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France

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Introduction

This collection of country reports is part of the research on Digital Skills, Accommodation and Technological Assistance for Employment, conducted by the European Disability Forum (EDF) with the support of [Google.org](https://www.google.org).

The aim of the study is to explore the situation of persons with disabilities in the open labour market, focusing in particular on the potential of digital skills training and the use of accessible and assistive technologies to foster inclusion in the workplace.

National experts from each EU Member State (with the exception of Luxembourg) and the UK analysed their respective national contexts. They outline policies and programmes to support reasonable accommodation as a Human Resources (HR) procedure, map trends in the use of accessible and assistive technologies in the workplace, and explain the main limitations experienced by employees with disabilities in acquiring accessible or assistive technology that meets their needs. They also analysed the barriers faced by persons with disabilities related to digital skills and highlight some good practices at national level.

The national reports cover the following countries: the UK, Austria, Belgium, Bulgaria, Croatia, Cyprus, Czechia, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Latvia, Lithuania, Malta, the Netherlands, Poland, Portugal, Romania, Slovakia, Slovenia, Spain and Sweden. Luxembourg is the only EU Member State that is not part of the study due to not finding a suitable national expert on the topic.

Glossary

Assistive devices: external devices that are designed, made, or adapted to assist a person to perform a particular task. Many people with disabilities depend on assistive devices to enable them to carry out daily activities and participate actively and productively in community or professional life.

Assistive technology: any item, piece of equipment, service or product system including software that is used to increase, maintain, substitute or improve functional capabilities of persons with disabilities or for, alleviation and compensation of impairments, activity limitations or participation restrictions.

Disability allowance: payments that persons with disabilities can receive from the State to cover basic living costs and services.

Discrimination: any distinction, exclusion or restriction on the basis of one or several grounds (sex, race, disability, sexual orientation, gender identity, etc.) that damages or nullifies the recognition, enjoyment or exercise of human rights and fundamental freedoms in the political, economic, social, cultural, civil or any other field, on an equal basis with others.

European Union (EU): a unique economic and political union between 27 European countries, as it stands at the time of publication of this report.

EU Statistics on Income and Living Conditions (EU-SILC): a regular cross-sectional and longitudinal sample survey by Eurostat that provides data on income, poverty, social exclusion and living conditions in the European Union.

General Comment: a General Comment is a treaty body's interpretation of human rights treaty provisions, thematic issues or its methods of work. General Comments often seek to clarify the reporting duties of State Parties with respect to certain treaty provisions and suggest approaches to implementing those provisions.

Member State(s) (of the EU): the EU currently consists of 27 countries, also called "Member States". Each Member State is party to the founding treaties of the European Union and is therefore subject to the privileges and obligations of membership. Unlike members of most international organisations, the Member States of the EU are subject to binding laws in exchange for their representation within the common legislative and judicial institutions.

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Number of observations (n): indicates the number of employers each national expert managed to interview.

Open labour market: this refers to work in a mainstream or “regular” employment setting, as opposed to a setting that has been created specifically to employ a specific group of employees, such as persons with disabilities.

Organisations of Persons with Disabilities (OPD): represent the interests of their members with disabilities and have the mandate to advocate for the realisation of their human rights and lobby for the consideration of their interests.

Percentage points: this term expresses the arithmetic difference of two percentages, whereas percent (%) refers to the rate of change. For example, if Country A has an employment rate of 30% and Country B has an employment rate of 60%, Country B’s employment rate is 30 percentage points higher than Country A’s but is also higher by 100%.

Persons with disabilities: individuals who have long-term physical, mental, intellectual or sensory impairments which, in interaction with various barriers, may hinder their full and effective participation in society on an equal basis with others.

Reasonable accommodation: the necessary and appropriate modification and adjustments, where needed in a particular case, to ensure to persons with disabilities the enjoyment or exercise on an equal basis with others of all human rights and fundamental freedoms. To be “reasonable”, the accommodation cannot impose a disproportionate or undue burden. Denial of reasonable accommodation is a form of discrimination.

