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# **Inclusive Social Protection:** **Empowering people with disabilities**

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## **PAPER 1:**

**Social protection and access to cash  
assistance**

# PAPER 1

## Social protection and access to cash assistance

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This section explains new or hard to understand words.

The words in **bold** in this document are explained in the glossary.

# 1

## What is social protection?



**Social protection** is about how governments or states:

- 1) Support people to be part of society.
- 2) Support people to overcome challenges.



A WELFARE SYSTEM

SOCIAL SERVICES

A PENSION OR BENEFIT SYSTEM

**Social protection is sometimes called:**

- 1) A Welfare system.
- 2) Social Services.
- 3) A Pension or Benefit system.



**Social protection** is especially important for people who may be more vulnerable, including people with disabilities, or people who are poor.

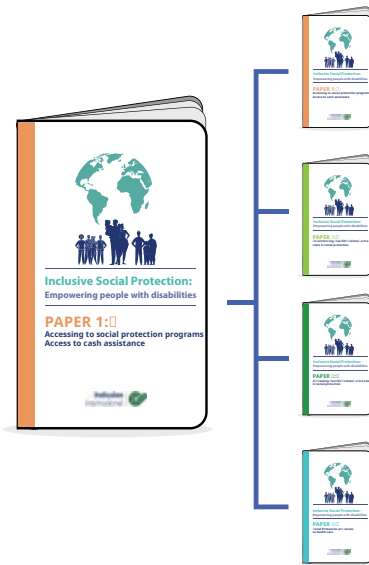


**Social protection** includes:

- 1) Cash payments.  
For example, pensions or benefits.
- 2) Help with unemployment.  
For example services to find a job.
- 3) Help with housing.  
For example, help with rent or providing a house or apartment.

# 2

## What is this document about?



This is one document in a group of documents about **social protection**.



You can use these documents to help you talk to decision-makers about social protection and what your government should be doing to support people with disabilities.



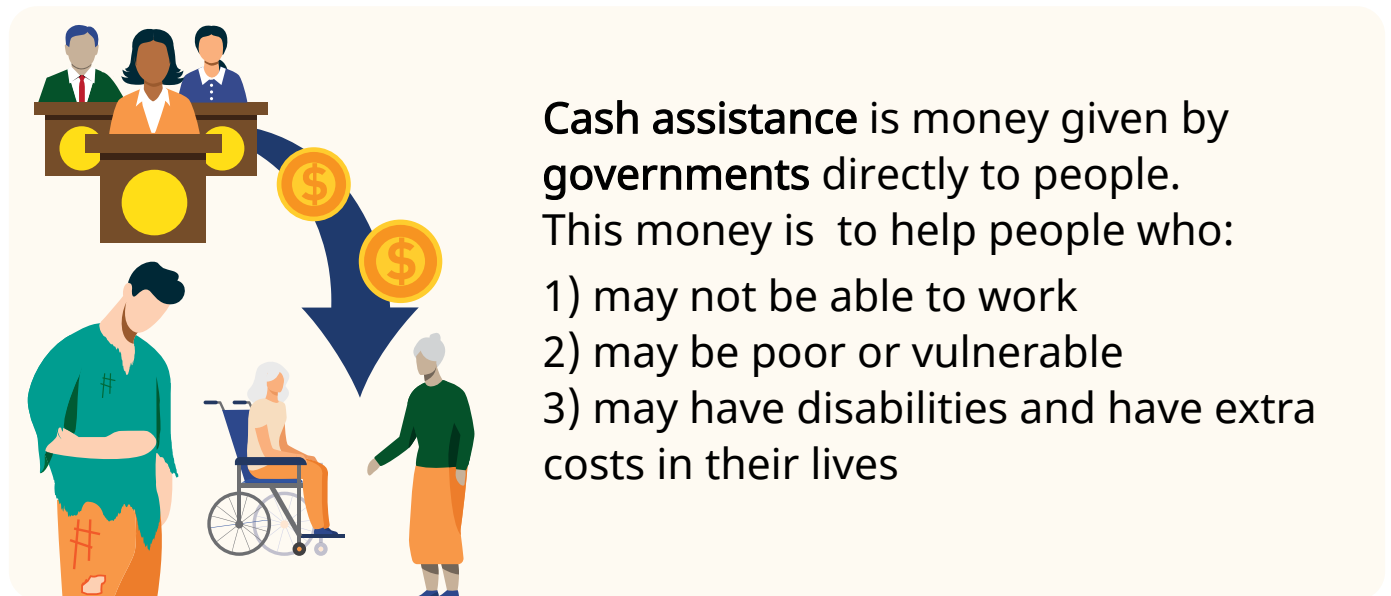
This paper is about a part of **social protection** which is called **cash assistance**.

# What is this document about?



## What is cash assistance?

In many countries, people with disabilities receive a type of **social protection** support called **cash assistance**.



Cash assistance is money given by **governments** directly to people.

