

GAINFUL EMPLOYMENT FOR ALL

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WORKABILITY ASIA



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The Report of the Project "GAINFUL EMPLOYMENT FOR ALL"

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Foreword

It goes without saying that work has constituted one of the irreplaceable spheres of the human being in terms of the development of the human lineage as well as the development of the individual human being. In recent years, work is not only regarded as a generality but the quality of work has come to be questioned as seen in the pursuit of “decent work,” the concept of “work with dignity” advocated by the ILO.

Once disability is involved, however, things take on a completely different aspect. The relationship with work becomes suddenly tenuous. It is no exaggeration to say that “decent work” is a lofty dream. Moreover, the situation is compounded by the residential environment. An overwhelming majority of an estimated seven hundred million persons with disabilities living in Asia are kept out of this work. The relationship between work and poverty is inextricably linked to each other, and the majority of those suffering hardships of “disability and poverty” in Asia today are the ones who have no opportunities to work.

Workability Asia (abbr. WAsia), which was inaugurated in 2004, has directly focused on this issue, though our ability may yet be small. NGO-based business entities which employ persons with disabilities have gathered to form WAsia (membership as of October 2013: 33 organizations in 12 countries and regions): they are, though gradually, performing well in various parts of Asia. We have found out through exchanges that, although not very many in number, there are some very attractive, thought-provoking projects in countries including developing countries.

The implementation of the program “Promotion of Social Participation of People with Disabilities by Creating Employment Opportunities - Exchange of innovative practices and experiences of employment support and income generation by people with disabilities in Asia” has been made possible with the grant from the Toyota Foundation (Public Interest Incorporated Foundation), and the program was both well-timed and effective in consolidating pioneering practices in these areas of Asia. It was decided that nine case examples of excellent practices, among others, would be presented in this Report. The Report has been made not by simply collecting reports; persons who were actually engaged in the practices gathered together for the presentation and discussion, which resulted in the consolidation of practices. At the same time, we took the opportunity to conduct a survey on “Work and employment-related policies and income security policies for persons with disabilities” in various countries in Asia, specifically countries and regions of WAsia member organizations that could keep in contact with each other, and thus we could also include the general outline in this Report.

There is not a little to learn in Japan as well. When the policy level is compared, it can be said that Japan relatively exceeds others. Regarding the passion and vigor of persons with disabilities for work, however, it might as well be said that they outstrip Japan as a whole. Their dedication and commitment in the midst of institutional difficulties should certainly remind the Japanese of what they have almost forgotten.

The Convention on the Rights of Persons with Disabilities devotes significant amount of space for "Work and Employment" (Art.27) along with the field of education. Furthermore, the "Incheon Strategy," the action plan for 2013-2022, was adopted by the UN ESCAP General Assembly this year, and Goal 1 of the ten set Goals states to: "Reduce poverty and enhance work and employment prospects." It means that the "Work and Employment" has become a prioritized theme internationally and in Asia. I am convinced that the quintessence of business practices in this Report and the relevant national policies should serve as the common index in countries with different socio-economic backgrounds and contribute to the creation of work opportunities and improved livelihood for persons with disabilities in every country and region. It is my sincere desire that this Report, available both in English and Japanese, will reach all persons concerned.

Lastly I would like to express my profound gratitude to the Toyota Foundation for the grant it provided for this program of historic significance.

November 1, 2013

Katsunori Fujii
Chairperson, Workability Asia

Part 1

Best Practices on the Promotion of Employment of People with Disabilities



“Government’s Affirmative Action in Enhancing the Employment of PWDs through the Marketing Consultancy Office (Rehabilitation)”

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My chosen topic is the Hong Kong Government’s affirmative action in enhancing the employment of persons with disabilities through the Marketing Consultancy Office (Rehabilitation), MCO(R).

Background: The Social Welfare Department of the Hong Kong Government set up the Marketing Consultancy Office (Rehabilitation) (MCO(R)) in 1997 as a pilot project for 3 years with a government grant. The aim is to enhance the development of Social Enterprises and the Office also provides support services from strategic business negotiations, business consultation, professional training to marketing.

Historical development leading to the setting up of MCO(R) in 1997

The Hong Kong government and rehabilitation organizations have been exploring the work ability of persons with disabilities (PWD) since the 60’s and the 70’s. A number of sheltered workshops have been set up, which offered favorable training environments, good business operation and work model for persons with disabilities with a view to providing them with training opportunities, enhancing their work ability and providing them with income through regular work. However, PWDs receiving training in the workshops were unable to secure employment in the open market due to lack of support from the public. Gradually, the public support had shown improvement with the proven abilities of PWDs in the workshops so the community started to accept PWDs with open arms. In the 90’s, it was a breakthrough decade for rehabilitation organizations started to set up simulated business with their own funding or charitable funding to provide training and employment opportunities for PWDs. Simulated business, same as other business enterprises, which allowed PWDs to leave sheltered workshops and take on the challenges of securing employment in the open market. Setting up Simulated Businesses allowed persons with disabilities to become familiar with the real business operation, enabling them to integrate into the community with a fresh attitude. Although Simulated

Businesses at that time had created opportunities for PWDs to secure open employment in the open market, provision of training was still the main goal. With a view to allowing people with disabilities to fully develop their work potential, and to experience the genuine joy and satisfaction from their work, a number of rehabilitation organizations decided to employ them as paid employees, thus confirming their identity in the community and laying the foundation stone for the development of Social Enterprises.

The government's supporting role

Social Welfare Department has been providing financial support to the vocational rehabilitation services for PWDs such as sheltered workshops, supported employment, on the job training program, etc and in response to the development of social enterprises for the benefits of PWDs, the government granted a seed money of HK\$50 million to



carry out the "Enhancing Employment of People with Disabilities through Small Enterprise" Project (3E's Project) in 2001. Through the grant as seed money, the Project assisted rehabilitation organizations to set up Social Enterprises for persons with disabilities, to ensure that they could secure genuine employment in a carefully planned and

caring work environment. The government set up an "Advisory Committee on Enhancing Employment of People with Disabilities" and invited prominent leaders in the community, including those who were concerned with the employment of persons with disabilities, experienced entrepreneurs, professionals, lawyers and accountants to become its members, with a view to advising the Social Welfare Department on the development of vocational rehabilitation services, and providing professional and practical business advice for Social Enterprises. With the support from the government, Social Enterprises have been developing rapidly since 2001. The number of Social Enterprises had increased from less than 10 in late 90's to about 80 operated by 23 rehabilitation organizations in September 2006, half of them were funded by 3E's. These Social Enterprises operated a wide range of business activities, including retail, catering, cleansing, tourism, professional massage, design and printing, barrier free access products, providing nearly 600 PWDs with employment opportunities and also some 780 training opportunities. Employees with disabilities in Social Enterprises mainly included persons with mental

handicap, psychiatric disability, physical disability, hearing impairment, etc. The diversity in the nature of enterprises was a clear indication of the many talents and capabilities of persons with disabilities, making them qualified for different jobs.

The Social Welfare Department together with the Hong Kong Joint Council for People with Disabilities and the Hong Kong Council of Social Service published 2 booklets in 2006, one booklet was the Executive Summary called Social Enterprise in Rehabilitation, the other was the Casebook. These two booklets introduced the development of social enterprises in the rehabilitation sector in Hong Kong, sharing their experience in running social enterprises, shed light on their key success factors and showcased their achievements in helping persons with disabilities secure employment. These 2 booklets affirmed the value of social enterprise and also documented the cases for public education purpose.

With the consumption of the initial \$50 million seed money, the government injected \$100 million in 2012 as seed money for the creation of social enterprises and this indicated the strong and committed financial support from the government. As of January 2013, a total of 76 enterprises had been financed by the government and created 580 positions. Currently, there are 56 social enterprises, providing a variety of products and services, including catering service, eco-tourism, retail/convenience stores, coffee shops, cleansing service, car beauty service, mobile massage service etc.

Dual roles and functions of Marketing Consultancy Office (R) (MCO(R))

One is the marketing of products and service for PWDs through the Brand "Support the Employment of People with Disabilities Limited (SEPD)"

The other is the support for creation of social enterprises through 3 E's, i.e the "Enhancing Employment of People with Disabilities through Small Enterprises"

SEPD - Support the Employment of People with Disabilities Limited

When MCO(R) started as a pilot project in 1997, the main objective was to seek for job orders for sheltered workshops as there was not sufficient job orders to be undertaken by sheltered workers due to change of industry in Hong Kong from a manufacturing to service industry. This changing environment had created a lack of constant supply

orders for sheltered workshops and the workers would be left idling in the workshop. The job orders undertaken by the workshops were mainly packaging, lettershopping and these depended entirely on the supply from the sources. The MCO(R) engaged a marketing executive to be in charge of the office who was delegated as the marketing arm of all the workshops operated by both the Social Welfare Department and the subvented rehabilitation organizations. The breakthrough was the acquisition of bulk order for the workshops and one significant achievement was the lettershopping for the electoral office. This was a mass mailing exercise to all voters in Hong Kong for the election of the legislature and district councilors. This job order received positive feedback and it was still carried on until today. Another significant achievement was the provision of restricted tender for catering outlets in the sports grounds of one government department and rehabilitation organizations were required to submit tenders to operate restaurants in the sports grounds and this practice still carried on till today.

With the initial success from 1997-2000 as a pilot project, the MCO(R) was made as a marketing arm of the Social Welfare Department commencing from 2001. The brand name of SEPD was created and MCO (R) was entrusted to promote the brand name. SEPD is a registered trademark/brand name for the products produced and services provided by PWDs. Currently, there are 35 alliance members which are mainly rehabilitation organizations providing services for persons with disabilities. The current campaign is called "Let them Shine" series which actively promote products and services. There is a "Let them Shine Gallery", a booklet showcases the abilities of PWDs and to demonstrate their skills through their products.

Let them Shine Gallery

- Mosaic Art in making placemat, photo-frame, souvenir box, framed mosaic artpiece, etc.
- Pottery in making bottles, art pieces, flower vase, etc.
- Soft clay in making photo-frame, boxes, cups, glass, etc.
- Green potted plants , decorated pots using stones, splayed glass, etc.
- Display and glass items, glass painting, clay flower pot, etc.

Apart from the products being procured through ordering, the alliance will showcase their products during the festival seasons at the designated market stalls or in the shopping centres. The MCO(R) will be responsible for co-ordinating the marketing events. The

MCO(R) also has an office in Mongkok, near the entrance of the train station which is the venue to showcase the products made by PWDs and it is also the venue for the PWDs to learn to sell products in the showroom.



The MCO(R) is to promote the services of PWDs to public and private sectors, to secure job orders and job opportunities, to co-ordinate bulk orders, to liaise with organizations for restricted tenders, etc.

3E's Project - "Enhancing the Employment of People with Disabilities through Small Enterprises"

Launched in 2001, the 3E's Project aims at enhancing the employment opportunities for persons with disabilities by providing seed money to assist non-government organizations in establishing and running small enterprises or businesses. Each application is allowed to have a maximum of HK\$2 million for the capital cost and recurrent deficit of the first three years. One criteria is to employ 50% of persons with disabilities as their employees. The advisory committee members of 3E's Project will give advice on the viability of the business and the seed money will be granted on merit basis. Last year in early January 2012, MCO(R) celebrated the 10th Anniversary of 3 E's Project by holding a Seminar on sharing the experiences of the last decade and the publication of the booklet on 10th Anniversary with the production of a DVD video of 10 social enterprises. All these enterprises are given the seed money to operate social enterprises.

The publication is the guide for social enterprises for PWDs in Hong Kong:

- Food and catering service, examples of coffee shops/restaurants in government buildings, hospitals, leisure grounds/games halls, schools, universities etc.
- Retail shops, examples of organic shops, convenience stores in hospitals and universities,
- Specialty services, examples of organic farms, eco-tourism, delivery of packed food for meals, vegetable and fruit processing, floral design and shop, telecommunication service, laundry service, mobile massage service, barrier-free product design service
- Cleansing service, examples of contract cleansing service for government

departments, gardening maintenance/cleansing service for schools, office, private estates etc. car washing service, mobile cleansing team

All the above businesses are market-oriented, combining both the social objective of creating employment positions for persons with disabilities and also business objective of creating a viable business.

Not all social enterprises are successful, the MCO(R) has approved 76 projects in the past 11 years, 20 projects have been closed down. The major reason is the venue's position which is either too remote, fewer human traffic that make the business not viable after operating in the initial years. Another reason is the increase of rental which makes the business unable to sustain. Despite the provision of capital costs and seed money, it is not always a success for a social enterprise. Competition among the non-profit organisations is another factor that license fee for operating the social enterprise is highly competitive and they have to bid for a higher price as to obtain a venue.

Strengths of setting up a Marketing Consultancy Office(R) in the government:



- A marketing arm for the marketing of both products and services of PWDs which is an initiative back in 1997, 16 years of experience has proven to be beneficial to three parties, the government, the rehabilitation organizations and the PWDs

- This marketing arm is meant for about 60 workshops in Hong Kong and about 9000 PWDs to be served so it is worthy to have a body for marketing. In addition, a total of 56 social enterprises, a further 600 PWDs to be served

- MCO (R) is manned by professional marketing executives who are tasked to promote the abilities of the PWDs
- MCO(R) is the platform for change in the procurement process among the government departments, hospitals, schools, etc
- MCO(R) is the platform for utilizing the expertise in the business fields to assess the applications for social enterprise and to provide consultation and advice to the

operators

- MCO (R) provides the necessary support to new social enterprise once the seed money has been approved, the close follow up of 3 years monitors the success or failure of the social enterprise. Contingency plan may be drawn up for individual social enterprise
- MCO (R) is also the platform for connecting the business field and the rehabilitation field so that more business and job opportunities will be acquired
- A co-ordinated and concerted effort in promoting the work abilities of PWDs is seen to be effective through MCO(R) so that individual organization will focus on training and placement of PWDs
- The government's injection of additional HK\$100 million in 2012 shows that the government is optimistic and keen on enhancing the employment of PWDs through social enterprise
- The brand name of SEPD is the platform for forming the alliance among the various organizations in promoting their services and products made by PWDs

Challenges to be faced by MCO(R):

- MCO(R) served different target groups of persons with disabilities and there is diversity in skills so the search for appropriate marketing platforms is not an easy task
- The society is still having reservation on the abilities of PWDs and it is only through persuasion from the marketing staff or through the real case example that may change the attitude of the public
- The supply and demand of products and services do not match due to insufficient manpower or inadequate time for completion of ordered products
- The business mindset among the rehabilitation organizations is not adequate or strong enough to sustain the social enterprise.
- The availability of suitable venues for operating a social enterprise is very limited so the success or failure of a social enterprise rests upon it
- As social enterprise is to take risk so not many organizations are willing to try on new enterprise and competition is very keen when tender for service is open for bidding
- As MCO (R) is under the government's administration so it has to follow the government rules so sometimes flexibility is not allowed

Despite of the challenges faced by MCO (R), the strengths are much stronger so it is

worthy for any government in Asian countries to adopt the model of setting up a marketing office within the government. I had witnessed its birth, the operation in the past 11 years and I have been actively involved in the Marketing Consultancy Office (R) through my advisory role in its committee.

Future role of Marketing Consultancy Office (Rehabilitation):

It will continue its role in marketing both services and products made by persons with disabilities, it will continue its role in monitoring the social enterprises and assessing the applications for seed money.

In addition to the financial support for organizations to operate social enterprise, it is appropriate to provide seed money to individual person with disability to set up his business and become self-reliant, self-employed. Technology is so advanced that even the severely disabled persons can work at home, may operate a viable business and to become an entrepreneur.

The Hong Kong community still needs to be more open-minded in accepting the abilities of persons with disabilities and MCO(R) can continue its marketing role in changing the mindset of the public.

With the implementation of UN Convention on Rights of Persons with Disabilities, the rights of PWDs in both training and employment should be a priority focus of each government and Hong Kong is leading in this direction.

The tripartite partnership is very important, the government, the business and the community should join hands together in enhancing the employment of persons with disabilities. MCO(R), being an arm of the marketing department of the government, will seek for excellence in the coming years.

Food Processing and Packing Activities in Tiruvannamalai, Tamil Nadu, India

Rama Perumal
Secretary, SINAM

Introduction:

The population of India has gone beyond 1250 Million and the food demand has been increased significantly. The traditional joint family system in India has broken out due to various socio-economic demographic and cultural transition factors and the nuclear form of family has been emerged since last century. Individual and family consumerism has developed on par with developed nations and so there is a good demand for packed instant food materials cooked materials and ready to cook materials. Women, instead of spending more times in Kitchen now spend more times in outside the kitchen. In the context of women employed outside, the men enter into Kitchen and prepare a quick food for the family, replaces the traditional role of women gradually.

1.1. Contents:

The wide range of products include

- Pure and blended spice powders (Masala)
- Brown Rice, buck wheat
- Edible oil
- Ready to cook products
- Rice and wheat products for Diabetic patients
- Papad
- Tea / Coffee
- Biscuits
- Vegetable pickles, meat pickles, fish pickles
- Fruits Juices and Beverages
- Fruits processing
- Grains like bulgur, popcorn sorghum
- Wheat products like wheat bread, wheat crackers, wheat pasta, wheat sandwich buns and rolls
- Pulses products like Bengal gram, horse gram, soya beans, kidney beans, green

peas, green gram, red gram.

- Millets like Kuthiravalli (Barnyard millet) Kel angu (finger millet) Tenai (Foxtail millet), Samai (Little millet) Kambu (Pearl millet), Panaivaragu (Proso millet) cholam (sorghum)

1.1.1. Background

The products mentioned above are mostly done by sit and do people, especially by women, differently abled and aged people. The socially excluded people are included as productive capital since the technology involved is very simple and replicable elsewhere. The people with disabilities accept the job offer as they do not have much alternatives like the rest of the people. For all the activities indicated above, fit for those people who can do the work with their hands. Orthopaedically handicapped people and the wheel chair people are involved more in the above activities through this employment generation, the social justice is ensured.



NGOs Experience:

The non-profit making voluntary organization like SINAM, organize the differently abled people together and provide simple skill training like food processing, quality control, pricing, packing, sale at different distribution counters, bank financing, repayment and product management. They are allowed to stay at home, use their family members also

in their family business unit. SINAM has provided this skill training to 25 persons with disabilities and developed their own family business units in Tiruvannamalai District in Tamil Nadu, India.

Private Business Sectors:

The big food industrialists like Aachi, Sakthi, Annapoorna, Ashirvad, Mammis, Ambiga, Anil etc., are the well established business people, extensively using the differently abled people and women for their multi core project. Aachi has established an enormous food park at an estimated capital cost of Rs.14 crores at Red Hills, Chennai. The following food powder alone has made a good market.

- Kulambu Chilly powder

- Sambar powder
- Rasam powder
- Vathu kulambu masala
- Butter milk kulambu masala
- Lemon Rice powder
- Tomato Rice powder
- Tamarind Rice powder
- Biryani Masala
- Curry masala
- Garam masala
- Vegetable masala
- Madras Sambar powder
- Gobi Manchurian mix
- Idly chili powder etc.

Local / National and International Market:

The big food industrialists have established their quality and attracted good opinion from consumers locally, nationally and internationally. The above brand names of food processing and packing products have gained good market in U.S.A., U.K., Australia, Canada, Malaysia, Singapore, UAE., Bahrain, Kuwait, Qatar and Sri Lanka, earned good foreign exchange.

1.1.2. Content of the practice

1. Value added products and packing

They purchase the products from the market and from the producers (farmers) and process it. They remove the stones, quality, dry it and pack it with zero defect in the product. The value added products have good market as this is available in different quantity like 1/4 kg, 1/2 kg, 1 kg, 5 Kgs etc. So, the small family to larger families, simple family function to large community function can buy from the super market, consumers co-operative society etc., where the products are sold.

2. Wet and dry flour

The rice, wheat, millet and other grains can be powdered or make it dust and pack it in the bags of different denomination. The families can buy according to their needs. Now, the wet flour is very popular in Tamil Nadu for making Idly and Dosai. Around

80% of the urban families buy the wet flour for preparing their breakfast. They quickly cook it for the instant Idly, Dosai, Appam etc.

3. Masala powder:

The different types of chilly powder (red chillies, green chillies etc.,) sambar powder vegetable masala, non-vegetable curry masala, idly, chutney powder etc., are commonly purchased by the housewives and bachelors for their domestic living. Most of the instant powders are available at the tables in different restaurants for the consumers use.

4. Pickle items

Lemon pickles, mango pickles, vegetable pickles, fish pickles, meat pickles, garlic pickles, onion pickles, ginger pickles etc., are available at every house. It is non economical to prepare small quantity at home for their local use. On the other hand, it is economically to buy a bottle of pickle on their choice from the marketing outlets and departmental stores.



1.1.3. Historical change:

a) Break down of joint family system

India was famous for joint family system. More than two generation people live together in a family, usually 3 or 4 generations people live together, work together, eat together and share their responsibilities in a joint family system. Food processing, preparation, storing, serving etc., were the major responsibilities of women. But unfortunately, this system was broken out from the later part of 20th century onwards.

b) Emergence of Nuclear family system

As a result of the breakdown of joint family system, nuclear family system emerged. Husband, wife and with their children or without their children live in the nuclear family. Going out to hotel for dinner or purchase of instant tin food, bottled drinks and packet food for home is becoming more comfortable to the family than preparing at home for their use.

c) Increase of Literacy level of women and going for employment:

Literacy level in India among women is increased at the rate of 10 to 20% for every ten years. Women are equipped to take up the employment, relevant to their education. There is a good demand for women at employment in the organized sectors. Government employment policies are in more favour of women than men. So, the women are interested to work like men at outside and earn money. So, they purchase instant foods or packed foods from outside. So, the food processing and packing industries are emerged and earning the profit rate of 30 to 100%.

d) Husband, wife and children at work:

Cost of living is increased due to the inflation. To meet out of the increased cost of living, there is a need for the family together to work for earning their livelihood. In this context, instead of preparing the traditional food at home, they go for instant market food. So, there is always and good market for the processed food and packet food materials.

e) Industrialization and westernization

The fast growing industrialization and westernization has changed the life style of the people. Junk food, packet food and readymade food items are indispensable in the context of globalised consumerism.

Challenges today

- a) How to meet the needs of the family at their door step?
- b) How to save time instead of spending more time at home for the preparation of food items?
- c) How to sustain the modified food habits in the context of increased consumerism?
- d) How to develop healthy life style in the context of globalised consumerism?

1.1.4. Effects

The effects are as follows;

- a) Employment generation
- b) Employment opportunities for the marginalized community (people living with disabilities, disadvantaged women like widows, victims of HIV/AIDS, single women and aged people).

- c) Emergence of private sector to meet the needs of the community.
- d) Providing good prices for the farm food products and so the real producers get benefit out of this.
- e) Direct purchase from the producers are encouraged for the fair price.

1.1.5. Strengths

Strong points of the practices are listed in the following heads

Human resources:

India has a population of more than 1250 million and the unemployment of the unskilled people is one of the major challenges. The unskilled, less skilled and socially marginalized people get employment opportunities. Light pre employment training is required for them to get employment.



Financial resources:

Small capital is required to start a family unit. In addition to their own investment, bank loan is easily available and the business expansion is possible through bank credit. Aachi masala foods (P) Ltd., is also planning to set up a manufacturing unit for the grinding of chilly, coriander etc., Besides setting up fruits processing, pickle manufacturing, spices park and cold storage units in

Gummidipoondi Industrial Estate at a capital cost of 50 crores rupees. They are getting the World Bank grant of Rs.5 crores and from Government, subsidy of Rs.11.25 crores is expected. So, the financial resources from Bank, government and from international agencies can be tapped without much difficulties.

Stake holders:

The different key stake holders are involved in this project. They are as follows:-

- Agricultural farmers
- Agricultural credit institutions.
- Banking and Non-Banking financial intermediaries
- Consumers
- Wholesale marketers and retail marketers

- Workers including socially marginalised group of people.
- Government officials including quality check, licensing group of staff.
- Revenue authorities and indirect tax collectors.
- Energy department and
- Marketing executives.

Community people:

At the grass root level, farmers clubs can be formed to promote the production process including training, high yielding varieties, organic cultivation, formation of co-operative society etc. The self help groups among women, self help groups of differently abled people can take piece work and do it at home. The direct link is established with the community people and so they become the part of the stake holders in the entire process.

1.1.6. Weaknesses

Human Resources

Light skill or less skill is required among the people and so their wage level is not very high. The minimum wage fixed by Government is only Rs.148 (Less than US\$3 only) . So, their wages is around this minimum wage only. The socially excluded people like differently abled, Victims of HIV/AIDS, Widows, Single women, aged people are more among the workers. As they are from the unorganized sector, their bargaining power is poor and their wage structure is around the minimum wage fixed by the Government.

Financial Resources:

Food Products are perishable and food poison is always a risk in the packed food. So, the Government and Organized bank sector hesitate to take risk and so they have to get credit from unorganized money market, where the interest rate is very high. In the absence of non availability of credit at the right time for the right amount, the business unit may deemed to be failed.

Stakeholders:

Many stakeholders shows interest in the product as the profit rate is high. So, there is a scope for many competitors in the food industries. As a result of this, the products of good quality on reasonable price only withstand in the market in the long run. Local initiatives may vanish in the context of Globalization and monopolistic competitions.

Collaboration with the People in the Community:

Wherever Family Enterprises operator, there may be a direct collaboration and contact with the farmers who produce food materials and the consumers who consume the packed food or ready cook foods. But in the context of large food industries, the intermediaries and middle men emerge in between the producers and consumers. It is difficult to eliminate the role of middle men in the large organization

1.1.7. Impacts

The impacts to the society are as follows:

- Market driven economy. When the demand for the products increases, the supply also increases. The price is determined by both demand for the commodity and supply of the commodity.
- Fair price for the agriculturists. The direct purchase from the farmers will facilitate the farmers to get fair price.
- The consumers awareness is increased and so they go for the products produced at organic cultivation Eco friendly cultivation is increased.
- Globalised market system will be developed on online purchase and sale.
- Per capita income level is increased among poor and socially marginalized people especially the people with disabilities.

1.1.8. Challenges

Current Challenges as for the differently abled people are as follows;

- a) Unorganized employment. In most of the food industries, the differently abled people are working as casual labour basis, without provident fund, pension fund, gratuity fund etc. Social security is not provided for them.
- b) Under payment. The wage per person is not regularized within the minimum wage policy of government.
- c) No risk coverage. Life risk is not covered as the employment is purely temporary and casual.
- d) Lack of profit sharing: In private industries, the profit is divided among the share holders and not with the employees.

1.1.9. Development

Instead of becoming the workers in the food processing and package business, the differently abled people can start their own family business. The following are the different stages of the family run project.

- Training and skill upgradation
- Planning for the family run project
- Market studies
- Resource mobilization with the help of Banks, Government NGOs etc.
- Establishing a family run project
- Managing the business
- Meeting the needs of consumers
- Quality control
- Affordable cost and product availability
- Business expansion
- Employing others.

1.3. What are the necessary conditions or environments to share your practice in other countries?

- a) Study the current scenario of food industries in the country.
- b) Conduct market studies
- c) Study consumers behavior
- d) Review the Government policies and programmes related to food industries (license, purchase policies, hoarding policies, cold storage, marketing with in the expiry date)
- e) food poisoning with in the country's climate and environment.
- f) Export policy of perishable and non-perishable food products.
- g) Banking policy and lending rate.
- h) Networking practices.
- i) Study the employment policies of the Government and the minimum wage fixed by the Government.

1.4. Others

SINAM Experience:

SINAM has provided training on food processing and packing training to 25 persons with disabilities. Out of 25 persons trained, 15 disabled people started their family food processing units. They are earning their livelihood and save about Rs.100 per day. This saving amount is used for children's education, health expenses and for their business expansion.

Future Plan

- Formation of self managed groups among differently abled people.
- More training to the persons with disabilities.
- Providing seed money on revolving basis, managed by the self managed groups of people with disability.
- Arranging marketing outlets and networks.
- Working with Government, banks, shops, business organizations, hostels etc., for business promotion.

Conclusion

Food industry is very sensitive and market driver activity. There is a good market for the value added processed good products in different levels. We at the NGO Level, encourage the persons with disabilities organize themselves in a group, receive training and start a unit of food processing in a co-operative venture. They become the producers and owners of the project. Seed money is recognized for them to start a unit at the initial stage and then establish linkages with banks and other credit institutions. We are in the process of identification resources for seed money to start this economic development activity.

Challenges in securing the rights and opportunities to work for people with severe disabilities in Japan

- Experiences, outcomes and problems in creating workshops in the community -

Katsunori Fujii

Executive Director

Kyosaren

Introduction

Japan has long adopted a policy of dual system to support employment of people with disabilities. One is the employment policy under the jurisdiction of labor administration, and the other is the welfare-based employment business (which was once called "sheltered workshop" and is today called "support for continuous employment for people with disabilities") under the jurisdiction of welfare administration, and the system has remained unchanged to this day. Work by people with severe disabilities is mainly developed through the latter, the welfare-based employment business. This welfare-based employment business, however, has been insufficient in many ways, especially in terms of quantitative aspect. What have emerged as if to complement the situation were small-scale workshops. The increasing trend of small-scale workshops was very uncommon from an international standpoint, but the workshops have become irreplaceable in meeting the employment needs of people with severe disabilities.

In this report, I would like to introduce the increase of small-scale workshops and its background, the development of support measures, new policy development surrounding small-scale workshops, the reality of establishing a workshop, activities therein, and challenges ahead. I am convinced that the spirit which has been maintained in small-scale workshops and their tangible effect will definitely be accepted widely in the entire Asia.

1. History of sheltered workshops / small-scale workshops

1) The beginning of sheltered workshops for people with disabilities in Japan

The establishment of sheltered workshops started across Japan in the early Meiji Era (around 1870-1880) as a poor relief project to provide work for the unemployed, needy families, and women. Some workshops were for people with disabilities, and they

included "TetsudoHoyoin(railroad convalescent home)" (1904)for those railroad workers who had suffered injury while on duty and the vocational training facilities for people who had become physically disabled because of the1923 Great Kanto Earthquake. From around 1930, in particular, when Japan was plunging into war on a full scale, measures were taken to generously provide employment support for disabled veterans, and the Military Protection Agency was set up as part of this effort.

After the war ended, measures were imminently requiredfor those in profound need, and based on GHQ(General Headquarters)'s principles of 1) non-discrimination and equality, 2) public responsibility, and 3) satisfying needs, the measures specifically directed at disabled veterans, etc. ceased to exist. Then, sheltered workshops according to the Public Assistance Act enforced in 1946 were established throughout Japan.

In the meantime, sheltered workshops for people with disabilities were prescribed in the Law for the Welfare of Physically Disabled Personsenforced in 1950. The facilities played a role of places of work and vocational training for people with physical disabilities; on the other hand, however, they were faced with the problems - they had to take the form of residential facilities due to the restrictions of the era; the number of facilities was small in the first place and still many did not reach the quota.

Later, sheltered workshops (residential) for mentally retarded persons (currently persons with intellectual disabilities) were institutionalized in 1964 and non-residentialsheltered workshops for people with physical disabilities were set up in 1979. In 1972 welfare factories for people with physical disabilities were institutionalized with the purpose of providing workplace for people with physical disabilities who could not, despite their ability to work, enter the workforcefor such reasons as insufficient preparedness of the workplace or difficulties in commuting. The welfare factory was regarded as a social welfare facility as was the case with sheltered workshops, but the people with disabilities working in the factory were covered by labor laws. Subsequently, the welfare factory for people with intellectual disabilities was institutionalized in 1984, followed by the welfare factory for people with psychiatric disabilities in 1992.

2) The beginning of small-scale workshops

As described above, the workplaces for people with disabilities have been developed after the war, but the progress was slow and the number of facilities and the number of target people with disabilities were very small in light of the entirepeople with disabilities that actually wanted to work. Majority of the people with disabilities were placed in a situation where there was no placeto work close to them even though they wanted to

work, or they could not embrace any hope to work because, in the first place, there was no place to work.

In such circumstances, aside from sheltered workshops, there were movements since late 1960's by people with disabilities, their families and relevant persons to voluntarily set up places to work. These places were called "small-scale workshops" as they were operated on a very small scale or "community workshops" as they were



jointly operated by relevant persons including people with disabilities. In either case, they were non-statutory entities, different from sheltered workshops.

The first small-scale workshop to be established in Japan was Yutaka Community Workshop in Nagoya City. Yutaka Community Workshop was set up when its predecessor Nagoya Goodwill Factory (musical instruments manufacturer) was closed down, so that the people with physical or intellectual disabilities who had worked there would not be left without means of livelihood. In order to realize the wish of people with disabilities that they wanted to work despite disabilities in the community of their choice, people concerned established Yutaka Community Workshop by themselves. The then slogan "Each bringing in one pillar" later encouraged the relevant people in their efforts to create small-scale workshops, the move which spread like wildfire across Japan. Also, the first small-scale workshop to be set up for persons with psychiatric disabilities was Asayake No. 2 Workshop in Kodaira City, Tokyo.

3) Background of the increase in small-scale workshops

Small-scale workshops were born in the late 1960's, and it was the times when, while Japan was moving from postwar reconstruction to high economic growth, social problems including pollution became evident in return for the growth. Against this background, there grew national movements among the public in the field of social security, such as the movement for establishing nurseries, or the movement to support the Asahi Case (human rights case demanding to raise the standard of public assistance).

The growing momentum of these movements exerted an influence on the disability field. People with disabilities and people concerned launched the movement to establish small-scale workshops across Japan because people with disabilities had become keenly aware

of their desire to live in the community where they were born and brought up, and they also wanted to have a workplace within commuting distance. The movement promoted understanding of residents in respective communities, leading to the steady expansion in the number of workshops.

Children with disabilities had been excluded from the training ground for a quarter-century since the promulgation of School Education Act in 1947, but a longtime movement by parents and teachers finally led to making schools for children with disabilities compulsory and every child with disabilities was guaranteed the opportunity for education. This development could have contributed to the expansion of small-scale workshops as they received a lot of attention as paths after graduation.

Moreover, we should not forget that various efforts and undertakings implemented domestically in concert with the International Year of Disabled Persons in 1981 and the subsequent UN Decade of Disabled Persons have developed understanding of people with disabilities.



Small-scale workshops were thus expanded to reach 6,025 workshops throughout Japan by 2003. Later, with the enforcement of Services and Supports for Persons with Disabilities Act, they were transferred to a statutory business, thus drastically decreasing in number. However, the small-scale workshop, which has placed the wishes

of people with disabilities at the core and proceeded with community-based efforts, can be described as the embodiment of the Japanese version of CBR and its essence still continues to shine through even today.

2. Changes in assistance measures for small-scale workshops

Small-scale workshops was, as mentioned above, also called community workshops, unauthorized workshops or non-statutory business, and had no choice but take a different route than sheltered workshops stipulated in the legislation. The largest difference between the sheltered workshop and the small-scale workshop which has taken different routes is the gap in public assistance measures. At first, there were little or no public assistance measures for small-scale workshops. As if to resist the situation, however, the number of small-scale workshops kept increasing. Later, a subsidy system

was established singly by local governments and expanded, and the national government has paved the way, though slightly, for its subsidy system. Following is the outline of assistance measures.

1) Subsidy system by local governments

The first prefecture which started the subsidy system for small-scale workshops was Tokyo in 1975. The first ordinance-designated city to start the subsidy was Osaka in 1977, and it was for persons with physical disabilities and intellectual disabilities.

The fact that local governments created the subsidy system as mentioned above built a momentum for the rapid expansion of small-scale workshops, rapidly spreading the establishment of small-scale workshops in various locations. By 1996, all prefectures have instituted the subsidy system for persons with physical and intellectual disabilities and psychiatric disabilities.

Later, local activity support centers were set up following the enforcement of Services and Supports for Persons with Disabilities Act in 2006. As a result, many local governments, on the ground of financial reduction, accelerated the transfer of small-scale workshops to local activity support centers, rapidly abolishing the subsidy system for small-scale workshops. The subsidy system by the local governments has remained in 9 prefectures out of 47 in fiscal 2012.

2) Subsidy system by the national government

While the subsidy system for small-scale workshops became widely adopted by local governments rapidly increasing the number of small-scale workshops, the national government has created its subsidy system for small-scale workshops because of the movements by small-scale workshop stakeholders and requests from local governments. The system started in 1977 with providing subsidy of 700,000 yen annually to the 15 small-scale workshops for persons with intellectual disabilities respectively. In 1987, ten years after, it was expanded to cover persons with physical and psychiatric disabilities; out of over 1,500 small-scale workshops that existed at the time, however, only 291 workshops were eligible for the subsidy. The amount of the subsidy per workshop was no more than 1,100,000 yen annually at most, and it was only about one thirtieth part when compared to similar-sized non-residential sheltered workshops for persons with intellectual disabilities, which were statutory facilities at the time.

As a result of the enforcement of Services and Supports for Persons with Disabilities Act

in 2006, the Ministry of Health, Labour and Welfare once decided to abolish the national subsidy system for small-scale workshops. Nonetheless, the system was immediately restored in the supplementary budget of the same year in the name of a measure to strengthen organizations that supported small-scale workshops to turn to statutory facilities, and it still continues to this day.

