

Diia's Digital Accessibility Competence Centre — Institutionalising Inclusive Design in Ukraine's e-Government Platform

Digital Inclusion · Good practice · Ukraine

Quality score: 92/100

Evidence strength: Strong

Summary

Ukraine's Ministry of Digital Transformation and UNDP built a Digital Accessibility Competence Centre inside Diia, moving it from 2 of 10 basic accessibility criteria met in 2023 to overhauled screen-reader, contrast and PDF accessibility, training 5,000+ officials nationwide.

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

[Ministry of Digital Transformation of Ukraine / State Enterprise Diia, with UNDP Ukraine and the Government of Sweden](#) — accessed 2026-08-21

[UNDP Ukraine — Ministry of Digital Transformation improves Diia portal](#) — accessed 2026-08-21

[Funds for NGOs — Ukraine Trains First Web Accessibility Specialists](#) — accessed 2026-08-21

[Centre for Digital Accessibility — Diia](#) — accessed 2026-08-21

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