



Higher Council for the Rights of Persons with Disabilities

The Higher Council for the Rights of Persons with Disabilities (henceforth referred to as “HCD” was established by virtue of the repealed Law No. (31) of 2007 on the Rights of Persons with Disabilities, initially under the name of the Higher Council for the Affairs of Persons with Disabilities, as a public institution headed by His Royal Highness Prince Raad Bin Zeid. Under the leadership of His Royal Highness Prince Mired Raad Zeid Al-Husseini, the Law on the Rights of Persons with Disabilities No. (20) for the Year 2017 was issued, and the name of HCD was amended to the Higher Council for the Rights of Persons with Disabilities. HCD became the first disability-focused government body to formulate policies, follow up on their implementation and provide technical and knowledge-based support to executive bodies to implement their programmes and plans in accordance with the provisions of the new law. HCD is therefore the main national reference point vis-à-vis policy-making and the implementation of monitoring processes through clear, scientific and methodological mechanisms endorsed by the new Law on the Rights of Persons with Disabilities.



HCD's Vision

A specialised, effective and inclusive national institution promoting the rights of persons with disabilities in all aspects of life.

HCD's Message

To lead the process of change so as to mainstream persons with disabilities in all aspects of life by continuously following up on and monitoring their status quo and proposing policies relevant to them, through networking with the relevant entities and providing the necessary technical assistance to enforce the Law on the Rights of Persons with Disabilities to empower them and ensure the quality of services provided to them.

Work Methodology

In accordance with the provisions of the Law on the Rights of Persons with Disabilities No. (20) for the Year 2017, HCD acts as a policy-maker and is responsible for the monitoring and follow-up of nationwide compliance with the provisions of the Law on the Rights of Persons with Disabilities. This is carried out through the departments and divisions that have been restructured, following the issuance of the new law as follows:

The Inclusive Education Department

In order to ensure the right of persons with disabilities to education as guaranteed by the Convention on the Rights of Persons with Disabilities and the Law on the Rights of Persons with Disabilities No. (20) for the Year 2017, HCD provides technical support for the proper follow-up and implementation of the -10Year Strategy for Inclusive Education. The Ministry of Education, with HCD, has developed this plan and is following up on its implementation. HCD is cooperating with the ministry to develop standards for educational evaluation to develop school curricula and



adapt them to include the access requirements for persons with disabilities within such curricula, in line with their rights, as well as the development of disability-inclusive learning strategies, within a learning environment that is inclusive of the acceptance of difference, thereby helping to eliminate discrimination on the basis of disability.

The department also promotes the right of students with disabilities to quality education on an equal basis as those without disabilities in higher educational institutions, encouraging them to become pioneers in providing the access requirements and reasonable accommodations within educational environments in these universities, as per the reasonable accommodations guide in higher educational institutions issued by HCD. The department also follows up on establishing course schemes pertaining to the rights of persons with disabilities within course syllabuses as both optional and core requirements per the nature of the course specialty, as well as the provision of Sign language interpretation, Braille and assistive devices, and other necessary accommodations for the creation of an inclusive learning environment.

The Accessibility and Universal Design Department

HCD provides knowledge-based technical support to the various organisations within the public and private sectors so that their facilities and buildings are rendered accessible per the Building Code Requirements for Persons with Disabilities, including via the provision of reasonable accommodations and accessible formats, as well as the necessary assistive devices for persons with disabilities.

HCD is cooperating with the Ministry of Public Works and Housing, the Greater Amman Municipality and the municipalities as well as their governing bodies to follow-up on the implementation of the -10Year Plan on Rectifying Existing Buildings and Public Facilities. In addition, the organisation works on developing the standards necessary for accessibility.



The Independent Living Department

Stemming from HCD's conviction that persons with disabilities have rights, and must not be abandoned or institutionalised, but instead must be included within a family-based or community environment, HCD is working with the Ministry of Social Development to follow up on the implementation of the National Strategy for the Deinstitutionalisation of Persons with Disabilities in Jordan for the purpose of creating inclusive alternative care services, whether family-based or small group home-based, which are ultimately in the best interest of persons with disabilities.

HCD supports the creation of this system through providing support services such as implementing community -based rehabilitation programmes; inclusive day-care centres; early intervention services and the short-break service, to name a few. It is also training and rehabilitating a group of volunteers in the community as personal assistants who provide services to persons with disabilities at home, as one of the alternatives available to promote a system of independence for persons with disabilities within their communities.



The Accreditation Department

HCD seeks to obtain international licenses that enable it to become an accreditation-granting body under an accredited license approved by the International Society for Quality in Healthcare (ISQua). The department does this by

assuming a number of responsibilities, namely: issuing all accreditation standards relating to the quality of services provided to persons with disabilities; developing clinical pathways for the diagnosis of persons with disabilities and ensuring that reports that stem from specialised entities are according to the necessary standards and quality, as well as preparing and training evaluators so that they are able to contribute to the process of asserting quality and accreditation standards. The department also manages the institutional assessments for granting accreditation licenses, so as to guarantee the existence of national institutions that are able to work efficiently and ensure that the right of persons with disabilities to benefit from quality services is upheld.



The Policies and Institutional Development Department

This department works on developing the national policy relating to persons with disabilities, as well as measuring the progress made toward realising this policy. It also supports the development of HCD's policies and action plans, as well as monitoring, evaluating and following up on all projects and activities carried out by the organisation. The department also designs and develops training programmes and content pertaining to capacity development for civil society organisations, including those working in the disability field, and training them, as well as for other government agencies as required. HCD, via the department, also conducts surveys and specialised studies pertaining to persons with disabilities, along with assessments of services available to them, and the extent to which they are accessible, in coordination with relevant entities.