The Digital Economy and Society Index (DESI): an index that the European Commission reports between 2014-2022, monitoring Europe’s overall digital performance and tracks the progress of EU countries in their digital competitiveness.

United Nations Convention on the Rights of Persons with Disabilities (CRPD): an international human rights treaty that reaffirms that all persons with disabilities must enjoy all human rights and fundamental freedoms. The CRPD clarifies that all persons with disabilities have the right to participate in the civil, political, economic, social and cultural life of the community in the same way as anyone else.

National Overview

In 2022, there were 2.9 million registered people with disabilities of working age in France, of whom 1.1 million were employed¹. According to the National Institute of Statistics and Economic Studies (INSEE), the unemployment rate for people with disabilities was 13% in 2022, nearly twice that of the general population, at 7%². In the same year, Eurostat reported that the unemployment gap for people with disabilities was 20.8% (down from 24.1% in 2021), just below the EU27 average of 21.4%³. Although the rate of unemployment for people with disabilities has been declining over the last five years, 57% of registered jobseekers with a disability continue to face long-term unemployment, presenting a persistent challenge⁴. When they are employed, people with recognised disabilities work in a smaller variety of occupations than other people: 20 occupations account for 37% of employment by people with recognised disabilities, compared with only 25% for the general population⁵.

France has a longstanding strategy to address the employment of people with disabilities through the Obligation to Employ Disabled Workers (OETH), established in 1987. Under this system, companies with 20 or more employees are mandated to hire a minimum of 6% disabled workers. Failure to comply results in financial contributions to integration funds, including the Association for the Professional Integration of People with Disabilities (Agefiph) for private companies, and the Fund for the Integration of Persons with Disabilities in the Public Service (FIPHFP) for public employers. This approach has seen some success, particularly among larger companies that tend to meet their obligations more consistently – in 2021 average rates for employing people with disabilities were 6.1% for companies with 2,500 or more employees, 4.5% for those with 250 to 499 employees, and 3.3% for companies with 20 to 49 employees⁶. However, disparities in employment rates persist across sectors. For example, sectors such as public administration, education, health, and social action largely reach the 6% target, while business services lag behind with less than two-thirds employment, and the information and communication sectors struggle with even lower rates⁷. In 2021, only 34% of companies employed enough beneficiaries not to have to pay a contribution⁸. To further promote inclusion, France has implemented supported employment schemes, apprenticeship programmes, and business support initiatives, resulting in some positive outcomes. In 2022, over 7,600 individuals benefited from supported employment schemes, more than 14,136 new apprenticeship contracts were signed by people with disabilities, and support was given to create 4,405 businesses by people with disabilities⁹.

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One significant challenge highlighted in the interviews with OPDs is the persisting lack of awareness and prevalent stigmatisation surrounding disability by employers and the general population who still grapple with misconceptions about disability diversity. The interviewees contend that many employers tend to hold a restrictive view of disability, often focusing on physical adaptations like access ramps while overlooking the broader spectrum of disabilities and potential adaptations for various job roles. Preconceived notions about disability can also hinder recruitment efforts, contributing to a lingering lack of opportunities for people with disabilities. Income inequality and poverty also remain pressing concerns for persons with disabilities. Data from 2021 indicate that 22.1% of individuals with disabilities reported difficulties making ends meet, in contrast to 13.8% among those without disabilities¹⁰. OPDs noted another significant challenge is France's traditional hiring practices, which heavily prioritise diplomas, posing a significant barrier for people with disabilities who often have lower levels of formal education. The limited range of job options accessible to individuals with disabilities exacerbates these issues, and many may not even consider pursuing certain positions due to perceived inaccessibility.

Digital Skills

France surpasses the EU average in basic and above-basic digital skills, with rates of 62% and 31%, respectively, compared to the EU average of 54% and 26%¹¹. National statistics from 2019 highlight that approximately 17% of the population lacked the ability to use digital tools or access the internet¹². This phenomenon, known as 'illectronisme', disproportionately affects older individuals, those with lower educational levels, unemployed individuals, and people with disabilities¹³. There is a notable absence of available data on the educational and training levels of people with disabilities in digital skills, making it challenging to precisely gauge the digital proficiency of this demographic.

