

ASEAN Hometown National Guidelines Compilation



Japan-ASEAN Cooperation



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PREFACE

The National Guidelines for the Project for ASEAN Hometown Improvement through Disability-Inclusive Communities Model: A Compilation is a consolidation of policies from 7 ASEAN countries, namely, Cambodia, Indonesia, Malaysia, Myanmar, Philippines, Thailand, and Vietnam, to provide a technical guiding document in the planning and implementation of an inclusive Hometown Improvement process. The Project for ASEAN Hometown Improvement through Disability-Inclusive Communities is a two-year project implemented by Asia-Pacific Development Center on Disability (APCD) with support from Japan-ASEAN Integration Fund (JAIF) and ASEAN Secretariat.

This compilation details the results of the National Workshop on Policy and Development conducted in each of the seven countries at various times for the duration of the project. The workshop gathered high-ranking government officials from national and local levels, as well as leaders of persons with disabilities whose background and expertise in disability-inclusive hometown development could contribute greatly to the contents of the guidelines.

The workshop was conducted for the purpose of reviewing existing policies and drawing up future plans in the form of an inclusive technical guiding document for policy development related to hometown improvement for everyone in the community. Participating countries agreed to publish the guidelines in their respective local language and in English language, with an additional Japanese-language translation.

This booklet highlights the following relevant and useful topics:

- Background information and demographic profiles of persons with disabilities (i.e. population, education level, employment status, health, challenges, etc.)
- Disability-inclusive governance, including short-term and long-term government policy and action plans; social services, benefits system, living allowance, vocational training, and health services for persons with disabilities; local policies on employment and partnership with the private sectors (i.e. incentives for companies hiring persons with disabilities)
- Accessibility for persons with disabilities in public and private spaces, such as the workplace, government buildings, markets, hospitals, transport systems, and other facilities
- Disability-inclusive business, including businesses owned or employing persons with disabilities, training/business initiatives for persons with disabilities, collaboration with business sectors, among others
- Hometown improvement model, which details selected disabled people's organizations (DPOs) and community roles, capability and business potential for OVOP (One Village One Product), best practices, and lessons learned and challenges
- Partnership among ASEAN member countries, including the government and DPO involvement in international forums, the sharing of experiences with various ASEAN sectoral bodies, and partnership with stakeholders advocating community-based inclusive development approaches

The compilation also gives an overview of future steps for each country.

All the National Guidelines in local and English languages were submitted and presented at the ASEAN Hometown Improvement Forum, held from 7 to 8 March 2019 in Bangkok, Thailand, where representatives from participating countries shared their experiences and insights about the ASEAN Hometown Improvement Project.

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Guidelines on “Employment, Business, and Entrepreneurship for Persons with Disabilities” **Cambodia**

Preface

The Law on the Protection and the Promotion of the Rights of Persons with Disabilities of Cambodia has indicated the recruitment of two percent of civil servants with disabilities, who work in the ministries and state institutions, and one percent of total workers/employees for legal entities. The law also emphasized the encouragement for persons with disabilities who own businesses, handicrafts, or enterprises as individual, family or collective through the provision of tax reductions and other legal incentives in accordance with applicable law.

The Community-Based Rehabilitation services are the essential keys to promote the physical rehabilitation by using resources in the community, rehabilitating businesses that suit the needs of the community, organizing vocational training and creating more jobs in accordance with geographical conditions, economic conditions, and community market needs as well as expanding outreach services to other communities.

The 'Guidelines on Employment, Business, and Entrepreneurship for Persons with Disabilities' is compiled and developed based on the policies of the Royal Government, which is as aligned with the real situation of persons with disabilities and the elderly, who wish to create new employment or expand their existing employment in the direction of competitiveness with success in the free market. The 'Guidelines on Employment, Business, and Entrepreneurship for Persons with Disabilities' as a Model of Social Enterprise was cooperatively established by the General Secretariat of the Disability Action Council, the Asia-Pacific Development Center on Disability, Phnom Penh Center for Independent Living (PPCIL), Disabled Peoples' Organizations (DPOs), and Persons with Disabilities, who have been successful in business.

The components in this guideline have included all necessary measures, methods for managing the market, budget management, planning, monitoring and evaluation of business developments, as well as improving the quality of packaging products, studying economic trends, and actual living conditions of the customers. We sincerely hope that this guideline will contribute to helping persons with disabilities to compete in the field of procurement and trading to grab and capture the market fairly and equally with persons without disabilities.

I strongly believe that the 'Guidelines on Employment, Business, and Entrepreneurship for Persons with Disabilities' is a compass and road map to guide those who wish to run the business or production take and utilize it by minimizing the risk of their business troubles.

I would encourage and suggest to persons with disabilities who wish to open their own business, handicraft, production to take and utilize this 'Guidelines on Employment, Business, and Entrepreneurship for Persons with Disabilities' effectively and successfully.

Phnom Penh, March 2019
Disability Action Council
Secretary General



Acknowledgements

Developing skills to create a business, producer or business for persons with disabilities will help to improve their quality of life, remove any obstacles, and contribute to the government in reducing poverty in the community. The ASEAN Hometown Improvement Project is focused on increasing the capacity of persons with disabilities through the creation of social enterprise models, promoting the rights to freedom and participation in the sector of entrepreneurship, income generation, and producers who will be able to develop the action plan, manage the business, which is the fundamental key to accelerate the disability inclusiveness in the social enterprise sector.

The General Secretariat of the Disability Action Council would like to express thanks to the Asia-Pacific Development Center on Disability (APCD), Phnom Penh Center for Independent Living (PPCIL), especially the officers of APCD, local DPOs, persons with disabilities, and local authorities, who have provided the inputs for developing the 'Guidelines on Employment, Business, and Entrepreneurship for Persons with Disabilities' in the purpose of improving the quality of life of persons with disabilities, the elderly, and vulnerable people in urban areas by increasing production quality of business, services, and their business.

The successful results of developing the 'Guidelines on Employment, Business, and Entrepreneurship for Persons with Disabilities' cannot be done without the support and technical assistance from the Department of Welfare of Persons with Disabilities of the Ministry of Social Affairs, Veterans and Youth Rehabilitation, the Persons with Disabilities Foundation, and the financial support from Japan-ASEAN Integrated Fund (JAIF) of Japan through APCD, and experts and professors of Rajamangala University of Technology of Thailand that have provided guidance and inputs that helped develop and implement the guidelines more effectively and efficiently to all relevant parties.

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Part 1 : Introduction

1.1 Background

According to the Cambodia Socio-Economic Survey 2014 from the National Institute of Statistics of the Ministry of Planning, Cambodia has a disability rate of 4% or is equivalent to 524,000 people of the total population of about 15 million.