The Equal Opportunities Unit

The Equal Opportunities Department provides logistical support to the Equal Opportunities Committee (EOC), as well as follows up on, receives and verifies decisions and recommendations and the reports that are issued by the EOC. The department also coordinates and networks with both the Vocational Training Corporation and the Ministry of Labour so as to ensure that their respective policies,

strategies, plans, programmes and services are inclusive of measures that mainstream the access requirements of persons with disabilities, on an equal basis as others, including the provision of the curricula and training material in accessible formats. This guarantees that persons with disabilities are not excluded from any training programme pertaining to any



vocation. The department also works to train the Ministry of Labour's inspectors on attaining the employment percentage stipulated for in the Law, as well as monitoring governmental and non-governmental entities in their efforts to provide reasonable accommodations that enable persons with disabilities to carry out job tasks and employment requirements, as well as access promotion opportunities.

The Monitoring and Coordination Department

HCD coordinates and networks with various government agencies on activities related to the rights of persons with disabilities and their issues. These are as relates to implementing the contents of strategies and executive plans and the programmes emanating from them. This department determines the knowledge-based, technical and training needs of government entities to fulfil their commitments as per the Law on the Rights of Persons with Disabilities. The department works on formulating monitoring and inspection teams tasked with monitoring the extent to which the various organisations implement the provisions of said law, while taking stock of the main achievements and the challenges impeding the progress of its implementation, and with the relevant entities, works to resolve and overcome these obstacles. To this end, and through this and other departments, HCD issues an annual report that documents these achievements, challenges and recommendations necessary to overcome them. It should be noted that this report must be submitted to the Cabinet, the Lower and Upper Houses of Parliament as per the Law. As part of its monitoring and follow-up mandate, HCD receives, verifies and deals with complaints of discrimination and exclusion on the basis of disability.

The Media Unit

HCD affords great attention to the media and communication sphere as it is acutely aware of the importance of spreading awareness and cultivating an informed culture about disability as the key to establishing positive attitudes towards persons with disabilities in all walks of life. Therefore, HCD constantly updates its website and social media platforms with up-to-date content. HCD also organises meetings with senior staff in the organisation and experts outside the organisation to talk about specific topics of interest and concern to persons with disabilities and their families. In the area of awareness-raising and the documentation of success stories and the lived experiences of persons with disabilities, HCD produces several awareness-raising videos, promotional material and publications, as well as news, on a number of topics, including accessibility, work, inclusive education and tourism for persons with disabilities, among others.



The Legal Affairs Unit

HCD provides technical support on the rights of persons with disabilities to relevant entities so that they can take decisions and develop their strategies and plans in a manner that is consistent with the provisions of the Law on the Rights of Persons with Disabilities and its general principles. To this end, the department cooperates and coordinates with HCD's various departments and the relevant national entities to review the various national legislative systems so as to monitor the prevalent gaps on the rights of persons with disabilities, and work on proposals for amendments and revisions. The department also assists in drafting the instructions (by-laws) issued by HCD, such as those pertaining to licencing and accrediting Sign language interpreters, the EOC and those relating to the issuance of the ID Card.

The Office of the ID Card and Services

The office works on formulating specialised committees made up of experts with a variety of specialisations and sectors to diagnose persons with disabilities for the purpose of issuing the ID Card, so as to determine the kind and degree of disability, which, in turn, allows them to receive all benefits stipulated for within the Law on the Rights of Persons with Disabilities No. (20) for the Year 2017. These committees convene within the three regions of the country, and requests are received electronically.

The International Relations and Cooperation Unit

This unit networks with various regional and international entities for the purpose of exchanging expertise and information, and the creation of pilot programmes that are contextualised and developed using international best practices. It also presents project proposals to donor organisations so as to ensure the realisation and sustainability of HCD's mandate and programmes. The department also engages with members of the donor community to ensure that the rights of persons with disabilities are mainstreamed in the projects and programmes implemented by those organisations, as well as in the bilateral and multilateral grants between and amongst the government and the donor community at large.

Electronic Transformation Unit

This department supervises and develops electronic systems within HCD and ensures that they are fully functional. These include its own internal electronic systems for archiving and documenting transactions, as well as for other administrative matters, the accreditation standards system; the licenses for Sign language interpreters; the archive for training courses and the specialised systems for the issuance of the ID Card. At present, HCD is seeking to develop its own electronic communications and human resources systems. At the knowledge-base and technical levels, the organisation is currently working on the design and development of an electronic mapping system that enables the identification of services provided in the field of disability, in each governorate and the providers of such services, including private and government-run societies (associations) and voluntary centres, as well as public and private places that provide some form of accessibility arrangement. It is hoped that this map will allow the concerned people to identify the reality of services in the field of disability in various regions of the Kingdom. This system will also help HCD and other government agencies to put in place remedial plans in a thorough and scientific manner, based on an accurate database that is updated constantly.



Project Management Unit

The Project Management Unit (PMU) supports and monitors the initiatives, which HCD supports to enable the organisations working in the disability arena, promoting their individual roles in the implementation of the Law. It does so specifically to alleviate the added burden borne by the COVID19- pandemic onto the voluntary sector, to ensure the sustainability of services provided those voluntary organisations to persons with disabilities in the following sectors: Education, Rehabilitation, Economic empowerment, Protection against violence, Awareness and media, Early intervention, Mental health, and Reproductive health.

In addition, the PMU works with HCD's International Relations and Cooperation Department and other technical departments to support and follow-up on national projects supported by donors in line with HCD's priorities and the national strategies that are implemented by partners.



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