

**“SUPERABILE” IS INFORMATION, ORIENTATION, COMPANIONSHIP,
COMMUNITY ANIMATION, TERRITORIAL NETWORK AND PARTICIPATED
CITIZENSHIP.**

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TOPIC TRACK:

Government:

The Government’s Role in Disability Management: Models from around the World (Government Laws and Policy): Legal Aspects of Disability Management

Medical:

Psychological Well-Being: Addressing the mental Barriers to Return to Work (Theoretical or Conceptual)

General:

Success Stories, Case Studies, and Solutions for Stakeholders (both Government Laws and Policy – Theoretical or Conceptual);

Special Problems in Workforces with Large Migratory and Minority Culture Segments (both Government Laws and Policy – Theoretical or Conceptual).

Opportunities and Barriers to Safe, Early, and Sustainable Return to Work Segments (both Government Laws and Policy – Theoretical or Conceptual).

Sentence Descriptive Abstract

“SUPERABILE” is an INAIL Call-Center and Portal offering information, orientation, consultancy to share “best-practices” for social and cultural integration of people with disability.

Extendend Abstract

INAIL (Italian Workers Compensation Authority) has had substantial and highly-valued experience in the field of prosthetics and rehabilitation. In line with a broadening of its institutional mission, it has in recent years implemented a new approach to meet the needs of people with disabilities, both in terms of informing and integrating them. This starts from victims of work-related injuries and encompasses their reintegration as well, both socially and in the workplace.

In this sense, both on an internal and external level, INAIL is developing tools to help offset handicaps, being aware that barriers to communication can themselves be obstacles just as difficult to overcome as architectural barriers.

INAIL provides a few tools to help rehabilitate and offset the handicap of those disabled through work, including an adapted PC with assistive technologies well-suited to the requirements of each and every disabled individual.

In addition, an *on-line* training course is provided employing *e-learning* methodology and oriented towards learning the Office software package, the use of electronic mail and Internet browsing.

In 2006 INAIL innovated with its new *Disability information and consultancy service* (called “SuperAbile”), a service which had initially been launched in 2000 as a trial. This then assumed the mantle of an *‘Integrated Contact Center’*, dividing itself into two parallel and interlinked strands:

- the Call Center which can be contacted by using a freephone number
- the www.SuperAbile.it online Portal

offering a multilingual information and advice service based on the principles of *peer counselling and peer support*. This covers topics of major interest and is built using the most advanced accessibility and usability standards, unique within the Italian public administration landscape.

It is traditionally people with very serious disabilities who access the Call Center. They are often elderly people with few family links and basic literacy (or recurrent illiteracy) who do not therefore use the internet, or at least have great difficulty in consulting an online Portal.

There are people who do not succeed in finding answers through the usual institutional channels, also because they are often not able to properly express their needs. As a result, the Public Services they turn to point them in an unsuitable direction and/or provide imperfect responses.

Such a situation may also affect the relatives of people with mental disabilities or psychiatric problems and of those who are very young in age.

Many social operators from Public Organisations also access the Call Center and are assisted in their interpretation of laws and bureaucratic procedures (which are often circuitous).

In addition, the Call Center is even used by Public Administration Offices since it offers the option of asking questions to experts at the national level, who respond to specific queries within a few days.

The SuperAbile Portal is also frequently visited by “insiders”, though especially by people with disabilities who use the Internet on a daily basis as an opportunity for information and external communication.

It is also a sort of “phone friend” in whom to confide his/her own current discomfort, personal dreams or life aspiration.

It is a great opportunity to access local, national and international news in disability matters. It contains previews of national and EU parliamentary activities, the thoughts of key personalities and advance notice of quality initiatives.

The SuperAble Portal was released in its current guise in October 2006 and is distinctive for having made a decisive break and a strong qualitative advance from the previous version. This break occurred both on a visual level and in terms of richness and positioning of content, elements which quickly met the users approval , so much so that the following results were generated in only 12 months:

- increase of 90% in the total number of monthly contacts;
- increase of 55% in the number of monthly visitors;
- increase of 105% in the average number of unique daily contacts (today over 7.000).

It should be underlined that staff *team* at the Call Center is largely made up of people with disabilities, well-qualified to supply “*advice to equals*”. They are also able to consult the main databanks pertaining to disability and to update the *databases* produced through continuous research within the disability field.

Since they themselves have disabilities, the operators are particularly well-placed to guide users along an appropriate path through attentive listening, based on the pointers provided by INAIL. From the second half of 2008, the Portal has further adjusted its accessibility, graphics, navigability, content tracking capability and internal search engine. There is also be the option for users to feed content to the multimedia section through uploads (like Youtube or Google video). Each subject channel will contain a specific “blog” and a “mobile” version of the Portal will be produced.

It is precisely in the damages reduction phase that the SuperAble service will be able to integrate itself with other actions taken by INAIL, exploiting the supply opportunity springing from the new outbound service (currently in its implementation phase).

In short, the SuperAble *Integrated Contact Center* will initiate contact with the client as close as possible to the moment of injury, to inform him/her about the services provided by INAIL.

The new planning route of "laboratory of diversities over the territory" is even an occasion and an opportunity of verification and valorisation of positive experiences in all our Country, to share in reciprocity and in constructive spirit the good examples invented, experimented and consolidated from Public Administrations to Social Co-operatives, from Local Governments to little groups of territorial self-help, from big theme Experts to daily solutions of families living a discomfort. Periodically, SuperAbile will promote Workshops on Good Practices, in various parts of Italy. SuperAbile has already been defined and successfully realized, on its own, as a "Permanent workshop of diversities on the territory", in its new planning proposal, that has been started since 2006. Such workshop aims to activate an integrated, informal system of intervention on the different territories, which respects the identities of everybody and is also well disposed towards dialogue and, at last, pays attention to value "diversity" as an innovative aspect of the system and a creative variable in the resolution of cultural, social, structural problems of territory.

This Workshop is thought to exist for the promotion of routes, it is conceived to value diversities and to guarantee rights of citizenship.

The planning hypothesis of SuperAbile coincides with a proposal of Services towards the territory, that are addressed to any group in need and starting from the difficulty which derives from a disability.

In regard to that, the emerging problem "Handicap and a Window opened on the World up" has been already proposed to the reflection in the past years, as a global attention is considered as a priority. This specific attention is addressed to the procedures used, when facing different problems all over the world, such as: the ones connected to disability, the matters concerning disability, social-cultural-working integration and, besides, the individual and collective perceptions about disability, in cultural terms.

Thus, the route of broadening of SuperAbile about the specific problem of Immigration develops through a deepening in Conceiving Identity, which is necessarily linked to specific cultural definitions, collective, individual imaginary world and "life projects (plans)".

The Integrated Contact Center SuperAbile has the function of informing, addressing, giving advice and accompanying: the problem about Immigration obliges us to have a function of a linguistic, cultural mediation, which interests different aspects of a specific anthropological and ethnopsychiatric competence.

Therefore, the route about Immigration, crossing the whole SuperAble System, will be generally developed around three main trends, three **key words**:

Access to Services

Integration

Interculture

According to particular contents, the Integrated Contact Center SuperAble intends to develop a broadened project destined to foreign workers, aiming to change the negative trend of accidents, promote the awareness of regulations and guarantee the rights of health services and cure for damaged foreigners, by realizing services/products which support:

Expansion of culture of prevention

Promotion and knowledge of INAIL

The knowledge of cultural codes and constructions linked to traditions and to myths of foundation of specific cultures, present in foreign workers

The dialogue between foreign workers and Public Administration (INAIL in particular)