France has undertaken several national initiatives to enhance the digital skills of its citizens. In 2019, the Ministry of Education introduced a digital education strategy, making digital skills a mandatory component of primary and secondary education. One stated goal of this strategy is to "strengthen the inclusion of all students with disabilities by meeting the specific needs of each"¹⁴. The curriculum now incorporates lessons linked to the digital skills reference framework (Cadre de Référence des Compétences Numériques) (CRCN), which is based on the European DIGCOMP reference framework. The CRCN defines 16 digital competencies across five domains of activity – general information and data, communication and collaboration, content creation, protection and security on the web, and digital environment – and features eight levels of progressive mastery¹⁵. At the end of lower secondary school (3ème) and upper secondary school (terminale), students are awarded national certificates¹⁶. In 2021, 500,000 students were certified; however, there is no data on how many of these students have a disability.

A cornerstone of the digital education strategy is Pix, an online public service for assessing, developing, and certifying digital skills. Pix serves as a platform for students to learn digital skills and for teachers to develop courses. Pix Emploi, a component of Pix, offers professionals and employers a free and accessible self-assessment tool and personalised learning resources that can lead to nationally recognised digital skills certificates. Unfortunately, despite aiming for digital accessibility of the platform, Pix currently falls short, with an average RGAA compliance rate of 56%¹⁷ based on a 2022 audit¹⁸.

France offers opportunities for lifelong learning in digital skills to the general population through accredited training centres via state programmes, including personal training accounts (compte personnel de formation), the professional

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development contract (contrat de professionnalisation), and the professional transition project (projet de transition professionnelle). Funding can also be accessed through agencies such as the public employment service (Pôle Emploi), Skills Operators (Opérateur de Compétences), and, for employees and jobseekers with disabilities: Agefiph, FIPHFP and Cap Emploi. There is a wide range of digital skills training available, ranging from basic computer tasks and internet literacy to web development. However, many training centres and programmes are still inaccessible to people with disabilities, despite legal requirements for their accessibility. The three OPD representatives interviewed highlighted this as a significant barrier for people with disabilities in accessing training. (More information on initiatives and training programmes targeting people with disabilities can be found in Annex 1).

During the interviews, OPDs expressed enthusiasm about the new training programmes that are accessible to individuals without prior digital skills. According to the OPD representative from LADAPT, individuals can “come as you are and come with your skills, whatever they may be, because they will completely adapt the training programme to bring you up to the required level of qualification.” These programmes aim to mitigate issues present in mainstream training, such as inflexible schedules and misalignment with the needs of people with disabilities. However, collective concern among the OPDs remains regarding the limited awareness among people with disabilities about the wide range of opportunities for developing digital skills. People with disabilities may not fully recognise these prospects due to misconceptions about the suitability of digital jobs for their circumstances. Furthermore, the interviews emphasised the persistent access barriers faced by those with ‘invisible disabilities’ like psychosocial disabilities, autism, and cognitive impairments. As stated by the OPD representative from FNATH (the National Federation of Work Injured and Disabled People), despite legal accessibility requirements, training centres often lack the necessary resources to accommodate a wide range of needs, be they technical, human or organisational, hindering their ability to cater to diverse needs.

Survey results underscore the significance of digital skills for employers when considering hiring persons with disabilities. Approximately 62% of respondents (n=21) perceive the lack of digital skills as a hindrance. These responses stress the critical role that digital competence plays in today’s workplaces, especially in sectors heavily reliant on technology. Respondents pointed out that the importance of digital skills varies depending on the specific roles within their organisations. For example, in head office positions, digital skills are deemed

essential, while roles in manufacturing or other contexts may demand fewer digital skills, but the overall trend emphasises growing importance.

