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LESSONS LEARNED FROM A STUDY TRIP TO

MALTA

23 - 26 JANUARY 2019





Updated Events Calendar

- Swim Area
- Catacombs
- Cave
- Cart Ruts
- Cruise Liner Terminal
- Dive Site
- Hospital
- Museum
- Prehistoric Site
- Sandy Beach
- Information Office
- Fort
- Tower
- Water Sports
- Gozo Ferry
- National Aquarium
- Scenic Views
- Beaches of Quality
- Free Wifi



MALTA TOURISM AUTHORITY TOURIST INFORMATION OFFICES	
Valletta (MUŻA)	21220193/264
Airport	23696073/4
Mdina	21454480
Mellieha	21524666
Valletta (Cruise Port)	21220633
Vittoriosa	21800145
Gozo	22915452/3
Mġarr Harbour Info Booth	21554538
Buġibba	21419176
Marsaxlokk	21651151
Sliema (Info Desk)	21363691

MALTA

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THIS MAP IS NOT TO BE SOLD



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VALLETTA, MALTA

UNESCO WORLD HERITAGE SITE SINCE 1980

EUROPEAN CAPITAL OF CULTURE FOR 2018



City of Valletta

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City of Valletta

The capital of Malta is inextricably linked to the history of the military and charitable Order of St John of Jerusalem. It was ruled successively by the Phoenicians, Greeks, Carthaginians, Romans, Byzantines, Arabs and the Order of the Knights of St John. Valletta's 320 monuments, all within an area of 55 ha, make it one of the most concentrated historic areas in the world.



City of
Valetta



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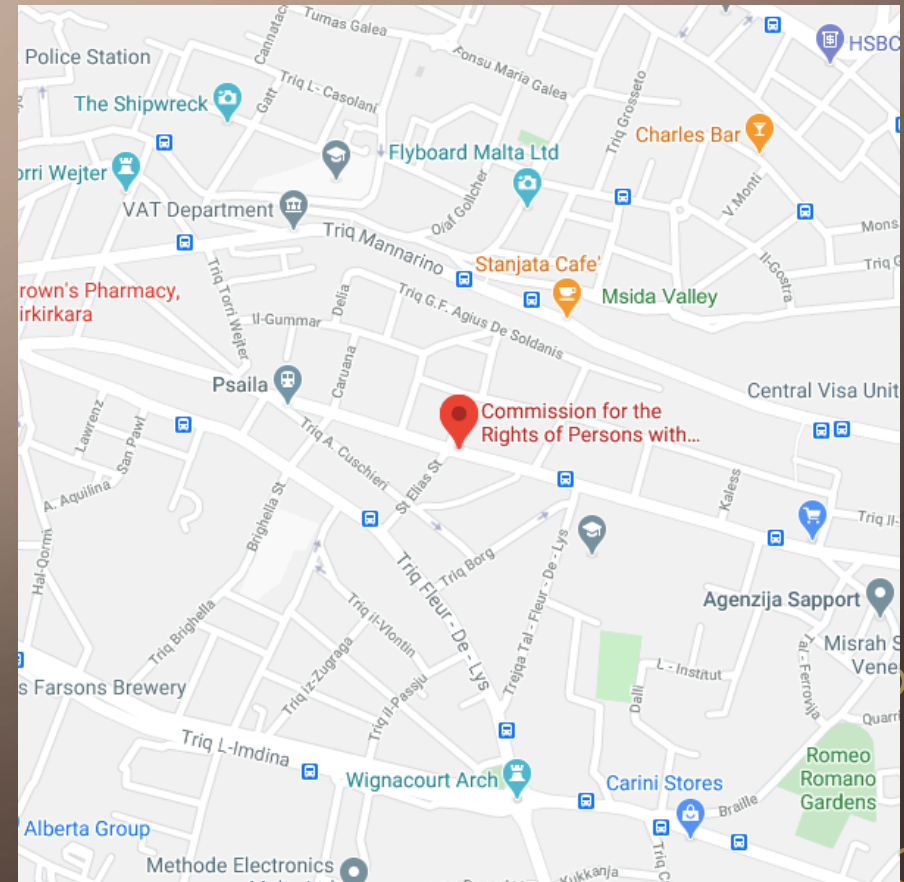
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Parliament of
Malta





Commission for the Rights of Persons with Disability (CRPD)

The Commission for the Rights of Persons with Disability (CRPD) in Malta is the Public Regulator in matters regarding rights of persons with disability in Malta.