Table 1. Persons in the non-institutional population with at least one disability/difficulty, 2004, 2009 and 2014. In Percent.

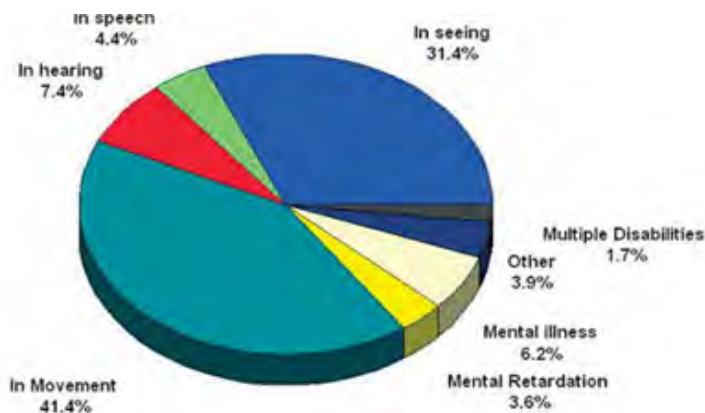
Type of difficulty	CSES 2004	CSES 2009	CSES 2014
Seeing	1.5	3.9	1.7
Hearing	0.5	1.2	0.7
Speaking	0.2	0.3	0.2
Moving	1.1	1.6	1.1
Feeling or sensing*	0.4	0.4	0.2
Psychological	0.3	0.4	0.2
Learning	0.1	0.1	0.1
Fits	0.1	0.1	0.1

*2004, 2014: "Feeling", 2009: "Feeling or sensing"

Table 2: is a group of persons with disabilities who has difficulties in work or daily activities and are divided by age. The figures show that the rate of people aged 60 and above is higher and classified in 1st rank and 45-59 are in the second rank.

and sex, 2014. In Percent.

Age group	Women	Men	Both sexes
All	3.6	3.3	3.4
0-14	0.5	0.7	0.6
15-29	1.1	1.4	0.1
30-44	2.0	2.2	2.1
45-59	5.3	7.5	6.3
60*	24.6	22.4	23.7



According to the Cambodia Socio-Economic Survey 2014 from the National Institute of Statistics of the Ministry of Planning, Cambodia has a disability rate of about 10% of the total population, or equivalent to 1.5 million people of the total population of about 15 million.

- Overall, 10 percent of household members age 5 and older suffer with at least one form of disability.
- Twenty-one percent of household members who were ill or injured in the 30 days prior to the interview are disabled.
- The most common types of disabilities reported in the survey are difficulties in seeing, walking or climbing stairs, and concentrating.
- One in 10 men who are not currently employed are disabled, as compared with only 5 percent among other men.

Table 4.1 Disability among the household population

Percentage of the de jure household population age 5 and over with specific types of physical disabilities, according to background characteristics, Cambodia 2014

Background characteristic	Some difficulty, a lot of difficulty, or cannot do							A lot of difficulty or cannot do							Number	
	No difficulties	Any domain	Seeing	Hearing	Walking	Concentrating	Self-care	Communicating	Any domain	Seeing	Hearing	Walking	Concentrating	Self-care		Communicating
Age																
5-14	98.2	1.8	0.3	0.5	0.3	0.7	0.6	0.5	0.5	0.1	0.1	0.1	0.2	0.2	0.3	16,446
15-34	96.5	3.5	1.0	1.0	0.8	1.6	0.3	0.8	0.9	0.1	0.3	0.2	0.4	0.2	0.5	24,987
35-59	86.8	13.2	6.6	2.7	4.4	5.2	0.7	1.2	2.0	0.4	0.4	0.9	0.5	0.3	0.6	17,640
60+	55.7	44.2	30.5	17.0	22.3	21.5	6.9	7.9	11.8	5.3	3.2	5.5	3.6	3.0	2.2	6,079
Sex																
Male	91.5	8.5	4.2	2.5	3.1	3.5	1.0	1.3	1.9	0.5	0.6	0.8	0.6	0.4	0.6	31,395
Female	89.5	10.5	5.9	3.1	4.2	4.9	1.2	1.7	2.3	0.8	0.6	0.9	0.8	0.5	0.6	33,757
Marital status¹																
Never married	94.9	5.1	1.5	1.5	1.3	2.3	0.9	1.9	2.2	0.3	0.6	0.6	1.0	0.4	1.3	11,787
Married	88.4	11.6	6.4	3.1	4.4	4.9	0.8	1.1	1.9	0.6	0.5	0.8	0.4	0.3	0.3	31,883
Widowed	63.1	36.7	25.0	14.7	19.2	18.4	6.2	7.1	10.5	4.6	2.8	5.3	3.6	2.8	2.2	3,913
Divorced	86.9	13.1	6.2	2.8	3.6	6.3	1.6	2.7	2.9	0.8	0.8	0.7	1.5	0.9	1.4	1,099
Education																
No education	79.4	20.5	12.0	7.7	9.1	10.4	3.8	5.1	6.4	2.3	2.1	2.4	2.5	1.8	2.4	10,587
Primary	91.3	8.7	4.5	2.4	3.2	3.5	0.7	1.0	1.6	0.5	0.4	0.7	0.4	0.3	0.3	33,787
Secondary	94.5	5.5	2.6	1.1	1.9	2.2	0.4	0.5	0.9	0.2	0.1	0.4	0.3	0.1	0.2	18,393
Higher	97.2	2.8	1.3	0.4	0.4	1.7	0.0	0.2	0.4	0.1	0.1	0.1	0.1	0.0	0.1	2,378
Household size²																
1-4	89.1	10.9	6.2	3.2	4.3	4.9	1.2	1.7	2.3	0.8	0.6	0.9	0.8	0.4	0.6	27,500
5+	91.5	8.5	4.3	2.6	3.2	3.7	1.1	1.4	2.0	0.6	0.6	0.9	0.6	0.5	0.6	37,588
Region																
Banteay Meanchey	89.8	10.1	6.4	2.0	4.1	2.8	1.2	1.0	1.5	0.4	0.4	0.8	0.3	0.2	0.4	2,763
Kampong Cham	88.2	11.7	6.6	4.0	4.5	4.4	1.1	1.8	2.6	1.0	0.8	0.8	0.9	0.7	0.8	8,368
Kampong Chhnang	94.7	5.3	3.6	1.8	1.9	1.7	1.1	1.1	1.6	0.6	0.4	0.6	0.5	0.5	0.3	2,311
Kampong Speu	94.9	5.1	1.9	2.2	1.5	1.2	0.7	1.4	1.9	0.4	0.7	0.7	0.7	0.5	0.6	4,187
Kampong Thom	92.5	7.5	4.5	2.7	2.9	2.3	1.1	1.0	2.1	0.6	0.8	1.1	0.5	0.6	0.6	3,268
Kandal	88.9	11.1	6.3	4.0	2.6	5.3	1.4	2.1	2.7	0.9	0.9	1.0	0.7	0.6	0.8	5,144
Kratie	92.7	7.2	3.1	2.1	1.7	3.4	0.8	1.9	1.7	0.4	0.4	0.5	0.6	0.3	0.9	1,889
Phnom Penh	91.0	9.0	4.8	2.4	2.3	4.5	0.7	1.1	2.5	0.9	0.4	0.9	0.7	0.2	0.7	6,206
Prey Veng	90.8	9.2	5.2	3.0	3.2	3.9	1.4	1.8	2.0	0.6	0.5	1.0	0.5	0.5	0.7	4,351
Pursat	91.8	8.1	4.6	2.2	4.7	3.5	1.4	1.7	2.5	0.6	0.5	1.2	0.6	0.7	0.7	2,526
Siem Reap	89.6	10.3	5.0	3.6	2.8	5.3	0.8	1.5	1.3	0.3	0.4	0.4	0.5	0.3	0.4	4,275
Svay Rieng	90.4	9.6	5.4	2.9	2.6	3.9	0.4	1.0	1.5	0.3	0.4	0.5	0.7	0.2	0.5	2,440
Takeo	94.0	6.0	2.8	1.9	2.9	3.3	1.6	1.9	1.5	0.6	0.4	0.8	0.7	0.5	0.6	4,067
Otdar Meanchey	93.3	6.6	4.3	1.8	3.2	2.0	1.0	1.0	2.3	0.9	0.7	1.1	1.0	0.5	0.5	1,063
Battambang/Pailin	80.3	19.7	9.7	2.8	12.4	11.0	1.1	1.2	3.4	1.1	0.6	1.7	1.4	0.4	0.6	5,010
Kampot/Kep	93.8	6.2	2.7	2.4	2.9	2.5	2.6	2.6	2.5	0.9	0.8	1.1	0.9	0.9	0.7	2,900
Preah Sihanouk/ Koh Kong	95.6	4.4	1.9	1.3	1.7	1.7	0.9	1.1	0.7	0.2	0.1	0.3	0.2	0.3	0.1	1,452
Preah Vihear/ Stung Treng	85.0	15.0	8.8	5.1	4.0	7.4	0.8	1.2	1.9	0.5	0.5	0.6	0.6	0.2	0.5	1,579
Mondul Kiri/ Ratanak Kiri	97.8	2.1	1.0	0.9	0.6	0.5	0.2	0.4	0.8	0.3	0.2	0.3	0.2	0.1	0.2	1,356
Residence																
Urban	91.3	8.7	4.8	2.3	3.0	4.0	0.9	1.1	2.2	0.7	0.4	0.9	0.6	0.3	0.6	10,403
Rural	90.3	9.7	5.1	2.9	3.8	4.3	1.1	1.6	2.1	0.7	0.6	0.8	0.7	0.5	0.6	54,750