Furthermore, the survey results echo broader concerns about digital skills development within organisations. While 57% of respondents indicated that their companies develop training programmes related to digital skills, there is a limited focus on solutions tailored specifically for individuals with disabilities. This observation aligns with the broader challenge revealed in the 2022 Digital Economy and Society Index report, which indicated a 6-percentage-point decline in the proportion of businesses offering ICT training between 2019 and 2020¹⁹. This decline raises concerns about the accessibility of suitable training opportunities for persons with disabilities in the evolving digital landscape. It is worth noting, however, that some survey responses suggested that training programmes are designed to be adaptable to individual needs, potentially offering opportunities for persons with disabilities to access tailored training solutions.

Assistive Technologies

Law No. 2005-102 of 11 February 2005, for equal rights and opportunities, participation and citizenship of people with disabilities, provides the legal framework for access to assistive technologies for employment²⁰. This law is codified in articles L.5213-1 to L.5213-11 of the French Labour Code, which firmly establishes employers' responsibility to provide reasonable accommodations, including assistive technology, to ensure equal opportunities for employees with disabilities. (The legal framework is discussed further in the next section.) In the law, assistive technologies (called 'technical aids') are defined as, "any technical instrument, equipment or system adapted or specially designed to compensate for an activity limitation encountered by a person due to his/her disability, acquired or rented by the disabled person for his/her personal use".

The funding landscape for assistive technologies in France is complex, aiming to support both individuals and employers. A 2020 report estimated an annual public expenditure of 530 million EUR on assistive technology, excluding healthcare bed rentals and hearing aids²¹. According to Agefiph, in 2021 there were 10,120 beneficiaries of technical aids and 17,049 beneficiaries of the aid for adapting workstations, which includes assistive technologies²².

The main sources of funding for assistive technologies include the healthcare system (Sécurité Sociale), the disability compensation benefit (Prestation de Compensation du Handicap) (PCH), the Departmental Home for Persons with Disabilities (MPDH) (Maison Départementale des Personnes Handicapées), and Agefiph or FIPHFP. (More information on these sources can be found in Annex 2.)

OPDs highlighted challenges with adopting assistive technology in the workplace, such as difficulties accessing state-of-the-art equipment, lengthy bureaucratic processes, limited training opportunities for mastering new technologies, and financial constraints, particularly for high-tech solutions, despite available government funding. The complexity of financing, with multiple funding options involving intricate procedures, differing criteria, and varying scopes, makes the system challenging to navigate. A lack of public awareness about assistive technology options was also noted. One OPD representative indicated that there is a shortage of comprehensive online resources outside of manufacturers' and sellers' websites. Another expressed concern was the compatibility issues with existing workplace technology systems, which can render certain technologies unusable.

Lending programmes have emerged across France offering enhanced accessibility to assistive technologies for people with disabilities, including mobility aids, communication devices, adaptive software, ergonomic tools and sensory support devices. These initiatives predominantly operate regionally, adapting resources to local needs, albeit with limited awareness by people with disabilities and those working with them due to the fragmented landscape. Many of these initiatives are supported by Agefiph and FIPHFP and provide diverse assistive technology solutions and services. One notable initiative is Aidatech in Provence-Alpes-Côte d'Azur, which serves as a central hub, offering guidance, equipment testing, and short-term loans for specific purposes²³. Collaborations with organisations like Cap Emploi or Pôle Emploi facilitate access to these programmes. (Other examples of regional lending programmes can be found in Annex 3.)

The scarcity of research on the utilisation of accessible and assistive technologies in the workplace has resulted in a lack of comprehensive data regarding the extent of need for such technologies among employees with disabilities. However, survey responses shed light on several important insights.

Among survey respondents, 43% (n=21) reported awareness of assistive technology use by employees with disabilities, while 57% had no awareness. The main categories of assistive technologies used by employees included ergonomic furniture, specialised computer software, screen adaptations, zoom software readers, keyboards and mice. The only technological limitations mentioned were physical constraints in factory settings, compatibility issues between technology and existing software in office environments, and cost.