3) Promotion measures for legislating small-scale workshops

i) Assessment of promotion measures for making the business statutory

Supports and Services for Persons with Disabilities Act was enforced in the context of the powerful national policy of financial retrenchment. When viewed only from the side of making the small-scale workshop statutory, however, there have been some progresses such as the abolishment of the asset requirements needed to obtain a corporate capacity for the execution of statutory businesses, institutionalization of mutual use by relaxing the use of services by type of disability and partial relaxation of prescribed minimum number of users.

In the background is that many small-scale workshops have implemented practices that are "irrespective of the type of disability, and in small groups," and built on their achievements in various regions. Also, what is not to be overlooked is the fact that there were movements over a long period of time by people with disabilities, their families and organizations of people with disabilities, including the 36-year-long movement to petition the national Diet.

ii) Future challenges surrounding public support measures

The reality of businesses under Services and Supports for Persons with Disabilities Act comes nowhere near the business with stable management which people with disabilities can make use of with a sense of security. In the case of community activity support centers, in particular, which many small-scale workshops had transferred into at the urge of local governments, the amount of subsidy per center for the considerable number of centers despite their status as statutory businesses, is about the same level as or smaller than the subsidy of local governments provided to conventional small-scale workshops. But what should be more serious than this is that, with a rapid decrease of small-scale workshops in the form and number, many problems which had been faced by the small-scale workshops seemingly appear to have disappeared or lessened, but that actually these problems are still contained inside.

The Ministry of Health, Labour and Welfare has directed itself from early on to "resolve

the issue of small-scale workshops," specifically with regard to the measure to transfer them into sheltered workshops (according to the descriptions, etc. in 1992 recommendations of the advisory panel of directors of disability-related agencies and the 1995 Disability Plan by the Ministry of Health, Labour and Welfare). In the subsequent processes, small-scale non-residentialsheltered workshops were newly established by the national government in 2000, on which the national government mentioned that "it's an imperfect system, and needs to be resolved at an early stage." Despite their words, however, the latest system of community activity support centers is no better than the imperfect system.

3. The actual situation to establishsmall-scale workshops

As described above, majority of small-scale workshops are now positioned not as "unauthorized workshops" of the past, but within the institutional framework based on reviewing relevant systems. Although they have become statutory businesses, however, the process and procedure foropening and the philosophy of management after opening are not much different from the days of old small-scale workshops. In this section, a brief explanation will be given, taking the example of a small-scale workshop, on the minimum conditions for the opening and basic ideas for stable management.

1) Five conditions necessary for establishment

In preparing to open a small-scale workshop (hereinafter referred to as "workshop"), it is important to secure the following basic conditions.



i) Fund

One of the funds to be secured is the fund necessary for the preparation of the opening, and another is regular, stable working fundsneeded after theopening. It is necessary to have prospects of the working funds to some extent prior to the opening.

● Reserve fund for opening

A target figure for reserve fund for opening should be set by making estimates of the following: cost of securing (including the renovation) a building, vehicles and equipment

including office machinery, cost of maintenance of equipment related to work, and working cost needed immediately following the opening.

The outline of the budget document and financial plans should be presented to appeal as widely as possible. "For creating the workshop" -this prime slogan should be utilized to the utmost while strongest spirit is needed to raise the fund that could well surpass the target.

● **Regular, stable working funds**

In many cases, workshops have secured private funds by combining several ways including bazaars selling recycled unnecessary items, sales of goods purchased from cooperative shops and companies, collection of recyclable disused items such as newspaper and milk cartons, or sales of tickets by organizing concerts and other events.

ii) Building

Where and what kind of building to secure: this is very critical in establishing a workshop. The most important points in finding a building are safety first and foremost, transportation convenience, spaciousness and the balance with the budget. First to be examined is to find out whether public buildings (government buildings, elementary or junior high school buildings, or community halls that are disused) are available or not, and if not, then, civilian buildings.

iii) Staff members

Basic qualities required of staff members may be: 1) perspective on disability or human rights, ii) enthusiastic attitude, and iii) cooperativeness and accommodativeness.

As a person's personality is hard to know through superficial exchanges, it is effective to have people come and participate as volunteers before the opening of the workshop, or ask someone trustworthy to introduce prospective staff members.

iv) Work

In many workshops the core activity is work or job. If, therefore, the content of the job, the core activity, is poor, the workshop will have only half as much attractiveness.

More will be described hereinafter in "4. Actual situation of activities at places of welfare-based employment business."

v) Transportation system

If an attractive workshop is completed, it still would be a "pie in the sky" if people with disabilities cannot commute because of the lack of transportation system. Of course,

there will be cases where it becomes possible for them to come on their own, by public transportation system or on foot, or because of increased experience. The important thing, however, is for a workshop to secure its own transportation system and not rely on "family support."

2) Establishment of management system

Even if a workshop is completed, it needs the management system to maintain and develop the workshop, and the steering committee plays a central role in the system. Its major responsibilities are decision-making and execution with regard to the overall management (practice and operation/administration) of the workshop and the movement, including making annual business plans, budgeting and settling accounts, employing personnel, and planning the future of the workshop. Members of the steering committee could include representatives of family associations and support organizations which have worked for the preparation, and representatives of people with disabilities who would be going to the workshop, staff members of the workshop, and cooperators in the community.

It is important for the steering committee to regularly discuss the concept for the future of the workshop. To continuously receive people with disabilities graduating from schools for children with special needs, the extension of the workshop should be considered. To improve the working conditions of staff members, the working fund should be increased. A place for living would be needed in addition to the workshop when the request of people with disabilities to live an independent life and the issue of aging of family members are taken into consideration. To resolve these challenges one by one, it is important for the steering committee to discuss and identify the concrete direction.

3) Relations with community

As mentioned above, holding bazaars and sales of goods are important activities for the workshop not only to raise funds, but to enhance relations with people in the community and increase the number of cooperators in the community. Some community people may not welcome the workshop in the beginning; a strong spirit is needed to connect with the people of the community by exerting slow but steady efforts. The community people should become a reliable supporters group, if and when the workshop has taken root and become an essential part of the community in the same way as a safe haven that people turn to in times of trouble.

4. Actual situation of activities at places of welfare-based employment business

Described so far are on sheltered workshops and small-scale workshops with some explanation, and from this chapter on, Type-A and Type-B programs under the Support Programme for Continuation of Work which are successor programs to sheltered workshops, local activity support centers, small-scale workshops and other places of work for people with disabilities based on the welfare system will be collectively referred to as welfare-based employment business.

1) Changing work

From around 1970's to the late 1990's, when the creation of small-scale workshops has become widespread, the main work for many of those workshops was subcontracted work for minute enterprises and small-and-medium sized enterprises. In the case of subcontracted work, while the work delivered is certain to turn into money, the piece rate is extremely low and the volume of work is uncertain.

Later, workshops began to give greater importance on producing their own products. Various products emerged, including cookies, bread and other food items, recycled soap and other daily commodities, needlework, pottery works, and handicrafts. While own products yield a certain level of earning, it takes a lot of hard work to develop marketing channels. Some workshops have started to secure work through collaboration by contracting for cleaning work with governments or for needlework with cooperative associations. The range of work of workshops has further expanded and more and more workshops have advanced into catering business such as restaurants, coffee houses, lunch vendors, or bakeries

From the late 2000's, there appeared workshops that operated restaurants or bakeries comparable to ordinary companies without venturing to make the announcement of "People with disabilities work here." Also, there is an increasing trend in the number of workshops which produce products gaining the cooperation of companies and experts to develop products or expand sales channels, to be distributed in the open market. One of the characteristics is that they are more involved with food-related businesses.

2) Characteristics and tendencies of the current situation

While places of welfare-based employment business are the places for people with disabilities to work continuously, they also have the following functions and roles.

- i) A place where people with disabilities prepare for transition to open employment through learning workplace rules, increasing experience and building confidence. A place where people with disabilities can start anew when they become unable to keep open employment because their disabilities have become severe or they have become exhausted by workplace relations. This also means that it has the role to prevent them from psychiatric hospitalization.
- ii) A place to empower workshop users with disabilities through autonomous activities.
- iii) A place to broaden social experiences through recreational activities.
- iv) A place where people with disabilities in the community and their families can come to consult about their difficulties and worries.
- v) A place which functions as a hub, taking on the role of secretariat for groups of people with disabilities in the community or family associations of people with disabilities.
- vi) A place to foster volunteers in the community by having them participate in daily workshop activities, workshop trips and other events as volunteers.

By contributing to the community through many different activities in addition to those briefly mentioned above and by taking roots in various regions as essential social resources of the community, places of welfare-based employment business may establish a firm position in respective communities.

3) Example of good practice

With the concept of: "Stop creating facilities for people with disabilities where only people with disabilities can work. Let's open a restaurant where general public can come," CAFE RESTAURANT Honobonoya was opened in Maizuru City (population: almost 90,000), Kyoto in April, 2002. People who work there are Members (people with disabilities) with



psychiatric disabilities. In its opening days, staffers were too busy to provide Members with any welfare support whatsoever. While things were moving at an incredible speed in

the restaurant, Members with disabilities had to think by themselves: "What should I do now?" or "What should I do next?"

As it turned out, Members began to change the way they worked - from being told by someone to work, to working on their own motive. The Members, who have become "independent-minded workers", are now indispensable to Honobonoya. Through customers to the restaurant they found their work rewarding, understood the meaning of their work in society, and felt proud of their work. The Members underwent personal transformation from the "object" (made to work) of labor to the "subject" (work out of own volition).

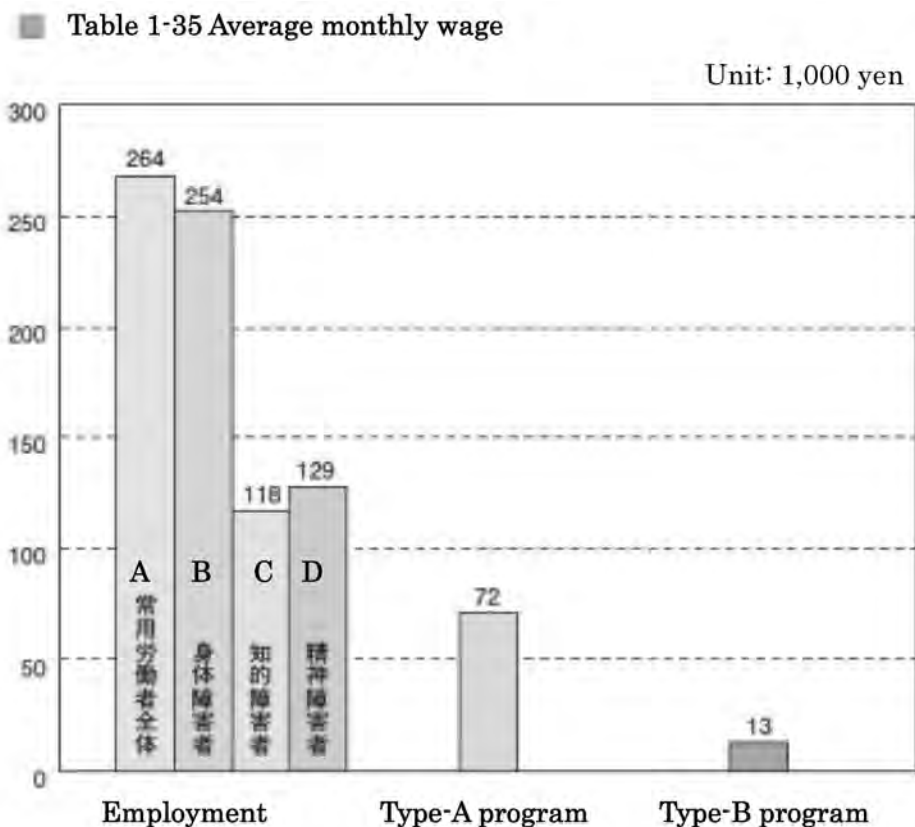
The above-mentioned way they work must be the reason that the Members with psychiatric disabilities who had been generally regarded as unable to work long hours now deal with the prolonged job without hesitation. At Honobonoya, the challenge still continues today to realize the Decent Work (worthwhile work and respectable work) advocated by the ILO.

5. Challenges and prospects for places of welfare-based employment business

When people with disabilities work in Japan today, the employment is broken down to two major categories - "open employment" to work in ordinary companies and "welfare-based employment" to work at places of business operated according to the welfare system. Of the workers with disabilities, 6.5% of the people with physical disabilities, 59.1% of the people with intellectual disabilities and 37.7% of the people with psychiatric disabilities work at places of welfare-based employment business. Out of the approximately 3.65 million people with disabilities aged 18 to 64, approximately 170,000 people work at places of welfare-based employment business and approximately 450,000 people in ordinary companies. The national government, with the slogan of "welfare to employment," is strenuously promoting the transition from places of welfare-based employment business" to "ordinary companies," but the reality is that the transition rate varies within the range of 1 to 2% annually.

Welfare-based employment can be broken down to two major categories; one is the employment-type places of welfare-based employment business (Type-A program under the Support Programme for Continuation of Work) where employment contract is signed with the user (a person with disabilities), and the other is the non-employment-type places of welfare-based employment business (Type-B program under the Support Programme for Continuation of Work) where employment contract is not signed with the user.

The average monthly wage of non-employment-type places of business is 13,000 yen, while that for employment type is 72,000 yen. When compared to the average monthly salary of 264,000 yen for ordinary workers, there is a wage gap of 3.6 times for employment-type place of business and over 20 times for non-employment type (Ref.: Table 1-35, P.37, Annual Report on Government Measures for Persons with Disabilities 2012)



- A: Total regular workers
- B: Persons with physical disabilities
- C: Persons with intellectual disabilities
- D: Persons with mental disorders

In Japan there is no index to measure labor ability of people with disabilities, and it can be said that the amount of wage varies greatly depending on the place of work (ordinary companies, Type-A or Type-B). Japan is miles away from the Article 27 "Work and Employment" of the UN Convention on the Rights of Persons with Disabilities which "prohibits discrimination on the basis of disability with regard to all matters concerning all forms of employment, including conditions of recruitment, hiring and employment, continuance of employment, career advancement and safe and healthy working conditions," and the principle of "equal basis with others" that runs through the entire

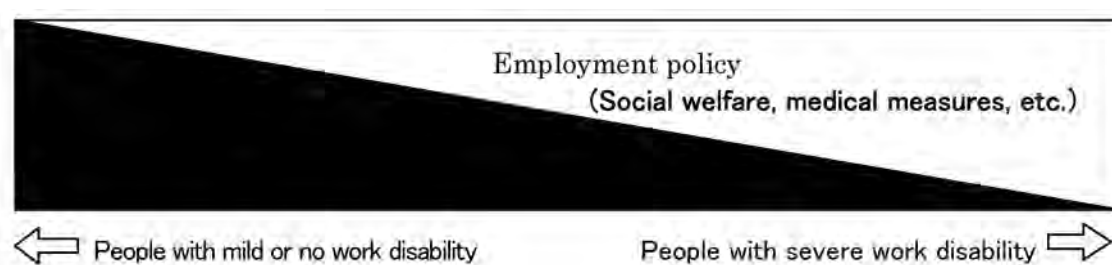
Convention.

By all rights, labor legislation should be applied to every worker and there should be a system to guarantee equal rights regardless of disabilities. Japan needs to change the policy - from the policy for the places of welfare-based employment business under the welfare system covering only people with disabilities, to the one in which, upon unifying such places to ordinary labor policy, labor legislation is applied to people with disabilities wanting to work. I have proposed the diagonal mode as described below in order to consider Japan's future welfare-based employment. In other words, it is the policy model in which labor legislation is also applied to those working at places of welfare-based employment business and welfare measures including reasonable accommodations are available to those working in ordinary companies. The perspective required is not "employment or welfare" but "employment AND welfare."

Current employment support measures : Dual model



Ideal employment support measures : Diagonal model



In order to apply labor legislation to people working at places of welfare-based employment business, wage supplement should be seriously examined, in which the difference from the minimum wage is supplemented by the government. Some local governments in Japan have launched the wage supplement to people with disabilities on a trial basis. The Act on Promotion of Procurement of Goods from Facilities for Persons with Disabilities will go into force in April 2013, and it is necessary to, utilizing the new law, practically secure work for places of welfare-based employment business through

preferential order placement by public agencies.

In the meantime, for those people with disabilities who need constant medical care and have difficulty to actually work, or who do not want to work, it will be necessary to secure places for daytime activities whose major purpose is not employment. To tell the conclusion first, the day activity centers implemented in the West should be institutionalized in Japan. It is necessary to secure places for daytime activities where people with disabilities can increase their social experience and participate in society through creative activities and minimal production activities.

In Japan, however, it is said that people with disabilities who are relatively severer than those in the West are working at places of welfare-based employment business. This may be attributable to work ethic of the Japanese people who value work. For those who want to work, it is needless to say that a place of work should be secured according to the above-mentioned diagonal model, no matter how severe the disability is or how short the work hours are.

It may be added that expansion and improvement of relevant measures should always be kept in mind, including the medical system, support at places of residence, income security which cannot be resolved only by wage supplement, barrier-free transportation and support to families of people with disabilities. That is because these measures are nothing less than necessary for a person with disabilities to work and live as an adult "on an equal basis with others."

SOCIAL ENTREPRENEURSHIP

- creating job opportunities for Persons with Disabilities

By Khee Lian, LOW

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Dual Blessing Berhad

Malaysia

SOCIAL ENTERPRISES AND ENTREPRENEURSHIP IN MALAYSIA

Definition of Social Enterprises

With reference from the Wikipedia, the definition of "Social Enterprises" can be explained as "A Social Enterprises is an organization that applies commercial strategies to maximize improvements in human and environmental well-being, rather than maximizing profits for external shareholders. Social enterprises can be structured as a for-profit or non-profit, and may take the form of a co-operative, mutual organization, a social business, or a charity organization... .. In recent years, there has been a rise in the concept of social purpose businesses which pursue social responsibility directly, or raise funds for charitable projects.

Many entrepreneurs, whilst running a profit focused enterprise that they own, will make charitable gestures through the enterprise, expecting to make a loss in the process. However, social enterprises are differentiated through transparent evidence that their social aims are primary, and that profits are secondary. "

Many people find these philosophies to live by and try to fit their understanding of the world in this; they have a hard time appreciating, they might think its usefulness...

Obstacles to promote Social Enterprises in NGOs

1. Lack of operating fund, limited donations is the problems always facing among the NGOs.
2. To improve the economic environment of the each centre or association, besides service provides, vocational training such as sheltered workshop is also the way to enhancing the well- being of persons with disabilities, and in addition to

establish a social enterprise is the most demand of the day.

3. Social enterprise is quite new in Malaysia, especially the enterprise who runs by the NGOs.
4. Many people think that an organization should either be profit making or NGOs, anything in between is too suspicious. Even it is to earn revenue to sustain their staff. Charitable centre (NGOs) especially Enterprises focusing on persons with Disabilities or other areas have a hard time securing funding.

In Malaysia, we are facing a lot of challenges to create employment opportunities to persons with disabilities.

SITUATION OF PERSONS WITH DISABILITIES IN MALAYSIA

Populations of Persons with Disabilities

There are **405,441** peoples (as of December 2012) is registered with Social Welfare Department, It is about 1.4 percent (%) from the populations of Malaysia (29,628,392 peoples estimation by July 2013)

In the situation of Malaysia, there are no data available on the number of the persons with disabilities who are currently employed. Approximately 70-85 percent of Malaysian persons with disabilities are currently unemployed.

If we are estimates half of the persons with disabilities (PWDs) are between ages of 18 to 55, the population should be 243,265.

THE ROLE of NGOs IN MALAYSIA

NGO is a vehicle for mutual support and solidarity for PWDs. They promote their right to live as citizen in society.

NGOs or NPOs for Disabled people's organizations play the role of initiators of self-help projects aimed at integrating PWDs into the mainstream of society.

The projects to create opportunities for PWDs to be more economically independence

have been initiated in 3 main areas:

1. Independent living
2. Employment (Economic Empowerment Programmes)
3. Social Enterprises or Social Entrepreneurship

NGOs in Malaysia play many roles at the local, national and even international levels for PWDs, governments, service providers and the general public.

In many cases, the organizations of PWDs are the best vehicle to carry out the aspirations of people with disabilities. After all, persons with disabilities, from their own personal experiences best know their needs, aspirations and abilities.

A PERSONS WITH DISABILITIES LIFE CHANGED THROUGH VOCATIONAL TRAINING

A short film as a fundamental media promotion produced by Dual Blessing Berhad showed a real story of a PWDs Mr Lai Chee Seng, a spinal injured suffering people. He joined the vocational training programme and has the opportunities of job placement by NGOs.

Empowering the employment and conducts supported employment programmes for PWDs is one of the major services by Dual Blessing Berhad. With the aims of "instead of giving fish, we teach how to fish", Dual Blessing working hard on enhancing the well-being of PWDs with creates more job opportunities.

JOB PLACEMENT SERVICES or ESTABLISHMENT OF JOB OPPORTUNITIES FOR PWDs

The Strategies:

1. Operational Strategies

Through employment supported programme, the NGOs have to make sure the PWDs have the right skills to secure himself/herself integrate to the open employment market.

2. Monitoring and Evaluation

We have to make sure the PWDs are place in the right job

3. Rehabilitation Strategy

The NGOs have to be sure that the PWDs are given appropriate support.

OFFER EMPLOYMENT OPTIONS IN MAINSTREAM ENTERPRISES TO PERSONS WITH DISABILITIES BY DUAL BLESSING BERHAD

1. SHELTERED WORKSHOPS

- Which type of the business?

The most common is "Recycle Project", Recycling is a very suitable career for the intellectually challenged, under supervisor of the physically disabled, provides training programmes and coupled with moral and emotional support.



- Recycling Project - supported employment for persons with intellectually challenged

For examples:

1. Recycling Unit of Dual Blessing, Kuala Lumpur
2. Tesco Hypermarket Recycling Station, Kuala Lumpur

Recycling Unit of Dual Blessing is the first project run by NGOs to male PWDs with learning disabilities since year 2001; they are 24 trainees and 7 staffs up to date by August 2013. Trainees been trained to sort the recycle items accordingly and also with the independent living programme provides.

For the advance promotion of create more job opportunities, Dual Blessing Berhad joint venture with the TESCO Hypermarket since year 2007, they are two (2) recycling station in Kuala Lumpur are conduct and manage by Dual Blessing Recycling Unit. This project is a "buddy" situation which cooperative the physically challenged people and the persons with intellectually challenges.

All employees are paid a monthly allowance from this income generating project. They also benefit from the monthly government allowance of RM300 that are entitled to people with disabilities earning below RM1200 per month.

2. SOCIAL ENTERPRISES AND ENTREPRENEURSHIP

The definition of Social entrepreneurship

The definition of **Social entrepreneurship** means identifying or recognizing a social

problem and using entrepreneurial principles to organize, create, and manage a social venture to achieve a desired social change.

Business entrepreneurs typically measure performance in profit and return, but social entrepreneurs also take into account a positive return to society. Social entrepreneurship typically furthers broad social, cultural, and environmental goals and is commonly associated with the voluntary and not-for-profit sectors. Profit can at times also be a consideration for certain companies or other enterprises.

2.1 Social Entrepreneurship - Partnership between NGOs & Business Communities



An employment development project in collaborative with private sector who have the mission to empowering the PWDs. **ImageKu Sdn Bhd.(Private Limited)** had been established by Dual Blessing Berhad to offer employment options in Mainstream enterprises to severely persons with disabilities.

Image Ku (means "My Image "in English) is a collaboration efforts results between Goh Supplies Sdn Bhd and Dual Blessing Berhad in Kuala Lumpur. It is a company provides all kind of IT supplies, the job of employees are filling, billing, tele-marketing and customer services.

The strategic alliance to Empowering PWDs for ImageKu is to provide job opportunities or on job training, besides that accessible workplace for the PWDs employee also play an important role.

Dual Blessing in charge of the administration and personnel while Goh Supplies Company in charge of the jobs duration, expenditures of the company and lodging for the staff.

1. Suggestion of General Approaches: Accessibility and Workplace

1.1 Reform and Reconstruct and Build Workshop Sites

1.2 Requires to make the entire workplaces accessible

1.3 Requires to providing workplace accommodation

- Example 1 : Image Ku Creative Sdn Bhd in Kuala Lumpur, Malaysia
- Example 2: Blessing 123 Shop, Johor. Malaysia
- A Social Enterprises Project manages by Dual Blessing Johor Branch.
- All staff are PWDs, provides 6 PWDs job opportunities

2. Guideline to Improve Accessibility

2.1 Malaysia's Person with Disabilities Act passed in 2008.

2.2 Mandated for those with disabilities to have full access to public facilities, buildings and public transport.

2.3 The government requires architects to follow strict code, which undergo and "access audit" by people with disabilities.

3. Human Resources Management

In collaboration with private sector, the Human Resources Management plays an important role, it has to be:

3.1 Equality of Opportunity

3.2 Financial support to Employees (for tools, divides, and education materials, technical and motorized aids.) and

3.3 Support the "Return to work" programme.

HOW TO CREATE MORE SOCIAL ENTERPRISES FOR SUSTAINABLE OF PERSONS WITH DISABILITIES

4. BRANDING/ SOCIAL ENTERPRISES BRAND

The Social Enterprise Brand is created under the creative commons license and is designed to be a collaborative brand for social enterprises which can demonstrate to consumers that a for-profit business has an integral social purpose and creates shared value for all stakeholders.

- Example :
1. Doubling Toothbrush
 2. Double Blessing Stationery



5. PERSONS WITH DISABILITIES AS ENTREPRENEUR

It is a good way to encourage and support PWDs to be self-employed. NGOs can provides information of the financial scheme by the government and private sector to PWDs, technically support and also emotionally.

Example: at home creative

At home creative is a multimedia design company established by two PWDs since year 2008, and also provides job opportunities for PWDs who are interested in graphic design.

CONCLUSION

We do hope someday, more and more NGOs can set up or corporate or joint venture with the private sector, to create more job opportunities to the persons with disabilities.

Employment creation through Embroidery and Glass-beads making Products to the persons with disabilities (PWDs) in Nepal

Ram Prasad Dhungana

President, NRCD Nepal

1. Introduction of the Best Practice

1.1 Title: Employment creation through Embroidery and Glass-beads making project to the persons with disabilities (WWDs) in Nepal.

1.2 Target Area

Create small business in the community by people with disabilities.

2. Background (Why needed the practice, what has been the social background?)

Nepal is one of the most under developed countries in south Asian region. It is struggling to bury the vestiges of armed conflict for more than fifteen years that left above 13000 people killed, hundreds of thousands displaced and more than 50,000 made disabled. The armed conflict resulted in more suffering to the underprivileged communities, especially the children, the women, the PWDs and the elderly.

There are a lot of rational behind choosing embroidery and glass-beads making product in Nepal. It is because; Nepal has been facing lots of challenges to create self-employment opportunities even to able bodied persons. As its consequence, most of the youth have been run away to foreign countries in search of job especially in Gulf countries. Having such a tough challenges how can the persons with disabilities survive without having any professional skills? There is no alteration to do something creative and constructive work for the sake of their livelihood in the nation.

The consumption of embroidery items and glass beads making production are getting a large quantity throughout the year. The chances of influencing the market through this production are very strong. There is no option of using glass beads production at rural, urban and city areas especially for women, girls and youth ladies. The market is 100 percent assured for this production. Likewise, there is no option of using embroidery

items throughout nation by middle and upper class women and girls basically in city areas. Furthermore, NRCD Nepal has been carrying out various types of vocational skills in Kathmandu and other parts of the nation in cooperation with different District Development Committees, Municipalities and VDCs where it has widely been accepted as the most successful and model project of NRCD Nepal. Most of the PWDs and WWDs who were actively involved in this project have been employed in the district and now they can earn above NRs. 10,000 in each month. They don't have any problem to sell their end products. The demands of embroidery items and glass beads making products have been increasing every day and every month through different CBOs and self-help groups formed by NRCD Nepal from the various parts of the country. It has such a high demands in the country that no one will be jobless if she/he is skilled with embroidery and glass-beads making products. Keeping the facts in mind NRCD Nepal has selected Nawalparasi and Syangja districts to extend this project in cooperation with development partners.



Similarly, embroidery and glass beads making products have widely accepted to generate incomes for the economic empowerment of the most marginalised and deprived community of women and persons with disabilities at rural areas in the districts. While given the trainings to women and persons with disabilities at the rural parts of the district, it will

encourage them to be self-employed and empowered economically at the community. Through the conduction of this project they can easily generate incomes for their livelihood. **These products bring good profit and sustainable for their livelihood. These micro entrepreneurial activities are not dominated by corporate bodies and will bring in direct benefit to the women and persons with disabilities even after the project is over.** The new skills that will be transferred to the trainees will encourage the family members of the WWDs to support the member to start the business for sustainable livelihood. They can continue the project with the fund that will be created during the project period. There is a good opportunity to enhance the capacity of the WWDs/PWDs to serve as instructors/entrepreneur in the private sector too.

3. Content of the practice (What is the content of the practice?)

The number of person with disabilities is above 10% of the total population. If we calculate this number then it comes around three million. Most of the PWDs in Nepal are extremely poor, illiterate, unskilled, and ignorant of their rights and socio-economically deprived from any opportunity. They have remained economically inactive, unproductive and are considered a burden to the family, society and to the nation. The PWDs face sheer discrimination in every aspect of their life, depend upon their family members and are neglected by the society. They often face limited range of training and employment opportunities. They are deprived of their social status and are less confident in themselves. They are forced to lead a miserable life. As a consequence, they are treated as a second class citizen of the state. This is the everyday reality of the person with disabilities in Nepal.

National poverty severely limits the government's ability to support the case of the PWDs. There are no such remarkable governmental programs especially to address the problems faced by the person with disabilities except CBR program in Nepal. Nor has legislation been enacted to mandate employment or other state services. If the PWDs are provided with equal opportunities of creating employment through skills training, income generation activities, personal development and independent living skills **through enterprise development** and **integrate employment opportunities** needless to say most of the persons with disabilities in Nepal can lead a dignified life with social respect being themselves economically dependent at their own locality. Such activities will go a long way to ensure job placement, and economic rehabilitation services to the person with disabilities.

As the number unemployed and unskilled persons are growing everyday in Nepal and most of them have run away in search of job in gulf countries and Malaysia, needless to say the number of unskilled and untrained Persons with disabilities is growing every year in Nepal. In the context of this, NRCD Nepal has prepared the special criteria and system to select the appropriate candidates based on the following points:

- The trainees must be from the most deprived and the marginalised community of the PWDs
- The trainees must commit to continue the program after the end of the project
- The trainees must be aware on their rights, roles and responsibilities in course of carrying out the project

- He/she must commit not to leave or drop out the training except any incidental causes
- The priority will be laid who are from the most deprived community and rural areas
- They must commit to train at least 5 more PWDs in course of continuing the program after the end of the project

Both the trainings will be of 6 months' period. Based on the needs of the PWDs and the resources available in the organization the number of trainees will be of 20 to 60 in a one training venue. NRCD Nepal has usually the practices to appoint the Chief and Assistant trainers in a one training venue who can easily handle the trainees up to 40 in numbers.

To carry out both these result oriented and fruitful trainings to the persons with disabilities in Nepal, the most important thing is to appoint the professional trainers and arrange adequate resources in the beginning. After that NRCD needs raw materials, some equipments and good market promotion strategy etc. During the project period the beneficiaries produce certain incomes from the selling of end products after the end of the project. Likewise, they gain certain equipments and materials needed for giving continuity of the program. At the end of the project NRCD Nepal handovers all equipments and running capitals to project beneficiaries/PWDs after they formed



beneficiaries' group. They will be taught how to promote market successfully and how can they easily sell their end products. After the training is over then they will be involved in an income-generation activities. To employ the PWDs means to empower the persons with disabilities with their own.

4. Historical change (How has the practice changed, how have you resolved the challenges?)

After providing them vocational education and skills training based on their needs and disability like embroidery and glass-beads making program; needless to say it has encouraged them to be self-employed, self-dependent and the community people, their

parents and stakeholders have changed their attitudes to look upon the persons with disabilities. Basically, economic empowerment is the best way to change the attitudes of community people, government officials, stakeholders and their parents towards the PWDs. Hence, to make the women and persons with disabilities self-reliant through income-generation, to develop their personality and vocational capability, to create self-employment opportunity, to make them economically self-dependent, to remove their economical challenges such type of improved opportunities for employment creation through vocational education and skills trainings are very much essential in the context of Nepal

5. Effects (What are the effects of the practice, to whom?)

6. Strengths (What are the strong points of the practice, human resources, financial resources, stakeholders, collaboration with people in the community or?)

With the implementation of the project NRCD Nepal has achieved the following strength

First, the project provided embroidery and **glass-beads making** training cum **income generation activities** to women and person with disabilities to develop their vocational capability and build up the enterprise improving the knowledge and skills of the WWDs/PWDs.

Second, the project produced the numbers of trained human resources among the women and person with disabilities from the deprived community.

Third, the project transformed them economically self-dependent, self-employed and enhanced their economic status creating through sustainable employment and decent work.

Fourth, the project increased awareness on disability issues, influenced local government to incorporate the PWDs in development projects and sensitized them to prioritize the rights and disabled friendly policies for the WWDs/PWDs.

Fifth, the project minimized the negative attitudes of people towards the women/persons with disabilities and created positive atmosphere towards their creation through publicity and awareness raising campaigns.

Sixth, the project encouraged the disabled women, war victims and the PWDs towards such skills trainings and income-generation activities for their socio-economic empowerment and rehabilitation purpose.

7. Weaknesses (What are the weak points of the practice, human resources, financial resources, stakeholders, collaboration with people in the community or?)

In course of carrying out the project NRCD Nepal has observed some weak points, such as:

- Selection of appropriate beneficiaries among the most vulnerable and the deprived community of women and person with disabilities and conflict victims were very tough.
- Orientation of the program to the severe types of PWDs and project beneficiaries was quite challenging because there was no access of high level technology with NRCD Nepal
- Project venue was a bit out of reach to the severe types of the PWDs.



8. Impacts (What are the impacts to the society?)

The project will have very positive impacts to the society, for example:

- It will instil belief on the women and persons with disabilities that they can be their own change-agent through enhanced knowledge, developing their

independent skills, personal development and promoting integrated employment opportunities.

- The project has ensured the sustainability of employment; built up self-confidence of women and the persons with disabilities in the socio-economic and developmental activities of the country to lead them live a meaningful and dignified life.
- The project has improved opportunities for employment creation to the women and

persons with disabilities through enterprise development.

- The project has provided individual opportunity for community inclusion and accessible environment.
- The project has enhanced independent living skills and promotes WWDs/PWDs as an equal in employment settings.
- The project has promoted development of small enterprises of the WWDs in the community

9. Challenges (What are the challenges currently or future, what are the points to be improved?)

Though, the embroidery and the glass beads making products have widely accepted to generate incomes for the economic growth of the PWDs in Nepal, still it has lots of challenges among the PWDs.

- Very limited resources
- Conflict and post conflict situations are little considered as priority concerns for development agenda especially on creating jobs to PWDs/WWDs.
- Inclusion is much talked; little practiced.
- What is committed as a policy is little translated into practice -indicating a wide performance gap.
- Rehabilitation activities have a thin tie with empowerment & poverty reduction.
- Inadequate availability of logistic support to PWDs.
- Geographical difficulties.
- Energy Crises (load shedding)-Sharp decline of jobs at open market
- Mostly- the activities are focused in city & urban areas.
- Exclusion of PWD leaders at Policy making level.
- Employment Creation & CBR activities still charity based instead of the rights.
- Inclusion is a developmental approach in rehabilitation but growing marginalization of PWDs - a threat to society - indicates that current strategies are insufficient.
- **Educate the top** has remained a challenge from disability perspective

10. Development (What is the future development of the practice?)

NRCD Nepal has planned to extend this project throughout nation if NRCD gets adequate support from different partner organizations, stakeholders, the PWDs, their parents and the government

11. What are the necessary conditions or environments to share your practice in other countries? What are your advices or suggestions?)



Based on community's demands and the high probability of the market, embroidery and the glass beads making products have widely accepted to generate nice incomes for the economic growth of the most marginalised and deprived community of disabled women and the persons with disabilities at rural areas in the districts. While given the

trainings to women and persons with disabilities at the rural parts of the district, it will encourage them to be self-employed and empowered in the community. Through the conduction of this project they can easily generate incomes for their livelihood with high esteem. These products bring good profit and sustainable for their meaningful lives. These micro entrepreneurial activities are not dominated by corporate bodies and will bring in direct benefit to the WWDs/PWDs even after the projects are over. The new skills that will be transferred to the trainees will encourage the family members, community people, stakeholders and the persons with disabilities to support the member to start the business for sustainable livelihood. They can continue the project with the fund that will be created during the project period. There is a good opportunity to enhance the capacity of the person with disabilities to serve as instructors/entrepreneur in the private sector too.

In this respect, the project has a good scope to make the women and persons living with disabilities Self-dependent, develop their vocational capability and create self-employment opportunity to make them economically self-reliant in the community. The project will help improve their economical status and leave a chain effect of entrepreneurial activities among the most backward sections of society in the context of Nepal. New skills and opportunities will empower the WWDs/PWDs to contribute them live a significant and meaningful life in the society.