Table 4.2 Disability among the ill or injured population

Among the de jure household population age 5 and over who were ill or injured in the 30 days before the survey, percentage with specific types of physical disabilities, according to background characteristics, Cambodia 2014

Background characteristic	Some difficulty, a lot of difficulty, or cannot do							A lot of difficulty or cannot do							Number	
	No difficulties	Any domain	Seeing	Hearing	Walking	Concentrating	Self-care	Communicating	Any domain	Seeing	Hearing	Walking	Concentrating	Self-care		Communicating
Sought advice or health facility contact																
Did not seek treatment	64.4	33.2	20.2	8.9	18.3	18.7	3.9	7.4	7.0	3.5	3.7	3.8	3.0	2.5	4.0	418
Public sector	77.5	21.3	12.3	6.6	11.4	11.0	4.7	5.1	7.0	2.4	2.0	3.3	1.4	2.3	1.9	1,590
Private pharmacy	80.4	17.6	9.7	4.5	6.8	9.2	2.8	2.8	5.5	2.1	1.1	2.4	2.0	1.2	1.2	1,384
Other private facilities	78.1	20.0	11.3	6.7	10.3	9.3	2.7	3.0	5.7	2.2	1.1	2.9	1.6	1.2	1.2	3,903
Other/missing	75.7	21.6	13.6	4.9	9.2	8.2	1.0	1.3	3.2	1.1	0.5	2.0	0.5	0.5	0.4	558
Transport cost																
Free/no cost	77.2	20.6	12.5	6.0	9.9	9.7	2.9	2.9	5.8	2.9	1.1	2.9	1.3	1.5	0.9	2,393
Paid money	78.6	19.7	10.9	6.2	9.8	9.6	3.1	3.5	5.7	1.8	1.3	2.8	1.7	1.3	1.5	4,980
Other/don't know/missing	66.9	30.7	17.9	8.9	16.8	16.7	4.1	6.9	6.8	3.1	3.2	4.0	2.9	2.6	3.9	480
Treatment cost																
Free/no cost	74.6	23.7	13.1	7.0	12.7	12.4	4.7	5.0	5.3	1.9	1.9	2.1	1.2	2.1	1.3	542
Paid money	78.5	19.6	11.2	6.1	9.6	9.3	2.9	3.2	5.8	2.2	1.2	2.8	1.6	1.4	1.3	6,842
Other/don't know/missing	65.1	32.4	19.3	8.3	17.7	17.4	4.1	7.0	7.1	3.1	3.3	4.0	2.7	2.4	4.0	468
Health care financing mechanism																
Health equity fund	72.2	25.2	13.0	6.3	16.8	11.1	3.3	3.3	6.2	1.7	1.9	2.8	1.0	1.3	1.0	315
Other subsidy	74.4	20.9	15.6	2.8	5.4	5.7	1.3	2.5	0.0	0.0	0.0	0.0	0.0	0.0	0.0	102
Insurance	(77.2)	22.8	20.8	10.4	10.4	9.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	41
Out of pocket	77.8	20.4	11.7	6.3	10.0	10.0	3.1	3.6	5.9	2.3	1.4	2.9	1.7	1.5	1.5	7,381
Total	77.5	20.7	11.8	6.3	10.3	10.0	3.1	3.5	5.8	2.2	1.4	2.9	1.6	1.5	1.4	7,852

Most persons with disabilities are the poorest of the poorest in the community where they are living. They are vulnerable persons, who are living without relying on their strength to earn money and are fragile. Without healthy lifestyles, they are more likely to be vulnerable to disease and have difficulties and can't afford to get treatment, which more often makes them end up easily in poverty. There are some factors that cause them to face poverty, such as lack of general knowledge, skills, and specific occupational or community support.