Some 43% of respondents had policies supporting assistive technology acquisition and use. These policies were described as facilitating technical aids to help employees maintain their jobs, involving consultation with occupational physicians or ergonomists, and sometimes working with organisations like Agefiph. Only 33% of respondents were aware of public legal frameworks and programmes supporting assistive technology acquisition, with Agefiph and FIPHFP mentioned as key sources of support, with the mention that both individuals and employers can request assistance for various types of assistive technologies.

OPDs pointed out key areas for improvement in the field of assistive technologies. They emphasised the need to align hardware with various software used by companies and the need for early accessibility planning by webmasters and software designers. They called for training programmes

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in digital accessibility and stressed the importance of native accessibility in software and online platforms to avoid post-development fixes. The representative from LADAPT discussed the need for a digitally accessible world, including tutorials, content, and software, as well as easy-to-read style translations to aid understanding, particularly for individuals with language difficulties or cognitive impairments.

Reasonable Accommodation

Employers are legally required to provide reasonable accommodations under the law of 11 February 2005 and Article L5213-6 of the Labour Code²⁴, which mandates measures enabling workers who have recognition of disabled worker status to access, maintain, or advance in jobs matching their qualifications, or to offer tailored training as needed. Employers must also ensure software and workstations are accessible, even for teleworking²⁵. These obligations apply to all employers as long as they do not result in a disproportionate burden.

In the absence of a legal definition, assessing what constitutes a disproportionate burden requires a case-specific analysis involving the evaluation of the company's financial status and available funding. The Defender of Rights (Défenseur des Droits) has published guidance on the concept of 'disproportionate burden'²⁶. There is no predefined list of approved accommodations, nevertheless, the guide provides example measures, including technical (e.g., assistive technology, workstation adaptations), organisational (e.g., teleworking, flexible hours), and those affecting the work team (e.g., task redistribution)²⁷. Failure to implement necessary accommodation measures may be considered discrimination.

Financial assistance for reasonable accommodations, including assistive technologies, is available to employees and employers via Agefiph (for private companies) and FIPHFP (for public sector employers). This funding complements other sources, such as social security, disability compensation, and employer responsibilities. Employers can also deduct up to 10% of their total OETH contribution annually for specific expenses, such as purchasing and implementing reasonable accommodations²⁸.

As mentioned in the previous section, multiple financing sources are directly available to individuals with disabilities for assistive technologies. When needed for employment, both Agefiph and FIPHFP offer financial assistance for reasonable accommodations, which includes assistive technologies. There are numerous streams of financial aid from each agency, covering a wide range of activities, each tailored to specific situations and needs, and each with its own criteria²⁹. While most of the different aids specify maximum funding amounts, the aid for adaptation of the work situation from Agefiph does not have a prescribed upper funding limit. (Detailed information on the Agefiph and FIPHFP aids relating specifically to reasonable accommodation can be found in Annex 4.)

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Employers can seek support from Agefiph, FIPHFP and Cap Emploi to identify solutions and effective adaptations for job maintenance, as well as help understanding financing options. In addition, Cap Emploi specialises in supporting the adoption of reasonable accommodations in the hiring process.

Despite a robust framework for ensuring reasonable accommodations, challenges remain. OPDs indicated that the obligation to provide reasonable accommodations remains relatively unknown, leading to limited awareness, use, and compliance. Even for those with professional expertise, sifting through the vast amount of information and understanding the full spectrum of aids can be daunting, causing financing options to often be overlooked. Navigating the administrative process, described by one OPD representative as a “terrible administrative labyrinth,” is complex and time-consuming, posing a significant barrier for people with disabilities and employers alike. OPDs noted that challenges include understanding the multiple funding sources and eligibility for the various streams of aid, lengthy processing times, application windows, administrative requirements, and validation processes. In addition, the OPD representative from Voir Ensemble stated that, despite the variety of financing options, funding often falls short of covering the costs of high-tech assistive technologies.