The CRPD is organization dedicated to improving the quality of life of disabled persons. The structure is committed to rendering Maltese society an inclusive one, in a way that persons with disability reach their full potential in all aspects of life, enjoying a high quality of life thanks to equal opportunities.

The Commission for the Rights of Persons with Disability, previously known as the National Commission Persons with Disability, was founded on the 03.11.1987, when the then Minister of Social Policy, the Hon. Dr Louis Galea, had made a parliamentary statement announcing that he had appointed the first KNPDP members.

On the 10.02.2000, CRPD was officially founded, this time in accordance with Act No. 1 of the year 2000, the Equal Opportunities (Persons with Disability) Act. CRPD has a wide variety of roles which are described in detail in the Act. The law empowers CRPD to investigate complaints it receives about breach of rights arising from discrimination, the enforcement of such rights as well as to promote, protect and monitor the implementation of the United Nations Convention on the Rights of Persons with Disability and to monitor Guardianship Orders.

The organization is mandate type, combining tribunal-type and promotion-type. Its litigation power are representing in front of courts and bringing proceedings in own name.

The main activities of CRPD are:

- Activities aimed at supporting vulnerable groups (e.g. through trainings)
- Activities aimed at supporting duty bearers such as employers and service providers (e.g. through trainings, guidance material, practical support, etc.)
- Communication activities (e.g. awareness raising campaigns)
- Recommendations on discrimination issues
- Publications and reports
- Research projects (incl. surveys)

The institution has a mandate to deal with: the UN Convention on the Rights of Persons with Disabilities (CRPD) and the Equal Opportunities (Persons with Disability) Act.

In fulfilling this mission, CRPD works in order to eliminate any form of direct or indirect social discrimination against persons with disability and their families while providing them with the necessary assistance and support.





Commission for the
Rights of Persons with
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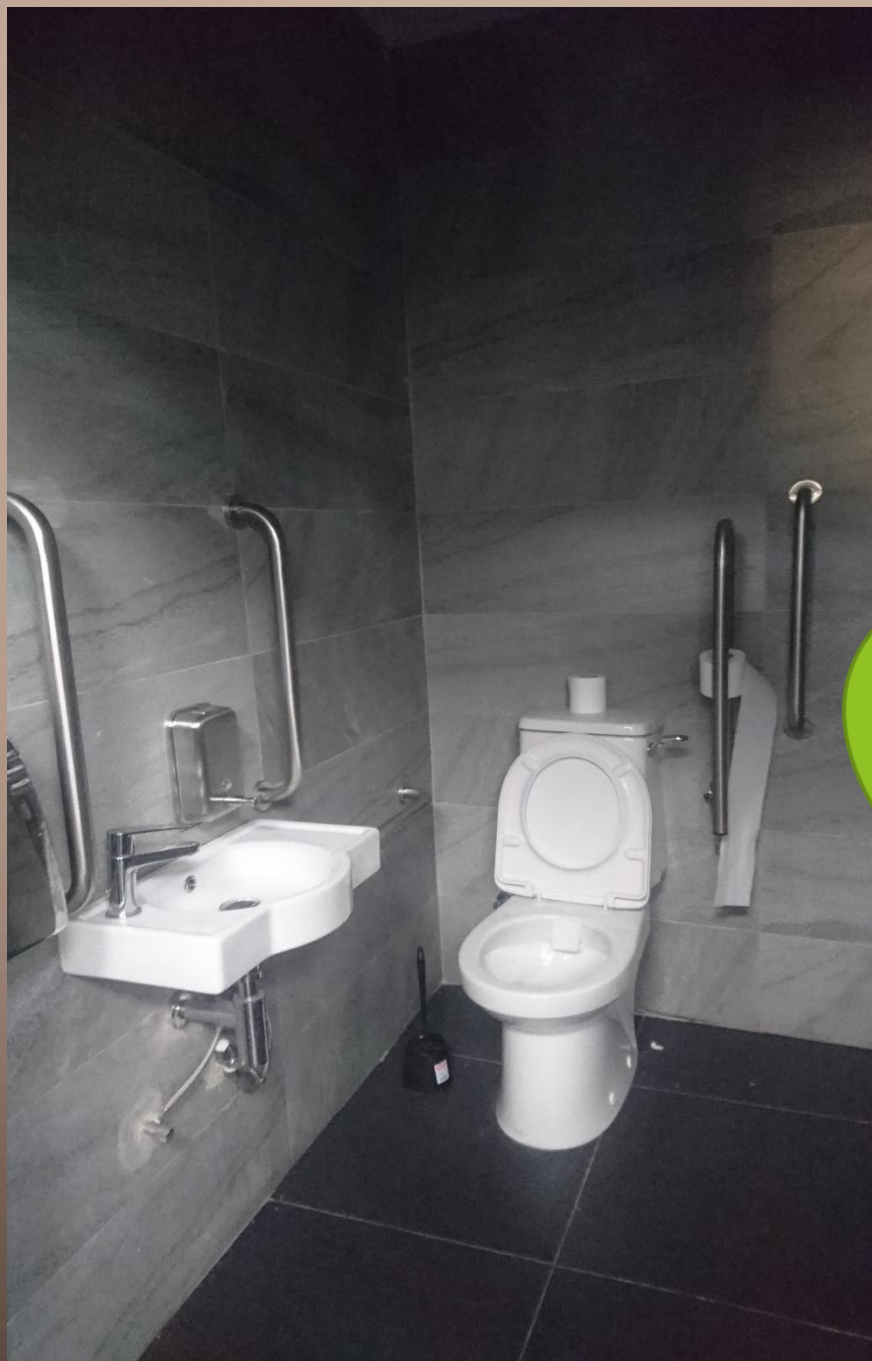