The Royal Government of Cambodia is deeply concerned about the rights to freedom, especially the livelihoods of persons with disabilities. In order to show and address these concerns, national and international policies, and legal frameworks have been developed and adopted. The National and Sub-National Mechanisms have played important roles in implementing the national and international laws to ensure that disability issues are included and mainstreamed into all development programs. Throughout the interventions from relevant stakeholders, the situation of persons with disabilities has improved and changed steadily. They are able to have equitable and dignified participation in economic, social, sports, arts and political activities.

This guideline is a compass and a tool to diminish the risks in business and enterprise. It is also essential to encourage persons with disabilities and other vulnerable groups to engage in business or to operate as small, medium and large enterprises according to their capacity.



1.2 Objectives

This guideline is intended for the purpose of preparing a guide for persons with disabilities and their family to start or expand the business for small, medium, and large enterprises by minimizing any financial risks.

1.3 Methods of Developing Guidelines

The Working Group on the drafting of the ‘Guidelines on Employment, Business, and Entrepreneurship for Persons with Disabilities’ is organized under the coordination of the General Secretariat of the Disability Action Council. The team has worked on the research mission from the real situations of the employment, business, and entrepreneurship of the persons with disabilities and then analyzed the strengths, weaknesses, opportunities, and threats that have confronted persons with disabilities before they organized their business.

This guideline is established based on the Employment Law, the Law on the Protection and Promotion of the Rights of Persons with Disabilities, National Policy on Promotion of One Village One Product, the flow of economic activities, the National Employment Policy 2015-2025, Policy on Technical and Vocational Training 2017-2025, National Social Protection Policy Framework, National Strategy on Poverty Reduction, Sub-Decree on the Recruitment of Persons with Disabilities to work in the ministry or public institutions and the private sector.

1.4 Scope

The guideline covers the scope for community improvement projects by focusing on employment, business ventures, and vocational training to promote persons with disabilities to set up and expand their employment and businesses, as well as to update them to reach the market demand. This guideline is a part of providing the initiative concept for employment and business, as well as vocational training to engage and align with the government policies in reducing poverty.

1.5 Limitations

This guideline was established for implementation in the pilot project of the Community Improvement Project. The collaboration to develop this guideline is limited with the lack of involvement from relevant government ministries and institutions, universities, Civil Society Organizations (CSOs), and the private sector, as well as the guidance or instruction for preparing the training contents to start or run business are not detailed enough and comprehensible. In addition, it is not covered for national and international level yet; however, this guideline is the first compass and road map to be implemented in a successful community improvement project.

Part 2: Training on Employment / Business

In order to achieve diversified economic growth and high production costs, there is a need to invest in capacity building for persons with disabilities in current and future situations. Lack of skills would lead to the low-cost producers, unsuccessful businesses, and low wages. In this context, persons with disabilities, the Association of Persons with Disabilities, Disabled Peoples' Organizations (DPOs), and relevant institutions should focus on promoting and participation in trainings, which meet the market needs.



2.1 Objectives

Strengthen technical skills for persons with disabilities equitably and respond to market needs.

Promote the governance of technical and vocational training systems for traders, businessmen and enterprises with disabilities.

The table below shows the data of the Mid-Term Survey 2013 of the National Institute of Statistics. The following table shows students with disabilities who study in the academic year 2017-2019 (Data from the Ministry of Education, Youth and Sports)

Descriptions	Number of Schools	Total Students	Students with Disabilities	Percentage
Kindergarten	7,188	431,410	2,546	0.6%
Primary School	7,189	2,022,061	43,344	0.21%
Secondary School	1,237	631,101	8,948	1.14%
High School	511	322,000	5,419	1.68%
Post Graduate	121	207,434	37	0.017%

2.2 Promote Skills Development and Human Resources

In Cambodia, the rapid economic growth requires updated technical and professional development. Vocational training and technology education have also been expanded to create a standardized and quality of service products that meet the market needs.



2.2.1 Building Human Resources on Business and Enterprise Skills

Employment and business, although it is large, medium, or small will be required the demand capacity, such as communication, management and control, marketing management, and a thorough payment/calculating. Likewise, the running of a business or enterprise also requires the same capabilities with the additional capacity for staff management, timing, and acknowledgment of opportunities.

**Action recommended:**

Businessmen, traders or entrepreneurs with disabilities are encouraged to:

- Organize or participate in training courses to expand the capacity of skills and production, including farming, animal husbandry, and agro-industry;
- Organize or participate in training courses on how to create initiatives to turn gricultural products into handicraft products, and move towards the actual industrial products of acceptable standards;
- Participate in training courses on product packaging to make it more attractive and popular, which will show the quality of the products;
- Organize or participate in training courses on the services provision of entrepreneurs with disabilities;
- Make frequent assessments and record any strengths, weaknesses, and things that should be improved to strengthen the competitiveness in the free markets.

2.2.2 Studying in Creating a New Business

Having a successful business is a dream for everyone. Not all businesses are successful, only few people have succeeded.



Activities and recommendations:

- Understand the appropriate location for running the business or employment;
- Learn how to assess the financial situation of those living there;
- Accept appropriate training on employment and business suited to and popular in the community;
- Understand and have ability to develop action plan, budget plan, marketing plan, and management plan;
- Understand and have ability to conduct monitoring and evaluation of business movements and take action;
- Participate in actual trainings, life skills courses, and succeed in training until they can find a job or do business successfully;
- Understand the ways to coordination and fundraising after the training;
- Learn how to contact clients, customers or service users.

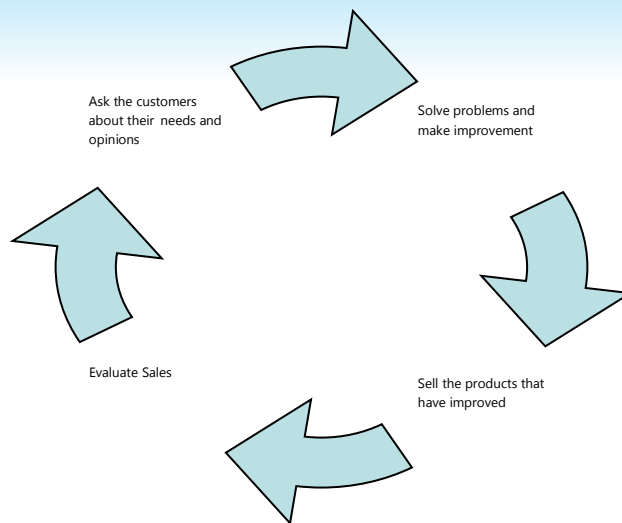
2.2.3 Principle of Marketing Analysis: Customer Feedback

Good business ideas should be ideas that seem to fit the needs of customers, especially for business persons with disabilities. They would need to be clear that the products or services that are intended to be sold will be the things that people need and like.



