



Easy to read

# Making sure that people with disabilities are not left out of the digital world of work

The digital world of work is about using computers, the internet and technology more in our work.



International Labour Organization | GLOBAL BUSINESS AND DISABILITY NETWORK





# What is in this report



## Page

**About this report**

**1**

**How work is changing and becoming more digital**

**2**

**Why it is important to include people with disabilities**

**4**

**What needs to happen next**

**7**

# About this report



International  
Labour  
Organization

GLOBAL BUSINESS  
AND DISABILITY  
NETWORK



We are called the **ILO Global Business and Disability Network** and **Fundación ONCE**.

This report is about making sure that people with disabilities can take part in the digital world of work.



The digital world of work is about using computers, the internet and technology more in our work.

That is happening more and more now. And it will happen even more in the future.



This report looks at:

- How work is changing and becoming more digital.
- What needs to happen to make sure that people with disabilities are not left out.

# How work is changing and becoming more digital



The world is becoming more digital very quickly.

That means we are using the internet, computers and technology more.



This has happened even more since Covid-19.

Covid-19 is an illness that many people in the world are getting.

Many people had to stay at home during Covid-19 to keep safe.

They had to use the internet to work, learn or use services.



Many jobs are becoming more digital as well.

That means computers, the internet and technology are changing our jobs and the way we work.



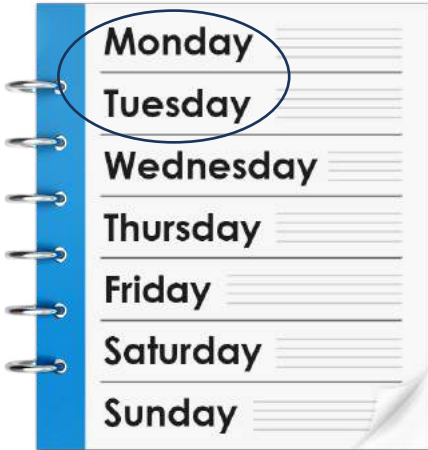
For example:

- People might go for a job interview on the internet now instead of in person.



- There will be new kinds of jobs.

- People will need new skills to do some jobs.



- There will be new ways of working for some jobs.

Like working only some days of the week.



- Some computers and machines can do things that people used to do.

That means people might not be needed for some jobs anymore.

# Why it is important to include people with disabilities



People with disabilities have the right to work and take part in the community like everyone else.



There is an important document about the rights of all people with disabilities in the world.

It is called the **United Nations Convention on the Rights of Persons with Disabilities**. Or **CRPD** for short.

Many countries have promised to do what the document says.



But many people with disabilities are still not working.

And people with disabilities who do work are often paid less.

Or they work in jobs with unfair working rules.



Many people with disabilities do not have the chance to go to school.

That means they cannot learn the skills they need to work with computers and the internet.



Many people also have unfair ideas about people with disabilities.

For example, they might think that people with disabilities cannot do a job as well as other people.



These problems have gotten worse since Covid-19.

For example, many people with disabilities lost their jobs during Covid-19.

And life has got even harder for women with disabilities and people with disabilities in poorer countries.



Computers, the internet and technology could make life better for many people with disabilities.

For example, many people with disabilities might find it easier to find a job or do a job on the internet.



Computers and technology could also help many people with disabilities to do their jobs.

For example, some computers can turn what people say into words on the screen.

That can help people who cannot hear to read and understand information.

But the changes could also make life worse for people with disabilities.

For example, many people with disabilities do not have computers or the internet.

Or they find them hard to use.

That means many people with disabilities could be left out.



# What needs to happen next



Many organizations now see that it is good to include people with disabilities at work.



Countries are also working together to make the world better for everyone by the year 2030.

That includes making sure that people with disabilities can take part in work like everyone else.

But much more needs to be done.



Many people must work together to make sure that people with disabilities can take part in the digital world of work.

For example, governments, companies and other organizations.

That includes organizations of people with disabilities.

## The main things for governments, companies and organizations to do



Make sure that plans and rules about working in a digital way include people with disabilities.

For example, plans about how people can work from home on the internet.



The plans must talk about what different people with disabilities need.

For example, women and young people with disabilities.



There should be support for people with disabilities to get jobs that use computers, the internet and technology.

There should be projects and plans to help with that.



Make sure that people with disabilities can learn the skills they need to work in those jobs.

For example, training to learn digital skills should be easy for people with disabilities to take part in.

And there should be some training just for people with disabilities.



Make sure that computer systems and other things that people need for work are easy for people with disabilities to use.

For example, computer systems that people need to work from home.



Make sure that all new computers and technology are easy for people with disabilities to use.

There should be rules for companies and organizations across the world about that.



Give organizations training about how to make computers and technology easy for people with disabilities to use.



Make sure that people with disabilities can afford the computers, internet and technology they need.

Give people with disabilities money for that if they need it.



Make sure that jobs to do with computers, the internet and technology treat people with disabilities fairly.

Organizations might make new rules about the rights of people working with computers, the internet and technology.

Make sure the rules work well for people with disabilities.



Make sure that people with disabilities help to make decisions about the digital world of work.

For example, people with disabilities should have a say in what new computers and technology are like.



Get better information about people with disabilities and the digital world of work.

That will help organizations to see what needs to change for different people with disabilities.



Share information about how to include people with disabilities in the digital world of work.



People with disabilities can also tell organizations what people with disabilities need at work.

And what problems they might face.



**This is an easy to read version of a 2021 report called  
“An inclusive digital economy for people with disabilities”.**