12. Others. (Write free to add on your practice)

If the women and persons with disabilities are provided with equal opportunities of

creating employment through such skills trainings and income generation activities, personal development and independent living skills through enterprise development and integrate employment opportunities; needless to say, most of the PWDs can lead a meaning and dignified life with social respect being themselves economically self-dependent at their own locality. Such activities will go a long way to ensure job placement, economic rehabilitation and empowerment to the person with disabilities.

Work Training Programs: Preparing Special Children for Life.

Abelardo Apollo I. David, Jr., MOccThy, OTRP

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The General systems theory explains that the individual is an open system that evolves and undergoes different forms of growth and development through an ongoing interaction with the environment. A disharmony in this delicate interaction due to internal and/or external factors may lead to activity limitations. Physiologic and medical conditions of persons with disabilities (PWD) may predispose them to certain impairments that could limit how they move, speak, interact and/or process information. If compounded with an inaccessible and unsupportive work environment, their opportunities for work will further be limited.

Work Training Programs offer individualized training programs that are tailor-cut to perfectly suit the students' needs. Some Occupational Therapists (OT) may opt to focus on addressing impairments using remedial interventions. This approach may prove costly, time consuming and ineffective especially on chronic cases. The programs described below are primarily intended for teens and adults with development conditions with impairments prevailing since childhood. Hence, heavy emphasis is placed on compensatory methods to enable them to find, engage and sustain meaningful occupations. Following a Top-Down Approach, the OT may prescribe adaptive pieces of device and modify activity processes to compensate for the client's weaknesses. Activities that are meaningful to the client's life experience and are directly relevant to his goals are used to as main therapeutic agents.

Below is a summarized account of a work training process the author has developed and continues to polish through the years. Note that Actual experiences of some students at the Independent Living Learning Centre, Inc. in the Philippines, are presented to illustrate how work training programs can make a positive impact in their lives. The real identities of the students are concealed.

Pre-vocational skills Program

Work behaviors are necessary for successful participation in a job or for independent

living. They include but are not limited to impulse control, cooperative behavior, attention span, concentration, decision-making, motivation, punctuality, attendance, acceptance of supervision, appropriate appearance, organization, and productivity. Teaching work behaviors should be emphasized in the students' pre-vocational skills program. The students are trained to gain these work behaviors through task-oriented activities such as wood work, crafts and the like. Emphasis of instruction is on the process rather than the product itself. As the students improve, their work behaviors are challenged by providing them with more complex tasks.

Mario, 12 years old, has difficulty controlling his impulse to grab. During pre-vocational activities, materials are given to him only when needed so as to minimize inappropriate grabbing. As he improved, materials were placed in front of him but still out of his reach so that he is required to request properly from the teacher. Then, the therapist organized group activities wherein Mario must learn to share tools with his peers and wait for his turn.

Job Readiness Program

Once a student has displayed appropriate work behaviors consistently, he/she may be moved up in the work training ladder - the job readiness program. In this stage, the student's work behaviors are maintained while simultaneously teaching them work skills. Work skills are capabilities that the student has learned or has the potential to learn. Work skills are more specific to certain types of jobs. Examples include typing, sewing, welding, drafting, woodworking, cooking, soldering, and baking. During this stage, the students perform in actual work environments but within the protective confines of the school.

Sharlene, 21 years old, undergoes training at the school's laundry shop twice a week. She is tasked to sort colored and white garments and tags them accordingly before placing them in the washing machine. A laundry staff puts the appropriate type and volume of detergent. She helps fold shirts and pants but still needs assistance in folding beddings. Sharlene's parents noted that her tolerance to work and compliance to authority has significantly improved since she started training at the laundry.

Matthew, 17 years old, has excellent encoding skills. He helps update the school's database and he assists the bookkeeper file receipts and vouchers. He was recently taught how to scan pictures and upload these in the school's website. His teachers are currently helping him prioritize and multi-task.

In all these work training stations, students are trained to follow standard operating

procedures which include logging in and out before and after entering the work place, wearing of the prescribed uniform, observing good personal hygiene, maintaining cleanliness of the workstation, extending politeness, warmth, and a helping hand to customers. Students also receive salaries at the last working day of the month. This is to simulate actual work experiences outside the confines of the school. This is also to give them a sense of satisfaction and increased self-worth as well as giving them the opportunity to manage their personal finances. This incorporates the value of discipline in money management.

Work Placement

Screening

Work Placement is the last step in the work training ladder.

The first step of this stage is the screening process. For the student to be eligible to participate in the work placement program, he/she should possess the following minimum criteria: good attention span of at least 30 minutes, can perform self-care tasks like feeding and toileting independently, has good motivation to work, can follow instructions and can regulate his/her social-emotional behaviors.

Assesment

The second step is assessment. This aims to determine the pertinent person, task, and environment factors that will support or hinder optimal performance at work. Person factors pertain to the student - his interests and abilities. Task and environment factors pertain to employment objectives, environmental supports and limitations, temporal factors, setting or space demands, and family resources, values, and goals. The goal of the assessment is to identify job options that are suited to student's interests, skills, and the resources available.

Selecting the best job option

The family reassesses the choices vis a vis their goals, values, and resources. After which, the student, the family, and the job coach identify the best job option. The best job option should address the goals of the student and should match his interests, abilities, and available resources.

Finding possible employers

The best potential employers is sought and contacted. A meeting with him is set for him

to know the student and for the job coach to negotiate on how the student could be accommodated. Here, general expectations, terms, and conditions are discussed and set. Points of concerns include the tasks, salaries, privileges, and work schedule.

Job Definitions and Development of the Work Training Program

Once the general terms have been set, the occupational therapist or job coach conducts an activity analysis of the possible tasks to be delegated to the student with the objective of defining the student's job description. If necessary, the student's job description is customized. The student may be initially taught the required skills school or therapy center. The student's program should reflect the goals, time frames, the resources needed, the training activities, teaching strategies.

Job Coaching

A job coach is a qualified individual who works directly with the student in the placement site to help him learn the specific requirements of the job, work-related activities, and professional behaviors without reducing the student's sense of responsibility (White & Kisser, 1988). Students are placed on on-the-job training after they have shown satisfactory performance in the simulated setting. During on-the-job training, the students perform the tasks in the actual workplace after the job coach has properly oriented all staff concerned.

Monitoring

As the performance of the student improves, the job coach may opt to endorse the student to the employer especially if he assesses that the student could already do the work independently. Monitoring of the performance of the student is also periodically conducted as he continues to work. The recommended duration of monitoring is twice a month (AOTA, 1987, in Dunn, 1988). The regular contact and monitoring between the job coach and the student is essential in determining whether the student is adjusting well in the workplace, his colleagues and supervisors are accommodating the student and the changes as well, and whether the student is performing efficiently. Changes in the intervention plan and teaching strategies are done as necessary.

Michiko, 18 years old, aspired to be a chef. With a little guidance, she was able to identify food-checking as a good alternative. This job also entailed working in a kitchen but it required less multi-tasking where she still had difficulty in. After undergoing job readiness training at the school diner, Michiko was eventually placed in a Chinese

restaurant in Quezon City. The owner agreed to take her in provided that the job coach assisted her at least during her first week at work. The job coach requested for a meeting with the restaurant's staff to orient them on how to work more effectively with Michiko. Michiko is about to celebrate her 6th year anniversary at her work place. She feels very happy knowing that her boss and her co-workers are satisfied with her work. Richard and Levi, both former classmates of Michiko, are also employed and are doing as well in the other braches of this Chinese restaurant. Michiko gets together with Richard and Levi during company outings and parties.

Summary

The work training program described is a goal-directed process that was designed to accommodate the students' specific needs. Crucial to the success of each student is a good match between the child's interest and skills and the demands of the job. Intervention should not just be focused on training the child but on preparing the work context to minimize obstacles. It follows a systematic approach so as to ensure a smooth transition of the student to the workplace. Seeing people with special needs integrated in the workforce will help society realize that given the right opportunity, they can also realize their dreams and become contributing members of society.

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Gainful Employment for All in Sri Lanka

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Hony. President

Sri Lanka Foundation for the Rehabilitation of the Disabled

Sri Lanka is a rapidly developing country in South East Asia. The population of this island nation is 22 million and about 75% are Sinhalese. Tamils and Moors comprise the rest of the population while there are minor ethnic groups such as Malays and Burgers. Major religions are Buddhism, Hinduism, Islam and Christianity.

Principal exports are made garments, tea, rubber, coconut, gemstones along with other cash crops that bring in considerable hard currency into the country.

According to latest unconfirmed estimates 7% of the population is disable persons. A majority of the disable children have no access to education due to reasons such as poverty, transportation problems along with negative attitude shown towards disable children by their own families not to mention the society at large. Statutorily, the government allocates 3% of the government jobs to persons with disabilities. However, this goes unfulfilled and uncontested as there are no enough qualified persons with disabilities even to fill this little percentage. Our Foundation is concerned about this sad situation and works hard to turn around the trend. Accordingly, we are currently engaged in activities with the participation of the government institutions to urge the parents to enroll their disable children in schools in proper time.



We have started the first phase of this program in Uva, which is one of the poorest provinces in Sri Lanka and our Foundation is providing financial assistance to families who have difficulty in joining their disable children in schools. We impress the parents that providing a good education is essential for their kids to be successful in their

lives.

The government ascertains the rights of the disable children for equal opportunity for education and provides access facilities to needy schools. In the meantime, we conducted a 3 day training program for teachers encompassing about 600 schools on how to handle students with disabilities. DHR of Sweden sponsored this activity. The Education Ministry of the Uva Province upon identifying the usefulness of this program has planned to conduct this in the coming five years to comprehensively provide by year 2020, formal education for every child with disability in Uva in the regular classrooms and in special classrooms whenever the former is not possible.

There is a large number of youngsters who have obtained minimum education but have no any other vocational training. Department of Social Service is running 7 vocational training centers in the country for such youths. However, the trainings provided in these centers have become obsolete and the curriculums there do not meet demands of the current job markets. Due to this, our observations indicated that the number of the youngsters applying entry into these centers have drastically dwindled in the recent past. To rectify this situation of this just disinterest we designed suitable training programs that would be inline with the current trends such as Batik industry, wood engraving, pet dolls, footwear making, cane products, garments etc. Additionally, mobile phone repair, computer training & repair, electric and electronic items repair too are being provided. Home farming trainings too are provided on how to grow vegetables, fruits, mushroom etc. We have video accounts of these training programs. The organization that provides help for these programs is making arrangements to introduce them to some African countries and Nepal as well.

Leadership and business knowledge program

We are conducting 6 day leadership programs in-taking 40 participant for one program to improve the identified skills of persons with disabilities in the areas where we carry out our project, with the assistance of resource persons who are experienced officers from the Department of Small Industries, Department of Social



Service and Department of Youth Affairs. We also provide financial assistance to successful trainees to start their chosen income generating activity upon their newly acquired skill for which help is provided by the government as well by like minded organizations that join hands with us in this mission. We will soon send you detailed reports and some visuals to substantiate these claims.

Creating awareness about infectious and non infectious diseases among persons with disabilities

If a person, despite his disability, is enabled to be a healthy person, it could be helpful for him or her to fulfill his/her future aspirations. Recent studies show that lack of knowledge on health issues as well as unavailability of proper assistive devices such as wheelchairs, crutches etc too is impeding the progress of persons with disabilities, especially in rural Sri Lanka.

We advice persons with disabilities to consult a doctor to determine the most appropriate assistive devise they should obtain. Furthermore, Rehab Lanka, the manufacturing arm of our Foundation churns out such assistive devises recommended by specialists. We are proud to divulge that Rehab Lanka is fully employed with persons with various kinds of disabilities.

Apart from this, we conduct awareness programs on how to prevent HIV/AIDS, at the rate of one program every month for which we seek the assistance of medical experts in this subject.

Lack of proper sanitary facilities is one of the main problems disable persons face in rural areas in Sri Lanka. Especially, disable persons who use wheelchairs have great difficulty as toilets/wash rooms are not wheelchair accessible in most places. Although we have plans to build 600 such accessible toilets/washrooms, it could not be moved forward as we could not find a sponsor for this project. It has been estimated that one toilet/washroom would cost in the neighborhood of US\$ 1600.

1. 1. Introducing good practices

- 1.1 Job market existing for persons with disabilities in Sri Lanka.
- 1.2 Devising income generating strategies for persons with disabilities through vocational training.

1.2.1 Priority of our Foundation is mainly focused towards socializing persons with disabilities by enhancing their economic condition through reinforcing their avenues of revenue

1.2.2 Ascertaining equality and self dignity of persons with disabilities in their families as well as within the society by improving their skills and bringing out their potentials to the optimum by providing them education and directing them towards an income generating activity.



1.2.3 Directing persons with disabilities to appropriate fields upon identifying the persona and analyzing his capacity.

1.2.4 Creating training opportunities for young males and females with disabilities in regular vocational training centers by urging the government and enabling children with disabilities to get proper education by creating awareness to their parents.

1.2.5 Providing the basic assistance for the disable youths to start self employment ventures upon the vocational trainings they obtain and referring those who have obtained higher education for suitable government employments and raising voice within the home and the society to win their rights.

1.2.6 In developing countries the mentality of persons with disabilities continues to be that of a dependant one. They are not keen on identifying their potentials and are lethargic about learning on how to make use of the basic assistance and financial assistance that come their way time to time. For such persons our foundation provides leadership training along with money management skills and business training.



1.2.7 If these persons fail to make use of the assistance and training they are granted forever, their existence would continue to be a burden to their families. The scant monthly allowance of US\$ 3 the government provides for persons with disabilities is only better than nothing and can only last some hours in the present economic

condition of Sri Lanka. Therefore, we urge every person with disabilities to try and strengthen their economy to overcome these problems.

- 1.2.8 Good education is essential to win the future challenges along with vocational trainings. It is also worthwhile to know about the rights of persons with disabilities that are established by various global conventions and laws that are affective in most countries. Training also should be provided to persons with disabilities for advocacy and lobbying.
- 1.2.9 It is necessary to ascertain that the persons with disabilities are given equal opportunities in all sectors and that the government provides them with basic needs for their progress and our foundation relentlessly strives to achieve these objectives. We believe that the persons with disabilities too can become contributing citizens for the development of the country, if they are properly developed by bringing out their hidden powers.
- 1.3 Persons with disabilities generally do not relish being out of their family units. Therefore, we propose that the rural training we have introduced is very suitable for many settings. We also work to create their own leaders for advocacy needs and winning their rights which we believe could be adopted by most of the other countries and territories as well.
- 1.4 If every person with disabilities is made into contributing citizen in developed as well as devolving countries they would provide their share for this world by becoming useful persons in the society.

Corporate Management and Social Justice of Non-Profit Organizations -The Experience-sharing of Information Key-in Center of Taiwan Eden Social Welfare Foundation

Patrick Yeh

President

Eden Social Welfare Foundation

I. Strategy positioning of non-profit organization transformation

More and more non-profit organization (NPO) is partly commercialized in order to gain sufficient resources to maintain its operation. Like any business out there, it too has its life cycle and faces both the internal and external competition challenges. However, due to the characteristics of the non-profit organization, it cannot accumulate or use enough capital, which results in frequent insufficiency of funds and manpower, the difficulty of product R&D in factories; in addition, NPOs operate in a slower pace, so that its capacity fail to compete with general profit-seeking enterprise, and its products does not really meet the demand of the market and projects. What's more, commercialized NPOs must exercise extra caution in order to achieve their mission and purpose, and at the same time not to be questioned or doubted by other parties about its purpose and activities in profit making. Eden Social Welfare Foundation, for example, is a non-profit organization, whose affiliated enterprises are engaged in business activities. Unavoidably, it is questioned.

Fortunately, because it is stipulated in related laws and regulations that as long as "the profits are not distributed in the Board of Directors," the business activities of non-profit organizations are not considered profit-seeking activities. The business activities that our affiliated enterprises business engage in not only return the profits to the PWD, but also provide employment opportunities for them, further encouraging "financial independence," and "contribution to society." However, currently we still need to work on how to overcome skepticism from the public, and how to do public marketing through written publicity material such as "charity marketing," "consuming for love," in order to educate the public and make them realize the positive meaning behind the commercial, profit-seeking behavior of the non-profit organizations.

In fact, the purpose of the commercial activities of NGOs is not merely to earn profits. It also intends to enhance NGOs' capacity to provide career sheltering and vocational

training, and develop civil social justice and social responsibilities in our society. Since its establishment over 30 years ago, Eden has been setting up sheltered workshops or shelter OEM. The products created by Eden welfare enterprises include both physical products, and intangible products, that is, the provision of services. The sources of physical products include:

1. Products provided by the manufacturers. Eden is responsible for sales and distribution (such as Eden water, Christmas card charity bazaar)
2. Products donated by the public, for sale in bazaar
3. Products produced in Eden's sheltered workshops (such as pottery cup, designed candles, etc.).

Due to the different production and marketing system, different promotion modes are created.

II. Eden's Business operation experience mode



Since its establishment in December 1981, Eden has been upholding a positive belief that "it is better to teach him how to fish than just give him fish to eat, and further create a world of sufficient fish. In order to solve problems the persons with disabilities (PWDs) face in getting employed, and to provide employment opportunities and good employment

environment, the corporate sector is established. It aims to not only develop Eden's capacity to be self-sufficient, but more importantly, to provide a work space for PWDs to bring out what they have learned to the work field. Special emphasis was put on welfare business and the unified business mode of R&D, training, production, and marketing. Through developing more job categories that meet the market demand, the PWDs can be trained to acquire professional skills. Also, sheltered workshops that are highly competitive were set up to create job opportunities for PWDs, so that they can learn the operation of production and marketing, therefore developing social justice and social responsibility in a civil society.

Those who sheltered workshops aim to serve are people aged 35 to 65 years, with a willingness to work and but lack of necessary work abilities. The workshops provide sheltered employment and enhance PWDs' professional skills in the workplace. The

business modes include factories, shops, farms, workstations (room) and so on.

The products of sheltered workshops can be procured in priority by the government and enjoy the advantage of charitable marketing. This will help expand the scale of production and marketing and create more revenue. In addition, this can prove the private sector PWDs' work ability, and boost employers' willingness to hire PWDs. This adds great value with a small budget. Furthermore, the income generated can provide stable funding and allow the Foundation to enjoy a certain degree of autonomy. The income generated can also help maintain the provision of service, regardless of changes in the external environment, and support the funding of more diversified services programs. As a result, we can give an effective, holistic service to PWDs, without having to worry about the source of budgets; On the other hand, it can help us maintain an interaction with the competitive market, absorb market information and experience, to conduct vocational training, offer employment assistance and to develop NPO management, which enables PWDs to return to the mainstream job market. This benefits both parties.

Therefore, the commercialization philosophy and vision of Eden has come into place. The operating mode of "unified R&D, training, production and marketing" is as follows.

Business philosophy: "It is better to teach him how to fish than just give him fish to eat, and further create a world of sufficient fish"

Mission: to serve the disadvantaged, to promote the double welfare, witness Christ and lead people to Christ

Vision: Where there is the demand for services, there is the presence of Eden Services.

Business model: Unified "R&D, Training, Production and Marketing"

Three main purposes of commercialization

1. Provide employment opportunities, hire more PWDs to implement the production work, and give shelter to persons with disabilities.
2. Make all PWDs "self-sufficient," and contribute to the community whenever they can.
3. Make good use of the resources of the community, and establish a channel for public charity marketing, promote the concept of social welfare marketing, that is, a diversified operation mode, the actual operation of concept marketing, and promotion of visions of public charity marketing.

It is clear that the products that sheltered workshops make are mostly low in economic value, such as pottery, wheelchairs, used clothes recycling, etc. Under such condition, the profit gained through product sales is quite limited. What is more, because the sheltered PWDs have limited production capacity, even when partner contractors are willing to place orders, it is likely that the sheltered workshops will not be able to deliver within requested timeframe. Therefore oftentimes the sheltered workshops can barely make ends meet. What is worse, sheltered workshops lack the required competitiveness to go head to head with other industries. So, sheltered workshops are still limited in terms of



industry type. Currently, the products of sheltered workshops are mostly regarded as non-mainstream, non-competitive products. This limits the job opportunities sheltered workers can get after they learn the skills in the workshop and decide to enter the competitive job market with the skills acquired here.

III. Case Study Sharing

We would like to describe the breakthrough transformation of Eden's Information Key-in Center, which is more mature among all affiliated enterprises of Eden, to illustrate the promotion experience of the unified (R&D, Training, Production, Marketing) operation mode and public charity marketing. We would also share how we manage to come up with service-integrated plans, which hopefully can serve as reference for other NPOs wishing to commercialize.

1. The Origin of Information Key-in Center

Basically, PWDs simply suffer from certain physiological defects, for example, it's harder for physically-challenged people to move around, but faculty of speech, thinking, logical reasoning and brain function is unaffected, like other healthy people. In times of soaring unemployment rate, it is never easy for people with disabilities to find a job with stable income. Vocational training before 1990 has trained many students with disabilities, but at that time it was not as common in workplace environment to accept the employment of people with disabilities, therefore the trainees still have difficulties in landing a job when they finished training. To address this issue, Eden set up Information Key-in

Sheltered Workshop in June 1990, offering professional typesetting and word processing, to enter the competitive market and earn a share in the typesetting business (see Table 1).

Table 1: About Eden Information Key-in Center

Name	Information Key-in Center
Time of Establishment	June, 1990
Region	Taipei City
Product	Labor service, such as typesetting, word processing
R&D	None
Production	None, labor service
Target Market	General public
Promotion (marketing)	Online, Email
Service	Keying in name lists, by which PWDs can learn professional skills on the job. 35-36 PWDs are served here.
Technical skills	Basic typing ability is required. Key-in speed and accuracy will be trained in Eden.
Funding*	1.Government subsidizes rent costs 2.Electronic business commission fees
Operation Performance**	Annual revenue: NT 16~20 million, offering 21-15 PWDs job opportunity.
Floor Area	60-70 (pin) * 1 pin= 2 pieces of TATAMI
Number of Employees	37 PWDs in total

Funding*: NPOs' funding source can be grouped into four categories:

- 1) Fund yields and dividends: including interests from bank deposits and stock dividends
- 2) Donations: donation from organizations, general public, general corporate and other non-profit organizations;
- 3) Government subsidy: Grants from proposals
- 4) Own business: direct sales of goods, labor service, charity events, commission fees of event organizations

Operating performance** economic indicators: operation income; non-economic indicators: number of cases from clients.

2. Service objects and service contents

Service objects: PWDs, tested to have knowledge of using computers, 18 to 40 years of age.

Contents: Cooperate with companies and publishers to provide work opportunities to PWDs.

3. Features of Information Key-in Center Service

- 1) Book typesetting: the typesetting service for books.
- 2) Archiving data: provide the service for archiving name lists.
- 3) Business card production: business card layout design, business cards printing service.
- 4) Dispatch: provide staff to customers' designated locations, to process data key-in and archive files.
- 5) Quality assurance: in the age of advanced information technology, the scale of data key-in industry will get bigger. Besides having the excellent equipment and great human resources, the two-shift management offers stable manpower to assist enterprises in handling typesetting jobs. Data correct rate is up to 99.8%. The speed, timeframe, and fast service are of high quality, which establishes the reputation of the sheltered workshops reputation.

4. The process of the transformation of Information Key-in Center

In Table 2, the process, changes and breakthrough of Information Key-in Center are detailed, showing an overview of the creation and changes of the Information Key-in Center. The focus is on how Eden changes the operation strategy and transforms itself, how Eden respond challenges to realize the mission in face of external environment impacts. This is also a brief account on the PWDs' career development in the information industry.

Table 2: Summary of the history of Eden Information Key-in Center's transformation

Phase	Time	Direction and Business	Business Volume	No.ofEm-Ployees	Threats, Risks breakthrough strategy
Start-up	Jun 1990~ Jan 1991	Start-up phase. The focus was on the planning of direction (6 months) and market research	In preparation	5	Understand the market trend, decide the service direction and contents
Business Development phase	Feb 1991~ Jun 1992	Three directions and four services 1. Programming design and development of computer assisted tools (4 people) 2. Hardware sale (2 people) 3. Key-in, typesetting (6 people)	No surplus, 4 to 5 million/year	12	Due to initial establishment, business just started to grow, thus having very little control of the market
Professional key-in, typesetting phase	Jun 1992~ Jul 1998	Key-in, typesetting: at this time the Japanese series MORISAWA(森澤) typesetting system is used. (At this time the typesetting market used Japanese system. There was Apply system, but the cost was too	15 million at its peak, 8~9 million in recession	35->2	1. Hardware can't be upgraded timely: Remove hardware sale, because the computer hardware updates too quickly, and there is no staff familiar with the computer hardware market. The procured hardware fail to meet the need of the market in a short

		high to procure. In 1995, Taiwan WIN system started to import typesetting system, which has simple function, low cost, so the typesetting market is mainly WIN system)			time, the equipment update speed is too slowly, therefore the hardware sale is removed. 2. Software: Programming design and assisted tool development can't yield results, contribute, or generate income, plus there is lack of maintenance staff; therefore remove this service 3. WIN system took off in Taiwan, causing great changes in computer typesetting environment
PC typesetting phase	Aug 1998~ Dec 2001	Since WIN98 came out, typesetting became very easy, so the Japanese typesetting system was abandoned; Taiwan WIN system typesetting was used instead. The Song-shan office	5.4 million/yearly	6~10	Transition from Japanese type setting system to Taiwan WIN system. In addition, "Data key in" business started.

		was mainly in charge of typesetting service. But due to the decline of need for typesetting, employees were laid off. Chong-de office was mainly in charge of data entering. In the future, the information processing service will be the focus of Information business			
Data Key-in phase	Jul 1998 ~ May 2008	Data Key-in, because the market scale is getting bigger, more employees are needed. Equipment and manpower were put to better use with a two-shift system. Management focus is on stabilizing of employees. The rate of correct key-in data is	16~20 million	35~36	In 2002, the experience of data key-in was copied to Wu-gu sheltered workshop; it was estimated to increase 15 job opportunities for PWDs.

		99.8%. Speed and timeframe was enhanced to maintain service quality			
Sheltered workshop operation	Jun 2008 ~ present	<p>According the Article 35 of Protection of Rights of Persons with Disability, the changes are:</p> <p>1) Registration Permit must be obtained from local labor council before offering service</p> <p>2) Increase of Tax Land tax, house tax, business tax</p> <p>3) Restrictions on the hiring of employees: evaluation mechanism</p> <p>4) Positive support from the public sector: Support of prior procurement, sheltered workshop evaluation,</p>	14~16 million	45~50	<p>1. Through job counseling evaluation, sheltered workers create work proficiency 30-50% as much as ordinary workers.</p> <p>2. To meet the standard of the business (99.8%), more manpower is required than before</p> <p>3. Cases become more difficult, so more professional skills are required.</p> <p>4. Employ more sheltered workers to solve the problem of insufficient capacity</p> <p>5. Prior procurement helps develop products with more added value</p>

		regular supervising (finance and service)			
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IV. A manager's viewpoint (investigate the key factor of success and success development cycle)

A. Prologue<June 1990 -December 2001>

In June 1990, I entered this field of work that I was interested in; the PC was just starting out, so having the opportunity to use it at work and run a business with it was my first priority in choosing jobs.



It never occurred to me that the three directions that I initially planned were left out except labor-based computer typesetting, due to factors of the market and personal career planning.

Typesetting, a job that earns little bread, made a group of PWDs who had no previous experience very afraid. The doubt of whether we should change jobs kept showing up. On one volunteers travel, I shared my doubts and confusion with Director-General, "if the department has no chance to earn surplus, is its existence necessary?"

He said, "Surplus is the grace of God, but it may also be the glory God wants us to make, to take care of the minority, who needs care most in this society, even when there is no surplus at all."

I was 24years old then. Because of this word, I also started to ponder what "glory of God" is. When I am in trouble, when a group of volunteers have no work to do, I ask God to give me a little strength. I made all the sales calls I could make, strengthened all necessary skills every day, and when I did my very best, God's door was opened. A friend referred a publisher that needed assistance due to its market expansion to me. In a telephone call I was asked: "Can you finish the typesetting of a book in a week?" I answered "No problem" instantly, but deep in my heart I thought it was far from possible to finish even in two weeks. (Maybe I was scared of having nothing to do, so I'd rather work myself to death than bore myself to death).

For this order that God gave us, everyone worked for extra hours on Saturday and

Sunday, and successfully finished the case a day before deadline. After this, our business volume grew from 1 book a week, to 30 to 36 books a month at peak. The glory of God was hidden in "cooperation," waiting to be found and discovered by us.

Corner <July 1998 ~ Present>

Where there is daylight, there is darkness. The sun must set. Typesetting was no longer difficult in publishing with the help of computer technology advances. So there was no longer demand for professional typesetting; therefore, leaving the market was only a matter of time. Upon seeing other typesetting companies close their business, I could not help but ask God, "Is your glory going to change? Could it be that rest is also an honor? It was a time when the government held open policy for banking privatization. Taiwan's banks were forced to create other products and services to survive. Credit card is a good creative financial product. It is good for the banks to hire people to deal with the key-in and archiving of credit card personal data. And it is even better and cost efficient to adopt cross-industry cooperation (at that time cross-industry cooperation were regarded as a fairly innovative idea). When the friend that introduced us to this business brought the order of archiving credit card data, I thought to myself that this business yielded such a small amount. Could this earn bread for a dozen of people? But we had no choice say to turn down the offer. If we didn't do it, we had to shut the business. It is always better to strive hard for it, even if we failed in the end.

That Year the Laws on Protection of Rights of Disabilities were passed. The new regulation made it mandatory for the public sector to hire one person with disability in every 50 persons. It happened in just one night, 10 thousand job openings were created. I was only 30 years old, if I gave up the business here; there were many opportunities for me to get a stable job in the Government. However, it was strange that the idea appeared only once and never showed up afterwards, simply because I wanted to witness how God would lead us this time? One way or another, the night is coming, it wouldn't take too long to wait a while.

God never gave up on us<henceforth>

It is now June 2012, which marks 22 years since the Eden Information Key-inCenter was founded in June 1990. Our banking customers grew from the biggest local credit card-issuing bank to three. The hired PWDs includes those with high productivity and those with only 30% to 50% as productive. Our required skills ranged from highly professional typesetting commands to keying-in whatever we see. Our PWDs range from physically disabled to sufferers of autism, intelligence disorder and mental disorders. Our overtime

hours decline from 16 hours to less than 16 hours weekly. We also have employee turnover rate that ordinary companies cannot bear.

Facing the request of the accuracy rate of 99.8%, each piece of information has to be checked and proofread by 2-3 employees. The first key-in employee must use a difference input method as the second one. The shift hours have to be properly managed, so there the computers and manpower can be put to best use. Questions like what sort of interface is suitable for which employee keep challenging our operation strategy (IQ) and patience perseverance (EQ).

Perhaps people would think of "Digital" when they see "數位" in "Eden Information Key-in Center, Department of digital data labor service workplaces" (庇護勞務事業部數位資料處理中心), but actually it is a pun. 數位 can also mean it takes a couple of sheltered workers to jointly finish one task. So "數位資料處理中心" can be translated as "A Digital STAFF OF SEVERAL CLIENTS DO ONE DATA-ENTRY-WORK" in English.

In addition, "數位" can be an adjective that means tiny, when customers demand an accuracy rate of 99.8%, it means the error rate of 0.2%, a very small number. It is not easy an average person, and quite hard for sheltered workers. For this reason, sheltered workshops put in a lot of skills counseling and hire many people to teach to them ability to better recognize words correctly. This highlighted the fact that for sheltered workers here, the professional competency is the ability to stay focused to finish one task. As there as they are focused, they can achieve something great.

For the past 22 years, I have seen the glory and grace of God that lead Eden Information Key-in Center through six phases of transformation. I can finally better understand what Jesus Christ said, "these things done to the minimum brethren are things done to me." I am more convinced that God has never given up the minor PWDs and social justice. Henceforth, He still will not give up!

5. Conclusion

It is never NPO's sole purpose to commercialize to earn profits, but to increase their ability to support the society to provide career sheltering and training, developing civil social justice and social responsibilities. The article takes the breakthrough of Information Business Center affiliated with Eden



Social Welfare Foundation as an example to illustrate Foundation's unified operation mode of R&D, training, production, and marketing, as well as the experience of promotion of charity marketing. Moreover, the Information Business Center shares how it come up with an integrated plan and idea, which can be taken as valuable reference for other non-profit organizations.

In June 1990, seeing many PWDs failed to get a job, stayed at home and got rusted regardless of their long-term computer key-in training, Eden established its business in computer key-in and typesetting, simply to keep and increase the job competency of PWDs. On the one hand, we hope their skills can keep improving. On the other hand, we expand the job market. Up to date, the operation has been 22 years.

In 22 years, Eden Information Key-in Center went through six phases, the startup phase, business development phase, professional key-in and typesetting phase, PC typesetting phase, Data Key-in phase to sheltered workshop operation phase. Our annual revenue range from 4, 5 million to 20 million, offering employment for 35 PWDs on average in a year. The economic effect of learning to be self-sufficient is no less than that of SMEs, not to mention there are more than a 1000 PWDs who were trained here and referred to the job market.

Although employees are mainly PWDs, it is never a reason to relax or slack off. Instead, we set high standards like any industry. To better facilitate PWDs, we use the vocational rehabilitation design and create barrier-free environment, turning the key-in work into a mode that takes less time and physical effort. Whenever one experiences fatigue after a prolonged key-in period, they can get around or take a rest. Plus, the key-in task is done in team cooperation, so the deadline is not missed because a person or two take a rest. However, changes in the information industry are rapid; oftentimes the learning ability of PWDs cannot catch up. The problems we currently face are that the mentality of PWDs affects their work quality and competency. To respond, we would evaluate their workload and work ability to modify their work responsibilities, freeing them from the requirement and stress of production, with an aim to protecting their job opportunities. We would first evaluate their work performance with objective statistics, observe for a period of time, and set up a meeting with employees who fail to meet required performance. Counseling is offered in accordance with their improvements.

In this article, we also wish to prove NPOs involve many areas of work, including capital to open up a business,(procurement of equipment, revolving funds, wages), acquisition of land, rental, product sale, market competition, product composition and positioning, profits, salary, surplus, quantification, work target and ways to control, which are not the business and things NPOs are familiar with.

NPOs used to be mostly task-oriented, and seldom retain earnings as savings, so there is prevalent insufficiency of own capital. In the future, if we want to develop socio-economy, then issues of capital acquisition and return must be considered. Moreover, NPOs are driven forward with passion and empathy; less emphasis is put on production technology, management techniques and tools. If we cannot use our unique advantages and welfare advantage to develop key success factors of market differentiation and create a virtuous cycle of NPO success, then the social economy that social welfare institutions and volunteer groups participate in cannot be social capital.

25 Years of Promoting and Encouraging People with Disabilities to Work on an Equal Basis in Open Labor Market

Ms. Duangdao Thaikam

The Redemptorist Foundation for People with Disabilities

1. Background (Why we need the practice, what has been the social background?)

Before 1984, the general situation of people with disabilities in Thailand was that they had fewer opportunities, poorer quality of life, were kept at home and taken care by their families or stayed at a charity home for people with disabilities. People were quite familiar with the image of disabled beggars begging for money on streets or around transport stations. It was not easy for people with disabilities to earn a living by themselves in society.

In 1961, Father Ray, an Irish American Redemptorist Priest was sent to Thailand. After some years in Thailand's northeast, he was assigned to work in Pattaya. He saw some beggars with disabilities on the street and thought that they surely must have more abilities and could become contributing citizen. With his contribution, Father Ray founded the Redemptorist Vocational School for the people with disabilities. Electronics and computer courses were opened at the beginning to serve people with physical disabilities not only in Pattaya but from all over Thailand and also some neighboring countries.

In 1988, the first class completed the program. Ever since, the School has been developing in terms of curricula, number of students, and human resource including buildings with more accessibility.

In 1991, the School played an important role in supporting DPI Thailand and associated organizations pushing to have the first rehabilitation law for persons with disabilities so that people with disabilities can work for a better quality of life.

Our vision of working is that to create a learning community with moral principles in an environment where every individual resident is happy and successful. In addition, all graduates will be employed and recognized in terms of proficiency in the international realm. Therefore the philosophy "Empowerment of People with Disabilities to Enable

Themselves and Society" and the Motto Honesty, Gratefulness, Diligence, Generosity were selected.

More than 3,500 students graduated, currently, there are 210 students with disabilities in the School. They are receiving accommodations and food free of charge. Five courses are offered i.e. Information System Development (ISD), Electronic Science (ES), Computer and Business Management in English (CBE), Elementary Education (ED) and Mould & Die Drawing Technology (MDT).

A success of the School the Redemptorist set up an organizations to work on disabilities related issues as following;

- 1998 - Registered the Redemptorist Foundation for People with Disabilities to run an empowerment program for persons with disabilities and a legal body who own the School
- 1999 - the Redemptorist Job Placement for People with Disabilities was set up as a job placement center to serve people with disabilities who are looking for jobs free of charge, promote self-employment, conduct research and development to promote employment for PWDs. The center can serve not only graduated students from the School but also people with disabilities from all over Thailand.
- 2008 - Set up the Redemptorist Vocational School in Nong-khai to be a training center for PWDs and a linkage to ASEAN countries.
- 2009 - Set up the Redemptorist Center for Children with Special Needs to run a rehabilitation program for children with special needs and their families. We are developing programs to promote employment and independent living for the children.
- 2012 - Set up a unit to promote Social Enterprise and also a center for empowerment of PWDs and a help line : 1479 "call and message center"

2. Content of the practice (What is the content of the practice?)

What have we been doing to promote job opportunities for people with disabilities in the open labor market. There are 6 major practices:

2.1 Train as a trend of market need

We have to make sure that after graduating from vocational training a trainee will get a good job.