Activities and recommendations:

- Discuss with customers their needs, their perceptions towards our products, and services;
- Business of the competitors: Services, products, quality, prices, ways to attract customers, offers, promotion or discounts;
- Doing survey on masses, friends, family, and other businessmen;
- Businessmen, traders, or entrepreneurs need to know:
 - What products can be sold more easily?
 - What do they think about your business?
 - What do they think about the products, services and business of the competitor?
- Make improvements to ensure the business is successful. The following are the cycles of implementation:



2.2.4 Principle of Product Quality

For example, your products are competitive products among others in free markets. Organize your products by categorizing the goods appropriately and in accordance with good packaging, this will help you retain and get more customers' attention.



Activities and recommendations:

Businessmen, entrepreneurs or entrepreneurs with disabilities should be aware of:

- Category: Type of cake
- Packaging: Make customers satisfied and interested
- Taste: What flavors and smells?
- Ingredients: Powder, sugar, etc.
- Date of production: Expiry date

2.2.5 Learn How to Prepare the Location

You should find trustworthy people and then listen to their comments on the location. This does not mean that you have to follow their comments/ideas all the time, but you should take their ideas into consideration, thus it will be beneficial to your decision making.



Activities and recommendations:

- You should set up your own stalls or booths, which are in the markets and tourist attractions;
- Think of selling online, social networking, and other communication channels;
- Prepare our products in a stall or booth and have some sample products for customers to taste;
- Participate in major events, such as national and international exhibitions;
- Advertise in all aspects, such as radio and popular social networking sites;
- Consider the locations, such as buses, ports, terminals, train stations, etc.

2.2.6 Advertising

Businessmen, traders, or entrepreneurs with disabilities should:

- Put some key signs at the stall, such as a discount or gift offering;
- Explain the license, approval cards, brochures, where original products and technical products come from, or the local flavor of the country, from which nationality, the popularity of the country's sales, the degree of reviews, and where to get license, etc.

- Quality assurance for our products

2.3 Budget Preparation

- Helps you to understand how to manage financial flows and set the prices;
- Understand the different costs and how to calculate profits;
- Provide tools for recording the financial flows (record books)

2.3.1 Classification of Budget

Anyone who knows how to do budget management will be aware of incomes and profits, by excluding money that is considered as their personal property, which makes a person successful. Setting up the cost of items is important in the action plan to ensure that the business flow is more effective.



Activities and recommendations:

What businessmen, traders, and entrepreneurs with disabilities should be aware of?

- The money for the business is kept separate from the personal money;
- Your selling price must include general expenses, such as labor, salary for staff, raw materials, etc.;
- Keeping low fixed costs because it is the business barriers, while variable costs can be changed and vary with the size of the sales. No matter how significant the variable cost is, it does not affect the overall profits;

- Record cash transactions daily and evaluate it monthly.

2.3.2 Understanding Your Spending

Expenses should include the regular (variable) costs and fixed costs. Those who carefully consider both expenses for their employment and business are better.

Total Cost = Fixed Cost + Variable Cost

$$Tc = Fc + Vc$$

Activities and recommendations:

Key Words	Definition
Variable cost	Variable cost adjusted by selling price will include cost of raw materials and labor force. Product vendors must include transportation, communication, and production.
Raw materials	Referring to unprocessed substances, it is considered a variable cost because it varies according to measurement quantities.
Labor costs	The labor force is self-employed, salaried employees who provide service to the seller.
Fixed cost	Repeated payments are not dependent on sales. For example, the regular cost of renting a stall or transportation for delivery

2.4 Monitoring and Recording Systems

In this document, we focus on some of the financial systems that we can use for business, trading, and entrepreneurship to improve their performance and make it better. The regular monitoring procedures and expectations must be obeyed.

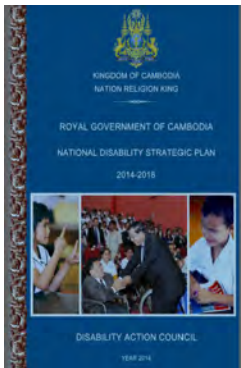
Activities and recommendations:

- Product stock certificate;
- The record systems:
 - Cash List
 - Sales Bills
 - Purchase Invoice
 - Inventory
 - Nominal Cash Register

- Why the financial system is important:
 - Make sure you do not forget the amount of money others owe;
 - Provide evidence information in case of business failure or business success;
 - Help manage more effectively and do not waste time;
 - Knowing the stocks you currently have and when you need to order new inventories, and provided in a timely manner according to the production time;
 - The debtor must agree on the payment due date.

2.4.1 Understanding the Legal Framework in the Public Sector

The Law on the Protection and the Promotion of the Rights of Persons with Disabilities, Chapter 4, Articles 42 and 43 shows the encouragement for persons with disabilities who own individual, family, or collective employment, business, and handicrafts through the provision of tax reductions and other legal incentives. The State shall encourage the taxation and other sections in accordance of applicable laws to employers, educational institutions, technical and vocational training institutes that have employed or accepted persons with disabilities at an appropriate set quota rate or above.



2.4.2 Continue to Mobilize Participation from Other Potential Civil Society Organizations

Disabled People’s Organizations, Associations, and persons with disabilities have not been able to run/own a business, occupation, and handicraft whether they are small, medium or large. Promoting more trainings, meetings, and field visits are the fundamental strategies to help them participate in social enterprise.

Activities and recommendations:

- Organize training courses for DPOs, Associations of Persons with Disabilities, Self-Help Groups, or individuals with disabilities related to business, services, handicraft, and quality of products and competitiveness;
- Promote inclusive products made by persons with disabilities to the Government policy of ‘One Village One Product’;
- Upgrade the quality of the product and service to keep up with the innovations in science and technology.

Part 3: Accommodate the Appropriate Environment for Persons with Disabilities and Employers in the Workplace

This section describes the appropriate work of persons with disabilities who are working in private enterprise and companies to encourage the employers to obey the implementation of the Law on the Protection and Promotion of the Rights of Persons with Disabilities, the Convention on the Rights of Persons with Disabilities, national and international legislations, national and international policy frameworks.



3.1 Objectives

Ensure that the constraints include physical infrastructure, attitudes, and behaviors facing persons with disabilities in the workplace has been eliminated or minimized.

