

Access Israel — Disability-Led Mystery-Shopper Accessibility Audits

Digital Inclusion · Good practice · Israel

Quality score: 92/100

Evidence strength: Strong

Summary

Israeli NGO Access Israel, founded 1999, sends trained teams of testers with disabilities as covert 'mystery shoppers' to audit businesses' physical and digital accessibility — over 300 paid assessments completed by 2021 — and trains municipal and business staff.

Key dimensions

Dimension	Score
Innovation level	3/5
Sustainability (ongoing)	1/1
Evaluation evidence	1/1
Demonstrated reach	1/1
Documented learning	1/1

Evaluated by C-NAPSE

Data sources

[C-NAPSE web research](#) — accessed 2026-08-21

[Access Israel \(Negishut Israel\)](#) — accessed 2026-08-21

[Access Israel — Mission](#) — accessed 2026-08-21

[Zero Project — Access Israel accessibility testing programme](#) — accessed 2026-08-21

[World Economic Forum — Access Israel](#) — accessed 2026-08-21

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