It is important for our School to always keep in touch with companies and industries to update the trends of the computer and electronics they are using in their businesses, so that we can adjust the curricula as well as technologies used in the School to suit the businesses as much as possible.

In addition, we will have to consider the labor situation in the future, such as how many of our students have graduated in this field, and how many marketable skills they have. This means that in addition to analyzing the demand of the labor market, we must consider the ability and potential of our learners.

2.2 Job Placement (Networking)



Generally most people with disabilities who go for a job interview will not be employed. The center plays an important role in supporting both the employee with disabilities and the employers. For employers the center delivers the message to make them believe and trust in the skills and abilities of people with disabilities that they are going to employ.

Because of the good reputation of the School it's not too difficult to convince them.

Before PWDs apply for a job the center has a process to prepare them such as they will be evaluated to determine their knowledge and skills. In case some of them are not ready for the job they apply for, they will be trained to gain more needed knowledge and skills at the center for 4 - 12 weeks. As well, the center supports them to gain more confidence, value and believe in themselves.

Moreover, the center is open for both employees with disabilities and employers for consultation in case they have any problems. As well, the center will follow up within one year to ensure that both sides are satisfied at the workplaces.

The heart of job placement center is to be a network between PWDs and establishments. Moreover, this network needs to have the correct understanding about the kind of work people with disabilities will do and develop the trust between those employed and the employers so that they can rely on each other.

2.3 Self-Employment

Some do not want to be employed in business companies but instead they would like to be a business owner or self-employed, therefore we also support them according to their needs. Some of them would like to be trained in business management, packaging design, or handicraft product making.

There are two different types of self-employment : (1) Business Service, such as appliance repair, computer programming development and web site etc. This could include a small shop as a part-time job or a job without a physical shop. (2) A variety of crafts products for sale, such as food, snacks, etc.

The difficulty of self-employment is insuring the high quality of products which correspond to the regular market and finding the way to sell the products to make a profit. The difficult thing is that most people with disabilities have trouble with reasonable and reliable transportation. This makes it hard to find the material for their products, high cost and lessens the opportunities to seek new perspectives in order to develop a product or service. For this reason, we must have the cooperation of professionals who come together to support the PWDs' career paths.

2.4 Empowerment

People with disabilities should be trained to improve their self-esteem, self-confidence and the manner for living in society. These have happened naturally in Pattaya with peer-support. The PWDs learn from the qualified teachers and staff and among their friends with disabilities. They also all do good activities that benefit society such as fixing electric appliances and developing website for free.

People with disabilities mostly are from rural areas with less opportunities and that, especially for those who have a severe disability, also contribute to low self-esteem. Therefore, we have various programs and activities to empower them such as our independent living (IL) program. Its activities, such as peer to peer support and daily life skill practice, increase their self-confidence.

In addition we organize a camp for sharing experiences in work places for those who have been working for a while. They share and exchange valuable experiences that they have faced and tell how they overcame those challenges to their friends so that they can support and empower each other. With this resource, a lesson learned, we help both

employees and employers avoid any problems which could happen.

2.5 Social Movement and Political Participation

As we have been working on vocational training and job placement for people with disabilities, we have found that they have to face some problems and challenges such as the negative attitude of people in society, and inaccessible environment/transportation, and the lack of support for us on these important issues.

Accordingly, we have been doing various activities such as encouraging people with disabilities to go out for voting whenever they have an election in both local and national levels accordingly. The school opens for candidates to campaign and speak about their policy or what they are going to do for a group of people with disabilities. As well, we follow up to see whether the selected candidate has done as promised or not.

Politicians are very important for social changes. The PWDs have to be involved in the social activities in order to make politicians acknowledge the PWDs' problems. Some problems are very important for PWDs but politicians may not realize they are. We must mobilize all resources to move society in different direction.

2.6 Public Awareness and advocacy (law, policy and enforcement)

In terms of public awareness, we have done various activities such as participated in sports competitions at both the national and international level, social activities in communities like repairing TVs, radios and computers, creating websites or software free of charge for a cheap service price for people in the communities.

Not only should be participate but we need to show what we can do to contribute to society. By doing this people will be aware that people with disabilities are members of the community and have the same equal rights as others. As a result, we hope that PWDs will be more welcomed into society.

We have done several advocacy activities. For example whenever there are national sport competition for PWDs, we have always convinced responsible authorities that this is the opportunity to make people in the province more understanding of disability issues. They have to make adjustments by providing accessible accommodations and making events accessible through public transportations. Moreover, we have discussed with the Ministry of Tourism and Sport to improve the services for all.

We played an important role in order to have The 1988 Rehabilitation Act for Persons with Disabilities as well as promoted the law comes to enforce a collaboration with Disabled People Organizations (DPOs) from all over the country. As well as The 2007 Empowerment Act for Persons with Disabilities, National plan and related regulations.

We convinced and reached understanding with the Ministry of Education and the Ministry of Labor that they should pay more attention to PWDs. We encouraged the Ministry of Education to develop their curricula to be suitable for PWDs and the Ministry of Labor to welcome PWDs for vocational training.

We have been a role model for the other 8 vocational training centers under the Ministry of Social Development and Human Security. They have tried to improve their services and training curricula to serve PWDs from all over Thailand.

We promoted Transport for All on ASEAN Connectivity with Ministry of Transport, MOT. MOT decided to run pilot projects on 6 major transport mode such as Between City Bus Station and Services, Bangkok Bus Services, Underground Train, Between City Train, Piers, and Airport. Transport will be more and more accessibilities for PWDs.

In last 5 years we have been producing TV program broadcast on National Television Station, NBT (National Broadcasting of Thailand - Channel 11), and also on National Cable TV (True Visions). The program show and talk about policy, good case study, services etc. We reached to many policy makers with our TV program, they also love to be on media.



3. Effects (What are the effects of the practice and to whom?)

We pound to say that we are the national leading organization on disabilities especially on physically challenge. Many activities effected to people with all kind of disabilities and non-disabilities and most activities benefit to wheelchair users. There are some effects in

conclusions;

3.1 Employment Situation

There are 3,500 employees with disabilities employed in the business sector who have graduated from the School. In total 1,500 employees with disabilities, who did not graduate from the School, are in the open labor market who have passed through the process of the job placement service.

We opened the door for PWDs in open labor market. Uncountable number of PWDs and families who benefit by our initiatives.

3.2 Vocational Training Development

At present vocational training is available at the 8 vocational training centers which located in each provincial part of the country. The Ministry of Labor provides this training for those without disabilities and PWDs who are more than welcomed to be trained at any center under the Ministry. As well as Ministry of Education also announced policy for PWDs to admit to vocational training in all institutions across the country. Ministry of Education also promote vocational training in all technical colleges across the country.

3.3 Law and Policy Development

Law and regulation for PWDs in Thailand has been improved. Since we and others like the Disabled People Organizations (DPOs) have taken an important part in the movement to have better laws. At present it has changed from charity based to right based as result in the law when Thailand signed and ratified it at the Convention on the Rights of Persons with Disabilities. (CRPD).

3.4 Accessible building, transport and public services accessibility law

We have promoted and campaigned along with PWDs and Disabled People Organizations (DPOs) from all over Thailand to have a barrier free society for all. Accordingly, public buildings and transportation including public services have become more accessible.

3.5 Leaders with Disabilities

Some leaders with disabilities, who now play an important role in the disability movement in the country, are ex-trainees of the School. Many of them play key roles as leaders of the associations & clubs of PWDs all over of the country. As well, because the School is open for PWDs from the countries nearby, once they have completed the course, they go back to their own countries where some of them become leaders as well as work on

the disability movement.

4. Strengths (What are the strong points of the practice, human resources, financial resources, stakeholders, collaboration with people in the community or?)

There are 4 strong points within our organization;

4.1 Willingness and Determination

The majority of the staff and teachers are PWDs. Almost all of them used to face difficulties as a person with disabilities. Once they turned to earn themselves and have a chance to work for others, they work with Willingness and Determination.

4.2 Knowledge and Skills

With an ambition and dedicated they learn from past experience and accumulate knowledge and skills time by time. As we mostly also gain our own experience on disabilities so we can say that we are an expert on disabilities with a long term experience.

4.3 Good Environmental and Location

The School is located in a city setting yet has many green areas, Therefore, this encouraged people to work out actively. Our foundation located in Pattaya City which a world class tourism city with good economy.

4.4 Strong Support and Networking

We consider that working in collaboration with concerned parties such as the government side, NGOs, Disabled People Organization (DPOs) or private sector is very important to get things done effectively. We have a good network working with all kind of this sectors in a win-win situation.

5. Weaknesses (What are the weak points of the practice, human resources, financial resources, stakeholders, collaboration with people in the community or?)

5.1 Limitation of Services

There are almost 1 million people with disabilities in Thailand who do not have job. Our direct services on Vocational and Job Placement for PWDs would available only 500 people a year. Our strategy is to do our best as for a case study and try to work with GO and other sectors to provide services nationwide.



5.2 Lack of Knowledge on Severe and Multiple Disabilities

Once we can promote mainstream development and open labor market so only Severe and Multiple Disabilities are left off. However our knowledge and skills about persons with severe disabilities is limited. Accordingly, our staff needs to be trained so that we can better meet their needs.

5.3 Un-Secure Financial Situation

Most income of the Foundation now is depending on donation, some 20-30% is from the government. When we say that

main source of income is donation most people feel un-secure. We depend on situation of economy and a feeling of society, no any secure for staff.

6. Impacts (What are the impacts to the society?)

The quality of life for PWDs and their families has improved. Moreover, people in society have a better awareness about disability issues and are more welcoming to PWDs. As we can see, more accessible buildings and more accessible public places such as restaurants and hotels have been built in Pattaya City and all over Thailand. As Pattaya is a more accessible city, more visitors come and visit.

If PWDs is not a burden to family then the family could do a better job on their career, bring more joyful and happiness to society.

7. Challenges (What are the challenges currently or future, what are the points to be improved?)

As the Ministry of Labor and private sectors open more for PWDs to receive vocational training or even the Ministry of Education improves their curricula for PWDs, accordingly, those who come to the School are likely to have a severe disability. So, we have to improve our services in order to serve them properly. As well, Our staff needs to increase the knowledge on these issues.

8. Development (What is the future development of the practice?)

8.1 Up-to-date Training Curricula

Training curricula needs to keep developing as to market need.

8.2 Short Training Course to Fulfill Market Needs

To fulfill the market need, we need to develop short training sessions by collaborating closely with the business sector to develop the course together.

8.3 New Development in Nongkhai

The Redemptorist Vocational School for People with Disabilities Nongkhai was set up to serve people with physical disabilities from northeast Thailand as well as the countries nearby free of charge. It is not only open for vocational training for PWDs but also it is expected to be an international learning center and one stop service for their families and volunteers. The services are expected to include consulting on disability issues, wheelchairs R&D Center and job placement agency etc.

8.4 Helpline 1479

The help line is expected to be a one stop service telephone line and message center for PWDs. Now, it's in the preparation stage. Staff is being trained for the help line as well as in the process of working. We will transfer cases to proper services available.

8.5 Income Generating

Because we receive most of our support from donations, our financial situation is not

secure. Accordingly, we are now developing our own social enterprise so that we can sustain our program. This social enterprise can include not only handicrafts but also IT services or electronic repairing services. This is still in the planning and implementation stage.

9. What are the necessary conditions or environments to share your practice in other countries? What are your advices or suggestions?)

9.1 Real Information and Situation

To promote and support PWDs in the open labor market, you need to have more real information and know what the real situations are. Since you have known more real information and situation, you can anticipate for what the near future will be such as benefits, problems, demand, supply, etc.

9.2 Dream / Goal

You must have a dream and set your goal clearly. To keep your dream in your mind, thinking of it in everyday, and to find the way of getting to your goal, then keep following your dream on the way to your goal.

9.3 Social context and Networking

The social context is very important. Even though we can see various good practices, we cannot follow all of them. Instead we may only be able to apply something suitable for ourselves and situation. Therefore, you need to consider to various good practices from others with your social text, such as politics, economy, public health, education, religion, culture, etc. Then select the appropriate example, and apply with your social context suitably. Also, you need to network and work closely with concerned parties.

Part 2

Country/Area Survey on the Government's Policies or Affirmative Actions in Promoting Employment of People with Disabilities



HONG KONG

I Basic Data

1.1 Country/Area Name:

Hong Kong Special Administrative Region of the People's Republic of China

1.2 Country/Area Population

Year	Population Size
2008	6 963 900
2009	6 996 400
2010	7 052 100
2011	7 112 400
2012#	7 173 900

Source: Demographic Statistics Section, Census and Statistics Department

#Provisional figures

1.3 Country/Area Working Population (with reference)

Year	Working Population Size
2008	3 661 900
2009	3 653 400
2010	3 650 400
2011	3 733 000
2012	3 806 600

Source: General Household Survey Section, Census and Statistics Department

1.4 Population of People with Disabilities (with reference)

(i) Estimates of population of PwD (persons with ID was not included)	361 300
(ii) Estimates of persons with ID	67 000 - 87 000
(iii) Estimates of population of PwD including persons with ID = (i) + Average number of persons with ID (ii), i.e. 77 000	438 300

Source: Special Topic Report No. 48 Persons with disabilities and chronic diseases (2008)

1.5 Working Population of People with Disabilities (with reference)

All employed persons with disabilities (Persons with ID were not included)	41 000
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Source: Special Topic Report No. 48 Persons with disabilities and chronic diseases (2008)

II Government's Policies or Affirmative Actions in Promoting Employment of People with Disabilities

The policy objective of the HKSAR Government in assisting persons with disabilities in attaining employment is to ensure that persons with disabilities have equal access to participation in productive and gainful employment in the open market. The measures are listed as follows:

2.1 Legislative measures against disability discrimination at the workplace and in employment.

2.1.1 Under the Disability Discrimination Ordinance (Cap. 487) (DDO), it is unlawful for an employer to discriminate against a person with disability by refusing to offer him employment, denying or limiting his access to opportunities for promotion, transfer or training or to other benefits, services or facilities, or dismissing that person, except where that person -

(a) is unable to carry out the inherent requirements of the employment; or

(b) would require services or facilities not required by persons without disability and the provision of such services or facilities would impose unjustifiable hardship on the employer.

2.1.2 The scope of employment under the DDO is essentially wider than what is generally understood as employment under common law and / or the labour legislation. Basically, it covers full-time, part-time, permanent or temporary employment. Protection begins with pre-employment application and extends to post-employment situations when the person has left the employment.

2.1.3 All employees, including workers with disabilities, are protected under Employment Ordinance (Cap. 57) (EO). They enjoy the same employment rights and benefits and may seek redress if they are deprived of benefits and protection under the EO or their employment contracts. An employee who has been unreasonably dismissed may claim for remedies against his employer as provided

by the EO if he has been employed under a continuous contract for a period of not less than 24 months and his employer does not have a valid reason for dismissing him.

2.1.4 Where unreasonable dismissal is established, the Labour Tribunal (LT) may order reinstatement or re-engagement subject to the mutual consent of the employer and the employee. If no such order is made, the LT may make an award of terminal payments to be paid by the employer as it considers just and appropriate in the circumstances.

2.1.5 Where it is established that the dismissal is both unreasonable and unlawful and there is no order for reinstatement or re-engagement, the employee may be awarded compensation of up to a maximum of HK\$150,000, irrespective of whether or not there is an award of terminal payments.

2.2 Vocational rehabilitation training by Vocational Training Council (VTC)

2.2.1 Skills Centres of VTC

- The three Skills Centres of VTC offer a variety of market-driven training courses / programmes for persons with disabilities aged 15 or above, who have been assessed as having the ability to work in the open market, with a view to enhancing their employment prospects and equipping them for open employment. These include courses in commercial and retail services, basic catering service, computer and network practice, design and desktop publishing, printing, packaging service, office practice, logistics service, massage service, etc.
- Apart from full-time courses, the Skills Centres also offer part-time evening courses and tailor-made short courses of flexible attendance mode to meet the specific needs of persons with disabilities.
- The training courses / programmes of the Skills Centres are subject to regular reviews and moderation by the Course Sub-committee under the purview of VTC's Committee on Vocational Training for People with Disabilities. Members of the Committee and the Sub-committee include representatives from the Special Schools Council, IVTCs, employers' associations, relevant Government departments and NGOs. They provide valuable input for the design of the training programmes to ensure that these programmes match the local occupational skills requirements and meet the needs of persons with disabilities and the employment market.

2.3 Employment support and vocational training services by Labour Department (LD)

The Selective Placement Services (SPD) of LD administers the Work Orientation and Placement Scheme (WOPS) and Self Help Integrated Placement Service (SHIPS) to enhance the employment opportunities for persons with disabilities who are ready to work in the open labour market. Details of the WOPS and SHIPS are set out below.

2.3.1 Work Orientation and Placement Scheme (WOPS)

- WOPS was launched in April 2005 with a view to encouraging employers to offer job vacancies to persons with disabilities through trial placement. To further improve the employment opportunities of persons with disabilities, the HKSAR Government has enhanced the WOPS by raising the ceiling of the financial incentive to employers and extending the subsidy period (i.e. HK\$5,500 per month for the first to second month and HK\$4,000 per month for the third to eighth month).
- During the employment period, the aforesaid employer is required to appoint an experienced staff as the Mentor of the employee with disabilities to coach him/her on relevant job skills, as well as to assist him/her to adapt to the new job environment and integrate with co-workers. A Mentor who has successfully assisted such an employee to continue with employment after the first two months will be granted a Cash Award of \$1,000.

2.3.2 Self Help Integrated Placement Service (SHIPS)

SPD also administers SHIPS to encourage and help job-seekers with disabilities to be more proactive and independent in their job search. SHIPS was first launched in April 2000.

2.3.3 Interactive Selective Placement Service (iSPS)

SPD of LD has since January 2003 established the "Interactive Selective Placement Service" website to provide enhanced employment services to job-seekers with disabilities and their prospective employers through the Internet. The website enables persons with disabilities to register for SPD's placement service, browse vacancies available and perform preliminary job matching. It also enables employers to place vacancy orders with SPD, identify suitable job seekers with disabilities to fill their vacancies, or request SPD to refer candidates for selection interviews.

2.3.4 Reaching out to Graduates with Disabilities

To facilitate graduates with technical and vocational skills to register with SPD for placement services, SPD conducts Careers Seminar cum Registration Day at the Skills Centres of the VTC regularly. In addition, self-learning kits are also sent to the various member institutions of VTC for distribution to graduates with disabilities to equip them with job-hunting techniques.

2.4 Vocational rehabilitation training by Social Welfare Department (SWD)

2.4.1 Integrated Vocational Training Centre (IVTCs)

IVTCs provide comprehensive and systematic vocational training for persons with disabilities to assist them in achieving open employment and developing their potential. At present, there are two IVTCs operated by NGOs with Government subvention, providing a total of 453 training places.

2.4.2 Sheltered Workshops (SWs)

SWs provide persons with disabilities, who are not yet able to take up open employment with appropriate vocational training in a specially designed work environment, in which they can learn to adjust to normal work requirements, develop social skills and relationships, and prepare for potential advancement to supported and open employment.

2.4.3 Supported Employment (SE)

SE provides persons with disabilities with vocational training, job matching, on-the-job coaching, follow-through guidance services and employment -related skills, etc. It serves as an avenue for upward mobility of SW trainees and a necessary step towards social integration for those persons with disabilities who otherwise cannot take up open employment.

2.4.4 Integrated Vocational Rehabilitation Services Centre (IVRSCs)

SWD has implemented the new service delivery model of IVRSC since 2004 through re-engineering the SW and SE services. IVRSCs provide a series of one-stop and integrated vocational rehabilitation services including work skills training and development of their social and interpersonal skills with a view to preparing them for potential advancement to open employment.

2.4.5 On the Job Training Programme for Persons with Disabilities and Sunnyway - On the Job Training Programme for Young Persons with Disabilities

- These two programmes provide wage subsidy to employers to encourage them to provide job opportunities for persons with disabilities. Under these programmes,

services including job attachment, job matching, on-the-job training, job related counselling and post-placement support, etc. are provided to persons with disabilities.

- In July 2013, the HKSAR Government has enhanced the entitled programmes by raising the ceiling of the financial incentive to employees and employers and extending the subsidy period (i.e. to increase the job attachment allowance from HK\$1,250 per month to HK\$2,000 per month for 3 months, the job trial wage subsidy from HK\$3,000 per month to HK\$4000 per month and extend the wage subsidy period from 3 months to 6 months.)

2.4.6 Financial Incentive Scheme for Mentors of Employees with Disabilities Receiving Subvented Vocational Rehabilitation Services

- To facilitate the service users of the vocational rehabilitation services (namely, supported employment service, integrated vocational rehabilitation services centre, integrated vocational training centre, On the Job Training Programme for People with Disabilities and Sunnyway - On the Job Training Programme for Young People with Disabilities) to adapt to work smoothly, the entitled scheme provides financial incentive to workplace mentors of employees with disabilities.
- The mentor, who has rendered workplace support and assistance to an employee with disabilities for a period of not less than one month or two months, would receive an incentive pay of \$500 or \$1,000 respectively from the Non-governmental Organisations (NGOs) operating the vocational rehabilitation services.

2.4.7 Support Programme for Employees with Disabilities (SPED)

The SPED programme has been launched in 2013 which provides employers of persons with disabilities with a one-off subsidy up to \$20,000 in respect of each employee with disabilities for procurement of assistive devices and/or workplace modifications. The SPED is to facilitate employees with disabilities in discharging their duties at the workplace and to enhance their work efficiency so as to assist the persons with disabilities to attain employment with equal access to participation in productive and gainful employment in the open market.

2.4.8 Day Activity Centre (DACs)

For persons with severe intellectual disability who are unable to receive vocational training or sheltered workshop services, DACs provide them with day care and training in daily living skills and simple work skills.

2.5 Re-training programme by the Employees Retraining Board (ERB)

- 2.5.1 The service targets of the ERB have been expanded since 1 December 2007 to cover those HKSAR residents aged 15 or above and with education at sub-degree level or below. ERB programmes, including those for persons with disabilities, can be grouped under two major categories, namely full-time placement-tied job-specific skills training courses and part-time generic skills training courses.
- 2.5.2 Placement-tied courses provided the unemployed with training on vocational skills free of charge. A training allowance is also granted to course attendees. To help trainees enter the labour market, training bodies are required to provide trainees with six-month placement follow-up service. Non-placement-tied generic skills training courses conducted in part-time mode cover information technology applications and vocational languages, etc. These courses are heavily subsidised and designed to enhance the competitiveness of the employed or unemployed persons, including those with disabilities.
- 2.5.3 At present, placement-tied courses designed for persons with disabilities include telemarketing, desktop publishing, homepage design, customer service, cleaning service, retail and warehouse operation, courier service, clerical work, etc. They are offered through the district networks of 17 appointed training bodies of ERB. The ERB offers three placement-tied training courses, namely, "Certificate in Cleaning Assistant Training", "Certificate in Sales and Store Management" and "Certificate in Courier Training" which are also suitable for adults with mental disability. In 2012-13 ERB has reserved about 2,000 training places and 52 training courses for persons with disabilities.

2.6 Partnership with Business and Local Communities

- 2.6.1 Labour and Welfare Bureau (LWB) has been collaborating with Rehabilitation Advisory Committee (RAC) and various sectors of society to promote the working abilities of persons with disabilities and encourage different organizations and the business sector to employ persons with disabilities or purchase the products / services provided by them.
- 2.6.2 To reinforce the efforts in promoting employment for persons with disabilities, LWB and RAC adopt "Promotion of Employment for Persons with Disabilities" as one of the major themes of publicity programme. In 2013-14, the HKSAR Government will launch a pilot exercise to invite departments, public and

subvented organizations to voluntarily sign up a Charter which promises to take the measures that are for the employment benefits of persons with disabilities in their agencies. The aim is to strengthen cross-sector collaboration in promoting the employment of persons with disabilities, thereby supporting the self-reliance of persons with disabilities and their full integration into the community.

III Good Practices made by the NGOs or Business Sectors in Promoting Employment of People with Disabilities

3.1 "Enhancing Employment of People with Disabilities through Small Enterprise" Project (3E's Project)

3.1.1 In 2001-02, SWD was granted a one-off provision of HK\$50 million to implement a project entitled. Through payment of grants as seed money, NGOs are assisted to set up small enterprises / businesses to create employment opportunities for persons with disabilities, and provide them with genuine employment in a carefully planned and sympathetic work environment. In these small enterprises / businesses, the number of employees with disabilities should not be less than 50% of the total number of employees and a proper employer-employee relationship is expected. Each funded project will be offered a grant not exceeding HK\$2 million for the first two years' of its operation and the business is expected to become self-sustaining thereafter. The government's injection of HK\$100 million in 2012 shows the firm commitment of the government in promoting social enterprise for the employment benefits of PWDs. A total of 76 businesses from NGOs have been operated under the grants till March 2013 with a grant of HK\$54 million. Businesses of various nature including cleaning, catering, car beauty, massage, retail shops, vegetable supply and processing, household service, travel agency, etc. have been set up and created over 550 jobs for PWDs.

3.2 Marketing Consultancy Office

3.2.1 SWD has also established the entitled project to enhance employment and training opportunities for persons with disabilities through innovative, effective and efficient business development and marketing approaches. Services of the Office include assisting NGOs in setting up small businesses under 3E's Project,

promoting work abilities of persons with disabilities and strengthening NGOs' cooperation with the HKSAR Government and private sectors.

IV Government's Policies and Systems for Securing Income of People with Disabilities

4.1 Statutory Minimum Wage (SMW)

4.1.1 SMW becomes effective on 1 May 2011 and the revised SMW rate of \$30 per hour is in effect from 1 May 2013. Employees with disabilities enjoy the same SMW protection and are entitled to wages at no less than the SMW rate. Nevertheless, taking account of the possible employment difficulties encountered by some persons with disabilities, the Minimum Wage Ordinance (Cap. 608) (MWO) also provides a special arrangement so that persons with disabilities whose productivity may be impaired by their disabilities will have the right to choose to have their productivity assessed to determine whether they should be remunerated at not lower than the SMW level or the rate commensurate with their productivity. To forestall abuse, the right to invoke the productivity assessment ("the assessment") is vested in the persons with disabilities rather than the employers. For persons with disabilities who do not elect to undergo the assessment, their employers must pay them at not lower than the SMW rate in accordance with the MWO.

V Free Description on Employment Situation of People with Disabilities

5.1 Unemployment rate of Persons with Disabilities in Hong Kong

5.1.1 Despite the measures taken to improve the employment situation of people with disabilities, persons of disabilities in Hong Kong are still facing difficulties in employment. According to the information of the Statistics Department of Hong Kong, it is estimated that the unemployment rate of persons with disabilities is higher than that of their able-bodied counterpart 2.9 times. In addition, the employment rate of persons with disabilities who are aged 15-59 is 33%, which is much lower than the employment rate of Hong Kong total population (i.e. only achieves 47% of the employment rate of the total population). According to the information of The Organisation for Economic Co-operation and Development

(OECD), the unemployment across the OECD countries is double as high for people with disabilities and the employment rate of persons with disabilities, in average, achieves 60% of the employment rate of the total population. The figures show that the employment situation of persons with disabilities in Hong Kong has far left behind than other developed countries (Figure 5.1.1).

Figure 5.1.1: Comparison of employment situation of PWDs in Hong Kong and average of OECD countries

	Hong Kong	Average of OECD countries
Unemployment Rate of PWDs	2.9 times higher than that of their able-bodied counterpart	Double as high for PWDs
Employment Rate of PWDs	Achieves 47% of the employment rate of the total population	Achieves 60% of the employment rate of the total population

- 5.1.2 According to the No. 48 Report issued by the HKSAR Government Statistics Department in 2008, the median monthly employment earning of employed persons with disabilities was \$6,800. It was less than 70% of the median for the total employed population, i.e. the median for the total population was \$10,000. 40% of persons with disabilities had monthly income less than \$5,500.

5.2 Comments on Legislative measures against disability discrimination at the workplace and in employment.

- 5.2.1 The DDO was enacted in December 1996 to prevent discrimination in employment, education, commercial products, services and facilities. The Equal Opportunities Commission (EOC) was established in May 1996 to implement the DDO with its missions at building partnership with all sectors of the society, enhancing the public's awareness, understanding and acceptance on the diversity and equal opportunities of the society to prevent discrimination, and enforcing compliance with provisions in the anti-discrimination legislation.
- 5.2.2 Many persons with disabilities and self-help organizations of persons with disabilities agree that the EOC should review its statutory role. It should proactively monitor, investigate and help those in need through conciliation and legal proceeding, particularly when those cases vividly involve discrimination.

5.2.3 The Legal Service Division of the EOC possesses professional knowledge to assess suspected cases of discrimination. The EOC should proactively contact and assist complainants for conciliation and legal proceeding. They can assist the victim parties in assessing their cases whether legal proceeding should be taken. They can proactively warn those companies and departments suspected of infringement of DDO and even announce to the public those cases involving substantial public interest. The EOC should propose more positive discriminatory policies to expedite equal opportunities within the society of Hong Kong.

5.3 Comments on Allowance Level for Persons with Disabilities in Shelter Workshop

5.3.1 Currently, persons with disabilities who can work and self cared to certain extent are enrolled to receive services in shelter workshops, though they may not be suitable for open employment. The work skill requirement in shelter workshop is comparatively simple. They are in nature of packaging, car washing, handicraft making, etc.. Persons with disabilities working in shelter workshops receive a basic daily allowance of HK\$21 plus the production allowance subject to their productivity. They work from 9:00 am to 4:30 pm five days a week. Their monthly allowance is only ranged from a few hundred dollars to some thousand dollars. It is suggested that the allowance for these economic activities should be raised.

5.4 Collect statistics on the employment situation of Persons with Disabilities on Employment and formulate employment measures

5.4.1 With the effective of the DDO, discrimination faced by persons with disabilities in recruitment, employment condition and work environment has been improved significantly. However, the unemployment rate of persons with disabilities is still high. In such regard, it is suggested that the HKSAR Government should collect statistics on the employment rate, insufficient work rate and unemployment rate for referencing when formulating employment measures for persons with disabilities.

5.5 Suggestion of tax exemption measure for private companies employing persons with disabilities

5.5.1 In Hong Kong, there is no quota system and policies to regulate private sector in employing persons with disabilities to a set and fixed percentage. To further ensure the employment opportunities for persons with disabilities, it is suggested that the HKSAR Government should adopt incentive measures to enhance the employment of persons with disabilities. That is, if a company has employed a set rate, for instance 2%, of persons with disabilities, that company should receive tax exemption.

5.6 Protection of Rights of Persons with Disabilities with Weaker Ability

5.6.1 Those persons with disabilities who are having weaker ability usually do not grasp well on their rights and need support and assistance from others. It is suggested that the HKSAR Government should strengthen the education to employers. To raise the employers' awareness on discrimination against persons with disabilities, as well as to enhance their understanding of the rights of persons with disabilities.

5.7 Situation of Persons with Disabilities in Same Work Same Pay

5.7.1 Minimum wage legislation has been implemented in Hong Kong since 2011. It is believed that the salary of persons with disabilities will be raised. Conversely, those persons with disabilities with weaker abilities may be excluded from the labour market. To protect their right to employment, the HKSAR Government has purposely established the productivity assessment mechanism for persons with disabilities. Through the assessment, it is hoped that an adjusted minimum wage will be set for individual person with disabilities. The arrangement undoubtedly protects the employment of persons with different types and levels of disabilities. However, it is suggested that the HKSAR Government should pay persons with disabilities who have been assessed and paid lesser than the minimum wage the difference so that they could also enjoy the minimum wage and the protection on salary pay.

5.8 Situation on Forming of Union among Persons with Disabilities

5.8.1 Currently, there is no workers union organized by persons with disabilities. The reason is possibly that the number of employees with disabilities in every industry is scattered and small. Workers Unions seldom take persons with disabilities as members and pay little attention to their employment rights. It is suggested that the HKSAR Government should strengthen the education to persons with disabilities on their employment rights. Workers unions may set up a designated section to handle dispute related to persons with disabilities in order to attract more persons with disabilities to join. The HKSAR Government also has the responsibility to protect the right to employment of persons with disabilities.

5.9 Vocational Counseling, Skill Training and Continuous Studies for Persons with Disabilities

5.9.1 At present, services in relation to vocational counseling and employment referral service for persons with disabilities are complete, for instance, supported employment, on-the-job training, integrated vocational rehabilitation service centre, etc.. However, the manpower support in social workers and vocational training instructors are insufficient and they may not have enough time to enhance the vocational skills of their trainees with disabilities. Currently, institutes which provide vocational skill studies have not provided persons with disabilities relevant barrier free facilities. Such arrangement has indirectly prevented persons with disabilities from continuous studies. In such regard, it is suggested that the HKSAR government should raise the manpower ratio of professional vocational personnel to ensure that persons with disabilities may receive a more complete and effective services.

5.10 Social Enterprises for Persons with Disabilities

5.10.1 The HKSAR Government encourages rehabilitation organizations to operate social enterprises. Currently, there are over 70 social enterprises providing employment opportunities for persons with disabilities. However, due to the limitation on resources support and matching, many social enterprises are operated under pressure. Therefore, it is suggested that the HKSAR Government should launch reinforcement measures and formulates policies to assist the continuous

development of social enterprises, for instance, concession rent and restricted tender, etc..

5.11 Government Department to Employ Persons with Disabilities

5.11.1 According to the figures provided by the HKSAR Government, there are 3,391 persons with disabilities employed as civil servants in Hong Kong working out to be about 2% of the total number of civil servants. At present, the HKSAR Government is having its policy to employ persons with disabilities with priority. However, it has not set out a fixed percentage on employing persons with disabilities, and its policy is not so transparent. Both non-governmental and public organizations do not have policy on employing persons with disabilities. Therefore, it is suggested that the HKSAR Government and public departments should take the lead to set out a fixed percentage on employing persons with disabilities, and to create a position of Liaison Officer to coordinate matters in relation to persons with disabilities in each department. He/She will also take up education work on understanding disability and anti-discrimination for other staff.

(Reported by the Hong Kong Joint Council for People with Disabilities)

INDIA

I Basic Data

1. Country/Area Name: INDIA
2. Country/Area Population) : 1,270,272,105 (1.27 billion) in 2013
3. Country/Area Working Population (with reference):
4. Population of People with Disabilities (with reference):

Census 2001 has revealed that over 21 million people in India are suffering from one or the other kind of disability. This is equivalent to 2.1% of the population. Among the total disabled in the country, 12.6 million are males and 9.3 million are females. Although the number of disabled is more in rural and urban areas. Such proportion of the disabled by sex in rural and urban areas. Such proportion has been reported between 57-58 percent for males and 42-43 percent females. The disability rate (number of disabled per 100,000 populations) for the country as whole works out to 2130. This is 2,369 in the case of males and 1,874 in the case of females.

Among the five types of disabilities on which data has been collected, disability in seeing at 48.5% emerges as the top category. Others in sequence are: In movement (27.9%), Mental (10.3%), In speech (7.5%), and In hearing (5.8%). The disabled by sex follow a similar pattern except for that the proportion of disabled females is higher in the category In seeing and In hearing.

Across the country, the highest number of disabled has been reported from the state of Uttar Pradesh (3.6 million). Significant numbers of disabled have also been reported from the state like Bihar (1.9 million), West Bengal (1.8 million), Tamil Nadu and Maharashtra (1.6 million each). Tamil Nadu is the only state, which has a higher number of disabled females than males. Among the states, Arunachal Pradesh has the highest proportion of disabled males (66.6%) and lowest proportion of female disabled.

II Government's Policies or Affirmative Actions in Promoting Employment of People with Disabilities

While Article 39 deals with principles of policy to be followed by the State, especially with regard to securing;

(a) that the citizens, men and women equally, have the right to an adequate means of livelihood, right to shelter, food, education, work and so on;

(b) that the health and strength of workers, men and women and tender age of children are not abused and that children are not forced by economic necessity to avocations unsuited to their age or strength;

(c) that children are given opportunities and facilities to develop in a healthy manner and in conditions of freedom and dignity and that childhood and youth are protected against exploitation and against moral and material abandonment.

The Article 41 prescribes that the State shall, within the limits of its Economic capacity and development, make effective provision for securing the right to work, to education and to public assistance in cases of unemployment, old age, sickness and disablement, and in another cases of undeserved want. Article 42 further requires to make provision for securing just and humane conditions of work. In keeping with the aforesaid provisions enshrined in Directive Principles of State Policy of the Indian Constitution and the Persons with Disabilities (Equal Opportunities, Protection of Rights and Full Participation) Act, 1995, three Sections of the PwD Act are intended to address exclusively the issue of employment of the persons with disabilities; which requires that:

- The appropriate Governments to identify posts in the establishments which can be reserved for persons with disabilities;

It also prescribes the quota reservation, not less than 3% for persons or class of persons with disabilities of which 1% each shall be reserved for Employment of Persons with Disabilities in Public Sectors in India -

Emerging Issues and Trends

Society for Disability and Rehabilitation Studies, New Delhi (India) iii persons suffering from certain vision impairment of 40% certified by Medical authority, ● The reservation of not less than 3% for poverty alleviation for the benefits of persons with disabilities has also been provided in the schemes. ● The source of employment is through special employment exchange. It may be noted that during recent decades, a number of momentous developments have taken place in the global disability rights movement;

culminating in the adoption of the United Nations (UN) Convention on the Rights of Persons with Disabilities on 13th December, 2006. This convention has been viewed as the first international human rights treaty of the 21st century (CBC News, 2006).