Commission for the
Rights of Persons with
Disability



Commission for the
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Commission for the
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Commission for the
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Disability

In 2016, a new programming document was developed - the Malta National Disability Strategy, which draws the national policy on the rights of persons with disability. Its scope is to provide direction, national plan that results in the quality of life of persons with disability and their family to improve. The Strategy bases on the fact that every person with disability should lead a confident, enriched life and participate actively in society, politics, culture and economics. The paper is for every person with disability to become an active citizen with the freedom to make choices. The goal of the Strategy is to have better opportunities for people with disabilities in the labor market, improving the educational experience, provide social services in the right formats and focus on emancipating the individual.

https://meae.gov.mt/en/Public_Consultations/MISW/Pages/Consultations/Maltas2021-2030NationalStrategyontheRightsofDisabledPersons.aspx

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The Foundation for Information Technology Accessibility (FITA)

The Foundation for Information Technology Accessibility (FITA) is the principal advocate and coordinator for making information communications technology (ICT) accessible for disabled people in the Maltese islands.

FITA's principle function is to guide organisations in implementing ICT accessibility and provide support to disabled individuals in overcoming or removing barriers to education and employment through ICT. Through empowerment and social inclusion disabled persons need to rely less on family and state support.

Board of Administrators

FITA's Chairperson is appointed by the Malta Information Technology Agency (MITA). The Commission for the Rights of Persons with Disability (CRPD) has two member on the board. All other board members are selected from among key partner organisations, through co-option by the Board. The membership of FITA's Board reflects the client-centred ethos of the organisation, comprising service users, Disability NGOs, public entities and business representatives.



The Foundation for Information Technology Accessibility (FITA) was set up in 2000 by the Malta Information Technology Agency (MITA) and the National Commission Disabled Persons (KNPD) with the aim of addressing the digital divide and empowering disabled persons to make the most effective use of information communications technology (ICT).

The Board of Administrators present a balanced combination of stakeholders, volunteers and non-executive, business and professional individuals. Together they ensure FITA continues to fulfill the ICT and Disability related goals it was set up to address.

Mission

- To promote equal opportunities for all through ICT
- To provide training services in ICT for disabled people
- To gather and disseminate information and to increase awareness on ICT matters;
- To liaise with and facilitate public and private endeavors in respect of the creation of equal opportunities in respect of ICT
- To offer advice and consultancy services to private and public organisations in information technology accessibility

