

How is it possible to improve access to rehabilitation services for people with disabilities?

Relevant articles of the CRPD: 9, 19, 24, 25, 26, 27

Country: Palestine

Region: Middle East

Languages available: English

Access to Rehabilitation Services in Palestine

Name of Organisation:

Palestinian Red Crescent Society (PRCS) Rehabilitation Centre, Khan Younis Headquarters – Al-Bireh, West Bank

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General services provided

Generally, the PRCS is well-known for its **medical and health services**, which impact positively on the lives of thousands of persons with disabilities. More extensive services offered by the PRCS include rehabilitation, **education, vocational training, recreation, medical and other social programs for persons with disabilities or people with injuries.**

Good practice area submitted

There are four units of the Rehabilitation Centre at the PRCS Al-Amal that were submitted for judgment in a regional good practice competition:

1. **Parent and Baby Program** – offers early intervention and skills for parents to manage at home and facilitate the development of their child with a disability
2. **Special kindergarten** – includes a program for children who can be enrolled in mainstream school settings and a program for children who are unlikely to attend a mainstream education setting in Gaza. The kindergarten is registered with the Ministry of Education and other units are likewise certified by the Ministry of Social Affairs.

3. **Special training programs for children with multiple and severe disabilities** – home visits or centre-based activities are provided in the areas of life skills and activities of daily living.

4. **Vocational training** – centre-based activities with links to community training, skills for writing, money management and daily living

Good practices

Availability

- Good availability **for children**.
- Good, **sustainable institutional support** from the larger PRCS and **additional project funding** from other donors.
- **Outreach service** to make assistance available to more isolated areas of the **southern Gaza strip** for users that would otherwise be **unable to travel** to the centre.
- Good **referral links with other organisations**.

Affordability

- **No fees** for the services.
- **Only nominal fees** charged to users of physiotherapy or speech therapy services.
- **A bus service** to the centre.

Accessibility

- Good **physical accessibility** with ramps, elevators and adapted toilets.
- A high proportion of **teachers use sign language, volunteers with disabilities** were present and **sign language interpreters** were available.
- **Over 10 percent of the staff** in these units had some **form of disability**.
- General policy of PRCS of **non-discrimination, equality and fairness**.
- No policy on non-discrimination or employment of staff with disabilities but **practice evident**.

Accountability

- Good **involvement in the community** with various **social activities** organised with service users, their families and the wider community.
- The community, users and their families are **consulted regarding the services**, but **not with a strategic approach** to service development or implementation.

Quality

- The centre developed a **good technical level for their units**, especially considering the **isolation** experienced in Gaza.

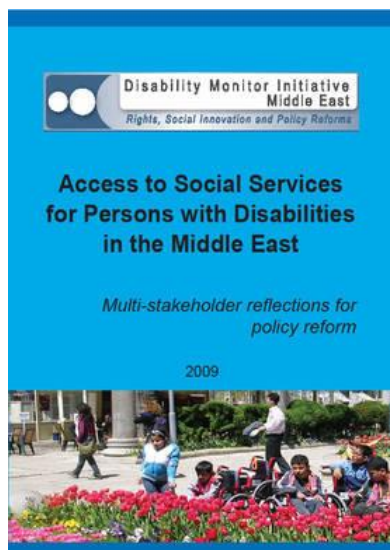
- There is a **comprehensive training course for rehabilitation workers**, which reportedly “fills the gap” in having **outreach disability staff** for persons with disabilities unable to access centre-based professional services.

General – Overall comments

The **outreach program and existence of a comprehensive set of services based in the centre** is a very positive aspect for this service in southern Gaza, one of the **most challenging environments** for a person with a disability in the Middle East to be in.

Openness to **changing the practices / writing more policies and procedures**, with **closer consultation** with users were demonstrated.

Background and context



Full project report: [Access to services for Persons with Disabilities in the Middle East](#) (DMI ME, 2009)

Criteria for the good practices: See pages 99 -118 of the full report.

Recommendations from the good practices: See pages 122 -125 of the full report.

Links to further resources:

[Full text on article 9 - Accessibility](#)

[Full text on article 19 – Living independently and being included in the community](#)

[Full text on article 24 – Education](#)

[Full text on article 25 – Health](#)

[Full text on article 26 – Habilitation and rehabilitation](#)

[Full text on article 27 – Work and employment](#)