It touches on almost the whole gamut of issues related to empowering people with disabilities, such as:

- Access to justice, voting rights, equal participation in political and public life;
- The right to be free from abuse, exploitation, medical or scientific experimentation, or institutionalization without due process;
- Accessible buildings, communication and information technology;
- Equal access to education, employment, health care and rehabilitation;
- Independent living;
- Protection during wars and humanitarian or natural disasters;
- Participation in cultural, recreational and leisure activities;
- Availability of mobility aids;
- Right to privacy;
- Respect for choices relating to marriage and reproduction;

Employment of Persons with Disabilities in Public Sectors in India -

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- Right to an adequate standard of living and social protection (UN, 2007).

Likewise, the Article 27 of the UN Convention on the Rights of Persons with Disabilities is also specifically concerned with the work and employment issue of the disabled persons. According to this Article, States parties shall safeguard and promote the realization of the right to work, including for those who acquire a disability during the course of employment, by taking appropriate steps, including through legislation, to, inter alia:

(a) Prohibit discrimination on the basis of disability with regard to all matters concerning all forms of employment, including conditions of recruitment, hiring and employment, continuance of employment, career advancement and safe and healthy working conditions;

(b) Protect the rights of persons with disabilities, on an equal basis with others, to just and favourable conditions of work, including equal opportunities and equal remuneration

for work of equal value, safe and healthy working conditions, including protection from harassment, and the redress of grievances;

(c) Ensure that persons with disabilities are able to exercise their labour and trade union rights on an equal basis with others;

(d) Enable persons with disabilities to have effective access to general technical and vocational guidance programmes, placement services and vocational and continuing training;

(e) Promote employment opportunities and career advancement for persons with disabilities in the labour market, as well as assistance in finding, obtaining, maintaining and returning to employment;

(f) Promote opportunities for self-employment, entrepreneurship, the development of cooperatives and starting one's own business;

(g) Employ persons with disabilities in the public sector; Employment of Persons with Disabilities in Public Sectors in India -

Emerging Issues and Trends

Society for Disability and Rehabilitation Studies, New Delhi (India) v

(h) Promote the employment of persons with disabilities in the private sector through appropriate policies and measures, which may include affirmative action programmes, incentives and other measures;

(i) Ensure that reasonable accommodation is provided to persons with disabilities in the workplace;

(j) Promote the acquisition by persons with disabilities of work experience in the open labour market;

(k) Promote vocational and professional rehabilitation, job retention and return-to-work programmes for persons with disabilities.

The major principles underlying the treaty are respect for individual autonomy, nondiscrimination, accessibility, equality of opportunity, full and effective participation and inclusion in society, respect for difference, and acceptance of disability as a part of human diversity and humanity.

On 11th September 2008, both the Convention and the optional Protocol had been signed by 130 and 71 countries respectively. Moreover, 37 countries (including India) have ratified the Convention, and the Protocol has been ratified by 22 countries. Its entry into force was celebrated on 12th May, 2008 with much fanfare at the UN Headquarters in New York (UN, 2008). Ironically, there is widespread ignorance regarding the causes

of disability as also the potentials of the persons with disabilities to become productive and self-reliant members in inclusive society for all, including the persons with disabilities. The Persons with Disabilities (Equal Opportunities, Protection of Rights and Full Participation) Act, 1995, provides for 3% reservation in employment in the Ministries/ Departments of Government of India and Public Sector Undertakings (PSUs)/ Corporations/ Banks/ Insurance Companies as also autonomous bodies/ organisations (including Central and State Universities, IITs and National Institutes). The study seeks to explore Employment of Persons with Disabilities in Public Sector in India.

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the issues and trends in employment status of the persons with disabilities in India as well as public and non-governmental interventions to augment employment opportunities for the persons with disabilities. Significantly, an understanding of the moral and political demands of disability is important not only because it is such a widespread and impairing feature of humanity, but also because the tragic consequences of disability can be substantially overcome with determined societal help and imaginative intervention. Policies to deal with disability can have a large domain, including the amelioration of the effects of handicap, on the one hand, and programmes to prevent the development of disabilities, on the other. It is extremely important to understand that most disabilities are preventable, and much can be done not only to diminish the penalty of disability but also to reduce the incidence of disability.

While considering the employment situation of the persons with disabilities in the Indian perspective, certain major points are noticeable. Firstly, one may find plethora of public programmes to promote the employment of the persons with disabilities, though their impact has been quite negligible and mostly confined to urban areas. This is perhaps due to weaknesses in design and implementation. Secondly, private sector employment incentives for hiring the persons with disabilities are quite limited. Despite the fact that the Persons with Disabilities (Equal Opportunities, Protection of Rights and Full Participation) Act, 1995 has provided for private sector incentives policy with a target of 5 per cent of the private sector workforce being persons with disabilities, neither the Government of India nor State Governments have introduced a general incentives policy (though there is a specific new incentive provided for formal sector workers in the 2007-2008 Employment of Persons with Disabilities in Public Sectors in India -

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budget). During the fag end of 1990s, employment of persons with disabilities among larger private firms was only 0.3 per cent of their workforce. Among the multinational companies, the situation was far worse with only 0.05 per cent of their workforce being the persons with disabilities. One could, however, find a number of private and public sector firms with far better performance with regard to hiring the persons with disabilities. Thirdly, public sector employment reservations have also yielded poor outcomes due to design and implementation problems. Fourthly, notwithstanding the fact that a financial assistance programme for entrepreneurs with disabilities is in place, the beneficiaries have been negligible so far. This could be corroborated by the fact that more than 11 years have passed since the establishment of the National Handicapped Finance Development Corporation (NHFDC) with the mandate of providing financial assistance to the disabled beneficiaries, the beneficiaries of the NHFDC scheme had percolated down to only 19,643 till 2005. If the NHFDC is to reach more stakeholders, the scheme requires to be restructured so as to give channeling agencies (including public sector banks) better incentives. Fifthly, there cannot be denying the fact that a greater number of NGOs have become active in vocational training of the persons with disabilities and direct employment generation, but the majority of them without accreditation process. Sixthly, the Government of India provides vocational services to the persons with disabilities, but coverage is low and its impact not known. Seventhly, one may also find a national network of special employment exchanges for the persons with disabilities, but they have failed to play the desired role in promoting their employment. Though there are employment Employment of Persons with Disabilities in Public Sectors in India -

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exchanges in State capitals, the link between employment exchanges and establishments in the private sector is weak. Consequently, the job placement ratio is quite abysmal for both special and other exchanges, 0.9 per cent and 0.7 per cent of registered persons with disabilities respectively in 2003, has roughly halved over the past decade. The downward trend is indicative of shrinking job avenues in the public sector as also general failure of employment exchanges to reach out to the private employers. Lastly, low

educational attainment, poor employment prospects and stigma also suggest that the persons with disabilities and their households are notably worse off than average.

February of 2010 found the proposal by the Ministry of Social Justice and Empowerment in India introducing one-hundred and one amendments to the Persons with Disabilities Act in the budget session;

it came under criticism. Several groups of people with disabilities, with whom the government has held and continues to hold consultations, have demanded that a totally new law that is aligned with the Convention on the Rights of People with Disabilities by the United Nations, which India ratified in the year 2007, be enacted. The groups state that the proposed amendments are inadequate and that a new law for India's seventy-million people with disabilities, one which contains everything in consonance with the Convention, is needed.

The nation of India currently has four different laws that pertain to people with disabilities. These laws include:

- * The Mental Health Act of 1987
- * The Persons with Disabilities Act
- * The Rehabilitation Council of India Act
- * The National Trust for Welfare of Persons with Autism, Cerebral Palsy, Intellectual Disabilities. The Rights of Persons with Disabilities Bill, 2011 Ministry of Social Justice and Empowerment

The majority of the legislation in India related to people with disabilities is based on the medical model of disability; it adopts a welfare attitude, looking at physical impairments of people and labeling them as, 'disabilities.' The UN Convention on the Rights of People with Disabilities defines, 'disability,' as an evolving concept. The Convention believes that, 'disability,' results from the interaction of impairments with various barriers which hinder full and active participation in society on an equal basis with others.

III Good Practices made by the NGOs or Business Sectors in Promoting Employment of People with Disabilities

MUMBAI: In an effort to help the millions of disabled in India earn a livelihood with dignity, Leonard Cheshire Disability (LCD), an International NGO that supports disabled people 52 countries has designed a unique portal dedicated to facilitate recruitment for persons with disability.

The portal named Jobability.org will cater to people with visual, hearing, speech, loco motor and mild-intellectual disability. The portal is not only for the highly educated and the highly skilled, it will serve as a forum where people with disability can showcase their capabilities, discuss their issues, take advice and meet others in similar situations.

Other organizations working in disability sector are given below:

ORGANIZATIONS IN INDIA recognized and aided by Government of India, M/o. Social Justice and Empowerment, working to help children with CP, ID, Autism and Down Syndrome. The list does not include Orthopedic or Hearing or Vision Impaired children's institutions. The list IS NOT EXHAUSTIVE NEW

PARIVAAR: Parent organization of NGOs of India working for special need persons
Organizations in Delhi area: A large list of NGOs working for special need persons in Delhi area, provided courtesy of Concerned Action Now plus some of our own additions.

Ministry of Social Justice and Empowerment, Government of India; Shastri Bhawan; 6th Floor, New Delhi 110001; Direction: Click on Grants link on left column. Choose DD (Disability Division). Choose your state and also select to see in turn the grant sanctioned in the last three years; due to various delays, many of the organizations did not receive grants and may not be linked for a particular year though they remain recognized.

Handicapped Children's Parent's Association: They have built and are running a respite-care cum therapy Home for CP children at Pappankalan in South West of New

Delhi.

People's Action Group for Inclusion and Right's: PAGIR, at Leh, Ladakh, is a voluntary organization founded in 2006 to highlight the issues and rights of the disabled persons in Ladakh region. More than 200 disabled people are involved in turning waste into craft by their initiative. They were given basic training in the art of making pillow covers, sweet boxes, file covers and pen stands from waste papers and old clothes, displaying their creative talents by turning waste material into useful products of daily use.

They are setting up a stall during the Annual Ladakh Festival in Leh from 1-15 Sept, 09. If you are there during that time, DO MAKE IT A POINT to visit their stall and encourage the efforts that they are putting in through their valiant efforts.

Address: Spon house, Skara Road near Ladakh Public School, Leh-Ladakh 194101, Mobile no.9419219312; Contact Person: Md. Iqbal, President, PAGIR, Ms.Kunzang (Secretary)

Abhilasha Research Centre for Special Needs Children at Plot No. 86, Saipuri Colony;Sainikpuri, Hyderabad 500594; Phone 040-271134 or 09701948444; Email Contact Person Himbindu. This is a non profit organization based in Hyderabad working to help children with neurological disabilities .Check it out if you live that side of the country.

Alzheimer's Society of India Delhi Chapter

Business-Inc.Net - web directory containing links to many health/disability sites.

Digital Hearing Aids for the hearing impaired persons website.

Gelart International Limited of Box 54117 Mana PO .Wellington, 7 Mana Esplanade Paremata, NEW ZEALAND;

Tel: 0800 65 2100, +64 4 233 0925, fax: +64 4 233 0982; E-mail: gelart@xtra.co.nz
make a lot of useful equipment for Special need persons and children. It is worth a check out if you live that side of the Globe.

Glucosamine & Osteoarthritis Resource Center

At the Osteoarthritis and Glucosamine Resource Center you'll find top quality information on osteoarthritis and glucosamine, the latest research, details on osteoarthritis medications and treatments, and tips for effectively managing your pain.

Contact Person: Thomas P. Reynolds, Administrator

John's Society for Spastics

Provides special education and hostel facility for the disabled without age restriction.

G-92, Phase-6, Aya Nagar, New Delhi 110047; Contact Person: Bessie Mathew; (General Secretary); Mobile: 9871688997

Learning Centre for Special Child

Provides special education to children with intellectual disabilities and other special children.

Contact Person: S.K.Lohia; Hony,. Secretary; Mobile: 9830553456

Rotary Club of Belur Bal Vikas Knedra;

MCKV Campus, 243, G.T.Road(N), Liluah, Howrah.

Ph:033-26545635

MANAS , a training institute at Okhla Industrial Area, Phase II, New Delhi. E-mail: manasdelhi@touchtelindia.net

NGO in South India: An organization in South India working for the disabled

Saath: Special Attention Towards Handicapped: An NGO in Pakistan helping special need persons. Contact: Mr. Waseem

Savera: Savera Home for Special Children, being built in North Delhi, contact Sandeep Kumar Khurana.

Sri Prashanthi Academy has been set up at Coimbatore Tamilnadu to help special children with a wide spectrum of Standard Therapies for CP, Autism, ID, Down, etc.

STEM : a premier registered society for organization research and have conducted more than 150 research studies during past 25 years of its establishment. Many of the studies on Assistive Devices has produced innovative findings

IV Government's Policies and Systems for Securing Income of People with Disabilities

STATISTICS ON NATIONAL DATA ON DISABILITY AS PER CENSUS 2001

Visual disability	Speech disability	Hearing disability	Locomotor disability	Mental disability	Total
10,634,881	1,640,868	1,261,722	6,105,477	2,263,821	21,906,769

The Persons With Disabilities (Equal Opportunities, Protection of Rights and Full Participation) Act, 1995

The PWD Act has been enacted under Article 253 of the Constitution. It gives effect to the proclamation on the full participation and equality of the persons with disabilities in the Asian and Pacific Region and provides for their education, employment, creation of barrier free environment, social security and similar overlooked areas. It provides for a three tier arrangement -

For evolution of policy for the benefit of persons with disabilities,

Implementation of the provisions of the Act and laws, policies, etc. and

Monitoring implementation and grievance redressal.

Implementation of the Act requires a multi-sectoral collaborative approach by the appropriate governments, including various Central Ministries/Departments, States/Union Territories, local bodies.

Tamil Nadu is the only State in the Country having District Rehabilitation Centres in all the Districts. District Rehabilitation Centres are functioning in the State with State fund in all the 30 Districts. These District Rehabilitation Centres identify the disabled persons and provide necessary rehabilitation assistance depending on the nature of disability.

V Free Description on Employment Situation of People with Disabilities

Even though disabled people constitute a significant 5 to 6 percentage of the population of India, their needs for meaningful employment remain unmet, in spite of the implementation of the 'The People with Disabilities' Act three years ago, which reserves 3% of all categories of jobs in the government sector for disabled persons (1). Of the approximately 70 million people with disabilities in India, only about 0.1 million have succeeded in getting employment in the industries till now. The industries can however,

play a more emphatic role because of their vast employment generating potential and the financial power.

This study was conducted by the National Centre for Promotion of Employment for Disabled People, an organisation working as an interface between the government, industry, non-governmental organisations and international agencies, to promote employment opportunities for people with disabilities in India. The aim of the study was to identify the current practices of Indian industry with regard to the employment of disabled people, 3 years after the 'The People with Disabilities' Act was passed. This Act reserves 3% of all categories of jobs in the public sector industries for disabled persons, and incentives for public and private sector companies, that have at least 5% of their workforce comprising of disabled persons.

METHODOLOGY

For the purpose of the study, a sample of 100 corporate houses was chosen, by including in the sample all the corporate houses listed in the 'Super 100 ranking of the corporate sector' by 'Business India', a leading business magazine in India. The listing was carried out by the magazine by ranking Indian industry on four parameters, such as sales, profits, assets and market capitalisation for the financial year 1997-98 (2). Twenty three companies in this sample were public sector companies, while 63 were private sector Indian companies and 14 were multinational companies. A questionnaire which elicited the total number of employees of the company, the number of disabled persons who were employed and the types of disabilities found in them, was mailed to all the 100 companies in the sample, in January 1999. The responses were collected by end of March 1999.

RESULTS AND DISCUSSION

Of the 100 companies to whom the questions were sent, only 70 responded. The total number of employees in these companies was 796,363 of which 3160 were disabled persons' consisting of 0.4% of the employees. Among the companies who responded, 50 (71.43%) companies had employed disabled persons.

Government Departments and Public Sector Undertakings (PSUs) have been an important employer of disabled people. In fact, the first Special Employment Exchange was set up

way back in 1959 in Mumbai. Government of India initiated the policy of 3% reservation in jobs for disabled people more than three decades ago in 1977. However, the reservation was only in the lower ranking jobs (C & D categories). In 1995, when The Disability Act was passed, the reservation was extended to higher ranking jobs (A & B categories) as well. The Ministries responsible for Employment at the Central level are Ministry of Labour & Employment (ML&E) and Ministry of Personnel, Public Grievances and Pensions (MPPP). According to the Annual Report of ML&E (2007-08):

- There are 43 Special Employment Exchanges (as on December 2005). The number of disabled job seekers placed in employment during 2005 was 3.2 thousand. The live Register has 109632 people with disabilities.

- During 2007-08, Vocational Rehabilitation Centers registered 30967, evaluated 30452 and rehabilitated 10518 persons with disabilities.

- Placement Service to disabled ex-servicemen/Border Security Force personnel and their dependents are provided by Ex-servicemen Cell set up by DGET. At the end of September 2007, there were 242 disabled soldiers and 2365 dependents awaiting employment assistance through the Cell.

- Under the Apprenticeship Training Scheme:

Training Statistics of Trade Apprentices - the total number of seats were 258163, 185224 were utilised and 1067 were allotted to physically handicapped. (0.57%)

Training Statistics of Graduate, Technician (Vocational) Apprentices - out of 95360 seats, 48743 were utilised and 107 were utilised by physically handicapped. (0.22%).

According to the Annual Report of MPPP (2007-08):

- The Government has streamlined the scheme of reservation for persons with disabilities during last two years as a result of which visually handicapped and hearing handicapped persons have been able to get entry into the most prestigious services like the Indian Administrative Service.

- Various concessions are given to persons with disabilities like upper age limit for persons with disabilities shall be relaxable (a) by ten years (15 years for SCs/STs and 13 years for OBCs) in case of direct recruitment to Group 'C' and Group 'D' posts; (b) by 5 years (10 years for SCs/STs and 8 years for OBCs) in case of direct recruitment to Group 'A' and Group 'B' posts where recruitment is made otherwise than through open competitive examination; and (c) by 10 years (15 years for SCs/STs and 13 years for OBCs) in case of direct recruitment to Group 'A' and Group 'B' posts through open competitive examination. The relaxation in age limit shall be applicable irrespective of the fact whether the post is reserved or not, provided the post is identified suitable for persons with disabilities. Apart from age relaxation, they also get exemption from payment of application fee and examination fee and relaxation in standards of suitability.

- Liaison Officers for SCs/STs have also been made responsible for reservation matters relating to Physically Handicapped and Ex-servicemen.

- Guidelines were issued to allot posts to the physically handicapped employees as per their option only. 10 Employment of Disabled People in India

- Employees with the following medical problems are allocated locations based on their option, as far as possible:-
 - Cancer Patient - Self or family
 - Blindness - Self only
 - Heart Bye-pass surgery - Self only if done within two years from the date of representation is considered by the Committee.
 - Kidney Transplantation/Kidney failure and continuing on dialysis - Self or family
 - Mental illness - Self or family, restricted to indoor treatment for at least three months.
 - In the above medical hardship cases the definition of family has been expanded to include the dependent parents.

- Lal Bahadur Shastri National Academy, as part of their 15 week Foundation training for members of the All India Services, the Indian Administrative Service, the Indian Police Service, the Indian Forest Service and the various Central Services, have included a module on Disabilities, including a field visit to the National Institute for Visually Handicapped.

- As a welfare measure for disabled persons, orders were issued for granting special casual leave for not more than 10 days in a calendar year to disabled Central Government employees with disabilities as defined in The Disability Act, 1995, for participating in the conferences/seminars/training/workshop related to disability and development related programmes organised at National and State level agencies.

World Bank Report (People with Disabilities in India: From Commitments to Outcomes)
A report was prepared by the World Bank, 'People with Disabilities in India: From Commitments to Outcomes' on the request of Government of India in the year 2006-2007. Their observations are quite insightful. Some of the major points related to Government employment given in the Report are:

- Only 27% of people with disabilities registered with special exchanges, or the special cells of regular exchanges. Among the total 661,000 people with disabilities on the live register of all exchanges, 109,929 were registered as part of special exchanges for physically handicapped and 66,612 were registered as part of special cells for physically handicapped of regular exchanges.

- Total funding for special exchanges and cells between 1998 and 2003 was just over Rs. 5 crores. Employment exchanges - both special and regular - play a negligible role in promoting employment among disabled people. The cost effectiveness of many special exchanges is open to question.

Even at an average level, the approximate per unit cost of a placement by the special exchanges in 1998-2003 appears to be over Rs. 7,500/-.

- It is clear that the placement ratio is very low for special exchanges and other exchanges, 0.9 % and 0.7% respectively in 2003. The placement ratio has roughly halved over the past decade in both cases, from close to 2% and 1.2% in 1994 for special and other exchanges respectively.

- Only 10.2 % of all posts in Ministries/Departments and Public Sector had been identified as suitable for disabled people.

Ministries & Departments:

- Total number of Posts: 2,698,762

- Identified posts for disabled people: 281,398
- Employed people with disabilities: 9,975
- % of identified posts filled by disabled people: 3.54%
- % of all posts filled by disabled people: 0.37%

11Public Sector:

- Total number of Posts: 4,527,293.
- Identified posts for disabled people: 460,396
- Employed people with disabilities: 20,053
- % of identified posts filled by disabled people: 4.46%;
- % of all posts filled by disabled people: 0.44%

Provisions in Eleventh Five Year Plan

In Chapter 6, Social Justice, under the Section, 'Empowering Persons with Disabilities' it has been mentioned, "At present, the identification of jobs appropriate for them is done in an ad hoc and arbitrary manner. There is a need to have this task performed by a professional group with the involvement of Disabled Peoples' Organisations. The backlog of vacancies for persons with disability continues to be large, both at the Centre and in the States. This backlog should be cleared in a timebound manner and in a campaign mode. Similarly, a suitable scheme to provide incentives to promote employment for disabled people in the private sector should be put in place as enjoined in Section 41 of The Persons with Disabilities (Equal Opportunities, Protection of Rights and Full Participation) Act, 1995."

Emerging Issues

Identification of Jobs & Reservation Clause of The Disability Act:

The Disability Act 1995 provides for a 3% reservation in "identified posts" for people with disabilities in all categories of jobs. The posts were meant to have been identified soon after the Act coming into force and updated every 3 years. The initial identification of posts at the Central Government level was not completed until 2001 and no formal expansion of identified posts has been completed subsequently. As per data available in 2003, only 10.2% of all posts in Ministries/Departments and public establishments had been identified as suitable for people with disabilities. Among that 10% of posts, 3.5% for Ministries and Departments and 4.5% for public establishments had been filled by employees with disability. While the 3% quota has been met in the strict terms of the Act, the share of disabled people in all posts remains negligible, at 0.44%. (Source: World Bank Report).

The Government has been viewing 3% reservation in a very restricted manner. A Public Interest Litigation (PIL) was filed in Delhi High Court by a visually impaired lawyer, S K Rungta in 2006, against the Government's poor record in implementing The Disability Act, 1995. Delhi High Court ruled that 3% of the "total strength" of employees in any Government establishment should be disabled persons. (Source: December 22, 2008 indianexpress.com) This is a landmark judgment, as it provides clear clarification to Section 33 of The Disability Act that reservation is against total jobs and not just identified jobs.

According to Mukesh Gupta of Northern Railway Physically Handicapped Employees Welfare Association, "Roster Method is being followed to employ disabled people. Every 1st, 34th & 67th vacancy is earmarked for disabled person in the cycle of 100 vacancies. The Roster is not being maintained in any Department and therefore disabled people are not getting employment. In the last 15 years, not a single person with disability has been employed in the Northern Railways because of this reason. He also added that there was recent RTI filed on Doordarshan on the issue of employment of disabled people, they said not a single post has been identified for disabled people. When the Ministry of Social Justice was asked to respond, they said, they only do an overall classification of identified posts and not department wise! Mukesh Gupta further added that the job identification is done by a Committee at the Central level who have no idea

of the specific jobs in each department. Instead, there should be committees in every Department to do the job identification." Employment in the Government and Public Sector

(Reported by Sadayanodai Ilaignar Narpani Mandram, SINAM)

JAPAN

I Basic Data

1. Country/Area Name

Japan

2. Country/Area Population

127,412,000 as of February 1st, 2013 (Source "Population Census" Statistic Bureau, Ministry of Internal Affairs and Communications)

3. Country/Area Working Population (with reference)

65,930,000 as of June 2013 (Source "Labor force Survey" Statistic Bureau, Ministry of Internal Affairs and Communications)

4. Population of People with Disabilities (with reference)

7,411,000 (Source "Annual Report on Government Measures for Persons with Disabilities 2013" Cabinet Office)

5. Working Population of People with Disabilities (with reference)

data not available

II Government's Policies or Affirmative Actions in Promoting Employment of People with Disabilities

As per the attached document

III Good Practices made by the NGOs or Business Sectors in Promoting Employment of People with Disabilities

Japan Social Employment Council (SELP):

It is a national wide organization of social welfare institutions in Japan which provides employment opportunities and vocational trainings to those who have difficulties working in the mainstream labor market due to their disabilities and people with disabilities who want to find mainstream employment. The number of member institutions is approx.

1,650. It is commonly known as SELP. "SELP" is an abbreviation for "Support of Employment, Living and Participation," and it also reflects our wish that people with disabilities support themselves through "self-help."

KYOSAERN:

There are approx. 1,900 member workshops where people with disabilities are work, and approx. 32,000 people are associate members. KYOSAREN originally started with 16 small scale unlicensed workshops in 1977, since then a number of policy proposals have been made and campaigns for making people aware of the right of PWDs have been undertaken.

NPO Japan SELP Center:

It is established in November 2000 as a spin-off from Japan Social Employment Council (SELP) for activating its business promotion division maximally. The number of member is approx.530 and most of them are sheltered workshops. It focuses on business operations such as joint orders of products and services of work centers from companies and governments.

The collaboration of NGO and Business sectors

YAMATO Welfare Foundation was established by YAMATO TRANSPORT CO., LTD which is the biggest parcel delivery company in Japan. The Foundation has hosted "Power Up" seminars sharing good practices for making PWDs' wage in sheltered workshops higher every year since 1996. KYOSAREN has worked together to organize the seminars from the very beginning. More than 5000 people have participated in the seminars.

The foundation also helps PWDs in workshops gain employment in YAMATO TRANSPORT CO., LTD.'s dispatch business.

IV Government's Policies and Systems for Securing Income of People with Disabilities

1. **Disability Basic Pension:** when persons have a certain level of disability specified by law, they can receive the disability basic pension. To be eligible, they must be covered by the National Pension Insurance system on the date of their first medical

examination on the sickness or injury which caused above-mentioned disability. In addition to disability requirement, as of the previous day of the date of their first medical examination, their contribution-paid periods and contribution-exempted periods need to be more than two third of their total coverage periods up to two months prior to their first medical examination month.(Source Japan Pension Service) Exceptionally, if persons had their first medical examination on their disabilities which specified by law before they became 20 years old, they can receive the disability basic pension when they became 20 years old Although contributors to the national pension fund are all registered residents of Japan aged 20 or over but under 60. The eligible grade level of disabilities is Grade 1 and 2, and they are provided US\$820 for Grade 1 and US\$650 for Grade 2 a month.

2. **Disability Employees' Pension and Disability Allowance:** when persons have a certain level of disability specified by law, they can receive the disability employee's pension or disability Allowance. To be eligible, they must be covered by the Employee's Pension Insurance system on the date of their first medical examination on the sickness or injury which caused above-mentioned disability. In addition, they need to satisfy contribution requirements to qualify for the Disability Basic Pension under the National Pension system. The eligible disability level ranges from Grade 1 to Grade 3 in order of seriousness. In Principle, if their disability level is assessed as Grade 1 or 2, they can receive both Disability Basic Pension and Disability Employees' Pension. If their disability level is assessed as Grade 3, they can receive only the Disability Employees' Pension. If their disability level is lighter than Grade 3, they still may be eligible for the Disability Allowance (lump-sum payments). (Source Japan Pension Service) The amount of the disability employee's pension depends on how much salary they used to get.
3. **Special Disability allowance to specified persons with disabilities:** provides to persons with severe physical / mental disabilities aged 20 and over at home and those who always needs special care.
4. **Special Disability Benefit:** for persons with disabilities who cannot receive disability basic pension, since getting damage while they did not join the pension system when the national pension was arbitrary subscription.

V Free Description on Employment Situation of People with Disabilities

The Act on Employment Promotion of Persons with Physical Disabilities (currently the Act on Employment Promotion of Persons with Disabilities) was amended in 1977, and established a quota system of PDWs and payment if a company could not hire PWDs under this system. The payment is actually a penalty charge.

However the Japanese system has huge gap between people who are hired in the open labor market and PWDs who work in sheltered workshops. For example, the average salary in the open market is about US\$2,670 per month, on the other hand PWD who work in sheltered employment earn about US\$130 per month. Although Promotion of Policy Reform started in 2009, we are only half way through implementing it.

(Reported by Workability International Japan)

Key Systems of "Work and Employment"

Administrative agency with jurisdiction	Law / Legislation			Note
Labor	Act on Employment Promotion etc. of Persons with Disabilities			
	Employment rate of PWD system	Article 43	Duty to employ PWD for employer. Private company 2.0%,Public agency 2.3%,Board of education in Prefecture.etc. for the number of regular hired employee.	Private company 1.8%, Public agency 2.1%,Board of education in Prefecture.etc. 2.0% until March 2013
	Payment System	Article 53	Payment to Japan Organization for Employment of the Elderly,Persons with Disabilities and Job Seekers by business institution don't reach the statutory employment rate (JPY50,000/Month to a person with disabilities)	Applied to small and medium sized enterprise operators has more than 100 but less than 200 regular hired employees after April 1st,2015
	Employment Adjustment Subsidy	Article 50	Pay to business operators with more than 200 regular hired employees reach the statutory employment rate(2.0%)	
	Financial incentive	Supplementary Provision 3	Provide the amount of multiplying the number of employees with disabilities by JPY21,000 to business operators who hired 200 or fewer employees regularly and certain number of employee with disabilities.	
	Special subsidiary company	Article 44	Count workers who are hired by Special subsidiary companies which meet the requirement of act among employees of parent companies and be permitted to go into the employment rate	349 Companies as of June,2012
Welfare	Act on Comprehensive Support Daily Life and Social Life of Persons with Disabilities			
	Transition support for employment		to provide persons with disabilities who desire to work with necessary trainings for improving knowledge and skills needed for them to enter the work-force, and the other benefit prescribed in Ordinance of the Ministry of Health, Labour and Welfare, through offering opportunities for productive and other activities during the term prescribed in Ordinance of the Ministry of Health, Labour and Welfare.	Exempt from labour related legislation 2,549 places as of March 2013
	Support for continuous employment type A	Article 5	provide persons with disabilities who have difficulties to be employed by ordinary places of business and capability to work under the contract of employment with opportunities for employment by entering into contract of employment as well as necessary trainings for improving their necessary knowledge and skills to enter the work-force, and other necessary support through offering opportunities for productive and other activities	Cover labour related legislation 1,527 places as of March 2013
	Support for continuous employment type B		provide persons with disabilities who have difficulties to be employed by ordinary places of business and to work under the contract of employment with opportunities for employment as well as necessary trainings for improving their necessary knowledge and skills to enter the work-force, and other necessary support through offering opportunities for productive and other activities	Exempt from labour related legislation 7,740 places as of March 2013
	Local activity support center	Ordinance of the Ministry of Health, Labour and Welfare 4	the facilities to which persons with disabilities, or others commute, and provide opportunities for creative and productive activities and other necessary supports	Exempt from labour related legislation
	Public Assistance Act			
Public assistance vocational facility	Article 38	aimed at promoting the self-support for persons requiring public assistance whose ability to work is limited due to physical or mental reasons or due to household circumstances, by providing them with the necessary opportunities and assistance for employment or the acquisition of skills.	Exempt from labour related legislation 22 places as of May 2008	

Date:July 1st,2013

MALAYSIA

MALAYSIA IN GENERAL OVERVIEW

Location: Southeastern Asia, peninsular bordering Thailand and northern one third of the Borneo bordering Indonesia, Brunei and the South China Sea.

Population: 29,628,392 (by July 2013)

Administration Divisions:

Malaysia consists of Thirteen (13) states; One (1) Federal Territory with three (3) components:

Kuala Lumpur, Labuan and Putrajaya. Kuala Lumpur is the Capital City of Malaysia and Putrajaya is referred to as an Administrative Centre.

Economy Situation:

Malaysia is a middle-income country, as transformed itself since 1970s from a producer of raw materials into an emerging multi-sector economy. Malaysia is attempting to achieve high-income status by 2020.

SITUATION OF PERSONS WITH DISABILITIES IN MALAYSIA

Age Structure of Population of Malaysia (July 2013 est.)

AGES	0-14 years	15-24 years	25-54 years	55-64 years	65 years and above
PERCENTAGE	29.1%	17%	41.3%	7.4%	5.3%

Populations of Persons with Disabilities

The United Nations estimates that the number of persons with disabilities in Malaysia is about 2.9 million, or 10 percent (10%) of its population of over 29 million. Unfortunately we do not practice mandatory registration of persons with disabilities, and it is no comprehensive data on prevalence of disabilities in Malaysia.

The current statistic showed that about 1.4 percent (%) of population (405,441 peoples as of December 2012) is registered with Social Welfare Department.

LOW Number of Population of Persons with Disabilities is employed

In the situation of Malaysia, there are no data available on the number of the persons with disabilities who are currently employed. Approximately 70-85 percent of Malaysian persons with disabilities are currently unemployed.

According to the age structure shown, estimation 60% of the persons with disabilities (PWDs) are between ages of 18 to 55 (243,265 people) and if we estimate half of them could be in the open market, the population is 121,633.

EMPLOYMENT IS A BASIC RIGHTS

Action of Government Not Much Alleviate the Situation of Employment of Persons with Disabilities

The Malaysian Government is committed to empower persons with disabilities to ensure that they enjoy the rights and the quality of life. To achieve these aims, the Department of Social Welfare has put in place a national Policy for Persons with Disabilities, a National Plan of Action for Persons with Disabilities and as well as Persons with Disabilities Act 2008, but those Policy/Plan or even the Act have not done much to alleviate the situation.

The Persons with Disabilities Act of 2008 on 29 (1) to (6) shown "Employment" is the rights for persons with disabilities:-

29. (1) Persons with Disabilities shall have the right to access to employment on equal basis with persons without disabilities.
- (2) The employer shall protect the rights of persons with disabilities, on equal basis with persons without disabilities, to just and favorable conditions of work, including equal opportunities and equal remuneration for work of equal value, safe and healthy working conditions, protection from harassment and the redress of grievances.
- (3) The employer shall in performing their social obligation endeavor to promote stable employment for persons with disabilities by properly evaluating their abilities, providing suitable places of employment and conducting proper employment management.
- (4)The council shall, in order to promote employment of persons with disabilities in

the private sector, formulate appropriate policies and measures which any include affirmative action programmes and other measures.

(5) The council shall, in order to promote opportunities for training the persons with disabilities in the labour market as well as opportunities for self-employment, entrepreneurship, the development of cooperatives, starting one's own business and creating opportunities to work from home.

(6) For the purposes of the section, "employer" includes the Government.

THE ROLE OF GOVERNMENT

Inclusive Employment for Persons with Disabilities

FOR EMPLOYER

A. In the Public Sector

A.1 Policy on One Per cent (1%) Employment of Persons with Disabilities in Public Sector

Malaysia government has implemented a Service Circular (*Pekeliling Perkhidmatan Bilangan 3/2008*) that sets a 1 percent employment quota for persons with disabilities in public sector on 1st April 2008.

A.2 The Implementation includes: Recruitment Policies

a. Roles of Department of Social Welfare through electronic labour Exchange Besides having the labour market database and office productivity support system, it's created a website: <http://www.jobsmalaysia.gov.my> to play a role as:

- Registration of Job Seekers and Employers
- Referral to recruitment authority - Job Search and Job Matching
- Advice and guidance and Periodical programmes with persons with disabilities in issues regarding employment

b. Roles of Head of Department

- Information on vacancies for persons with disabilities
- Orientation programmes at work place
- Provision of reasonable accommodation
- Submission of the report on persons with disabilities employed at agencies

- c. Monitoring

B. In the Private Sector

The Ministry of Human Resource plays a role as a “main counter” for registration and placement, and also provides “Code of Practice for Employment of Persons with Disabilities ”in the private sector.

The measures contained in the Income Tax Act 1967 and other related instruments include the following:-

B.1. Tax Benefits for those who employ persons with disabilities

- a. “Double Taxation Relief” - Double deduction of remuneration paid to disabled workers;
- b. “Tax Incentive” for providing assistive devices and renovation of work place.
- c. Double deduction for expenses spent for training of non-employee persons with disabilities.
- Tax deduction for an individual who makes a donation or contribution for the provision of facilities in public places for the benefit of persons with disabilities.