3.2 Laws/Policies for Persons with Disabilities in Public and Private Spaces

The Law on the Protection and Promotion of the Rights of Persons with Disabilities has determined that all public places shall be made accessible for persons with all types of disabilities, for instance, ramps and accessible rails in the bathroom and signs¹. The competent ministries authorizing construction plans, constructions and inspection of constructions of public places shall ensure the accessibility of persons with disabilities².

3.3 Providing Occupation Opportunities for Persons with Disabilities in the Public and Private Sectors

Sub Decree No. 108 ANKr BK of the Royal Government of Cambodia on 30 August 2010 refers to the quota systems related to types of employment in the civil service, where state institutions with 50 or more employees are required to employ qualified persons with disabilities in the framework of civil servants of 2% of the total number of civil servants. Legal entities with over 100 employees are required to employ qualified and competent persons with disabilities to carry out the duties, roles and responsibilities of a particular position at 1% of the total number of workers/employees.

In fact, in 2017, 43 ministries and state institutions have employed 2,737 of persons with disabilities, of which 1,180 persons with severe disabilities have been employed. In addition, 63 private sectors have employed 2,962 persons with disabilities to work in their workplaces. In total for persons with disabilities who have been working in ministries and state institutions and private sector with a total of 5,699 persons with disabilities.

Table 4.3 Disability and employment

Percentage of interviewed women and men age 15-49 with a physical disability according to employment status, Cambodia 2014

Employment status	Some difficulty, a lot of difficulty, or cannot do								A lot of difficulty or cannot do							Number
	No difficulties	Any domain	Seeing	Hearing	Walking	Concentration	Self-care	Communicating	Any domain	Seeing	Hearing	Walking	Concentration	Self-care	Communicating	
WOMEN																
Employed in the 12 months preceding the survey																
Currently employed ¹	95.1	4.9	2.3	0.9	1.0	1.8	0.0	0.3	0.3	0.1	0.1	0.1	0.0	0.0	0.1	12,436
Not currently employed	94.4	5.6	2.7	1.0	1.9	2.2	0.0	0.2	0.6	0.1	0.0	0.2	0.3	0.0	0.1	1,542
Not employed in the 12 months preceding the survey																
Not employed in the 12 months preceding the survey	93.8	6.2	2.4	0.8	2.0	2.7	0.4	0.8	1.1	0.3	0.1	0.7	0.2	0.1	0.3	3,599
Total	94.7	5.3	2.3	0.9	1.3	2.0	0.1	0.4	0.5	0.2	0.1	0.2	0.1	0.0	0.1	17,578
MEN																
Employed in the 12 months preceding the survey																
Currently employed ¹	95.2	4.7	1.8	0.9	1.2	1.6	0.3	0.2	0.4	0.2	0.0	0.2	0.1	0.1	0.0	4,547
Not currently employed	89.8	10.2	2.5	4.4	2.3	3.8	0.9	0.2	0.0	0.0	0.0	0.0	0.0	0.0	0.0	271
Not employed in the 12 months preceding the survey																
Not employed in the 12 months preceding the survey	94.8	5.2	1.4	0.2	3.0	1.7	0.3	1.1	2.0	1.0	0.2	0.7	0.3	0.0	0.3	372



3.3.1 Coordination for Job Seeking for Persons with Disabilities

Job Coordination for Persons with Disabilities is part of the implementation of the Law on the Protection and Promotion of the Rights of Persons with Disabilities, the Convention on the Rights of Persons with Disabilities, and the National Strategic Plan on Disability.

Activities and recommendations:

- Should establish a labor market that contains more information on the selection of persons with disabilities;
- Establish relationships and networking with employers: Public institutions and DPOs need to have disability data on hand and should work closely with employers in the selection of persons with disabilities;
- Estimate the number of persons with disabilities seeking for work: DPOs and relevant institutions need to provide job opportunity information to persons with disabilities, such as the types/job opportunities that are appropriate to their skills and the employment they can do;
- Employers must behave appropriately with persons with disabilities at their workplaces; and
- Respect laws, policy framework on disability, such as accessible public places and respect the appropriate times of persons with disabilities.

3.3.2 Designing Internal Regulations

Employers, company owners, enterprises must comply with the internal rules set by the Ministry of Labor and Vocational Training. Special priority must be given to persons with disabilities by integrating some of the following:

Activities and recommendations:

- Disability acceptance conditions, coaching/training, and internship work;
- Health check-ups and job placements matching the types and levels of disability;
- Working hours, holidays, and take leave permission;
- Wages, bonuses and other benefits;
- The presence of employees with disabilities;
- Use of equipment and approval materials of the enterprise in work performance;
- Using the building or base of the enterprise;



- Accessible entry and mobility inside the enterprise;
- Punishment, disciplinary actions if the worker with disabilities violates internal rules or commits serious errors/misconduct;
- The right to protect themselves when employees are disciplined;
- Hygiene and work security;
- Create a personal assistant system for persons with disabilities for their independent living in the community and daily practice.

3.3.3 Workplace Accommodation for Employers

Accessible Places: Refers to adjusting work or workplace to be accessible for persons with disabilities. Ministries, institutions, and the private sector should pay attention to this, including accommodation of machinery, equipment, workplaces, rest rooms, or changing of working schedule, working hours and working environment.



Activities and recommendations:

- Employers need to understand the types and levels of disabilities at their workplace;
- Facilitate the creation of accessible places, such as tables, chairs, boards that are not slippery, larger toilets that wheelchairs can enter and move around easily, and pathways for the blind;
- Employers must provide job training to persons with disabilities to understand the working procedures and techniques relevant to the occupation/position of persons with disabilities.
- Employers need to be aware of any regulations that are contained in the laws and policy frameworks related to disability;
- Employers need to be aware of and provide information to the Coordinating and Advisory Organization or institutions on disability services by giving them the location, wage and type of work;

- Provide employment for persons with disabilities in accordance with the types of disabilities and skills with competitiveness;
- Have voice alerts and signal systems

3.3.4 Coordination for Job Seeking for Persons with Disabilities

The Coordination for Persons with Disabilities to seek for job is part of the implementation of the Law on the Protection and Promotion of the Rights of Persons with Disabilities, the Convention on the Rights of Persons with disabilities and the National Strategic Plan on Disability.



Activities and recommendations:

- Establish the labor market that contains more information on the selection of persons with disabilities;
- Establish relationships and networking with employers: Public institutions and DPOs need to have disability data on hand and should work closely with employers in the selection of persons with disabilities;
- Estimate the number of persons with disabilities seeking for work: DPOs and relevant institutions need to provide job opportunity information to persons with disabilities, such as the types / job opportunities that are appropriate to their skills and the employment they can do;
- Employers must behave appropriately with persons with disabilities at their workplaces; and
- Respect laws, policy framework on disability, such as accessible public places and respect the appropriate times of persons with disabilities.

