly review services provided to re-align them with reviewed strategy- Concerted action between providers at national and EU levels

Opportunity

Make sure in an organisation (and the organisational culture) the rights-based focus is pursued as a regular task, avoiding phases where is it not given sufficient attention

Providers should improve the measurement of outcomes of interventions, making them more accessible and more standardized.

# The rights-based approach: what are 3 recommendations for providers in your area of work?

Individual approach. Ask people what they want. Be prepared to be flexible to listen and respond to something you didn't expect to hear.

Use the existing frameworks (economically and legally) in the most flexible way

Using new technologies to reduce workload of staff

Practical guidance for staff in implementing human rights approach in daily service provision

Disabled people in Leadership roles Codesign and co production Mentoring

# What were 3-4 conclusions from your workshop? Write the number of the workshop in front, e.g. 1:1 (round 1 WS1) or 2:3 (round 2 WS3)

3:1 Include operators in the field in the decision making process affecting the ageing person with disabilities Take a person centred approach - adapt services to their individual needs Apply a holistic approach in service planning

Tender based services with irrelevant outcomes

3:2 B

Round 1, 1a- value based recruitment- advocate and lobby as service providers for better rates of pay for staff in the sector to show roles valued Measurement tool - benchmarking & learning

Reductionist administrative quality systems

Inappropriate measurement tools

Round 2: AT Mapping out what an AT ecosystem could look like in each organisation Challenge negative attitudes and values using story telling/case studies/videos Invest in staff training as AT ambassador Start a Community of Practice

# What are three things that service providers need to be able to implement the EU strategy and the UN CRPD?

Create a group of people and train them on the EU Strategy and the CRPD, so that they can be ambassadors in their own organizations

Support base gouvernement/ organisations and trade organisation  
Flexibility  
Care time - client based  
Money  
Trainers for staff / employees  
Tools and knowledge about UN CRPD  
Experience client problems / handicap for more understanding

We need to be able manage our fundings more flexibly (e.g. social environment budgets).

Identify the barriers in implementation in each country, to try to influence future strategy

Share successes and failures from our organizations

Less focus on paper work and to fulfill criteria set without checking if procedures, etc. are (still) effective, user-oriented, rights-realising, etc.

We need to be able to overcome the lack of qualified professionals (maybe learning from other countries) who have experience on Human Rights Based methodology.

UN Crpd items in education and school

They can help implement the Strategy by data collection, intervene in the environment and not only the person

# What are three things that service providers need to be able to implement the EU strategy and the UN CRPD?

There is a need of permanently exchanging on how to ensure the quality of the service and to be on the same page on how services are best delivered, the user's view brought in, etc. - need of continuous exchange between professionals, management, etc

Awarne raising activities (Art 8) Habilitation and rehabilitation (Art 26) Work and employment (Art 27) Statistics and data collection (Art 31) National implementation and monitoring (Art 33)

We need to have real connection with the regulative "pillars" - we need to be able to work closely together with the regulators.

An equal understanding on all levels of the organization of the priorities and concept of the EU strategy

If we are to have services realising human and social rights, the objectives need to be aligned on a regular level between the services providers, their funders, government - and also internally between between professionals and mangement

Adequate resources and funding Organisational environment that measures and values rights based approach in service delivery Invest, support and empower staff