<https://fitamalta.eu/news-page-2/about-fita/>



Accessible Tourism Malta

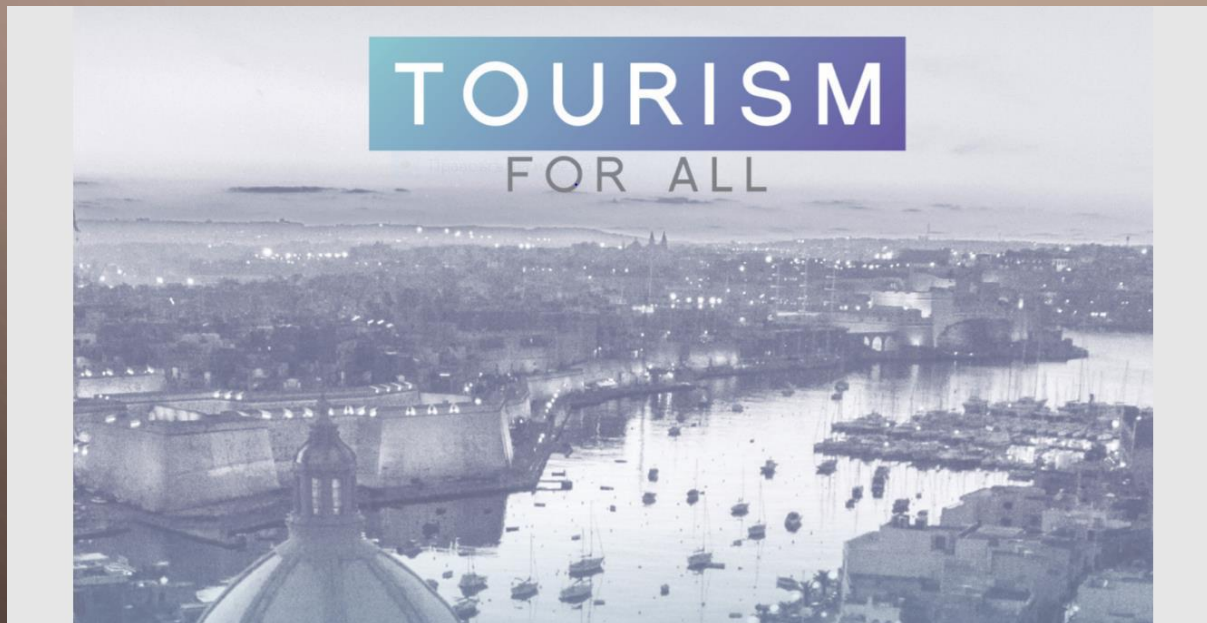
The project is entirely planned on the principle that tourism is a leisure experience that should be offered and enabled to all. It aims to develop a culture which will facilitate social tourism and accessibility for people with disabilities. Appropriate structures will be set up to foster the idea of inclusion. The project will focus on ways to improve the accessibility dimension of the tourism product and the service offer for the benefit of social tourists in Europe.

<https://tourism.gov.mt/en/tourism/Pages/Tourism-Entities/Accessible-Tourism.aspx>



The Ministry for tourism of Malta has adopted the Policy “Tourism for All”, has prepared and published a special book. It provides significant information and guidance how to make various touristic places accessible, such as:

- parking and drop-off-points, entrances and exits, reception areas;
- bars, restaurants, other catering facilities;
- accommodation facilities – lifts, steps and corridors, guest bedrooms;
- information and communications;
- fire safety.



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There are two official sites, providing guidance for organizing a trip to Malta: **GuideMeMalta.com** and **VisitMalta.com**, possessing special sections, dedicated to the people with different disabilities.

The people of Malta and its governmental structures have made a concerted effort over the recent years to ensure that everything from the airport to hotels, museums and even sandy beaches are accessible to all. Nowadays, the accessibility for people with disabilities, whether it is impaired mobility, impaired vision or other, has improved dramatically, starting from the airport and the public transport, the place for accommodation, nutrition and entertainments, the historical and the cultural sites, even the beaches.



<https://www.guidememalta.com/en/accessible-malta-holidays-for-people-with-disability>



<https://www.visitmalta.com/en/a/accessibility/>



Visited sites in Valetta

During the stay in Valletta and Malta, the project team members visited the following sites:

- **St George's Square**, and surrounding neighborhood of the city old centre, accessible for people with physical disabilities;
- **Grand Master's Palace** - completely accessible for people with physical disabilities, signs for visually impaired and sound devices with lectures for the expositions in nine languages;
- **Saint John's Co-Cathedral**, which is arranged for people with all kind of disabilities;
- **Valletta Waterfront** – nice design promenade and accessible for wheelchairs;
- **Upper and Lower Barrakka gardens**, an out-door facility fully complying with the standards for accessible place

Visited sites in Valetta

During the stay in Valletta and Malta, the project team members visited the following sites:

- **Hop-on-hop-off Bus trip**, accessible for disabled people with physical, visual and hearing disabilities;
- **St Julian Resort** – modern sea resort with ways and paths to the sea for people in wheelchairs;
- **Commission for the Rights of Persons with Disability**
(www.crpd.org.mt);
- **National War Museum**, hosted at the Fort St Elmo fortress, which is wheelchair accessible (stair-lifts & and elevator,) possesses directions in Braille and audio-visual presentations;
- **MUZA – national museum of art**, the best practice in retro-fitting a historic building, completely accessible for people with all types of disabilities.

