

- EASY GOVERNMENT:

How Aragón is including people with disabilities in decision-making

# Laboratory of Aragon's Open Government

The logo for the Laboratory of Aragon's Open Government (LAAAB) features the letters 'LAAAB' in a bold, black, sans-serif font. The 'A's are stylized with a jagged, mountain-like shape. Below the letters, the text 'Laboratorio de Aragón [Gobierno] Abierto.' is written in a smaller, black, sans-serif font.

Laboratorio de Aragón [Gobierno] Abierto.

The logo for the Government of Aragon features a stylized 'A' symbol to the left of the text 'GOBIERNO DE ARAGON' in a black, sans-serif font.

The LAAAB was launched at the beginning of 2018, as an evolution of the Citizen Participation Service of the Government of Aragon in the North of Spain. LAAAB's mission was threefold: prototype and experiment with new models of public action; use collective intelligence to build these solutions; and most importantly, recover the trust of Aragon's citizens that their government is working for them

## SUMMARY

Easy Government invites people with disabilities to redesign legal and administrative texts, such as laws, subsidy bases or forms, using easy reading (pictograms, simple words, short paragraphs) and create new simpler and clearer products for all audiences (elderly people, non-spanish speakers, people with low reading comprehension, children etc.). With their special glasses to see the world and their unapologetic advice, we design better public services



1

# HOW EASY GOVERNMENT WORKS



With the **Easy Government** program, people with disabilities and socially vulnerable people in Aragón, Spain, can weigh in on government decisions that impact their daily lives



# PROBLEM

Citizen participation and political engagement are essential for creating an open society. But we know that there are obstacles to access it, and often it is challenging for certain groups to engage. In addition, the language used by the public administration usually is too technical and is not adapted to meet the needs of different collectives

## ● HOW IT WORKS



### **Workshops**



People with disabilities, with the help of facilitators, prepare a new wording of complex texts, laws and forms using the easy-to-read methodology

### **Result**



Texts are adapted, both in the language and in the format in which they are presented, trying to carry out a translation or conversion to a more summarized, simple and visual complementary version

## FINAL OBJECTIVE

Facilitate the understanding of fundamental government communications to a broader sector of the community. Population that, otherwise, may have difficulties and barriers to access. All the material is published online so that it can be consulted and downloaded by whoever needs it



2

## HOW IT IS NOVEL

“

*The transparency of the 21st century is no longer about disseminating tons of data and information, but about communicating with citizens in the same language registers that they use, especially if groups with special difficulties have to understand us*

Anabel Beltran

(Head of Transparency Service from the Government of Aragón and promoter of the project)

## ● WHY EASY GOVERNMENT IS INNOVATIVE

○ People with functional diversity, such as intellectual disabilities or mental health illnesses, have been able to **participate for the first time** in public issues. But Easy Government also:

- Incorporates the **views that normally fly under the radar** of institutions
- Generates **safe spaces for participation** and empowerment for these people, where they can express their views, concerns and expectations
- Removes barriers and **facilitates access of information** and participation



3

## RESULTS ACHIEVED



**+100**

people with disabilities participated in the workshops

**17**

workshops where held

**53,500**

"Coronavirus Questionnaire" in easy reading were downloaded (the higher number of downloads of a document in Aragon's Transparency Portal)

A vertical white line runs down the left side of the slide, with a small white circle positioned at the top of the line.

**more than 100.000**

people with disabilities that live in Aragón can be positively affected, as well as their environment, relatives, caregivers, and also migrant people, the elderly or those with little reading comprehension

## ● MAIN AMENDED LAWS

- Integral Action Plan for People with Disabilities in Aragón 2021-2024 [link](#)
- Law on equal opportunities between women and men in Aragón [link](#)
- 30 individual sentences that recognize the disability of a person, so that they can understand their situation by themselves

## ● MAIN AMENDED LAWS

- School enrolment forms
- Consumer and justice guides and brochures
- Documents of interest on Covid-19 (posters, forms, information guides, etc.)

“

*This has never happened to me, I have never felt like the protagonist*

One of the young attendees at an Easy Government workshop



4

WHY EASY GOVERNMENT IS A  
PERFECT HEXAGONAL PROJECT?



## Open



It is a dialogue between the government and the people, especially groups with disabilities

## Trans



It is a project that puts on special glasses to see the world of disabled groups to produce value with that alternative gaze

## Fast



Reduces distances and simplifies administration

## Proto



Generates new products that are not as perfect as the laws but much more usable

## Co



Creates a community with many collectives and they feel protagonists

## Tec



Thanks to the networks the materials produced reach thousands of people



5

## RESOURCES

## ● WHERE YOU CAN FIND MORE INFORMATION



### **Institucional website**

[transparencia.aragon.es/GobiernoFacil](https://transparencia.aragon.es/GobiernoFacil)



### **Blog**

[www.laaab.es/categoria/gobierno-facil](http://www.laaab.es/categoria/gobierno-facil)



### **Video**

[www.youtube.com/watch?v=4pUH4HHntLA](https://www.youtube.com/watch?v=4pUH4HHntLA)



THANK YOU!

Creando.  
Espacios  
Accesibles

espa  
acc