B.2. Create a SPOKu website: <http://jcs.mohr.gov.my/oku/signon.jsp>

- By Manpower Department, Ministry of Human Resource Malaysia for Employer and for PWDs.

SPOKu is a “Job Placement Programme for OKU” open to all Employers and the general public for registration. Registered Employers are able to post as many job vacancies at any time. Registered Job Seekers can search and apply for jobs from various industries according to their preferences. JOB MATCH, SPOKu allows job matching of the right candidates with the right job.

Although Malaysian government has made efforts to allocate 1 percent quota for person with disabilities in the public sector or follow the “Reserved Employment Scheme” but few

are successfully placed, as well as private sector.

Reluctance among employers in the public and private sectors to employment PWDs is the main factors. Besides that, few had enough programmes and services in place to adequately responds to the needs of PWDs and inaccessibility workplace and accommodations also one of the barriers.

Despite fact that Malaysian government took various measures to promote the employment of PWDs in Malaysia, without a stringent levy system, the effective of such initiatives is rather low.

FOR PERSONS WITH DISABILITIES

Malaysian government provided various financial schemes to ensure that Persons with Disabilities continue to benefit as well as participate in mainstream society. For example:

-

(1) The "Disabled Worker Allowance" (EPC- Elaun Pekerja Cacat)

- Under this scheme, RM 300 per month has been provided if the disabled workers' monthly income less than RM1200 per month. Malaysian government has implemented initiatives (Implement on 2008 from RM200 per month for monthly incomes less than RM750) to promote their interest in and encourage them to remain working.
- This scheme is to be encouraging PWDs to continue working and be self-supporting without depending on their family or others, and to obtain supplementary income for their basic necessities.
- Below are statistic shown numbers of persons with disabilities who are the beneficiaries of EPC "Disabled Workers Allowance" is increase rapidly:

YEAR	2008	2009	2010	2011	2012
No. of PWDs	24,761	35,084	44,679	53,063	60,218

(2) Enhancing the Quality of Life of Persons with Disabilities

2.1 Department of Social Welfare promoting :

- Productive welfare and Social Entrepreneurship
- Launching Grants -

To assist persons with disabilities who have the knowledge and skills but who do not have the financial capital or equipment for self-supporting / small business / agricultural projects. Maximum Launching Grant is RM2, 700.

2.2 Government initiative under National Key Results Area

- Economic Empowerment Programme
- Programme "1 AZAM KERJA" (Aid Distribution) by Ministry of Women, Family & Community Development Malaysia

The 1 AZAM KERJA Program was introduced to eradicate poverty and provide job opportunities to poor Malaysians so their income exceeds the poverty level of RM540 monthly for the poor, and below RM2, 000 per month for low-income earners.

2.3 Ministry of Human Resources

- Launching Business Incentive Assistance Scheme for PWDs
 - a. This service is open to help PWDs entrepreneurs to expand their business.

The applicant must be persons with disabilities registered with Department of Social Welfare and has operated a business for at least a year. In order to receive the grant, an applicant must submit a project paper and the project must envisage the employment of at least one disabled person in his business expansion.

(3) Assistance for purchase of assistive and artificial devices.

The government provides exemption from import duties and sales tax for equipment designed specifically for use by persons with disabilities.

(4) Derivative Pension

The government, through the Public Service Department's Pensions Division, has approved a derivative pension for children/dependents of civil servants who have passed away.

(5) A favourable tax treatment provides significant to PWDs, including workers who have become disabled.

5.1 Personal tax relief made available to/for:

- a. A disabled individual (additional personal relief of RM6,000)
- b. A disabled husband/wife (annual deduction of RM3,500)
- c. A disabled child (tax relief of RM5,000 - and additional relief if the child is involved in tertiary education)
- d. Purchasing basic supporting equipment/assistive devices, for use by disabled individual, husband, wife, child or parent (maximum of RM5,000)

CAPACITY BUILDING PROJECT FOR PERSONS WITH DISABILITIES

(1) Return To Work Programme by SOCSO

The Return to Work Programme (RTW) was first introduced by SOCSO Malaysia (Social Security Organization) in 2007. It is a comprehensive rehabilitation programme using case management studies to assist employees suffering from disability due to injury or illness to recover and re-join the workforce earlier.

A programme which integrates components like physical restoration, vocational rehabilitation with the cognitive behavioural approach will help the Insured Persons to be able economically independent and continue to be functional members of the society and hence contribute to the social and economic development of the country.

A Handbook 2012 with the Title: SOCSO, RETURN-TO-WORK PROGRAMME IN MALAYSIA launched on November 2012.

(2) Vocational Skill Training

2.1 Bangi Centre for Rehabilitation and Industrial Training

- Diploma-level courses and MLVK (Majlis Latihan Vokasional Kebangsaan, means National Council of Vocational Training).

Certification are offered for persons with physical disabilities aged between 18 and 40 years, who have passed at least a PMR (Malaysia Secondary Examination) or equivalent level, and are independent. Courses offered include computers and secretarial, tailoring and fashion design, manufacturing of assistive devices (wheelchair), computer support, electrical wiring, electronics, baking, photography and driving.

(3) Sheltered Workshop

Two Sheltered Workshop are established under the Rules of Protected Workshop 1979 in Central (Selangor) and Northern Area (Kedah) of Malaysia, or any of the 13 workshops run by voluntary organizations.

The objective of the workshops is to create jobs opportunities for PWDs who are unable to compete in the open market while training them to be independent and eventually to be integrated into the community.

(4) Community-based-Rehabilitation (CBR)

- o CBR is a community development strategy for persons with disabilities to obtain rehabilitation within their family and community whereby they are given the equal opportunity for rehabilitation and interaction with society. Activities include gross motor skills, fine motor skills, language development, social development, self-care, pre-Reading/Writing/Math skills, creativity, sports and recreation.
- o Recently, Malaysian Government have 432 CBR centre nationwide, it is to develop awareness and sensitivity at the community level. In CBRs, the government can facilitate while the local leaders and parents take charge.

(5) Supported Employment - Job Coaching

In Malaysia, the Japan International Cooperation Agency (JICA) has been collaborating with the Department for Social Welfare to address the employment problem since year 2005. They began a project to train "Job Coach".

Supported Employment aims to promote not only financial independence of PWDs, but also their participation and self-actualisation in the aspect of employment.

Supported Employment focuses on abilities of individuals (i.e. what he/she can do), rather than inabilities (i.e. what he/she cannot do). Key element in the process of Supported Employment is to provide supports to both PWDs and companies in which includes changing working environment and creating supportive atmosphere in the company, rather than mere training to PWDs.

Job coach plays a key role to implement Supported Employment, support and assistance to PWDs to help them to their work environment, and also helped employers and other employees on the understanding of disabilities and the needs of disabled employees.

Malaysian government started a subsidy system to train job coaches in December 2011. The Ministry of Women, Family and Community Development is pushing for every government ministry to place at least one job coach by year 2020 and all government agencies to ensure that at least 1 % of their workforce is made up of PWDs.

As part of the Cooperate Social Responsibility (CSR) program many companies have sought to employ PWDs. Many have been secured employment to hotels, supermarkets and manufacturers.

(6) Partnership with Non-Government Organizations (NGO's)

The partnership as NGO's complement and supplement Government's effort, the project are care and rehabilitation, early intervention programmes, education,

training and employment (Job Placement). Government provide grants. A person with disabilities inability to participate in society is due to societal factor. Therefore, change of the mind-set and perception at all levels and cooperation of all sectors as well as the participants of various government agencies, NGOs, academics, medical specialists, social workers, volunteers and the public at large.

THE ROLE OF NGOs AND NPOs

NGOs (non-governmental organizations) and NPOs (non-profit organizations) play a critical role in the lives of persons with disabilities. Many NGOs/NPOs provides projects and programmes to create opportunities for PWDs to be more economically independent.

NGOs for PWDs play a role in the development of Persons with Disabilities' skills in the negotiation process, organization, management, and proposal and letter-writing. They also provide a forum for mutual support, while the above skills are being developed.

Organizations give PWDs the opportunity, through being volunteer committee members or salaried employees, to learn skills which would benefit them in the open employment market. Indeed, much of the skills training have taken place in local and national organizations where PWDs learned new skills because they had to do those things at the time to further the aims of their organization. There was no one else to take on these jobs, especially when groups started out with few monetary resources.

The Roles of NGOs in Malaysia

NGO is a vehicle for mutual support and solidarity for PWDs. They promote their right to live as citizen in society.

NGOs or NPOs for Disabled people's organizations play the role of initiators of self-help projects aimed at integrating PWDs into the mainstream of society.

The projects to create opportunities for PWDs to be more economically independence have been initiated in 3 main areas:

1. Independent living
2. Employment (Economic Empowerment Programmes)
3. Social Enterprises or Social Entrepreneurship

NGOs in Malaysia play many roles at the local, national and even international levels for PWDs, governments, service providers and the general public.

In many cases, the organizations of PWDs are the best vehicle to carry out the aspirations of people with disabilities. After all, persons with disabilities, from their own personal experiences best know their needs, aspirations and abilities.

(1) Strategic Alliances to empowering Persons with Disabilities

Create Job Training such as, Economic Empowerment Programmes, Vocational Training and etc.

(2) Job Placement / Job Coaching

The operating strategy of Job Placement Services is to establish Job Opportunities for PWDs to have the right skills, and then monitoring and evaluate they are place in the right job, and given them an appropriate support. The Job coach works as a "bridge" to connect companies and PWDs by using various expertise, such as profiling, Job Duty Analysis, Task Analysis, and Systematic Instruction.

All employees are paid a monthly allowance from this income generating project. They also benefit from the monthly government allowance of RM300 that are entitled to people with disabilities earning below RM1200 per month.

CONCLUSION

According the International Labour Organization, over 60% of persons with disabilities are of working age, and have unemployment rate 80-100% higher than average works without disability.

The employment of persons with disabilities is an issue of ensuring "Equal Employment Opportunities".

Actually, Malaysians NGOs for persons with disabilities had submitted a "Memorandum on the Employment of Malaysians with Disabilities" to Ministry of Human Resource Malaysia on Year 2001. This memorandum contains the valuable input of members from 24

organizations of, and for, people with disabilities. Organizations that participated represented various disability groups such as the physically disabled, blind, hearing impaired and persons with learning disabilities.

PWDs Malaysian urge the Ministry of Human Resources and other agencies concerned to lend an empathetic ear to their proposals and recommendations and do the needful to improve employment opportunities for people with disabilities in Malaysia.

We do believe: "Efforts from NGOs are commendable to provide employment opportunities to the PWDs."

The Barriers from Employers/ Private sector should be overcome through create more information, awareness campaign, advocacy for an absence of accessible infrastructure and facilities faced.

Without employment, it is difficult, if not impossible for a disabled person to live an independence life without relying on charity.

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- www.disabilitymalaysia.com
- "Empowering Persons with Disabilities in Malaysia" - Dato Meme Zainal Rashid
- Challenges 2011 Vol.4.Issue 4
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- A Hand Book 2012 - SOCSO Return-to-Work Programme in Malaysia

Appendix 1. SPOKu online registration by Manpower department of Ministry of Human Resources, Malaysia

(Reported by the Dual Blessing Berhad)

NEPAL

I Basic Data

1. Country/Area Name: **Nepal**
2. Country/Area Population: Nepal - 26,494,504
3. Country/Area Working Population (with reference): Nepal- 8,478,241 (Central Bureau of National statistics 2011)
4. Population of People with Disabilities (with reference): 513,221 (Central Bureau of National statistics 2011) 1.94 %
5. Working Population of People with Disabilities (with reference): 1.53 % (sample survey by NFDN, 2006)-.

II Government's Policies or Affirmative Actions in Promoting Employment of People with Disabilities:

Interim Constitution of Nepal (2007)

Protection through Interim Constitutional Provision:

- **Section 3 Fundamental Rights, rights of equality sub article 3:** No discrimination on the basis of caste, religious, gender, origin, language or thought but women, dalits, indigenous, madhesees or farmers, labor or deprived from economic, social and cultural aspects, children, elderly aged **and Persons With Disability will have rights of special protection; The special provision for the empowerment and protection of Persons With Disabilities will not be prevented legally.**
- Section: **Fundamental Rights, employment and social security:** Women, labor, elderly aged, Persons With Disabilities, will have rights for social security based on provision mentioned in the law.
- **Fundamental rights article 22:** rights of Children sub article 4: Helpless, orphans, **intellectual disability, victims of war, dispersed and living in risk street children will have rights of special services**
- Section 4: responsibility of state article 33-sub article D1:
- **The proportional representation** in the state mechanism based on caste, dalits, indigenous, madhesees or farmers, labor and **Persons With Disability will be ensured.**

- **Section 4: responsibility of state article 33-sub article 12:** Special provision for the family of dead persons and those who acquired disability during armed conflict will have rights of rehabilitation, relief and honor.
- **Article 33, D1:** rights of inclusion of farmers, poor and Persons With Disabilities in state mechanism.
- **Section 4: Policy of State article 35-sub article 9:** State will promulgate the special policy for the protection and social security of single women, orphans, helpless, elderly aged and Persons With Disabilities.
- **Section 4: Policy of State article 35 sub article 14:** State will promulgate the special policy for the regional accommodation of women, dalits, indigenous, madhese, Muslim, armed conflict victims, land less, bonded labor, **Persons With Disabilities, people of deprived areas.**
- **Section 22: miscellaneous article 154:** State will formulate the rights commission of Women, Madhese, indigenous, Dalits and **Persons With Disabilities.**
- **Disable Protection and Welfare Act 1982**
- Description: The Disable Protection and Welfare Act (DPWA) has been enacted and enforceable since 1982 to protect and promote rights and interests of Nepalese persons with disabilities. After ratification of CRPD by Nepal, the Government has drafted the consolidated act as the amended version of this act in line with CRPD. **Due to the absence of parliament since April 2012, the draft act of amendment has been store in the desk of Ministry.**

Following are the major provisions for the employment promotion of persons with disabilities in the act.

Right of Equality:

- ii. Disabled shouldn't be deprived of political rights and social security; survival with tribute; employment; useful, productive and economic activities which others get.
- iii. Disabled, only due to their disability shouldn't be deprived of employment opportunity, promotion, increase or equalization of opportunity by government or any other public services.

Training and Employment Management:

- i. Essential training and employment opportunity can be managed to make disabled self-sustainable according to their health condition, the disabled friendly environment can be created to provide suitable return to their skill.
- ii. Disabled can be enrolled in open or sustainable employment opportunity in rural area according to the open labor policy.
- iii. There can be extra facility for the disabled labor to lead ordinary life.
- iv. In the factory with more than 25 employees, a minimal of 5% of the total employees must be the disabled and they have to employ according to their knowledge, physical ability, training, efficiency and experiences. These labors should get same remuneration and allowances as others. Those factories would be free from this rule if the provided work proved harmful to the health of the employed disabled.**
- v. There can be the management of labor, raw materials and market to establish cottage industries in rural areas for the private employment opportunity of disabled.
- vi. There should be security system to employ disabled in the equipment operation.

F. Severe and profound disabled should be given more priority regarding the implementation of this Act.

G. Facility and concession:

- Government can provide whole or partial discount in the several Tax for the disable assistive devices; equipments, tools or raw materials and for goods used in private employment among disabled.
- With an evidence of disability of a disable and the organization working for the rehabilitation of disabled can be free of income Tax and other Taxes.
- The factories which employs the disabled can get tax-free import of equipments that are used to build disabled friendly environment, such factories can also get subsidy according to the no. of disabled employed there.
- The social organizations, commercial and industrial institutions can get low interest loan from the financial companies and banks if they provide training and employment opportunity for the disabled.

Civil Service Act, 2049 (1993) www.lawcommission.gov.np

Date of authentication and Publication 2050.2.4 (**17 May 1993**)

(7) **Notwithstanding anything contained in Sub-section (1)**, in order to make inclusive the civil service, forty-five percent posts of the posts to be fulfilled by open competition shall be set aside and be filled up by having separate competition between the following candidates only, by considering the percentage into cent percent:

(a) Women -Thirty Three Percent

(b) Adiwasi/Janjati -Twenty Seven Percent

(c) Madhesi -Twenty Two Percent

(d) Dalit -Nine Percent

(e) Disabled (differently able)-Five Percent

(f) Backward Area -Four Percent

www.lawcommission.gov.np

III Good Practices made by the NGOs or Business Sectors in Promoting Employment of People with Disabilities

The law and legislation has not been implemented by any business sectors, corporate body and NGOs in course of providing or creating jobs to people with disabilities. However, some of the NGOs have encouraged to people with disabilities to apply in any posts while they advertise in the newspapers. Likewise, some of the bakeries cafes have created jobs to deaf and little people. The number of such employed PWDs is about 300 throughout nation. In an exception some of the bank like Siddartha commercial bank and hospital like Model hospital have created jobs to PWDs. The number of such employed PWDs is about 10 only. Equally, the Chamber of Commerce and Federation of Nepalese Chamber of Commerce have started to encourage the PWDs to apply for labor if they are physically sound for the post. Basically, these all have been possible based on personal influence, individually performance and for the sake of advertisement instead of implementing law and legislation. Likewise, National Federation of the Disabled had once organized a carrier expo of the people with disabilities in Nepal through which 18 PWDs have got an opportunity to be employed in a private sector.

IV Government's Policies and Systems for Securing Income of People with Disabilities

The Government of Nepal has given monthly NRs. 1,000/- cash allowances (US \$ 11) to the people with profoundly disabled, NRS. 300 monthly to the people with severely disabled in a quota system (150 PWDs in a district), 50 percent tax deduction at the total annual incomes of the PWDs, 100 % custom and tax free while the PWDs import the special modified scooters from India, 100 % custom free to assistive devices while the PWDs or the organizations working in the field of disabilities import wheelchairs or any kind of assistive devices from the abroad, 50 % subsidy in a domestic airfare and land public transportation, free of education from primary to university level in a community schools and Tribhuvan University run under Nepal government.

V Free Description on Employment Situation of People with Disabilities

In south Asia, Nepal, a country with cultural, religious and ethnic diversity, lies in the row of least developed countries. The disabled community in Nepal consists of more than 10 percent of the total population which is about 3 million. The number of the persons with disabilities has increased over the past decade due to the decade long insurgency in Nepal. It is struggling to bury the vestiges of armed conflict for more than ten years that left above 13000 people killed, hundreds of thousands displaced and more than 50,000 made disabled. The armed conflict resulted in more suffering to the underprivileged communities, especially the children, the elderly and the persons with disabilities. The country is undergoing a political transition and is in the process of second time constitution election for writing a new constitution by the year 2014.

Most of the PWDs in Nepal are extremely poor, illiterate, unskilled, and ignorant of their rights and socio-economically deprived from any opportunity. They have remained economically inactive, unproductive and are considered a burden to the family, society and to the nation. The PWDs face sheer discrimination in every aspect of their life depend upon their family members and are neglected by the society. They often face limited range of training and employment opportunities. They are deprived of their social status and are less confident in themselves. They are forced to lead a miserable life. As a consequence, they are treated as a second class citizen of the state. This is the everyday reality of the person with disabilities in Nepal.

National poverty severely limits the government's ability to support the case of the PWDs. There are no such remarkable governmental programs especially to address the problems faced by the person with disabilities in Nepal. Nor has legislation been enacted to mandate employment or other state services. If the PWDs are provided with equal opportunities of creating employment through skills training, income generation activities, personal development and independent living skills through enterprise development and integrate employment opportunities needless to say most of the persons with disabilities in Nepal can lead a dignified life with social respect being themselves economically dependent on their own locality.

(Reported by the National Rehabilitation Centre of the Disabled, Nepal)

PHILIPPINES

I. Basic Data

- **Country/Area Name** Philippines
- **Country/Area Population**

The 2010 Census of Population and Housing Reveals the Philippine Population at 92.34 Million

Reference Number: 2012-027, Philippine National Statistics Office

Release Date: Wednesday, April 4, 2012

The country's population increased by 15.83 million

The total population of the Philippines as of May 1, 2010 is 92,337,852 based on the 2010 Census of Population and Housing. The census counts up to the barangay level were made official with the signing by President Benigno S. Aquino III of Proclamation No. 362 on March 30, 2012.

- **Country/Area Working Population**

Employment Rate is Estimated at 92.5 Percent in April 2013

Reference Number: Philippine National Statistics

2013-058

Release Date: Tuesday, June 11, 2013

Results from the April 2013 Labor Force Survey (LFS)

Philippines	April 2013^{1/}	April 2012
Population 15 years and over (in 000)^{2/}	64,028	62,842
Labor Force Participation Rate (%)	63.9	64.7
Population 15 years and over (in 000)^{2/}	64,028	62,842
Labor Force Participation Rate (%)	63.9	64.7
Employment Rate (%)	92.5	93.1
Unemployment Rate (%)	7.5	6.9

^{1/} Estimates for April 2013 are preliminary and may change.

^{2/} Population 15 years and over is from the 2000 Census-based population projections.

The results of the April 2013 Labor Force Survey (LFS) revealed an employment rate of 92.5 percent. In the same month of the previous year, that is April 2012, the employment rate was estimated at 93.1 percent. The drop in the employment rate is due to the decline in employment in the agriculture sector, with the number of agricultural workers falling from an estimated 12.468 million in April 2012 to 11.844 million in April 2013, or by about 624 thousand workers (Table 1).

The total number of employed persons in April 2013 is estimated at 37.819 million compared to 37.840 million in April 2012, or a decrease of around 21 thousand workers. While employment in the agriculture sector had dropped, employment in the industry sector and services sector grew by 3.8 percent or 224 thousand workers, and by 1.9 percent or 380 thousand workers, respectively, from April 2012 to April 2013 (Table 1).

Workers in the services sector remained the largest group of workers, making up more than half (52.6%) of the total employed. Workers in agriculture sector comprised the second largest group, accounting for 31.3 percent of the total employed. Workers in the industry sector made up 16.1 percent (Table 1).

- **Population of People with Disabilities**

Persons with Disability in the Philippines (Results from the 2010 Census)

Reference Number: 2013-005, Philippine National Statistics Office

Release Date: Thursday, January 10, 2013

About 16 per thousand of the country's population had disability

Of the 92.1 million household population in the country, 1,443 thousand persons or 1.57 percent had disability, based on the 2010 Census of Population and Housing (2010 CPH). The recorded figure of persons with disability (PWD) in the 2000 CPH was 935,551 persons, which was 1.23 percent of the household population.

Among the 17 regions, Region IV-A had the highest number of PWD at 193 thousand. This was followed by the National Capital Region (NCR) with 167 thousand PWD. The Cordillera Administrative Region (CAR), on the other hand, had the lowest number of PWD at 26 thousand.

Ten regions had proportion of PWD higher than the national figure. These were Region VI (1.95 percent), Region IVB and Region V (both 1.85 percent each), Region VIII

(1.75 percent), Region II (1.72 percent), Region I (1.64 percent), CAR (1.63 percent), Region XI and Region VII (both 1.60 percent each), and CARAGA (1.58 percent).

Table 1. Household Population and Persons with Disability by Region: Philippines, 2010

Region	Household Population (in 1,000)	Household Population with Disability (in 1,000)	Proportion of Persons with Disability to the Household Population (in percent)
Philippines	92,098	1,443	1.57
National Capital Region (NCR)	11,797	167	1.41
Cordillera Administrative Region (CAR)	1,612	26	1.63
Region I - Ilocos	4,743	78	1.64
Region II - Cagayan Valley	3,226	56	1.72
Region III - Central Luzon	10,118	139	1.38
Region IV-A - CALABARZON	12,583	193	1.53
Region IV-B - MIMAROPA	2,732	50	1.85
Region V - Bicol	5,412	100	1.85
Region VI - Western Visayas	7,090	138	1.95
Region VII - Central Visayas	6,785	109	1.6
Region VIII - Eastern Visayas	4,090	72	1.75
Region IX - Zamboanga Peninsula	3,398	46	1.35
Region X - Northern Mindanao	4,285	67	1.56
Region XI - Davao	4,453	71	1.6
Region XII - SOCCSKSARGEN	4,103	59	1.43
Autonomous Region in Muslim Mindanao (ARMM)	3,249	35	1.07
Region XIII - Caraga	2,425	38	1.58

Source: National Statistics Office, *2010 Census of Population and Housing*

- Working Population of People with Disabilities

Philippines

According to the 2000 National Population Census of the National Statistics Office, the population of persons with disabilities was **942,098, or 1.23%** of the total population of 76,504,077.

International Disability Rights Monitor, 'Regional Report of Asia', 2005

Of the total population of persons with disabilities, 57.12% are employed, compared to 82.3% of the general population.

International Disability Rights Monitor, 'Regional Report of Asia', 2005

II. Government Policies or Affirmative Actions in Promoting Employment of People with Disabilities

What is Executive Order EO 417 - Directing the Implementation of the Economic Independence for PWDs (Series of 2005)

- All national government agencies including government owned and controlled corporations are enjoined to support and cooperate in the implementation of the Economic Independence Program for PWDs
- DSWD - shall develop and implement the national social preparation program that will deal on moral values and work ethics of entrepreneurs with disabilities
- DepEd/CHED/TESDA - shall continually develop a system of equivalency to ensure PWDs' access to employment and entrepreneurship
- CDA - shall develop and implement programs to promote coop organizing and development among PWDs

EO 417 - Economic Independence Program

- Markets for products and services of cooperatives of PWDS and other Organization of PWDs engaged in livelihood.
 - Accessible Work Center.
 - Capital for Livelihood Programs.
 - 1% Expanded Employment for Persons with Disability
- Social Enterprise refers to a Social Enterprise with the poor as primary stakeholders. As such, it declares and pursues poverty reduction/alleviation or the improvement in the quality of life of specific segments of the poor as its principal objective. It pursue this objective by directly engaging and investing in the poor to become effective workers, suppliers, clients and/or owners of the Social Enterprise as well as partners in poverty reduction, economic and social development. A Social Enterprise may be collectively owned by the poor in the form of cooperatives or associations where the poor are the exclusive owners or comprise a majority of the members.

III. Good Practices made by the NGOs or Business Sectors in Promoting Employment of People with Disabilities

EO 240 - Declaring the Period from Year 2003 to 2012 as the Philippine Decade of Persons with Disabilities

- Non-government organizations and self-help groups among persons with disabilities, as well as other organizations are hereby enjoined to take full cognizance of the National Plan of Action for the Decade of PWDs and to fully cooperate in the attainment of its goals and activities by gearing their policies and aligning their programs to said National Plan

With this declaration, Tahanang Walang Hagdanan, Inc (TWHI) as one of pioneering institutions who gave the PWDs an opportunity to prove their worth and gain employment, has lots of good practices to share since its inception in 1973. With its 40 years of existence, TWH has become one of the well-recognized organization by the Philippine Government, other NGOs, business and private sectors.

Please see Tahanang Walang Hagdanan, Inc. Website: www.twh.org.ph

1. For Tahanang Walang Hagdanan, Inc, (TWHI) more than three decades is a long period but along this journey, there were some ups and downs and thousands of PWD benefitted from the programs and services. From doing simple repairs, we now manufacture wheelchairs and educational materials. From knitting in the late 70's, we now have sewing, one of the most profitable activities we engage in not to mention packaging services where most of the workers even those with severe disability are accommodated.

Now at 40, new opportunities came for PWDs. Through our partners Mr. Hans D. Lau , another avenue opened to employ PWDs in Dental Laboratory which have employed ten PWDs. Along this development, Job Placement program continues to draw support from employers. Everything TWH does aim to enhance the lives of persons with disability.

The experience with typhoon Ondoy which caught everybody unprepared, prompted TWH to focus more on Disaster Management. A Team was organized to map out plans and execute them in times of disaster. Strong linkage with relevant stakeholders is being

worked out to expedite rescue operations to PWD who are most vulnerable in times of calamities. Training on Psychosocial Care in Crisis and Disaster Management was conducted to increase capacity in disaster preparedness and Occupational Health and Safety Measures. Through the assistance of CBM, AAR Japan, Circle of Friends Foundation, Zuellig Pharma, PHAP Cares, Rotary Club of Manila Metro who donated brand new machines and equipment, we are now back to full production capacity. We produce orders from DepEd, Latter Day Saints, Handicap International, UNICEF and other clients. The new equipment have helped us double our production capacity.

At the same time, TWHI has been able to assist 361 poor entrepreneurs. Of this total, 40 are persons with disability engaged in various businesses like; internet cafe, buy and sell activities, and fishing. Based on the outcomes, in just a short span of time, the program has been able to chalk up a substantial number of positive changes in the lives of the members.

Alongside new projects and services, TWH Management continued to develop new strategies and plans leading the organization towards a more comprehensive direction anchored on the three bottom line approach which will be the key drivers of change to influence our future. Patterned after FSSI (Foundation for a Sustainable Society, Inc) our partner in community Development.

TWH will be ---

- * Socially Equitable to implement inclusive development programs that will create a positive impact on the lives of PWD and his community.
- * Economically Viable to include new and appropriate strategies that would ensure the viability of our fundraising and livelihood programs in a competitive market.
- * Ecologically Sound as it participates in the protection and rehabilitation of our environment that would build a brighter future for the next generations.

“Sustainability, Empowerment and Care for Environment”, will be our guiding principle for the years to come, inspired by the Foundation for Sustainable Society (FSSI).

Program (PACAP) is the implementation of a Microfinance program in response to the growing needs of PWD entrepreneurs for financial access and capacity building.

2. VIBES

Visually Impaired Brotherhood for Excellence Service is a cooperative for the Blind Masseurs . They are operating in a nationwide scope. They are renting space in different malls where they serve their clients. The Visually Impaired masseurs do also home service.

VIBES cooperative had been in service for 21 years already. Their Blind Masseurs are accredited and licensed by the Department of Health. They passed the Department of Health examination.

3. NATIONAL FEDERATION OF COOPERATIVES OF PERSONS WITH DISABILITY (NFCPWD):

The NFCPWD is a federation of cooperatives owned and operated by Persons with Disability. Their membership is nationwide. They are dealing with the Department of Education's procurement on school chairs/desks. The 10% procurement of the DEPED are granted to the NFCPWD and are being distributed to their members. They provide the materials to their coop members.

4. INDEPENDENT LIVING LEARNING CENTER

This is an NGO catering to children and youth with learning disability. The center trained their client occupational skills that lead them to employment.

5. Life Haven, Inc.:

This is a group of Persons with Severe Disability (Quadreplegia) advocating for Independent Living. They gave training on peer counselling and provide personal assistant services to PWDs in need to this service.

6. LAMOYAN

This is a business enterprise manufacturer of tooth paste that is employing Persons with Hearing Impairment.

IV. Government's Policies and Systems for Securing Income of People with Disabilities

1.. What is Republic Act 7277?

RA 7277 - Magna Carta for Persons with Disability

- An act providing for the rehabilitation, self-development and self-reliance of disabled persons and their integration into the mainstream of society and for other purposes
- rights and privileges of disabled persons:
- equal opportunity for employment
- access to quality education
- National Health Program
- Auxiliary Social Services
- Telecommunications
- Accessibility (barrier-free environment)
- Political and civil rights

V. Free Description on Employment of People with Disabilities

In Republic Act 7277 known as the Magna Carta for Persons with Disability, chapter 1, section 5; Equal Opportunity for Employment - no persons with disability shall be denied access to opportunities for suitable employment with equal benefits, incentives and allowances as a qualified able bodied persons.

In the amendment, 10% of the workforce in the government agencies, offices or corporations engaged in social development shall be reserved for persons with disability. The law also identified other categories of employment for PWDs:

- Sheltered employment (Sec. 6) - shall be provided by the government if the pwd cannot be accommodated in open employment
- Apprenticeship (Sec. 7) - - subject to the provision of Labor Code as amended, PWD shall be eligible as apprentices or learners
- Incentives for Employers (Sec. 8) - this is to encouraged private sectors to employ PWDs
- Vocational Rehabilitation (Sec. 9) - provision of rehabilitation and livelihood

services for PWD

- Vocational Guidance and Counseling (Sec. 10) - DSWD shall implement measures providing and evaluating vocational guidance and counselling to enable PWD to secure, retain and advance in employment.

In the Philippines, the Republic Act No. 7277 or the Magna Carta for Disabled Persons (specifically Section 32), which took effect in 1992, ensures equal opportunities for suitable employment to PWDs as their able-bodied counterparts. A number of policies, programs and services had already been implemented in relation to employment of PWDs (IDRM: 96). There have also been employment-related programs and services provided by the government to PWDs, which include the following:

- Tulong Alalay sa Taong May Kapansanan (TULAY) program, or Support services to PWDs, of the Department of Labor and Employment (DOLE);
- Assistance package for PWDs of the Department of Trade and Industry (DTI);
- Philippine National Skills Competition for PWDs of the Technical, Education and Skills Development Authority (TESDA);
- Science and Technology Intervention for the Poor, the Vulnerable and PWDs of the Department of Science and Technology (DOST);

Despite the efforts of the government in promoting anti-discriminatory practices in the area of employment and providing various employment-related programs and services for PWDs, it seems that employment for this segment of the population still need improvement. There is an estimated report that only less than 10 percent of more than 100,000 employable PWDs registered with the DOLE were wage employed. The International Disability Rights Monitor (IDRM), however, reported that 57.1 percent of the PWDs in the Philippines are employed, 30.9 percent of which are engaged in agriculture such as farmers, forestry workers or fishermen while 10.8 percent are laborers or unskilled workers.

Using the 2008 and 2010 disability surveys conducted in selected cities of Metro Manila and Rosario, Batangas, respectively, this paper looks into the labor force participation, income sources, and occupations of PWDs in both areas. It also examines some personal and household characteristics across groups of PWDs with different employment profiles. Meanwhile, this chapter also explores the association between educational attainment and occupational classification of PWDs to see if there is a significant mismatch between

education and occupation.

Labor force participation 1

The proportion of employed PWDs in the urban area is slightly higher (58.3%) than that in the rural area (41.9%). More than half of those with job/business were still looking for additional work to be able to augment their income. This is particularly evident in the urban area. Others even tried to get secondary jobs or engaged themselves in informal and/or small-scale businesses such as operating a sari-sari store, e-load retail business, charcoal or ice vending, among others.

Unemployment rate among PWDs in the rural area is relatively higher than that in the urban area. Many of these PWDs, however, were looking and available for work. Others, although not actively looking for work, said they were available and willing to take up work if opportunity would exist. On the other hand, majority (84%) of those with no job/business in the rural area were not looking for work. Having permanent disability appeared to be the most common reason for being economically inactive. Parents and/or other family members of those PWDs do not allow their disabled members to seek employment. Pessimism and lack of self-esteem also prevent other PWDs from exerting an effort to get into the mainstream employment. Many of them believed that no work is available for them while a few others mentioned that they are shy to go out and interact with other people.

In the urban area, almost half of the employed PWDs are visually-impaired while in the rural area, only 16 percent from this group are working. In fact, almost 60 percent of the non-working visually-impaired in the rural area were not looking for work. On the contrary, the hearing-impaired group got the highest employment rate in the rural area, followed closely by mobility-impaired. In the urban area, however, the hearing-impaired has the highest proportion of economically inactive members.

In order to provide comparative analysis between the urban and rural data sets, labor force concepts adopted in the urban data set was used. The rural data set contains the complete set of variables necessary to generate labor force variables that are in accordance with the International Labour Organization (ILO) labor concepts. On the other hand, the urban data set lacks some screening variables such as respondent's availability for work, willingness to work, reasons for not looking for work, among others. The mode

of labor force participation is thus defined as follows:

- (1) fully employed - a working aged (15-70) person who worked for pay or profit for at least an hour during the reference period, and who did not look for additional work;
- (2) underemployed - a working-aged (15-70) person who worked for pay or profit for at least an hour during the reference period, but was still looking for additional work;
- (3) unemployed - a working-aged (15-70) person who had no job/business but was looking for work during the reference period; and,
- (4) not part of the labor force - a working-aged (15-70) person who had no job/business and not looking for work during the reference period.

Concluding remarks

Notwithstanding the limited number of respondents, some meaningful insights can be drawn from the descriptive analysis of the survey data. One of the most interesting findings from the surveys is that being a member of a DPO, particularly in the urban area, has relatively higher likelihood of being engaged in an income-generating activity. One clear example of this is that majority of the visually-impaired respondents in selected cities in Metro Manila, who are DPO members, are working as masseurs. It is thus interesting to note that DPO plays an important role not only in providing employment to PWDs but also in empowering them and improving their perspective in life. It is thus a good idea for the local government to work in partnership with DPOs in conducting regular activities catered for PWDs which include job/income-generating trainings, socialization, rehabilitation, among others. In addition, it is also important that there are job placement and/or livelihood assistance programs available in the area (either barangay or municipality) so that PWDs will not face difficulty in finding a decent and productive work. Education is considered as a critical factor in gaining employment. The MCA between educational attainment and occupation suggests that having a good educational background is one of the most important requirements in getting a satisfactory job. The government might offer scholarships to school-aged PWDs who cannot attend school because of financial constraints. Alternative learning sessions might also be conducted (on a regular basis and free of charge) to PWDs who are already beyond the school-age but do not have at least high school diploma (which is usually the minimum qualification set by employers). Special sessions might also be catered to the hearing-impaired who do not know sign language (especially those in far-flung areas where deaf schools are inaccessible) and are not knowledgeable with Filipino (since English is the medium of instruction in deaf schools). The government can also allocate

additional funds for programs and activities related to skills development and employment assistance for older PWDs with lower educational attainment .