There is no national research covering the use of reasonable accommodations as an HR procedure in France. In the employer survey, 47% of respondents (n=21) reported having integrated standardised reasonable accommodations for employees with disabilities into their HR policies. Most said policies involve an assessment of the job and workstation, flexible schedules, and teleworking. 33% of respondents have specific policies on the accessibility of recruitment processes, ranging from including statements in job offers welcoming applications from people with disabilities to asking if a candidate needs accommodations during the interview process

Regarding the types of accommodations provided to employees, 42% explicitly mentioned assistive technologies, such as ergonomic furniture, specialised computer equipment and software, and grippers for lifting; 28% mentioned teleworking; and 23% mentioned flexible schedules. Respondents reported that the main costs associated with providing reasonable accommodations were expenses for purchasing specialised and technical equipment like computer equipment or machinery, as well as adapting workstations. The main limitation,

reported by 38% of respondents (n=8), was financing. Other limitations mentioned were challenges related to the non-disclosure of disabilities by employees, lack of knowledge of accommodations by employers, and physical constraints in certain office spaces.

Only 24% of respondents were aware of the legal framework and public programmes supporting reasonable workplace accommodation, with Agefiph being a commonly recognised programme. Respondents noted that Agefiph offers financial support based on case-by-case assessments, and there is a need for proactive HR policies to access these resources.

Annex 1 – Digital Skills Training Programmes and Initiatives

The government's Skills Investment Plan (Plan d'Investissement dans les Compétences) (PIC), aims to train two million underqualified unemployed people, including people with disabilities and those living in disadvantaged environments, in the environmental and digital sectors. One element of the PIC is 10Knum, which will finance 10,000 training courses in digital professions. According to the Interministerial Disability Committee, 85,000 persons with disabilities benefited from the PIC in 2020, compared with 71,000 in 2018 (Interministerial Disability Committee, 2021). PIC also has a component for adapted companies called PIC EA, which trains employees of adapted companies in digital professions, tailored to different types of disabilities.

Specialised training centres and initiatives like THalent Digital by Agefiph, WebForce3, Simplon.co, and Tremplin Numérique are addressing the digital skills gap among job seekers and employees with disabilities. These programmes offer digital training leading to professional titles or certifications, often without requiring previous digital experience.

- **Thalent Digital by Agefiph** aims to train 500 jobseekers with disabilities in various digital professions, such as web development, IT support technician, systems and network technician, by the end of 2023. It is a collaboration with key stakeholders, including Pôle emploi, Cap emploi, Agefiph, and various associations for people with disabilities. THalent Digital offers modular training adapted to each person's needs, comprehensive assistance during training, and personalised job placement.
- **WebForce3** and **Simplon.co** focus on digital skills training for marginalised groups, including people with disabilities. They operate training centres across France and abroad, offering intensive courses covering various skills, including web development, data analysis, cybersecurity, and digital marketing. The Handi4Change initiative through WebForce3 provides flexible training adapted to learners with disabilities and aims to train 1,000 job seekers with disabilities by 2024.
- **Déclics numériques**, part of the Thalent Digital initiative, facilitates the orientation and professional retraining of individuals with low digital skills or who are far from employment. It offers free online workshops

to help participants discover digital job opportunities, develop their skills, and chart their career paths. Importantly, programmes are designed to meet the specific needs of people with disabilities, addressing accessibility and inclusion challenges within the digital sector and providing tailored solutions and support.

- **The Tremplin programme** offers training to equip people with disabilities with skills for the digital sector. Participants undergo eight months of training at the Simplon school, leading to certifications. They are then hired on a temporary Tremplin contract with an adapted company, with the goal of transitioning them into permanent positions.
- **HUGO** (for “Handi U GO”) is a collaborative programme initiated by Agefiph in partnership with large French companies, offering a two-year computer engineering training course at Polytech Marseille for people with disabilities. This programme leads to employment opportunities in roles like Information Systems Engineer, Research and Development Specialist, Design & Technical Advisor, or Systems and Networks Architect, with tailored work-study positions at the University of Aix-Marseille.