Accessible Touristic Site in Malta

Upper and Lower Barrakka Gardens

The Upper Barrakka Gardens are the point to experience spectacular views of the islands from these colonnaded gardens in Valletta and are the place to enjoy the amazing views of the islands. Accessibility is provided by a special elevator. The Lower Barrakka Gardens are at the top of the Christopher's Bastion, and from there you can see amazing views.



Accessible Touristic Site in Malta

St. John's Co-Cathedral

There is a wheelchair friendly accessible aisle for a better entry. The Knights of St. John used to live in this Cathedral during the 17th century. Adorned in Baroque art and architecture, the Church's interior is covered in gold. The impressive church is considered a sacred place of worship by the locals, and it also features an original Caravaggio art piece called "The Beheading of St. John the Baptist".



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Accessible Touristic Site in Malta

Old Town Valletta and Mdina

Mdina, also known as the silent city, is an ancient-walled city adorned with a unique blend of baroque and medieval architecture. No vehicles are allowed into this city, and the calming atmosphere is simply amazing. Access for people with disabilities is provided.

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Accessible Touristic Site in Malta

Grand Master's Palace

The Grand Master's Palace was originally constructed in 1571, where it was initially used to house the Grand Master of the Knights of St. John. In the modern day, it serves as the administrative center of Malta by housing The President's Office and the House of Representatives in Malta. Apart from the outstanding armor collection, this Palace also features impressive marble floors, and decorated ballroom and stateroom walls. There is a flat entrance as well as an elevator to allow easy access between the floors for persons with disabilities.



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Accessible Touristic Site in Malta

The Tarxien Temples

The Tarxien Temples are actually older than the Egyptian pyramids and the Stonehenge in England. The extraordinary site is made up of 4 megalithic structures, which were constructed during the period between 3600 and 2500 BC. The Temples are a UNESCO World Heritage Site. This site offers wheelchairs free of charge if need be.



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Accessible Touristic Site in Malta

Ramla Bay, Gozo

The Malta Tourism Authority has made a very huge effort to ensure that the beaches are wheelchair friendly. All the MTA-managed beaches such as the Golden Bay as well as Ghadira Bay have wooden walkways, convenient floating beach wheelchairs, and specially dedicated parking spots and restrooms. Ramla Bay, located in Gozo, also offers a wooden walkway as well as a floating beach wheelchair. Other accessible Maltese beaches are: Ramla il Hamra in Xaghra, Gnejna in Mgarr, Armier in Mellieha and Exilesin Sliema.





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MUZA VALLETTA



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National War
Museum
VALLETTA



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National War
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St George's
Square

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Valletta
Tourism

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Upper and Lower
Barrakka gardens

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Upper and Lower
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MUZA – national
museum of art