Examination of the sources of personal income of PWDs suggests that a large proportion of PWDs are either dependent on transfer income or completely dependent on the income of their household to be able to survive. The MCA 2-dimensional map exhibits strong association between transfer income-earners and being non-DPO members and having lower educational attainment (in the rural area). On the other hand, those without personal income were found to be more closely related to having lower educational attainment (in the urban area). These findings also highlight the importance of DPO membership and good educational background on accessing a productive employment and not being dependent on the support from other people.

Majority of PWDs in both rural and urban areas are considered to be engaged in vulnerable employment. A significant percentage of employed PWDs are classified as own-account workers (which are basically self-employed) and a few others are unpaid family workers.

Some PWDs who are in paid employment are considered to be informally employed because they are working as temporary workers without formal contract, seasonal workers, and hired on a daily basis. These types of occupation lack security of tenure. The government can thus offer skills development trainings to these groups of PWDs, and then provide employment or livelihood assistance programs to them afterwards. Supported employment programs might also be explored for the benefit of those who wanted job security.

A number of economically inactive PWDs have low self-esteem to interact with other people, are discouraged or are not allowed by their family members to work. For PWDs who are willing to work but are not confident enough to apply for a job, the intervention may be in the form of either a transitional (sheltered) employment program or a supported employment program. On the other hand, those who believe that no work is available for them should be regularly informed of the employment, and even trainings, opportunities by the PWD affairs officer within their LGUs. Moreover, employment assistance can be provided to at least one unemployed members of the household of PWDs who are not permitted by their parents or other family members to work, particularly if they are or have higher probability of being income poor.

Ultimately, there should be a stricter implementation of the laws and policies pertaining

to employment of PWDs. One is Section 5 of Republic Act (RA) No. 7277 that requires government organizations engaged in social development such as DSWD, DOH, DepEd, among others, to reserve 5 percent of all their casual, emergency and contractual positions for PWDs. Possible amendment to this is the allotment of a certain percentage of permanent positions for PWDs. This is essential for PWDs who want job security and for the employed ones to be entitled to medical, leave and other benefits. Another is the provision of incentives to private employers to ensure gainful employment for PWDs, as stipulated in Section 8 of RA No. 7277. It is important to ensure that incentives are properly provided to employers that comply with this policy. Implementation of other sections of RA No. 7277 should also be observed such as ensuring the safety of PWDs within their working environment as well as ensuring that public infrastructure are more PWD-friendly. It is thus essential for the government to allocate sufficient amount of funds, or explore alternatives such as public-private partnership (PPP), on the improvement of not only rural infrastructure but also infrastructure in urban areas, especially the public transport system. Moreover, RA No. 10070 (amended Section 40 of RA 7277) should also be enforced. This requires the national agencies and LGUs to collaborate with DPOs in exploring livelihood opportunities to PWDs and disseminating information, which includes training and employment opportunities, to PWDs. It is thus important for the National Council on Disability Affairs (NCDA) to maintain a complete registry of PWDs and share this to LGUs to be able to improve information channels on employment and training opportunities for PWDs.

(Reported by the Tahanang Walang Hagdanan Inc.)

TAIWAN

I Basic Data

1. Country/Area Name

Taiwan

2. Country/Area Population

23,191,401

3. Country/Area Working Population (with reference)

<http://www.dgbas.gov.tw/ct.asp?xItem=34571&ctNode=5624>

Working Population is 10,959,000 and Labor force participation rate is 58.38% until June, 2011.

4. Population of People with Disabilities (with reference)

http://www.moi.gov.tw/stat/news_content.aspx?sn=5467

Population of people with disabilities is 1,090,000 until June, 2011.

5. Working Population of People with Disabilities (with reference)

Population of people with disabilities from 15 years old to 64 years old is 614,053.

Working population of people with disabilities is 163,112 and the rate is 26.5%.

II Government's Policies or Affirmative Actions in Promoting Employment of People with Disabilities

1. The quota system for employment of people with disabilities in Taipei City—

The subsidies of the quota system for employment of people with disabilities in Taipei City (since 1st, Jan 2013)

Applicant:

[1] The private obligation institute which employed persons with disabilities over 1% from its total number of employees not only the ones disability registration or certificated are severe category but also the working place is located in Taipei City.

[2] The private institute which have over total 5 employees in Taipei City that employed 1 person with disabilities not only the one's disability registration or

certificated is severe category but also the working place is located in Taipei City

The duration and amount of subsidies:

The employee with disabilities is hired after 1st, Jan 2013 and the amount of subsidies is NTD\$7,000/per person per month.

Also the duration at longest is lasting 36 months continually but the salaries which lower than the basic wage won't be subsidized.

Application:

[1] Submit the application at the beginning of each quarter (from each 16th day to the end of January, April, July and October)

[2] With the Application Form, the Wage Form of employee with disabilities, receipt, the salary certificated document of the employee with disabilities, the photocopy of the Disability Registration or Certificated (if it's not the resident of Taipei City) and the photocopy of bank account information from the applicant institute.

Remark:

Who qualifying the formal quota system for employment of people with disabilities Award Guidelines of Department of Labor, Taipei City Government and submitted the application then approved before, the award duration will still lasting until 31st, December 2015. But the amount of award is amend as NTD\$7,000/per person per month.

2. The subsidies for the employer who hire person with disabilities that need job redesigning:

To hire each person with disabilities or the self-employment that need job redesigning, the limitation of subsidies is NTD\$100,000 at the most per year. But what if there is any specific need, can be the exception of the limitation of NTD\$100,000 after the professional evaluation approval.

3. The preference in public-sector procurement for disability organizations.

III Good Practices made by the NGOs or Business Sectors in Promoting Employment of People with Disabilities

<http://www.7-11.com.tw/careers/angel/index.asp>

There are over 300 persons with disabilities who working in the 7-Eleven Convenient Stores which under Uni-President at present. According to the research of Ministry of Interior, each 8 persons with disabilities who have potential to get a job, but there is 1 unemployed, the unemployed rate is triple time than ordinary people. In fact, without

enough public awareness of persons with disabilities is a most obstacle for them. With more patience and confidence, we can discover many characters of them can ensure that they become our good working fellows.

Category	Character
Intelligence Disorder	It's not easy to get fed up with repetitive work. After appropriate training, will have good performance on the jobs which need steadiness and constancy.
Visual impairment	Its have better human powers of sensory such as hearing, touching and memory than ordinary people.
Hearing Impairment	It's not easy be disturbed by the surrounding environment, keep high focus on the work. The cognitive and learning ability is not different from ordinary people, have the advantage of physical endurance on the work performance.
Mental Disorder	With empathy and support to them, their work efficiency is not different from ordinary people.
Physical Disability	It's well-social adaptation, most of them have the basic ability to judgment and professional skill.

7-Eleven Convenient Store has a fund-raising project "Love Once More" which is support Persons with Disabilities for their self-independence living. It's not only promoted the fund-raising, but also develop the care action. Since 2007, 7-Eleven Convenient Store worked with United Way to promote the "Fund-raising Program of comprehensive service for persons with disabilities", collaborated with more than 100 social welfare groups and there were over 1,590,000 persons with disabilities received the service. From 2013, 7-Eleven Convenient Store start to conduct the Job Match service for persons with disabilities which is the innovation service in domestic industry. It's can promote the employment of persons with disabilities and develop the economic self-sufficiency for persons with disabilities.

IV Government's Policies and Systems for Securing Income of People with Disabilities

http://www8.www.gov.tw/policy/welfare/page_04.html

1. Living Subsidies for the medium and low income.
2. Disability Pension.
3. Dysfunctional allowances of Labor insurance.

4. Subsidies for the social insurance cost.
5. Subsidies for the house leased or house buying.
6. Medical Subsidies from the authorities.
7. Electric Bill Deduction for the Life support equipment.
8. Special tax deduction for the persons with disabilities.

V Free Description on Employment Situation of People with Disabilities
Nil.

(Reported by the Eden Social Welfare Foundation)

THAILAND

I Basic Data

1. Country/Area Name

Kingdom of Thailand

2. Country/Area Population

65.98 million (2010)

Reference: National Statistical Office. "100th anniversary of population censuses in Thailand: Population and housing census 2010: 11th census of Thailand"

3. Country/Area Working Population (with reference)

38.85 million (May 2013)

Reference: National Statistical Office. "Thailand's Labor Force Survey in May 2013"

4. Population of People with Disabilities (with reference)

1.9 million (2007)

Reference: National Statistical Office. "People with Disabilities' Survey in 2007"

5. Working Population of People with Disabilities (with reference)

0.64 million (2007)

Reference: National Statistical Office. "People with Disabilities' Survey in 2007"

II Government's Policies or Affirmative Actions in Promoting Employment of People with Disabilities

Persons with Disabilities Empowerment Act B.E. 2550:

Section 33

Section 34

Section 35

Person with Disabilities Employment, Ministry of Labor Regulation B.E. 2554

Article 3

Article 4

Article 5

(Reported by the Redemptorist Foundation for People with Disabilities)

Ministerial Regulations:

To Specify Numbers of Employees with Disabilities that the Employers, Entrepreneurs and Government Agencies Shall Recruit in Their Workplaces, and the Amount of Money that the Employers or Entrepreneurs Shall Send to the Fund for Empowerment of Persons with Disabilities.

B.E. 2554

By virtue of the power granted under section 33, 34 Paragraph One, and section 45 of the Persons with Disabilities Empowerment Act B.E. 2550 which have some provisions to restrict rights and liberties of a citizen, pursuant to provisions under Article 29, Article 41 and Article 43 of Constitution of Kingdom of Thailand which legitimize such exceptions, Minister of Labor hereby issued the Regulations as follows:

Article 1 The Regulations shall come into force as from one hundred and eighty days counting from the date of the announcement in the Royal Gazette onwards.

Article 2 In this Regulations:

“Employees” means civil servants, government employees, employees, or employees otherwise called of a government agency who work on the fulltime basis in the government agency, and shall include employees who are posted in a foreign country and employees who are currently on leave with pay but shall not include the temporary or contractual employees.

Article 3

Any employer or entrepreneur that has more than one hundred employees shall hire a person with disability who is able to work in any position with a ratio of every one hundred employees without disabilities to one employee with disability. In cases the excess number of employees is more than fifty, an obligation to recruit an additional employee with disability shall be applied.

Employee enumeration shall be conducted exactly on the 1st day of October annually, and in case any employer or entrepreneur has offices or office branches in the same province, enumeration of the employees shall be conducted by the method of counting the entire workforce in the offices or office branches in the same province.

Warning: This is an unofficial translation by National Office for Empowerment of Persons with Disabilities, June 2011.

Article 4

Government agencies with more than one hundred employees shall hire a person with disability who is able to work in any position with a ratio of every one hundred employees without disability to one employee with disability. In case the excess number of employees is more than fifty, an obligation to recruit an additional employee with disability shall be applied.

Annual employee enumeration shall be conducted exactly on the 1st day of October. The enumeration methods are as follows:

(1) Ministries, departments, divisions, government agencies otherwise called but have the same status with departments shall conduct their employee enumeration entirely at the ministry level. Once the number of employees with disabilities each ministry has to employ is settled, the permanent secretary of each ministry, having considered the nature of work that is suitable for persons with disabilities, shall allocate the number of vacancies for persons with disabilities to a department under supervision for recruitment.

(2) Local governments shall conduct employee enumeration separately according to each Provincial Administration Organization, Municipality, Sub-district Administration Organization, the Bangkok Metropolitan Administration, and the Pattaya City or any other local administration organizations set up by law.

(3) State enterprises set up under the acts or royal decrees shall conduct employee enumeration separately according to each state enterprise;

(4) Any other government agencies that have entity status shall conduct employee enumeration separately according to each agency.

Warning: This is an unofficial translation by National Office for Empowerment of Persons with Disabilities, June 2011.

Article 5

Any employer or entrepreneur who does not employ persons with disabilities as stipulated in Article 3 and does not comply with Section 35 of Persons with Disabilities Empowerment Act B.E.2550, must send money to the Fund for Empowerment of Persons with Disabilities on annual basis calculating from the minimum rate of the minimum wage specified by the latest enacted labor protection law in the previous year prior to the obligation to send money to the Fund for Empowerment of Persons with Disabilities multiplied by three hundred and sixty five and multiplied by the number of persons with disabilities not being employed.

Money remittance mentioned in Paragraph One can either be in cash, crossed check or money order to pay for Fund for Empowerment of Persons with Disabilities or Provincial Social Development and Human Security Office where the firm is located within the 31st day of January annually.

Issued on 26th day of April B.E.2554

Chalermchai Srion

Minister of Labor

Remarks:- The rationale for issuance of these Ministerial Regulations is that section 33 of the Persons with Disabilities Empowerment Act B.E.2550 requires employers, entrepreneurs and government agencies to employ persons with disabilities to work in the positions suitable for them in proper proportions to the entire number of the employees in their workplaces by mandating the Minister of Labor to issue Ministerial Regulations to specify numbers of employees with disabilities that the employers, entrepreneurs and government agencies shall recruit in their workplaces, and Section 34 Paragraph One requires employers and entrepreneurs who do not employ persons with disabilities at the proper proportions shall send money to the Fund for Empowerment of Persons with Disabilities and the Minister of Labor shall issue Ministerial Regulations to specify the amount of money that the employers or entrepreneurs shall send to the Fund. It is thus necessary to issue these Ministerial Regulations accordingly.

Warning: This is an unofficial translation by National Office for Empowerment of Persons with Disabilities, June 2011.

Part 3

Incheon Strategy to "Make the Right Real" for Persons with Disabilities in Asia and the Pacific.



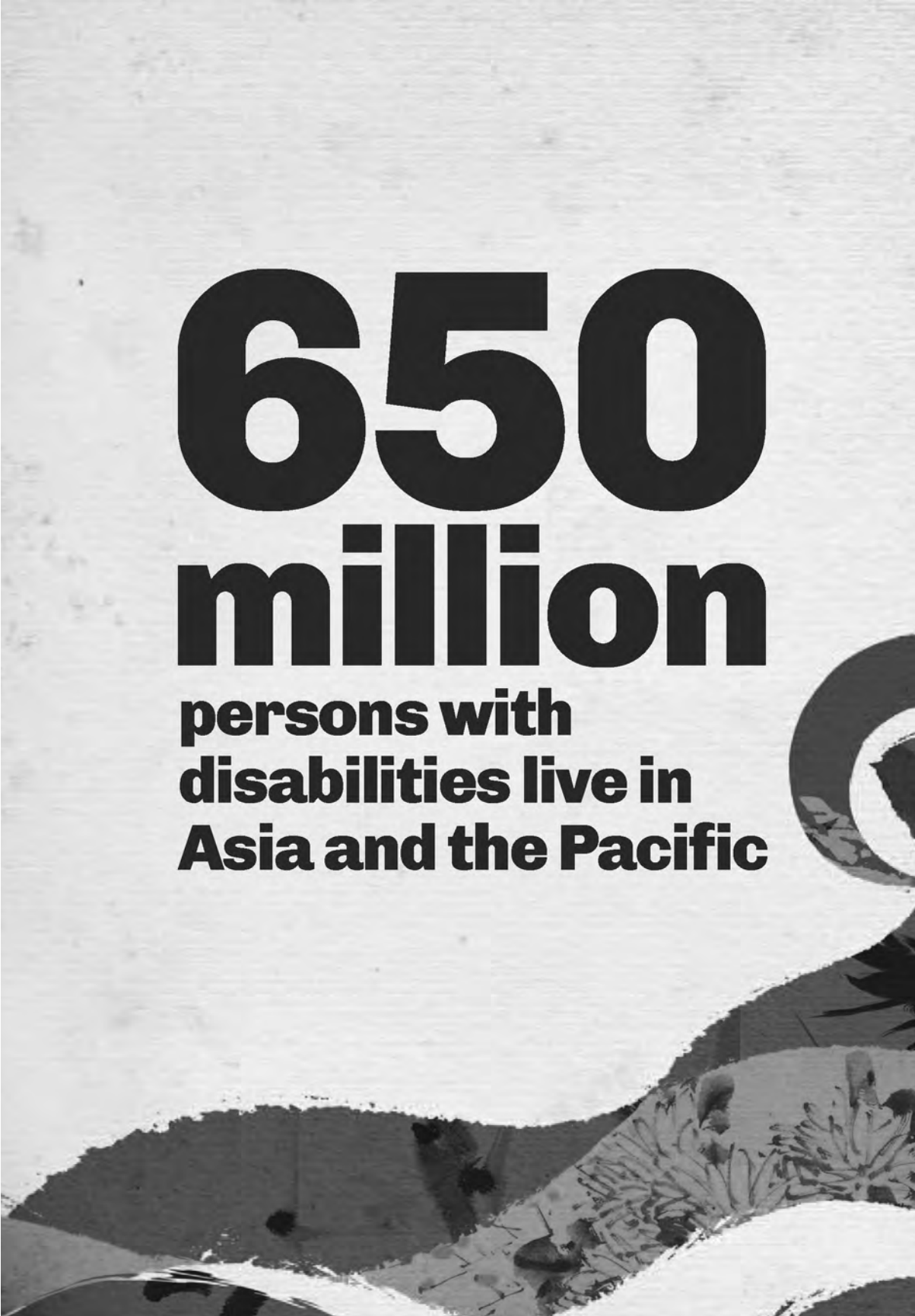
Incheon Strategy to “Make the Right Real” for Persons with Disabilities in Asia and the Pacific

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United Nations
Economic and Social Commission for Asia and the Pacific
Bangkok, November 2012



**650
million**

**persons with
disabilities live in
Asia and the Pacific**



As we launch the new Asian and Pacific Decade of Persons with Disabilities, 2013–2022, let us focus on addressing the remaining challenges. By adopting — and implementing — the Incheon Strategy, you can help to ensure a disability-inclusive post-2015 development agenda

Ban Ki-moon
Secretary-General
United Nations



Explanatory note on ESCAP

ESCAP is the regional development arm of the United Nations and serves as the main economic and social development centre for the United Nations in Asia and the Pacific. Its mandate is to foster cooperation among its 53 members and 9 associate members. ESCAP provides the strategic regional link between global and country-level programmes and issues. It supports Governments of the ESCAP region in consolidating regional positions and advocates regional approaches to meeting unique Asian and Pacific socioeconomic challenges in a globalizing world. The ESCAP secretariat is located in Bangkok. For more information, please visit our website at <www.unescap.org>.

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Introduction

Governments of the ESCAP region gathered in Incheon, Republic of Korea, from 29 October to 2 November 2012 to chart the course of the new Asian and Pacific Decade of Persons with Disabilities for the period 2013 to 2022. They were joined by representatives of civil society organizations, including organizations of and for persons with disabilities. Also in attendance were representatives of intergovernmental organizations, development cooperation agencies and the United Nations system.

The High-level Intergovernmental Meeting on the Final Review of the Implementation of the Asian and Pacific Decade of Disabled Persons, 2003-2012, was organized by ESCAP and hosted by the Government of the Republic of Korea. The Meeting marked the conclusion of the second Asian and Pacific Decade of Disabled Persons, 2003-2012, and launched the new Decade.

The Governments at the High-level Intergovernmental Meeting adopted the Ministerial Declaration on the Asian and Pacific Decade of Persons with Disabilities, 2013-2022, and the Incheon Strategy to “Make the Right Real” for Persons with Disabilities in Asia and the Pacific.

The Incheon Strategy provides the Asian and Pacific region, and the world, with the first set of regionally agreed disability-inclusive development goals.

Developed over more than two years of consultations with governments and civil society stakeholders, the Incheon Strategy comprises 10 goals, 27 targets and 62 indicators.

The Incheon Strategy builds on the Convention on the Rights of Persons with Disabilities and the Biwako Millennium Framework for Action and Biwako Plus Five towards an Inclusive, Barrier-free and Rights-based Society for Persons with Disabilities in Asia and the Pacific.

The Incheon Strategy will enable the Asian and Pacific region to track progress towards improving the quality of life, and the fulfilment of the rights, of the region’s 650 million persons with disabilities, most of whom live in poverty. The ESCAP secretariat is mandated to report every three years until the end of the Decade in 2022, on progress in the implementation of the Ministerial Declaration and the Incheon Strategy.

Ministerial Declaration on the Asian and Pacific Decade of Persons with Disabilities, 2013-2022

We, the ministers and representatives of members and associate members of the United Nations Economic and Social Commission for Asia and the Pacific (ESCAP) assembled at the High-level Intergovernmental Meeting on the Final Review of the Implementation of the Asian and Pacific Decade of Disabled Persons, 2003-2012, held at Incheon, Republic of Korea, from 29 October to 2 November 2012,

Recalling General Assembly resolution 37/52 of 3 December 1982, in which the Assembly adopted the World Programme of Action concerning Disabled Persons,¹ and resolution 48/96 of 20 December 1993, in which the Assembly adopted the Standard Rules on the Equalization of Opportunities for Persons with Disabilities, in which persons with disabilities are recognized as both development agents and beneficiaries in all aspects of development,

Also recalling General Assembly resolution 61/106 of 13 December 2006, in which the Assembly adopted the Convention on the Rights of Persons with Disabilities and its Optional Protocol, which entered into force on 3 May 2008,

Further recalling General Assembly resolution 65/1 of 22 September 2010, entitled “Keeping the promise: united to achieve the Millennium Development Goals”, in which the Assembly, inter alia, recognized that policies and actions must focus on the poor and those living in the most vulnerable situations, including persons with disabilities, so that they benefit from progress towards achieving the Millennium Development Goals,

Welcoming the decision of the General Assembly to hold the High-level Meeting on the Realization of the Millennium Development Goals and other Internationally Agreed Development Goals for Persons with Disabilities, at the level of heads of State and Government, on 23 September 2013, with the overarching theme “The way forward: a disability-inclusive development agenda towards 2015 and beyond,”²

1 A/37/351/Add.1 and Corr.1, annex, sect. VIII, recommendation 1 (IV).

2 See General Assembly resolution 66/124 of 19 December 2011.

Recalling General Assembly resolution 66/290 of 10 September 2012, which stipulates an agreed common understanding of human security, which, inter alia, states that all individuals, in particular vulnerable people, are entitled to freedom from fear and freedom from want, with an equal opportunity to enjoy all their rights and fully develop their human potential,

Also recalling Commission resolution 48/3 of 23 April 1992 on the Asian and Pacific Decade of Disabled Persons, 1993-2002, in which the Commission proclaimed the first such regional decade in the world,

Further recalling Commission resolution 58/4 of 22 May 2002 on promoting an inclusive, barrier-free and rights-based society for people with disabilities in the Asian and Pacific region in the twenty-first century, in which the Commission proclaimed the extension of the Asian and Pacific Decade of Disabled Persons for another decade, from 2003 to 2012,

Recalling Commission resolution 59/3 of 4 September 2003 on the regional implementation of the Biwako Millennium Framework for Action towards an Inclusive, Barrier-free and Rights-based Society for Persons with Disabilities in Asia and the Pacific during the Decade of Disabled Persons, 2003-2012, in which the Commission, inter alia, requested members and associate members to support the implementation of the Biwako Millennium Framework for Action,

Also recalling Commission resolution 64/8 of 30 April 2008 on regional implementation of the Biwako Millennium Framework for Action and Biwako Plus Five towards an Inclusive, Barrier-free and Rights-based Society for Persons with Disabilities in Asia and the Pacific, in which the Commission mandated the convening of a high-level intergovernmental meeting to review the implementation of the Biwako Millennium Framework for Action and Biwako Plus Five in 2012, the concluding year of the Asian and Pacific Decade of Disabled Persons, 2003-2012,

Further recalling Commission resolution 66/11 of 19 May 2010 on regional preparations for the High-level Intergovernmental Meeting on the Final Review of the Implementation of the Asian and Pacific Decade of Disabled Persons, 2003-2012, in which the Commission encouraged the participation of all key stakeholders, including organizations of persons with disabilities from Asia and the

Pacific, in the preparatory process leading up to the High-level Intergovernmental Meeting,

Recalling Commission resolution 68/7 of 23 May 2012, in which the Commission proclaimed the Asian and Pacific Decade of Persons with Disabilities, 2013-2022, and urged all members and associate members to participate actively in the High-level Intergovernmental Meeting and to consider and adopt a strategic framework to guide the implementation of the Decade that is based on the general principles and obligations stipulated in the Convention on the Rights of Persons with Disabilities,

Noting that the World Report on Disability estimates that 15 per cent of the population experience some form of disability, which in the Asian and Pacific region equates to 650 million persons with disabilities, with 80 per cent living in developing countries,³

Welcoming the progress that has been achieved over the course of two Asian and Pacific Decades, spanning the period 1993 to 2012, by ESCAP members and associate members in establishing the foundation for a rights-based approach, with a focus on the dignity of persons with disabilities, to inclusive development, particularly through policy and institutional commitments, as well as new strides in legislation and empowerment,

Noting with appreciation the contributions of civil society, particularly organizations of and for persons with disabilities, to the progress achieved, including through continuous awareness-raising of the rights of persons with diverse disabilities, innovation of good practices, and engagement in policy dialogue,

Bearing in mind that Pacific Leaders at the Forty-first Pacific Islands Forum, held in Port Vila, reaffirmed, through their Communique of 5 August 2010,⁴ their strong support for the Pacific Regional Strategy on Disability 2010-2015⁵ to protect and promote the rights of persons with disabilities, to provide a framework for

3 World Health Organization/World Bank, World Report on Disability (Geneva: World Health Organization, 2011), p.29.

4 See www.forumsec.org/resources/uploads/attachments/documents/2010_Forum_Communique.pdf.

5 Pacific Islands Forum Secretariat, document PIFS(09)FDMM.07 (available from www.forumsec.org.fj).

coordination in building a disability-inclusive Pacific, and to strengthen stakeholder commitment towards the implementation of the Convention on the Rights of Persons with Disabilities and other disability-related human rights instruments,

Noting with appreciation the Bali Declaration on the Enhancement of the Role and Participation of Persons with Disabilities in the ASEAN Community,⁶ adopted on 17 November 2011 by the Association of Southeast Asian Nations (ASEAN) at its nineteenth summit, held in Bali, Indonesia, in which ASEAN, inter alia, proclaimed the period 2011 to 2020 as the ASEAN Decade of Persons with Disabilities, towards ensuring the effective participation of persons with disabilities and mainstreaming disability perspectives in ASEAN policies and programmes across the economic, political security and socio-cultural pillars of the ASEAN Community,

Welcoming the Busan Partnership for Effective Development Cooperation,⁷ adopted on 1 December 2011 by the Fourth High-level Forum on Aid Effectiveness, Busan, Republic of Korea, which, inter alia, recognized the importance of international commitments on disability for forming the foundation of cooperation for effective development,

Also welcoming the Beijing Declaration on Disability-Inclusive Development,⁸ adopted on 8 June 2012 by the Beijing Forum with the theme “removing barriers, promoting integration”, which, inter alia, recognized the significance of accelerating the ratification and implementation of the Convention on the Rights of Persons with Disabilities, and incorporating the disability dimension in the United Nations development agenda beyond 2015 in diverse sectors,

Noting the Community-based Rehabilitation Guidelines,⁹ a joint document of the World Health Organization, the International Labour Organization, the United Nations Educational, Scientific and Cultural Organization and the International Disability and Development Consortium, which provides a comprehensive, multi-sectoral poverty reduction strategy for implementing the Convention on the Rights of Persons with Disabilities,

6 See www.aseansec.org/documents/19th%20summit/Bali_Declaration_on_Disabled_Person.pdf.

7 See www.aideffectiveness.org/busanhlf4/images/stories/hlf4/OUTCOME_DOCUMENT_-_FINAL_EN.pdf.

8 See E/ESCAP/APDDP(3)/INF/5.

9 See www.who.int/disabilities/cbr/guidelines/en/index.html.

Recalling the outcome document of the United Nations Conference on Sustainable Development, entitled “The future we want”,¹⁰ which was adopted by the Conference on 22 June 2012, and which, inter alia, identified persons with disabilities and recognized their right to inclusion in measures that accelerate the implementation of sustain-able development commitments,

Noting with concern that there are still many challenges to be addressed to ensure that persons with disabilities in Asia and the Pacific have the right to equitable access to economic and social op-portunities and political participation and all other aspects of life,

Underscoring the need to address the disability dimensions of the long-term consequences of the rapid population ageing that is under way in Asia and the Pacific,

Noting with serious concern the disproportionate impact of disasters on persons with disabilities in Asia and the Pacific, which in the past three decades has been the region that has suffered the largest number of disasters,

Also noting with serious concern that negative stereotyping and dis-criminatory behaviour towards persons with disabilities still prevail,

Mindful that there are increasing opportunities for promoting and protecting the rights of persons with disabilities, including through the use of new technologies for enhancing the accessibility of the physical environment, public transportation, knowledge, informa-tion and communication,

- 1 *Adopt* the Incheon Strategy to “Make the Right Real” for Persons with Disabilities in Asia and the Pacific, as attached, to catalyse action that shall accelerate, during the new Asian and Pacific Decade of Persons with Disabilities, 2013-2022, the achievement of the regional vision of an inclusive society that ensures, promotes and upholds the rights of all persons with disabilities in Asia and the Pacific;
- 2 Recognize the central role of government in ensuring, promoting and upholding

¹⁰ See General Assembly resolution 66/288 of 27 July 2012.

the rights of persons with disabilities and in promoting the inclusion of disability dimensions in the development agenda beyond 2015 in diverse sectors;

- 3 Commit to implement the present Declaration and the Incheon Strategy by promoting action to reach the Incheon goals and targets by 2022;
- 4 Invite all concerned stakeholders, including the following, to join in a region-wide partnership to contribute to the implementation of the present Declaration and the Incheon Strategy:
 - a Subregional intergovernmental entities, including the Association of Southeast Asian Nations, the Economic Cooperation Organization, the Pacific Islands Forum and the South Asian Association for Regional Cooperation, to promote and strengthen subregional cooperation for disability-inclusive development, in coordination with ESCAP;
 - b Development cooperation agencies, to strengthen the disability-inclusiveness of their policies, plans and programmes;
 - c The World Bank and the Asian Development Bank, to harness their technical and financial resources for promoting disability-inclusive development in Asia and the Pacific;
 - d The United Nations system, including programmes, funds and specialized agencies and ESCAP, to jointly deliver disability-inclusive development in Asia and the Pacific, including through effective use of existing mechanisms at the national, regional and international levels, such as the United Nations Development Group and United Nations country teams,
 - e Civil society organizations, particularly organizations of and for persons with disabilities, to participate effectively in the monitoring and evaluation of the Decade to foster continuous responsiveness on the aspirations and needs of persons with disabilities, including through outreach to diverse disability groups, and contributing to policy and programme development and implementation;

- f Organizations of and for persons with disabilities, to participate actively in decision-making processes concerning the Incheon Strategy;
 - g The private sector, to promote disability-inclusive business practices;
- 5 Request the Executive Secretary of ESCAP:
- a To accord priority to supporting members and associate members in the full and effective implementation of the present Declaration and the Incheon Strategy, in cooperation with other concerned entities;
 - b To engage with stakeholders and encourage their participation in the implementation of the present Declaration and the Incheon Strategy;
 - c To submit the outcome of this High-level Intergovernmental Meeting to the Commission at its sixty-ninth session for endorsement;
 - d To submit the outcome of this High-level Intergovernmental Meeting to the High-level Meeting on the Realization of the Millennium Development Goals and other Internationally Agreed Development Goals for Persons with Disabilities, to be convened on 23 September 2013, through the President of the General Assembly;
 - d To report to the Commission triennially thereafter until the end of the Decade on the progress in the implementation of the present Declaration and the Incheon Strategy;
 - f To develop a roadmap for the implementation of the Incheon Strategy to “Make the Right Real” for Persons with Disabilities, including reporting requirements, for submission to the Commission at its seventieth session;
- 6 Recommend that the Commission at its sixty-ninth session decide to convene a high-level intergovernmental meeting to review the progress of the Decade at the midpoint of the Decade (2017), and to mark the conclusion of the Decade (2022).

Incheon Strategy to “Make the Right Real” for Persons with Disabilities in Asia and the Pacific



Incheon Strategy to “Make the Right Real” for Persons with Disabilities in Asia and the Pacific



Aims to accelerate disability-inclusive development and CRPD ratification and implementation



Derived from 20 years of experience: Asian and Pacific Decades of Disabled Persons: 1993–2002 and 2003–2012



Key feature: time-bound and measurable Incheon goals and targets



Based on CRPD principles



Time-frame for achieving goals: Asian and Pacific Decade of Persons with Disabilities, 2013 to 2022



For a disability-inclusive Asia-Pacific, partnerships must be forged:

- Multi-sectoral
- Multi-stakeholder
- Multi-level

10 Goals to “Make the Right Real”

1 Reduce poverty and enhance work and employment prospects	2 Promote participation in political processes and in decision-making	3 Enhance access to the physical environment, public transportation, knowledge, information and communication
4 Strengthen social protection		5 Expand early intervention and education of children with disabilities
6 Ensure gender equality and women’s empowerment	7 Ensure disability-inclusive disaster risk reduction and management	8 Improve the reliability and comparability of disability data
9 Accelerate the ratification and implementation of the Convention on the Rights of Persons with Disabilities and harmonization of national legislation with the Convention		10 Advance subregional, regional and interregional cooperation

Incheon Strategy to “Make the Right Real” for Persons with Disabilities in Asia and the Pacific

A Background

- 1 The development of the Incheon Strategy to “Make the Right Real” for persons with disabilities in Asia and the Pacific was derived from the experiences in the implementation of two consecutive Asian and Pacific Decades of Disabled Persons, 1993-2002 and 2003-2012, as well as the historic adoption by the General Assembly, in 2006, of the Convention on the Rights of Persons with Disabilities.¹
- 2 The development of the Incheon Strategy benefited from the contributions of governments, organizations of and for persons with disabilities, and other key stakeholders. It drew from the observations, feedback and insights obtained through the following regional consultations: the Expert Group Meeting-cum-Stakeholder Consultation to Review the Implementation of the Asian and Pacific Decade of Disabled Persons, 2003-2012: The Biwako Millennium Framework for Action (Bangkok, 23-25 June 2010); the Committee on Social Development, second session (Bangkok, 19-21 October 2010); the Regional Stakeholder Consultation for the High-level Intergovernmental Meeting on the Final Review of the Asian and Pacific Decade of Disabled Persons, 2003-2012 (Bangkok, 14-16 December 2011); and the Regional Preparatory Meeting for the High-level Intergovernmental Meeting on the Final Review of the Implementation of the Asian and Pacific Decade of Disabled Persons, 2003-2012 (Bangkok, 14-16 March 2012).
- 3 The responses of governments and organizations of and for persons with disabilities to the ESCAP Disability Survey 2011-2012 on the final review of the Asian and Pacific Decade of Disabled Persons, 2003-2012, provided a rich evidence base for developing the Incheon Strategy.
- 4 The Incheon Strategy is not intended to replicate the comprehensive coverage of the Biwako Millennium Framework for Action and Biwako Plus Five towards an Inclusive, Barrier-free and Rights-based Society for Persons with Disabilities in Asia and the Pacific, and the Convention on the Rights of Persons with Disabilities,

1 General Assembly resolution 61/106, annex I.

which will all continue to serve as overarching policy frameworks for regional work in the field of disability.

Similar to the Millennium Development Goals,² the Incheon goals and targets are time-bound for accelerating implementation by focusing particular attention on the achievement of a set of priority goals and targets during the course of the new Decade, 2013-2022, as well as facilitating the measurement of progress to be attained by countries and territories in the Asia-Pacific region.

B Key principles and policy direction

The Incheon Strategy is based on the principles of the Convention on the Rights of Persons with Disabilities:

- a Respect for inherent dignity, individual autonomy, including the freedom to make one's own choices, and independence of persons;
- b Non-discrimination;
- c Full and effective participation and inclusion in society;
- d Respect for difference and acceptance of persons with disabilities as part of human diversity and humanity;
- e Equality of opportunity;
- f Accessibility;
- g Equality between men and women;
- h Respect for the evolving capacities of children with disabilities and respect for the right of children with disabilities to preserve their identities.