3.3.5 Coordination for Providing Ongoing Training While Working

This training refers to progressive work and progressive learning at the same time, which enables staff with disabilities to be more mindful of the day-to-day work and the working environment. This will help them to develop personalized skills and qualities.



Activities and recommendations:

- Employers must give some time to employees who have disabilities and could continue to improve their capacities regarding the current and future employment;
- Employers should identify staff weakness skills/capacities and then coordinate by hiring a professional to provide on-the-job-training to save time for traveling or study outside the workplace;
- Should frequently evaluate staff capacity and organize friendly assistance with one another in the workplace.

The Royal Government issued Sub-Decree No. 56 ANKr/BK on April 1, 2016 on the Management of Civil Servants and Contracting Officers.

3.3.6 Coordinate to Help Persons with Disabilities to Take Care of Their Jobs

Care is important for persons with disabilities because it is part of healthy living in society.



Activities and recommendations:

- Relevant institutions and DPOs should help workers with disabilities enter into a labor contract with their employers;
- Relevant institutions and DPOs should help workers with disabilities to solve problems with employers and continue to help persons with disabilities to gradually perform better work;
- Relevant institutions and DPOs should help employers build an accessible working environment for employees with disabilities to ensure that employees with disabilities can perform well and sustainably.

Part 4: Disability-Inclusive Employment



4.1 Legal Frameworks

The National Employment Policy 2015-2025 envisioned to improve the livelihood and dignity of Cambodian people, and develop social harmony by providing them with equal opportunities for decent and productive employment. This policy is specifically focusing on: (1) to increase decent and productive employment opportunities, (2) to enhance skills and human resource development; and (3) to enhance labor market governance. In order to ensure an effective implementation of this policy, the Royal Government of Cambodia mandates the Ministry of Labour and Vocational Training (MoLVT) as the institution responsible for coordinating with other relevant ministries and institutions in designing action plans to achieve the set targets of the policy.

The Ministry of Social Affairs, Veterans and Youth Rehabilitation issued the Circular on Strengthening Professional Vocational Training for Persons with Disabilities.

This circular is intended as a guide for all vocational training programs that will be implement and provide national and ASEAN standards for vocational training practices.

The percentage of employed persons with disabilities for both sexes is 48%, according to the Cambodia Inter-Censal Population Survey 2013, the employment rate for men with disabilities is 56.6% and women with disabilities at 38.7%. (Table 9.7: Table 9.7 Percent Distribution of Disability Population by Sex and Broad Age Group and Main Activity, Cambodia 2008-2013).

The table below is the Cambodia Inter-Censal Population Survey 2013 of the National Institution of Statistic of Ministry of Plan on the Employment for Persons with Disabilities:

Table 6.3 Percentage Distribution of Disabled Persons by Type of Disability, Main Activity and Sex, Cambodia - Total, 2013

Type of Disability	Number	Total	Employed	Unemployed	Home Maker	Student	Dependent	Income Recipient	Other
TOTAL DISABLED				2013					
Both Sexes	289,917	100	49.9	5.9	7.7	5.9	24.7	4.4	1.5
In Seeing	99,811	100	56.6	5.2	9.9	7.2	17.4	3.5	0.2
In Speech	14,646	100	43.4	7.2	11.7	4.9	29.6	0.1	3.1
In Hearing	26,866	100	46.2	4.5	3.8	5.1	24.3	10.3	5.8
In Movement	98,361	100	56.7	4.6	5.7	5.2	22.6	4.6	0.7
Mental Retardation	15,198	100	22.6	8.4	9.7	7.9	46.7	3.5	1.3
Mental Illness	20,527	100	25.1	11.6	9.0	4.1	47.1	2.0	1.0
Other	9,869	100	45.7	11.5	9.2	4.8	20.2	4.1	4.4
Multiple Disabilities	4,638	100	13.7	7.2	0.0	3.7	52.5	11.7	11.2
Males	152,710	100	58.2	6.0	4.4	6.6	20.2	3.7	1.0
In Seeing	47,201	100	65.0	4.3	4.5	10.1	12.8	2.9	0.4
In Speech	6,446	100	39.9	10.6	6.2	4.1	36.1	0.0	3.2
In Hearing	11,621	100	56.6	6.2	3.8	3.8	17.6	10.2	1.8
In Movement	63,946	100	65.1	4.9	2.9	4.5	18.6	3.7	0.3
Mental Retardation	5,597	100	21.9	13.2	11.8	12.1	40.8	0.0	0.2
Mental Illness	9,545	100	26.6	12.5	7.9	6.5	44.1	2.4	0.0
Other	5,693	100	55.7	6.5	8.1	4.8	15.9	1.3	7.7
Multiple Disabilities	2,663	100	17.1	10.9	0.0	6.5	41.6	13.7	10.2
Females	137,206	100	40.7	5.8	11.5	5.1	29.8	5.1	2.0
In Seeing	52,611	100	49.0	6.0	14.8	4.6	21.5	4.0	0.1
In Speech	8,200	100	46.2	4.5	16.0	5.6	24.5	0.2	3.0
In Hearing	15,245	100	38.3	3.2	3.7	6.2	29.5	10.3	8.8
In Movement	34,415	100	41.1	3.9	10.9	6.5	30.0	6.1	1.5
Mental Retardation	9,601	100	23.0	5.6	8.5	5.5	50.1	5.5	1.9
Mental Illness	10,982	100	23.8	10.9	10.0	1.9	49.8	1.7	1.8
Other	4,176	100	32.2	18.3	10.7	4.8	26.0	8.0	0.0
Multiple Disabilities	1,975	100	9.0	2.3	0.0	0.0	67.1	9.1	12.4



4.2 Promote the Implementation of the Policy One Village One Product Movement

One Village One Product Movement is a mode of economic development originally from a rural community in Oita Prefecture, Japan in the 1970s. This movement became a global movement, where many developing countries have applied and transformed to align with the context of geographical, economic, and political situations of their countries.

The vision of One Village One Product Movement is focused on improving the livelihoods of people, including those with disabilities, which transforming Cambodia to be a high-income country by 2050.

4.2.1 Promote the Increase of Reasonable Employment for Persons with Disabilities

Appropriate/reasonable employment refers to the employment that provides fair and dignified jobs by respecting the rights to freedom, time, and a decent wage.

Activities and recommendations:

- Communicating closely with National Employment Agency to mainstream the production and services of persons with disabilities into various sectors;
- Participate in any government or private sector forums as a representative of persons with disabilities to increase more opportunities in the promotion of products by persons with disabilities;
- Collaborate with the Job-Coaching Working Group to identify suitable employment and businesses for persons with disabilities.