This money is to help people who:

- 1) may not be able to work
- 2) may be poor or vulnerable
- 3) may have disabilities and have extra costs in their lives



**BENEFITS**

**DISABILITY ALLOWANCE OR PENSION**

**SOCIAL INSURANCE PAYMENTS**

Sometimes **cash assistance** is called:

- 1) Benefits
- 2) Disability allowances or pensions
- 3) Social Insurance payments

# 3

## What are the barriers people with disabilities face?

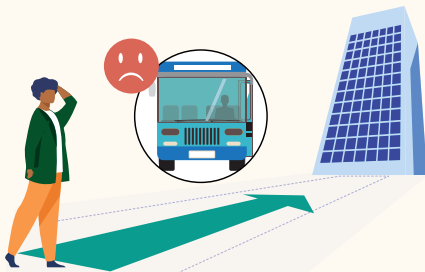


Barriers in society stop people with disabilities from being included and treated equally.



Barriers stop people with disabilities accessing social protection such as cash assistance.

There are 3 different types of barriers:



### Physical barriers

- 1) The building or office you go to when you apply for **social protection** are not **accessible**.
- 2) Long distances to go to the office.
- 3) Transport that is not **accessible**.



### Information and communication barriers

- 1) The process to get **cash assistance** can be difficult and take a long time.
- 2) Forms are not in an **accessible** format such as Easy Read.



### Attitude barriers

- 1) Staff have poor attitudes and do not understand how to work with people with disabilities

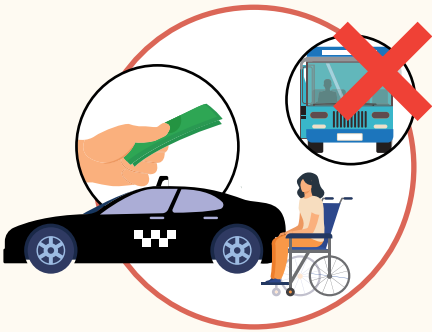
# What are the barriers people with disabilities face?



To overcome these **barriers**, people with disabilities have to pay more money to access **cash assistance**.



For example, people with disabilities may need to pay an assistant to help them understand and fill out a difficult form.



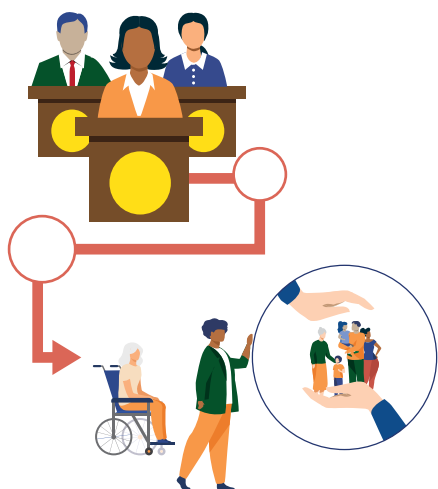
Or people may have to pay for an expensive taxi to travel to an office that is not **accessible**.



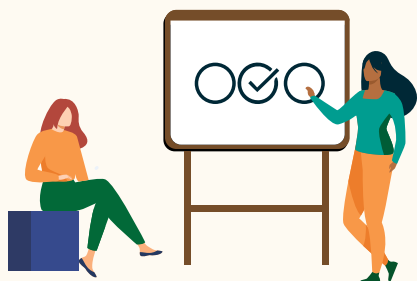
**It is not fair** that people with disabilities have to spend money to get **social protection services**.

# 4

## What should governments do?



**Governments** should take steps to make sure people with disabilities do not face **barriers** and can access **social protection**



**Governments** should **give training**.

**Governments** should provide disability awareness training to staff.

This will help people to understand how to be more **inclusive** of people with disabilities.



**Governments** should **collect data**.

Data is detailed information about a group of people. Data is important for planning programs and services that work for everyone.

**Governments** should collect data on:

- 1) The number of people who have different disabilities.
- 2) The gender and age of people with disabilities.
- 3) The **barriers** faced by people with disabilities.





# What should governments do?



## **Governments should develop standards.**

Standards are a way to check if programs and services are working well.

All **social protection** programs and services should have standards.



## **Minimum standards should:**

1) Be developed by talking to people with disabilities and their organizations.

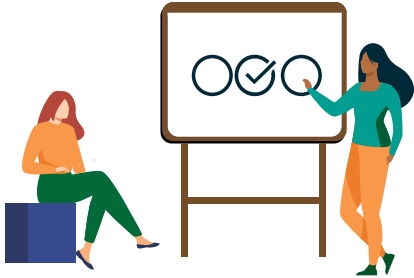


2) Include how programs can be made **accessible**.



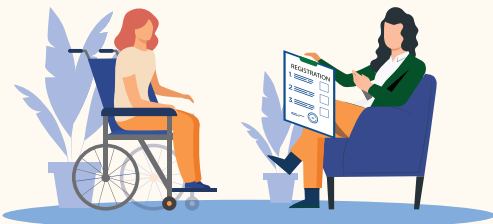
3) Include **reasonable accommodations**.