Annex 2 – Funding Sources for Assistive Technologies

The main sources of funding for assistive technologies include:

- **Healthcare System (Sécurité Sociale):** Covers essential assistive devices like wheelchairs, hearing aids, and visual aids. Coverage varies based on device and need, and limitations arise from the list of reimbursable products and services (LPPR), which primarily focuses on mobility aids, leaving gaps for other disabilities. For instance, alternative communication AT is not covered³⁰. Low reimbursement rates often require individuals to seek supplementary financing.
- **The Disability Compensation Benefit (Prestation de Compensation du Handicap) (PCH):** Offers comprehensive support for various disability-related expenses, which can include common assistive technologies as well as innovative technologies not listed on the LPPR. However, OPDs note that requests for these aids are often rejected.
- **The Departmental Home for Persons with Disabilities (Maison Départementale des Personnes Handicapées) (MDPH):** Provides compensation funds to reduce costs for assistive technology granted through PCH after other funding bodies. Costs can be significantly reduced, even for expensive aids. However, the process is lengthy and complex (Aides Techniques, 2020).
- **Agefiph or FIPHFP:** Provides funding for assistive technology used in the workplace. Decisions are based on individual assessments of the employee's need. (See the next section for details.)

Annex 3 – Regional Assistive Technology Lending Programmes

Alongside Aidatech, there are several other noteworthy examples of regional lending programmes in France, including:

- In Auvergne Rhône-Alpes, the **Equipe Relais** handicaps rares provides a service that lends Alternative and Augmented Communication (AAC) technologies, including communication software, tablets, speech synthesizers, eye controls, paper communication boards, and more.
- In Corsica, A **Chjarina** provides advice, support, testing, and loans for technical aids.
- **The National Solidarity Fund for Autonomy (Caisse Nationale de Solidarité pour l'Autonomie) (CNSA)** has initiated a call for projects to equip six resource locations with technical aids for alternative and improved communication, allowing experimentation with equipment loans for individuals facing complex communication difficulties.
- **EPAttech**, located in the town of Le Haillan, facilitates trials and loans of assistive technologies. It features a large demonstration and testing area with a diverse inventory of over 600 assistive technology solutions designed to accommodate various types of disabilities, including motor, visual, auditory, cognitive, mental, and psychological impairments.
- The **Technicothèque** is a platform, available in six departments, aimed at enhancing the autonomy of older persons and persons with disabilities by providing access to over 300 different technical aids, such as alert devices and mobility assistance tools. It offers comprehensive support, including personalised advice from occupational therapists, logistical assistance, and administrative support.

Annex 4 – Funding Assistance for Reasonable Accommodations

Workplace adaptations and accommodations

Agefiph		
Aid	Support	Amount
Aid to adapt work situation for people with disabilities	No definitive list. Based on assessment of individual need. Must have occupational physician's determination.	Based on individual assessment Human assistance services for hearing impaired – maximum €80/hour Professional auxiliary services – maximum subsidy is €12,341 (based on the minimum wage as of 1 January 2023)
Support for Induction, Integration, and Career Development	Individualised support for employees and management, including tutoring, coaching, and dedicated management	Maximum amount: €3,150
Assistive Technology for Jobseekers	Supports the purchase, hire, or repair of assistive technology to promote independence and compensate for limitations for jobseekers	Maximum amount: €5,250
Hearing Aids	Assistance for the purchase of hearing aid(s) and the cost of adjustments. Does not cover the cost of surgical implants.	Maximum amount: €850 for one prosthesis, €1,700 for two prostheses

FIPHFP		
Aid	Support	Amount
Assistance for Adapting the Workstation	Adaptations in the workplace, home (teleworking), and training centres (apprenticeships), and travel	<p>€10,000</p> <p>Sign language interpreting and spoken language coders (LPC) – maximum €80/hour</p> <p>Communication interfaces and transcribers – maximum €29/hour</p> <p>Financing of sign language visio-interpretation equipment: the amount covered is 60% of the cost, up to a maximum of €6,000/year</p>
Hearing Aids	Assistance for the purchase of hearing aid(s) and the cost of adjustments. Does not cover the cost of surgical implants.	Maximum amount: €3,150
Wheelchair Assistance	Covers the cost of purchasing a wheelchair and related additions, options, and repairs.	Maximum amount: €5,250