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VALLETTA



For use by persons with a disability

Press button to call for assistance

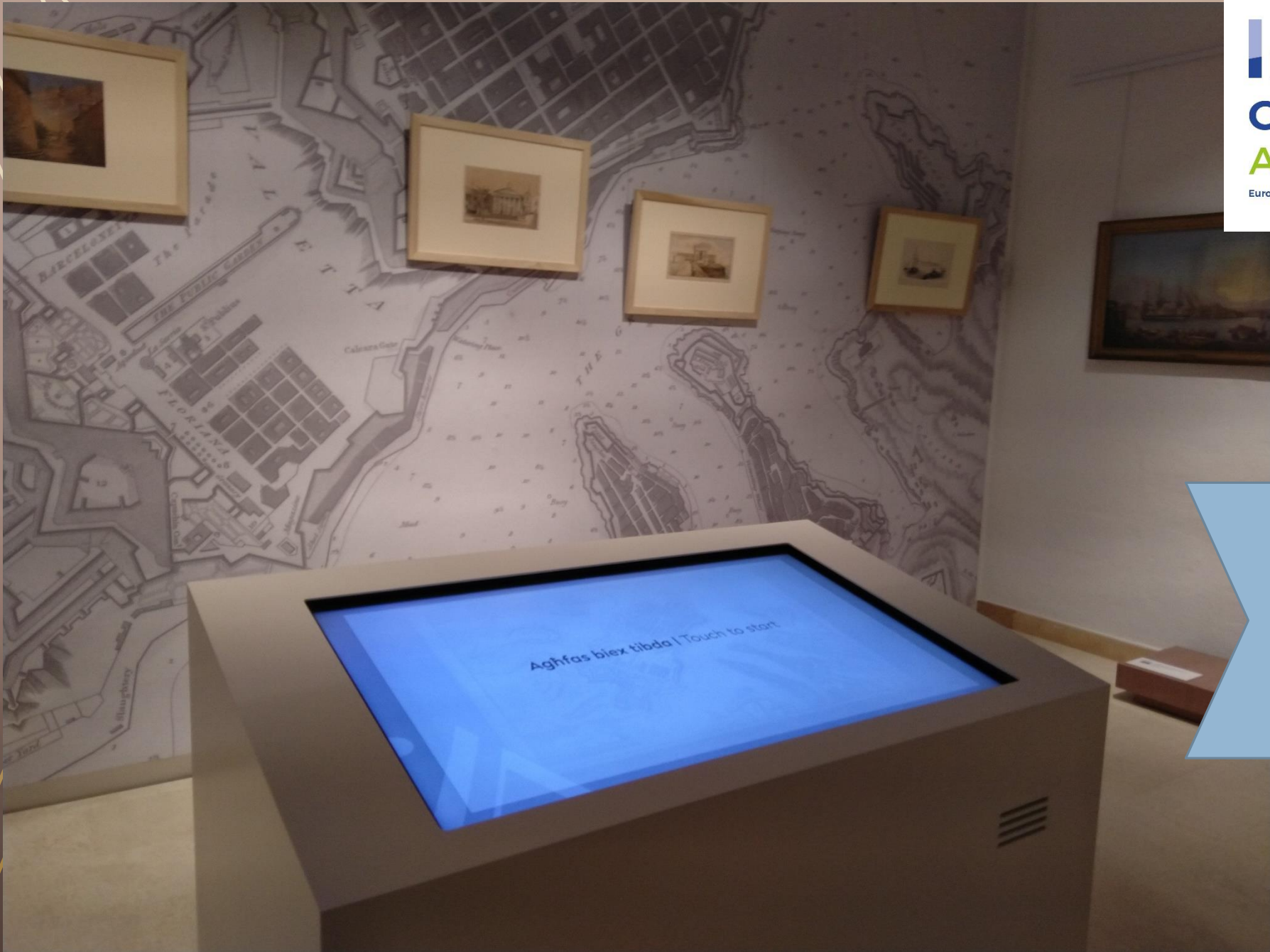
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MUZA – national
museum of art



National War
Museum



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National War
Museum



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Valletta Waterfront
- nice design
promenade and
accessible for
wheelchairs



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Saint John's
Co-Cathedral



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Saint John's
Co-Cathedral



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Grand Master's
Palace

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Grand Master's
Palace

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VALLETTA



Lessons Learnt

- All study visits can be defined as unforgettable and valuable for each participant.

Study visit in Malta

A small country where tourism is important, can be a useful example of building and maintaining seaside resorts in accordance with the modern requirements for high quality leisure and relaxation, and in accordance with the principle of accessibility for all.

Valletta, the city with the most historical cultural monuments on its small territory, is a rich, easy and very useful "catalog" of various facilities and conveniences for improved accessibility of the urban environment for people with disabilities. Many cultural and historical sites have Braille information and audio information products for people with visual and hearing impairments.

Accessibility specialists for people with disabilities are already actively working in the field of improving the urban environment to meet the accessibility requirements of people with mental disabilities.



At St. George Square,
Valletta, Malta

Study visit in Malta

The Palace, where the MUZA Museum is housed, is a magnificent model of a green and accessible, historically renovated building.

The experience shared by the expert from the Commission on the rights of people with disabilities, their individual approaches to building accessibility, tailored to each type of disability, can serve as guidance for building a similar methodology by participants in the “Access2Heritage” project.

The acquired knowledge and know-how, the shared experience from the Study trip to Valletta and Malta provide invaluable and useful information for Bulgarian and Greek project experts.



At the Saint John's Co-Cathedral - Valetta, Malta

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<http://www.greece-bulgaria.eu/>