# What should governments do?

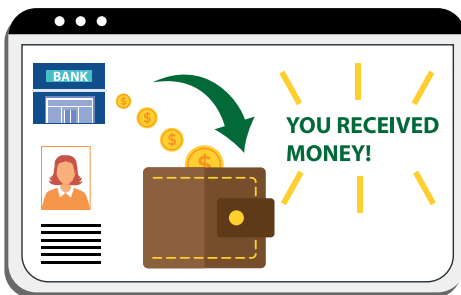


## Governments should plan inclusive services

1) Train staff so that everyone can work with people with disabilities.

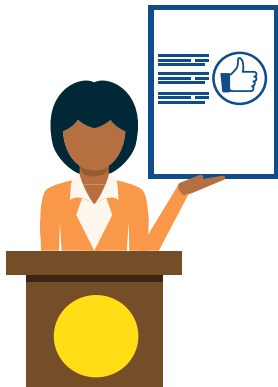


2) Make it easier for people to get **social protection** services. For example, by registering for benefits more easily through home visits.



3) Make sure people with disabilities can get their money in the way that is right for them. For example, through bank transfers or through cheque payments.

# What should governments do?



**Governments should plan accessible services:**



1) Provide different types of communication to make it easier for people. For example, sign language interpreters.



2) Make sure people with disabilities can ask questions or report a problem in a way that is easy for them to do.

# 5

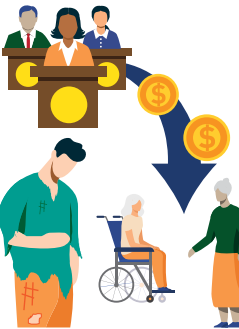
## Summary and more information



**Social Protection** is used by governments to support vulnerable groups of people, such as people with disabilities.



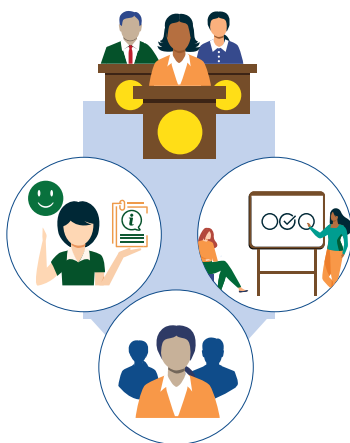
**Cash assistance** is one type of **social protection**.



**Cash assistance** is the money given by governments to people to help with their costs of living.



However, people may face **different barriers** in getting cash assistance such as **physical barriers, communication barriers** and **attitudinal barriers**.



To help people overcome these **barriers**, governments should :

- 1) Give training to staff.
- 2) Collect detailed information about people.
- 3) Check if programs and services are working well.
- 4) Plan **accessible** and **inclusive** services.

You can learn more about disability related extra-costs by watching this [video](#).

# 7

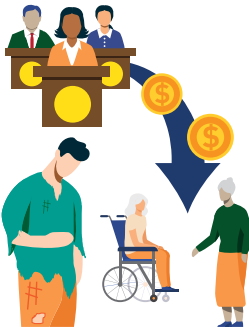
## Glossary



**Accessible** means easy to use or do. When people with intellectual disabilities can do something with the same amount of time and effort as people who do not have a disability, we describe that task as 'accessible'.



**Barriers** stop people with disabilities from being included and treated equally. An example of a barrier could be information that is difficult to understand, or a building that is not **accessible** for people with physical disabilities.



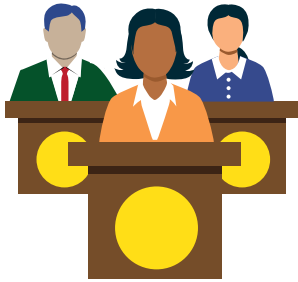
**Cash assistance** is money given by **governments** directly to people. This money is to help people who:

- 1) May not be able to work.
- 2) May be poor or vulnerable.
- 3) May have disabilities and have extra costs in their lives.



**Discrimination** is when you are treated badly because of who you are. For example, this could be because of your disability, race, religion, or gender.

# Glossary



**Governments** are made up of the people in a country who make decisions about how the country is run. They decide the laws, systems and programs for the country.



**Inclusion** is when all people are valued, respected and treated equally and when everyone has the support that they need to access the same opportunities.



**Reasonable accommodation** is a change to help make things easier for the person with a disability. An example of reasonable accommodation for a person with an intellectual disability may be providing extra time to complete a task.



**Social protection** is about how governments support people to be part of society and overcome challenges. Social protection is especially important for people who may be more vulnerable, including people with disabilities, or people who are poor.

# Inclusive Social Protection: Empowering people with disabilities

This Easy Read document was created using the Listen Include Respect guidelines.

A group of self-advocates from around the world worked together to make this document.

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