Wage subsidies

Agefiph		
Aid	Support	Amount
Employment Assistance for Disabled Workers (AETH)	Compensates for/due to disability once the workstation is optimally adapted, paid quarterly.	Standard rate: €5,434 per full-time workstation Higher rate: €10,818.6 per full-time workstation.
Help with Recognition of Severe Handicap	Compensates for significant costs incurred by a company due to the impact of an employee's disability on job performance once the best possible working arrangements have been put in place, with entitlements lasting up to 3 years.	Standard rate: 550 times the hourly minimum wage, paid quarterly Higher rate: 1,095 times the hourly minimum wage, paid quarterly.
Help in Finding and Implementing Solutions	Aids threatened disabled employees in staying employed by supporting job retention solutions and salary compensation while awaiting equipment or for loss of productivity.	Lump sum of €2,100

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17. The website provides detailed findings from the audit here: <https://pix.fr/accessibilite/>
18. General Accessibility Reference for Administrations (Référentiel Général d'Accessibilité pour les Administrations) (RGAA) criteria are the requirements for web accessibility in France, based on the WCAG 2.0 guidelines.
19. European Commission, Directorate-General for Employment, Social Affairs, Ebersold, S. & Nicolas, C. (2022). Striving for an inclusive labour market in France Positive actions and reasonable accommodation to facilitate hiring and employment of persons with disabilities involving employers and employer initiatives. <https://ec.europa.eu/social/BlobServlet?docId=26847&langId=en>
20. Loi n° 2005-102 pour l'égalité des droits et des chances, la participation et la citoyenneté des personnes handicapées. <https://www.legifrance.gouv.fr/jorf/id/JORFTEXT000000809647/>
21. Denormandie, P. & Chevalier, C. (2020). Des aides techniques pour l'autonomie des personnes en situation de handicap ou âgées : Une réforme structurelle indispensable (Technical aids to help disabled and elderly people live independently: Essential structural reform). Secrétariat d'Etat aux Personnes handicapées; Ministère des Solidarités et de la Santé. <https://www.vie-publique.fr/rapport/277023-des-aides-techniques-pour-lautonomie-des-personnes-handicapees>
22. Agefiph (2022). Rapport d'activité 2021. https://www.agefiph.fr/sites/default/files/medias/fichiers/2022-12/Agefiph_rapport-activite-2021_202209-Vdef.pdf
23. Information on Aidatech area available at <https://www.aidatech-sudpaca.org/>
24. Labour Code Article L5213-6 https://www.legifrance.gouv.fr/codes/article_lc/LEGIARTI000033024104

25. A list of deductible expenses is available at: https://www.agefiph.fr/sites/default/files/medias/fichiers/2021-03/Document%20aide%20sur%20D%C3%A9penses%20D%C3%A9ductibles_2019%20et%20ant_maj%2026%20mars.pdf

26. Défenseur des droits (2017). Emploi des personnes en situation de handicap et aménagement raisonnable. https://www.defenseurdesdroits.fr/sites/default/files/2023-08/ddd_guide_aménagement_raisonnable_20171205.pdf

This guide also clarifies the legal obligation to provide reasonable accommodation and offers practical examples and recommendations for implementing reasonable accommodations tailored to individual needs.

27. Ibid.

28. See endnote 25.

29. The detailed ranges of services and financial aid are available at:

- https://www.agefiph.fr/sites/default/files/medias/fichiers/2023-02/Agéfiph_Metodia_Janvier-2023.pdf (Agefiph)
- <https://www.fiphfp.fr/sites/default/files/2022-09/Nouveau%20Catalogue%20des%20interventions%202022-01.pdf> (FIPHFP)

30. The list of reimbursable products and services (LPPR) defines assistive technology and services reimbursed by health insurance. The list can be found at: http://www.codage.ext.cnamts.fr/codif/tips/index_presentation.php?p_site=AMELI