2 The Millennium Development Goals comprise eight goals, 21 targets and 60 indicators.

- 7 In order to realize and protect the rights of persons with disabilities in the Asian and Pacific region, the Incheon Strategy underscores the following policy direction:
- a Legislative, administrative and other measures supportive of rights fulfilment are adopted, implemented, reviewed and strengthened so that disability-based discrimination is eliminated;
 - b Development policies and programmes are disability-inclusive and gender-sensitive and harness the potential of combining universal design with technological advancements for enabling persons with disabilities to fulfil their rights;
 - c Development policies and programmes address the basic needs of persons with disabilities and their families who live in poverty;
 - d Effective and timely collection and analysis of sex-disaggregated disability data are pursued for evidence-based policymaking;
 - e National, subnational and local policies and programmes are based on plans that are explicitly inclusive of persons with disabilities and that also prioritize the active participation of persons with disabilities, through their representative organizations, in relevant decision-making processes;
 - f The necessary budgetary support is provided at all levels for disability-inclusive development and tax policies facilitate the inclusion of persons with disabilities;
 - g All national, subregional, regional and international entities concerned with development include disability dimensions in their policies and programmes;
 - h National, subnational and local coordination, with subregional and regional linkages, ensure that disability inclusion in development policies and programmes is strengthened through intensification of multisectoral consultation and collaboration, to expedite and review Decade implementation and share related good practices;

- i Community- and family-based inclusive development is promoted in order to ensure that all persons with disabilities, irrespective of socioeconomic status, religious affiliation, ethnicity and location, are able, on an equal basis with others, to contribute to and benefit from development initiatives, particularly poverty reduction programmes;
- j Persons with disabilities are included in mainstream community life and are supported with life choices equal to those of others, including the option to live independently;
- k Persons with disabilities have access to the physical environment, public transportation, knowledge, information and communication, in a usable manner, through universal design and assistive technologies with reasonable accommodation provided, and taking into consideration the need to accommodate economic, geographic, linguistic and other aspects of cultural diversity, which altogether constitute a critical bridge to fulfilling their rights;
- l Diverse disability groups are empowered that include but are not limited to the following underrepresented groups: girls and boys with disabilities, young persons with disabilities, women with disabilities, persons with intellectual, learning and developmental disabilities, persons with autism, persons with psychosocial disabilities, persons who are deaf, hard of hearing and deafened, persons who are deafblind, persons with multiple disabilities, persons with extensive disabilities, older persons with disabilities, persons with disabilities living with HIV, persons with disabilities arising from non-communicable diseases, persons with disabilities affected by leprosy, persons with disabilities caused by medical conditions and intractable epilepsy, persons with disabilities caused by road traffic crashes, indigenous and ethnic minority persons with disabilities, persons with disabilities who are homeless and inadequately housed, persons with disabilities in situations of risk, including situations of armed conflict, humanitarian emergencies, and the occurrence of natural and human-made disasters, persons with disabilities who are victims of landmines, persons with disabilities who do not have legal status, persons with disabilities who are victims of domestic violence, particularly women and children, and family advocacy groups, as well as particularly marginalized persons with disabilities living in slums,

rural and remote areas and atolls;

- m Organizations of and for persons with disabilities, self-help groups and self-advocacy groups, with support, as required by families and caregivers, participate in decision-making, as appropriate, to ensure that the interests of marginalized groups are adequately addressed;
- n Action on awareness-raising is strengthened and continued, including through the provision of adequate budgetary support, in the Asian and Pacific region during the Decade to improve attitudes and behaviour and mobilize effective mul-ti-sectoral engagement in implementation modalities.

C Incheon goals and targets

- 8 The Incheon Strategy is composed of 10 interrelated goals, 27 targets and 62 indicators.
- 9 The time frame for achieving the goals and targets is the Asian and Pacific Decade of Persons with Disabilities, 2013 to 2022.
- 10 Goals describe the desired end results. Targets are aimed to be achieved within a given time frame. Indicators measure progress towards the targets and verify that the targets have been achieved. There are two types of indicators: core indicators and supplementary indicators.³ All indicators should be disaggregated by sex wherever possible.

Goal 1

Reduce poverty and enhance work and employment prospects

- 11 The Decade must see greater progress in reducing poverty among persons with disabilities and their families. Persons with disabilities experience

³ Core indicators facilitate intercountry sharing of progress in the course of the new Decade; these are indicators for which data can be generated with some effort. Supplementary indicators may facilitate progress tracking among countries with similar social and economic development conditions and for which data may be less easy to collect.

significant labour market disadvantages, have less economic participation and hence are disproportionately poorer than persons without disabilities. Having a decent job and the necessary education, training and support to keep that job is one of the best means of overcoming poverty. Those who can and want to work must therefore be better supported, protected, and equipped to do so. This requires more accommodating labour markets. Lifting persons with disabilities and their families out of poverty would contribute to the achievement of inclusive growth and sustainable development.

Target 1.A

Eliminate extreme poverty among persons with disabilities

Target 1.B

Increase work and employment for persons of working age with disabilities who can and want to work

Target 1.C

Increase the participation of persons with disabilities in vocational training and other employment-support programmes funded by governments

Indicators for tracking progress

Core indicators

- 1.1 Proportion of persons with disabilities living below the US\$ 1.25 (PPP) per day international poverty line, as updated by the World Bank and compared to the overall population
- 1.2 Ratio of persons with disabilities in employment to the general population in employment
- 1.3 Proportion of persons with disabilities who participate in government-funded vocational training and other employment-support programmes as a proportion of all people trained

Supplementary indicators

1.4 Proportion of persons with disabilities living below the national poverty line

Goal 2

Promote participation in political processes and in decision-making

12 The participation of persons with disabilities in the political process and in decision-making is the cornerstone for the realization of the rights of persons with disabilities. Being able to exercise the right to vote and the right to be elected is intrinsic to this goal. The Decade must witness greater and more widespread progress in the participation of diverse groups of persons with disabilities, including women and youth with disabilities, in political processes and in decision-making at all levels. Moreover, technological improvements should be harnessed to enable persons with disabilities to participate in public decision-making processes and to exercise their rights and fulfil their responsibilities as full members of society. The improvements include the provision of an enabling environment for persons with disabilities to have equitable access to appointments in the judicial, executive and legislative branches of government, including those of the supreme court, ministries and national legislative body.

Target 2.A

Ensure that persons with disabilities are represented in government decision-making bodies

Target 2.B

Provide reasonable accommodation to enhance the participation of persons with disabilities in the political process

Indicators for tracking progress

Core indicators

2.1 Proportion of seats held by persons with disabilities in the parliament or

equivalent national legislative body

- 2.2 Proportion of members of the national coordination mechanism on disability who represent diverse disability groups
- 2.3 Proportion of those represented in the national machinery for gender equality and women's empowerment who are persons with disabilities
- 2.4 Proportion of polling stations in the national capital that are accessible with processes in place that ensure confidentiality of voters with disabilities

Supplementary indicators

- 2.5 Proportion of cabinet positions held by persons with disabilities at the national level
- 2.6 Proportion of supreme court judges who are persons with disabilities
- 2.7 Availability of legislation that requires the national election authority to conduct the election process in a manner that makes it accessible for persons with diverse disabilities

Goal 3

Enhance access to the physical environment, public transportation, knowledge, information and communication

- 13 Access to the physical environment, public transportation, knowledge, information and communication is a precondition for persons with disabilities to fulfil their rights in an inclusive society. The accessibility of urban, rural and remote areas based on universal design increases safety and ease of use not only for persons with disabilities, but also for all other members of society. Access audits are an important means of ensuring accessibility and must cover all stages of the process of planning, design, construction, maintenance and monitoring and evaluation. Access to assistive devices and related support services is also a precondition for persons with disabilities to optimize their level of independence in

daily life and live in dignity. Ensuring the availability of assistive devices for those living in low-resource settings involves encouraging research, development, production, distribution and maintenance.

Target 3.A

Increase the accessibility of the physical environment in the national capital that is open to the public

Target 3.B

Enhance the accessibility and usability of public transportation

Target 3.C

Enhance the accessibility and usability of information and communications services

Target 3.D

Halve the proportion of persons with disabilities who need but do not have appropriate assistive devices or products

Indicators for tracking progress

Core indicators

- 3.1 Proportion of accessible government buildings in the national capital
- 3.2 Proportion of accessible international airports
- 3.3 Proportion of daily captioning and sign-language interpretation of public television news programmes
- 3.4 Proportion of accessible and usable public documents and websites that meet internationally recognized accessibility standards
- 3.5 Proportion of persons with disabilities who need assistive devices or products and have them

Supplementary indicators

- 3.6 Availability of a government access audit programme that requires the participation of experts with disabilities
 - 3.7 Availability of mandatory technical standards for barrier-free access that govern the approval of all designs for buildings that could be used by members of the public, taking into consideration internationally recognized standards, such as those of the International Organization for Standardization (ISO)
 - 3.8 Number of sign language interpreters
 - 3.9 Availability of mandatory technical standards for barrier-free access that govern the approval of all ICT-related services, such as websites for the public, taking into consideration internationally recognized standards, such as those of the ISO
-

Goal 4

Strengthen social protection

- 14 Social protection coverage in developing countries of Asia and the Pacific is often limited to social insurance programmes and only available to those with regular employment contracts in the formal sector, leaving the vast majority of the population, especially persons with disabilities, without sufficient coverage. It is therefore crucial to ensure that persons with disabilities have access to social protection on an equal basis with others, and to promote further the social protection floor with a focus on health care and basic income protection for all. Furthermore, there is a lack of affordable services, including personal assistance and peer counselling services, which enable persons with disabilities to live independently in the community. For many persons with disabilities, these services are prerequisites for their participation in society.

Target 4.A

Increase access to all health services, including rehabilitation, for all persons with disabilities

Target 4.B

Increase coverage of persons with disabilities within social protection programmes

Target 4.C

Enhance services and programmes, including for personal assistance and peer counselling, that support persons with disabilities, especially those with multiple, extensive and diverse disabilities, in living independently in the community

Indicators for tracking progress**Core indicators**

- 4.1 Proportion of persons with disabilities who use government-supported health-care programmes, as compared to the general population
- 4.2 Coverage of persons with disabilities within social protection programmes, including social insurance and social assistance programmes
- 4.3 Availability of government-funded services and programmes, including for personal assistance and peer counselling, that enable persons with disabilities to live independently in the community

Supplementary indicators

- 4.4 Number of government-supported programmes for care services, including for respite care
- 4.5 Availability of national community-based rehabilitation programmes
- 4.6 Availability of health insurance for persons with disabilities

4.7 A decrease in the unmet need for assistance and support services

Goal 5

Expand early intervention and education of children with disabilities

There has been relative neglect of the issue of developmental delays and disabilities among children, many of whom are the children of families living in poverty. In much of the Asia-Pacific region, a disproportionate number of children with disabilities do not have access to early intervention and education programmes. Early detection of delays in reaching developmental milestones is as important as regularly measuring the height and weight of infants and children. Following early detection of delay in reaching developmental milestones, it is necessary to provide prompt and appropriate responses to optimize their all-round development. Such early intervention responses cover, inter alia, stimulation, nurturing and care, and pre-school education. Investing in early childhood programmes yields higher returns than at subsequent levels of education and training. Government commitment to early childhood programmes would significantly improve their development outcomes. Furthermore, it is essential for governments to ensure that children with disabilities have access, on an equitable basis with others in the communities in which they live, to quality primary and secondary education. This process includes engaging families as partners in providing more effective support for children with disabilities.

Target 5.A

Enhance measures for early detection of, and intervention for, children with disabilities from birth to pre-school age

Target 5.B

Halve the gap between children with disabilities and children without disabilities in enrolment rates for primary and secondary education

Indicators for tracking progress

Core indicators

- 5.1 Number of children with disabilities receiving early child-hood intervention
- 5.2 Primary education enrolment rate of children with disabilities
- 5.3 Secondary education enrolment rate of children with disabilities

Supplementary indicators

- 5.4 Proportion of pre- and antenatal care facilities that provide information and services regarding early detection of disability in children and protection of the rights of children with disabilities
- 5.5 Proportion of children who are deaf that receive instruction in sign language
- 5.6 Proportion of students with visual impairments that have educational materials in formats that are readily accessible
- 5.7 Proportion of students with intellectual disabilities, developmental disabilities, deafblindness, autism and other disabilities who have assistive devices, adapted curricula and appropriate learning materials

Goal 6

Ensure gender equality and women's empowerment

- 16 Girls and women with disabilities face multiple forms of discrimination and abuse. Isolation, compounded by dependency on caregivers, renders them extremely vulnerable to many forms of exploitation, violence and abuse, with attendant risks, including of HIV infection, pregnancy and maternal and infant death. Girls and women with disabilities are largely invisible in mainstream gender equality programmes. Information concerning sexual and reproductive health, general health care, and related services is seldom in formats and language that are accessible.

The true promise of the Decade will be fully realized only when girls and women with disabilities are active participants in mainstream development.

Target 6.A

Enable girls and women with disabilities to have equitable access to mainstream development opportunities

Target 6.B

Ensure representation of women with disabilities in government decision-making bodies

Target 6.C

Ensure that all girls and women with disabilities have access to sexual and reproductive health services on an equitable basis with girls and women without disabilities

Target 6.D

Increase measures to protect girls and women with disabilities from all forms of violence and abuse

Indicators for tracking progress

Core indicators

- 6.1 Number of countries that include the promotion of the participation of women and girls with disabilities in their national action plans on gender equality and empowerment of women
- 6.2 Proportion of seats held by women with disabilities in the parliament or equivalent national legislative body
- 6.3 Proportion of girls and women with disabilities who access sexual and reproductive health services of government and civil society, compared to women and girls without disabilities
- 6.4 Number of programmes initiated by government and relevant agencies aimed at eliminating violence, including sexual abuse and exploitation,

perpetrated against girls and women with disabilities

- 6.5 Number of programmes initiated by government and relevant agencies that provide care and support, including rehabilitation, for women and girls with disabilities who are victims of any form of violence and abuse

Goal 7

Ensure disability-inclusive disaster risk reduction and management

- 17 The Asia-Pacific region is the region that is most adversely affected by disasters, including those caused by climate change. Persons with disabilities and other vulnerable groups are at higher risk of death, injury and additional impairments, as a result of exclusion from disaster risk reduction policies, plans and programmes. Public service announcements are often issued in formats and language that are not accessible by persons with disabilities. In addition, emergency exits, shelters and facilities tend not to be barrier-free. Regular participation of persons with disabilities in emergency preparedness drills and other disaster risk reduction measures at the local and district levels could prevent or minimize risk and damage when disasters occur. Physical and information infrastructure that incorporates universal design principles would improve the chances of safety and survival.

Target 7.A

Strengthen disability-inclusive disaster risk reduction planning

Target 7.B

Strengthen implementation of measures on providing timely and appropriate support to persons with disabilities in responding to disasters

Indicators for tracking progress

Core indicators

- 7.1 Availability of disability-inclusive disaster risk reduction plans

7.2 Availability of disability-inclusive training for all relevant service personnel

7.3 Proportion of accessible emergency shelters and disaster relief sites

Supplementary indicators

7.4 Number of persons with disabilities who died or were seriously injured in disasters

7.5 Availability of psychosocial support service personnel that have the capacity to assist persons with disabilities affected by disasters

7.6 Availability of assistive devices and technologies for persons with disabilities in preparing for and responding to disasters

Goal 8

Improve the reliability and comparability of disability data

18 Persons with disabilities tend to be unseen, unheard and uncounted. Increasingly in recent years, when they have been counted, definitions of “disability” and “persons with disabilities” that are used for collecting disability data have varied widely in the Asia-Pacific region. Taken together, data comparisons across countries are frequently un-reliable. The Asia-Pacific region needs more accurate statistics on the population of persons with diverse disabilities and on their socioeco-nomic status. The adequacy of disability statistics would enable policymaking to be evidence-based to support the realization of the rights of persons with disabilities. The Decade is an opportunity to enhance data collection aimed at generating comparable disability statistics over time and across borders. It is crucial that baseline data for the Incheon Strategy indicators are made available to enable effective progress tracking towards the achievement of goals and targets.

Target 8.A

Produce and disseminate reliable and internationally comparable disability statistics in formats that are accessible by persons with disabilities

Target 8.B

Establish reliable disability statistics by the midpoint of the Decade, 2017, as the source for tracking progress towards the achievement of the goals and targets in the Incheon Strategy

Indicators for tracking progress

Core indicators

- 8.1 Disability prevalence based on the International Classification of Functioning, Disability and Health (ICF) by age, sex, race and socioeconomic status
- 8.2 Number of Governments in the Asia-Pacific region that have established, by 2017, baseline data for tracking progress towards achievement of the Incheon goals and targets
- 8.3 Availability of disaggregated data on women and girls with disabilities in mainstream development programmes and government services, including health, and sexual and reproductive health, programmes

Goal 9

Accelerate the ratification and implementation of the Convention on the Rights of Persons with Disabilities and the harmonization of national legislation with the Convention

- 19 The Convention on the Rights of Persons with Disabilities is the first disability-specific, international legal instrument that provides a comprehensive approach to respecting, protecting and fulfilling the rights of persons with disabilities. The Convention explicitly empowers persons with disabilities as holders of rights, as distinct from being treated as objects of charity. The ESCAP region played an instrumental and historic role in the initiation and drafting of the Convention. As of 30 October 2012, 126 States globally are parties to the Convention and 154 are signatories, of which, in the Asia-Pacific region, 35 Governments have signed the Convention and 25 have ratified the Convention or acceded to it.

Target 9.A

By the midpoint of the Decade (2017), 10 more Asia-Pacific Governments will have ratified or acceded to the Convention on the Rights of Persons with Disabilities, and by the end of the Decade (2022) another 10 Asia-Pacific Governments will have ratified or acceded to the Convention

Target 9.B

Enact national laws which include anti-discrimination provisions, technical standards and other measures to uphold and protect the rights of persons with disabilities and amend or nullify national laws that directly or indirectly discriminate against persons with disabilities, with a view to harmonizing national legislation with the Convention

Indicators for tracking progress

Core indicators

- 9.1 Number of Governments that have ratified or acceded to the Convention
- 9.2 Availability of national anti-discrimination legislation to uphold and protect the rights of persons with disabilities

Supplementary indicators

- 9.3 Number of Asia-Pacific Governments that have ratified the Optional Protocol to the Convention on the Rights of Persons with Disabilities
 - 9.4 Number of amended or nullified laws that directly or indirectly discriminate against persons with disabilities
-

Goal 10

Advance subregional, regional and interregional cooperation

- 20 The experience of two Asian and Pacific Decades underscores the value of cooperation, at subregional, regional and interregional levels, for facilitating mutual

support, including through sharing lessons learned, good practices and innovative solutions. The Busan Partnership for Effective Development Cooperation,⁴ adopted on 1 December 2011 by the Fourth High-level Forum on Aid Effectiveness (Busan, Republic of Korea) recognized the importance of international commitments on disability to form the foundation of cooperation for effective development. Civil society and the private sector could play important roles in catalysing innovative approaches to reaching the Incheon goals and targets. The Asia-Pacific region still faces long-term challenges. In post-conflict areas, such challenges as landmines and remnants of war continue to exacerbate the occurrence of disability and undermine livelihoods. The Decade provides an opportunity for international cooperation, with multi-sectoral dimensions, to overcome such challenges, and support effective implementation.

Target 10.A

Contribute to the Asia-Pacific Multi-donor Trust Fund managed by ESCAP as well as initiatives and programmes to support the implementation of the Ministerial Declaration on the Asian and Pacific Decade of Persons with Disabilities, 2013-2022, and the Incheon Strategy

Target 10.B

Development cooperation agencies in the Asia-Pacific region strengthen the disability-inclusiveness of their policies and programmes

Target 10.C

United Nations regional commissions strengthen interregional exchange of experiences and good practices concerning disability issues and the implementation of the Convention on the Rights of Persons with Disabilities

Indicators for tracking progress

Core indicators

10.1 Annual voluntary contributions by Governments and other donors to the

4 See www.aideffectiveness.org/busanhlf4/images/stories/hlf4/OUTCOME_DOCUMENT_-_FINAL_EN.pdf.

Asia-Pacific Multi-donor Trust Fund to support the implementation of the Ministerial Declaration on the Asian and Pacific Decade of Persons with Disabilities, 2013-2022, and the Incheon Strategy

- 10.2 Number of donors contributing each year to the Asia-Pacific Multi-donor Trust Fund to support the implementation of the Ministerial Declaration on the Asian and Pacific Decade of Persons with Disabilities, 2013-2022, and the Incheon Strategy
- 10.3 Annual voluntary contributions by Governments or other donors to initiatives or programmes to support the implementation of the Ministerial Declaration on the Asian and Pacific Decade of Persons with Disabilities, 2013-2022, and the Incheon Strategy
- 10.4 Number of United Nations entities that have regional cooperation programmes, including for South-South cooperation, that explicitly support the implementation of the Ministerial Declaration on the Asian and Pacific Decade of Persons with Disabilities, 2013-2022, and the Incheon Strategy
- 10.5 Number of subregional intergovernmental bodies that have programmes, including for South-South cooperation, which support the implementation of the Ministerial Declaration on the Asian and Pacific Decade of Persons with Disabilities, 2013-2022, and the Incheon Strategy
- 10.6 Number of regional and subregional projects, including for South-South cooperation, in which organizations of and for persons with disabilities participate in order to support the implementation of the Ministerial Declaration on the Asian and Pacific Decade of Persons with Disabilities, 2013-2022, and the Incheon Strategy
- 10.7 Number of development cooperation agencies operating in Asia and the Pacific that have mandates, policies, action plans and dedicated and appropriately experienced focal points on disability-inclusive development, supportive of ratification and implementation of the Convention and review of follow-up action

10.8 Number of joint activities among the five regional commissions of the United Nations to support the implementation of the Convention on the Rights of Persons with Disabilities

10.9 Number of statisticians in the Asia-Pacific region trained in disability statistics, in particular on the ICF approach, by ESCAP and other relevant agencies

10.10 Number of United Nations country or regional-level development assistance frameworks that explicitly reference disability-inclusive development in line with the United Nations Development Group guidance note on including the rights of persons with disabilities in United Nations programming at the country level

D Modalities for effective implementation: national, subregional and regional levels

21 This section identifies the modalities that together promote and support implementation. In particular, these modalities build data and information and strengthen multi-level cooperation for advancing progress towards realizing the rights of persons with disabilities through the implementation of the Incheon Strategy in the course of the Decade.

1. National level

22 The heart of the implementation of the Incheon Strategy is the national coordination mechanism on disability, with its all-important subnational linkages.

23 Many such mechanisms were established in the course of the past two Asian and Pacific Decades of Disabled Persons. Thus, they would assume primary responsibility for coordinating and catalysing the implementation of the Incheon Strategy at the national and sub-national levels.

24 Under the auspices of the national coordination mechanisms, national statistical offices would assume the role of focal point for establishing baseline data for indicators and tracking progress in the implementation of the Incheon Strategy.

- 25 National coordination mechanisms on disability should undertake tasks that include but are not limited to the following:
- a Mobilize diverse sectoral ministries, departments and government institutions at all levels, civil society, including organizations of and for persons with disabilities and their family support groups, research institutions, and the private sector for multi-sectoral and nation-wide engagement in implementing the Incheon Strategy;
 - b Develop, monitor and report on the implementation of national action plans on achieving the goals and targets of the Incheon Strategy;
 - c Translate the Incheon Strategy into national languages and ensure availability of the national language versions in accessible formats for wide dissemination to all sectors and at all administrative levels;
 - d Undertake national and subnational campaigns, such as the Make the Right Real Campaign, to raise awareness throughout the Decade that fosters positive perceptions of persons with disabilities;
 - e Promote and support research on the situation of persons with disabilities as a basis for policymaking.
- 26 The United Nations country teams should support the revitalization and functioning of national coordination mechanisms, as may be required, with particular attention to advocacy, coordination and co-operation directed at implementation, including at subnational levels.

2. Subregional level

- 27 Subregional intergovernmental entities, such as the Association of Southeast Asian Nations, the Economic Cooperation Organization, the Pacific Islands Forum and the South Asian Association for Regional Cooperation, have an important role in contributing to accelerated implementation of the Ministerial Declaration and the Incheon Strategy by actively promoting disability-inclusive policies and programmes

within their respective mandates.

- 28 The ESCAP secretariat, in its promotion of the Asian and Pacific Decade of Persons with Disabilities, 2013-2022, shall support subregional and inter-subregional cooperation, in partnership with sub-regional intergovernmental bodies. In doing so, it shall harness the active participation of its subregional offices in North and Central Asia, East and North-East Asia, the Pacific, and South and South-West Asia, supported by its regional institutions,⁵ in promoting disability-inclusive development.

3. Regional level

- 29 ESCAP members and associate members should discuss the progress, challenges and good practices in implementing the Ministerial Declaration and the Incheon Strategy in the regular sessions of the Committee on Social Development or its equivalent. Representatives of civil society organizations are encouraged to attend the sessions.
- 30 A regional working group on the Asian and Pacific Decade of Persons with Disabilities, 2013-2022, shall be established. The working group shall support full and effective implementation throughout the Decade. Its functions shall focus on the provision of advice and support to the members and associate members, as appropriate, on the regional implementation of the Ministerial Declaration and the Incheon Strategy. The terms of reference of the working group are annexed.
- 31 The ESCAP secretariat shall contribute to the implementation of the Ministerial Declaration and the Incheon Strategy through its regional convening role, analytical work and technical support to governments. In particular, it shall undertake the following in cooperation with United Nations entities:

5 Asian and Pacific Training Centre for Information and Communication Technology for Development (APCICT), Incheon, Republic of Korea; Asian and Pacific Centre for Transfer of Technology (APCTT), New Delhi; Statistical Institute for Asia and the Pacific (SIAP), Tokyo; Centre for the Alleviation of Poverty through Sustainable Agriculture (CAPSA), Bogor, Indonesia; United Nations Asian and Pacific Centre for Agricultural Engineering and Machinery (UNAPCAEM), Beijing.

- a Support governments, as appropriate, in harmonizing legislation with the Convention on the Rights of Persons with Disabilities, and in promoting the Make the Right Real Campaign;
 - b Promote sharing among members and associate members of national experiences and good practices in disability-inclusive development and in protecting and upholding the rights of persons with disabilities, including the sharing of experiences among national legislative and administrative institutions, in order to promote and support the Convention on the Rights of Persons with Disabilities;
 - c Track progress and support the improvement of disability statistics during the Decade;
 - d Support members and associate members in capacity-building to promote disability-inclusive development;
 - e Engage with civil society organizations, in particular organizations of and for persons with disabilities, and provide a regional platform for stakeholder consultations.
- 32 The Asia-Pacific Development Centre on Disability, which was established as a legacy of the first Asian and Pacific Decade of Disabled Persons to promote the empowerment of persons with disabilities and their representative organizations, and a barrier-free and inclusive society, is called upon to continue building the capabilities of persons with disabilities and multi-sectoral collaboration, with special attention to encouraging private sector engagement in disability-inclusive business that promotes disability-friendly products, services, employment opportunities and entrepreneurship development.
- 33 The Make the Right Real Fund, to be initiated by and based in the Republic of Korea, is invited to support the successful implementation of the Ministerial Declaration on the Asian and Pacific Decade of Persons with Disabilities, 2013-2022, and the Incheon Strategy.
- 34 Civil society organizations and, in particular, organizations of and for persons with

disabilities, are encouraged to participate in the implementation of the Ministerial Declaration and the Incheon Strategy and promote continuous responsiveness to the aspirations and needs of persons with disabilities over the Decade.

Annex

Terms of reference of the Working Group on the Asian and Pacific Decade of Persons with Disabilities

Objective

- 1 The objective of the proposed regional working group on the Asian and Pacific Decade of Persons with Disabilities is to provide technical advice and support to members and associate members, to promote the full and effective implementation of the Decade, 2013-2022.

Functions

- 2 In pursuance of the objective stated in paragraph 1 above, the working group shall advise members and associate members on the following:
 - a Reviews of Decade progress, especially concerning the implementation of the Ministerial Declaration on the Asian and Pacific Decade of Persons with Disabilities, 2013-2022, and the Incheon Strategy to “Make the Right Real” for Persons with Disabilities in Asia and the Pacific;
 - b Regional and subregional cooperation to advance implementation of the Ministerial Declaration and the Incheon Strategy;
 - c Research on the evolving situation of persons with disabilities in the Asia-Pacific region;
 - d Outreach to diverse disability groups at the national and local levels, and networking.

Membership

- 3 The working group shall be composed of representatives of ESCAP members and associate members, as well as civil society organizations operating at the regional and subregional levels in Asia and the Pacific.

- 4 The tenure of working group members shall be five years, with the possibility of extension for another five years.
- 5 All ESCAP members and associate members shall be eligible to serve on the working group.
- 6 The working group should be composed of 30 members, taking into account gender equality: 15 from members and associate members and 15 from civil society organizations. At least half of the seats allocated for civil society organizations should be guaranteed for persons with disabilities and emerging civil society organizations.
- 7 A civil society entity that meets the following criteria shall be eligible to serve as a member of the working group: (a) operate at the regional and/or subregional levels in Asia and the Pacific; (b) be an organization or network that represents, supports and/or promotes the interests of persons with diverse disabilities; (c) has technical expertise relevant to advancing the implementation of the Ministerial Declaration and the Incheon Strategy.]
- 8 The announcement of interest by individual ESCAP members and associate members, and civil society organizations, in serving as members of the working group shall take place at the High-level Intergovernmental Meeting on the Final Review of the Implementation of the Asian and Pacific Decade of Disabled Persons, 2003-2012, 29 October-2 November 2012, Incheon, Republic of Korea.
- 9 The proposed composition of the working group shall be submitted to the Commission at the session that immediately follows the High-level Intergovernmental Meeting, for a final decision. Thus, the Commission at its sixty-ninth session, in 2013, will make the final decision on the composition of the working group for the first term, spanning the period 2013-2017. The second announcement of interest in serving on the working group shall take place at the High-level Intergovernmental Meeting convened on the occasion of the midpoint of the Decade (2017). The Commission at its seventy-fourth session, in 2018, will make the final decision on the composition of the working group for the second term, spanning the period 2018-2022.

- 10 ESCAP members and associate members, civil society organizations, in particular, organizations of persons with disabilities, subregional intergovernmental agencies, United Nations agencies, development cooperation agencies and development banks can attend meetings of the working group as observers. Rules of procedure
- 11 The working group shall adopt its own rules of procedure. Secretariat
- 12 The ESCAP secretariat shall serve as the secretariat of the working group. It shall, inter alia, disseminate working group documentation in accessible formats.

For persons with disabilities to be:



Seen



Heard



Counted

Support the Incheon Strategy to “Make the Right Real” for persons with disabilities in Asia and the Pacific!





The dark shaded areas of the map indicate ESCAP members and associate members.

For more information about ESCAP's work on disability, please contact:

Director

Social Development Division

Economic and Social Commission for Asia and the Pacific (ESCAP)

United Nations Building

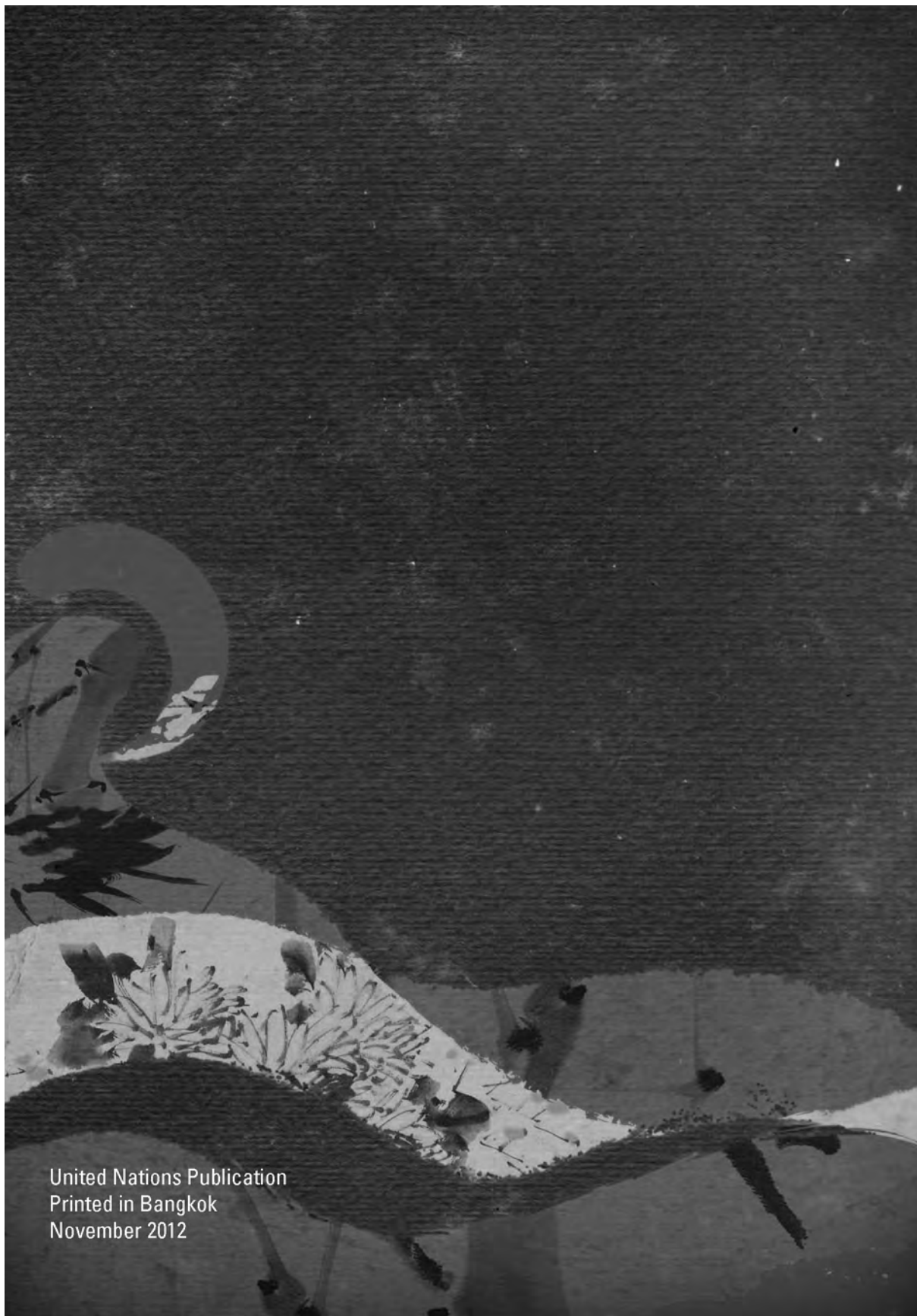
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Appendix



Championing People with Disabilities' Rights to Work Worldwide



ASIA

WORKABILITY INTERNATIONAL

Workability International, WI is the world's largest body representing providers of work and employment services to people with disabilities.

More than 3.8 million people with disabilities are engaged in work programs delivered by its 131 member organizations throughout 42 countries and regions. Through these members, WI has a global reach of more than 7,500 direct employers and service providers. WI encourages and actively facilitates the sharing of members' expertise and resources between organizations with diverse economic and social requirements, locally, regionally and worldwide.

VISION

WI's vision is that worldwide, people with disabilities will:

- Have the same right to work and equality of opportunity to employment and in employment as all other citizens;
- Sustain similar levels of employment to those of people without disabilities;
- Be entitled to participate in all types of employment and work, with the appropriate supports regardless of their level of disability; and
- Receive all necessary support through the ability of members as employment facilitators to provide financially viable world class services, employment opportunities, and advocacy.

MISSION

WI's primary aim and purpose is to champion the right to work of any person who has a disability, or is otherwise marginalized in a global context.

We believe that people with disabilities in particular should have legal rights to equal opportunities and non-discrimination in all aspects of their lives as all other citizens, especially in the world of work.

Only by supporting and providing practical opportunities that people with disabilities require to make the most of their abilities in the workforce, can we add weight and meaning to such rights.

BENEFITS TO MEMBERS

WI offers through its network of members an exclusive worldwide resource available to all members providing direct access to experience and knowledge of best practice; extensive business experience with a multiplicity of enterprises both in scope and range, many which extend beyond national boundaries; together with extensive information relating to the knowledge and experience of highly skilled professionals in the provision of support services, work and employment for people with disabilities.

WORKABILITY ASIA

Workability Asia, WAsia is one of WI's geographic regional network in Asia. The other 3 groups are Americas, Europe and Oceania. WAsia joined WI in 2004 and as of October 2013 the members are 33 organizations in 12 countries and areas which are Bangladesh, India, Hong Kong/China, Japan, Macau/China, Malaysia, Nepal, Pakistan, Philippines, Sri Lanka, Taiwan and Thailand.

ACTIVITIES AND EVENTS

The Annual Conference in conjunction with the Annual General Meeting is held by hosting of member organizations. Past Conferences have been placed in following cities.

2006 Taipei, Taiwan, hosted by the Eden Social Welfare Foundation

2007 Seoul, Korea, hosted by the Eden Welfare Foundation & Mission Center

2008 Sapporo, Japan, hosted by the Workability Japan in conjunction with WI Annual Conference

2009 Manila, Philippines, hosted by the Tahanang Walang Hagdanang Inc.

2010 Cancelled.

2011 Tiruchirappalli, India, hosted by the Organisation for Rehabilitation of the Blind in Tiruchirappalli

2012 Taipei, Taiwan, hosted by the Eden Social Welfare Foundation in conjunction with WI Annual Conference

2013 Kuala Lumpur, Malaysia, hosted by the Dual Blessing Bhd.

MEMBERSHIP

Full Membership – for any organization in any of the countries and regions in Asia, which may be corporate or incorporate, association providing vocational training, work opportunities, support to work or both for people with disabilities and approving the mission of the organization.

Associate Membership – for an individual or an organization. Examples of organizations eligible may be: educational and academic establishments, research departments or relevant associations, commercial companies/enterprises supporting or employing people with disabilities. Associate members have no voting rights.

MEMBERSHIP FEES

Annual membership fee for a full member is US100.00 dollars.

Annual membership fee for an individual associate member is US100.00 dollars.

Annual membership fee for an organizational associate member is US200.00 dollars.

For further information;

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as of 1st November 2013

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(as of 1st November 2013)

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