4.2.2 Promote Awareness Rising on Employment, Business, and Entrepreneurship

Persons with disabilities and vulnerable people do not have the confidence to start new businesses or small- or medium enterprises. Understanding the above factors can motivate them to take up the employment or business that they think they can do.

Activities and recommendations:

- Share experiences about successes and challenges of starting up a new business, expanding a business, and starting an enterprise;
- Associate professions that have their own business, DPOs, and relevant stakeholders should organize study exchanges or tours on One Village One Product Movement with each other at both local and international communities;



- Encourage multi-disciplinary process of boosting production volume, and quality of packaging to attract more customers;
- Determine some indicators to measure the level of understanding towards the progression of the business and enterprise of their own, DPOs, or Associations that they work for.

4.2.3 Promote the Participation of All Relevant Institutions in Employment, Businesses, and Entrepreneurship

The support for local products is very important to ensure the growth of employment and enterprise for persons with disabilities.

Activities and recommendations:

- Identify individuals, civil society, organizations, associations, and public institutions through building communication in forums, events and workshops, etc.
- Show products or services to those institutions to get some advice, comments, and support from them;
- Persons with disabilities should communicate with relevant institutions or local authorities in order to prepare all legal documents for running/opening their enterprises or services;
- Regularly evaluate the progression of their services, business, and enterprise.

4.2.4 The Relationship of Economic Flows in Employment, Business and Enterprise

Creating a small, medium, or large business or handicraft one cannot exclude the external support when it comes to building good communication, such as consulting with government institutions, professional skills, successful businessmen, experts from technical schools or universities. The Cycle Flow describes the flow of services from the family's production to the business section, and then passed on to the market. The production factors would show the flow of goods and services that have been produced by using the products from the business section to family business and throughout the whole production process.

Activities and recommendations:

- DPOs, Persons with Disabilities Associations, and entrepreneurs with disabilities should organize seminars or workshops, or build more members by inviting speakers who are successful in their respective businesses or handicraft for a twin-track approach - by building more capacity and networking at the same time;

- Persons with disabilities who are interested in creating/opening a business need to be aware of the Economic Flow, such as the flow from government, the flow from other businesses, the flow from family's entrepreneurs or traders, and the flow from foreign investments;
- Focus on family and business flow, such as family products that they have in the market, the quality of products, the popularity of products, number of customers using the products (bestselling products);
- Foreign understanding, such as importing and exporting abroad, the different conditions that country requires, or what the country's needs from businessmen/craftsmen are. Business growth and progress is:
- $P = In - Ex$ ("P" is Progress "In" is Income and "Ex" is the Expense)
- Persons with disabilities who wish to start/open a business should be aware of incomes that are derived from foreign flows, the formula of which is: $NE = Ex - M$ ("NE" is Net Exports, "Ex" is Export and "M" is Import).

4.2.5 Promote a Standardized Product

In Article 3 of the Law on Standard of Cambodia, "Standard" means a document, established by consensus and approved by a recognized body that provides for common and repeated use, rules, guidelines or characteristics for activities or their results, aimed at the achievement of the optimum degree of order in a given context.

Activities and recommendations:

- Persons with disabilities who wish to establish employment, business, or association for persons with disabilities should apply the following measures:
- Prepare a document for getting accreditation from the government by officially or legally registering the listing of products of the handicraft or association;
- Prepare and develop the products to be standardized, like One Village One Product for persons with disabilities;
- Advertise the standard products that have been licensed;
- Strengthen and expand the existing products to be standardized by combining Khmer traditions and culture with advanced technology;
- Participate in the exhibition of One Village One Product Racing Competition program, or other competitions organized by the government or the private sector;
- Updating existing products and add more products with diversity.



4.3 Running a Personal Business

4.3.1 Managing the System Management

According to the procedure, the business process can be used by businessmen in their Activities Daily Life (ADL) in order to have a successful business. The system includes:

- Good use of financial resources;
- Good time management;
- Get more customer satisfaction;
- Good relationships between producers and suppliers.

4.3.2 Business Planning

A business plan is a compass and road map for every trader.

Activities and recommendations:

- Evaluate their own business (good points, things should be improved);
- Know the keywords that need to be used;
- Identify sections that need to be managed;
- Divide the responsible persons;
- Notice the time allocation that needs to be acted upon.

Below Table 1 (.1) for Verifying the Business Plan:

Description	Evaluate the strengths	Things to be Improved	Responsible Person	Date
Describe the business section				
Marketing analysis				
Marketing plan				
Management Plan				
Financial Plan				



4.3.3 Creating Small and Medium Enterprises

Small enterprises refer to enterprises that make simple goods to complex goods and can sell to other markets outside their own communities. This enterprise could initially stay in an informal economic system, but could enter the formal economy in case the enterprise grows and gains more support., for instance, metal dealers, carpenters, tailors, bricks, mushrooms growing, soap production, and processing agricultural products.

Activities and recommendations:

- There is a need to build close relationships with the National Committee of One Village One Product Movement. There are 5 steps that need to be implemented:
- First: Set up specific objectives. Study the strengths, challenges, opportunities, and any risk factors that could occur unpredictably. Take into account the resources (budget, human resource, and raw materials), leadership, and time management;
- Secondly: After goal setting, it is important to be aware of things gained from the analyses, as well as the time needed to develop the plan. The detailed plan, including the activities, need to be highlighted in logical order, and you need to recognize your responsibilities and skills;
- Third: After planning, the operational work should be started by strictly enforcing the rules and the timeline that need to be defined and disseminated. The consultation meetings need to be conducted according to your needs, for example, once a week, twice a week, or monthly.
- Fourth: Losses will occur about 10% at the beginning, thus keep moving your business forward. Do not be discouraged and do not give up.
- Fifth: Ensure the regular monitoring and evaluation of the progress of the products of the previous craft producers in terms of gaps of products, product service defects, and current market-supply needs.

Part 5: Hometown Improvement Model

The project aims to promote Hometown Improvement through Disability-Inclusive Communities Model to promote disability-inclusive business and disability-inclusive hometowns in the rural communities to break out the barriers for persons with disabilities. Empowering marginalized or vulnerable people in community, will gradually response to the urban development (urbanization) and society for elderly people in the ASEAN Region. Strengthening the relationships in ASEAN region, especially institutional connectivity through building human resources in ASEAN and connecting people-to-people relationships through education, culture and tourism.

The Royal Government of Cambodia has officially announced and approved National Policy on Promotion of One Village, One Product (OVOP) Movement 2016-2026 on April 6, 2017. The policy is intended to promote the development of the production chain for village or community-based goods or services, including the production, processing, packaging and development of one or more products to create added value to satisfy both domestic and international markets and to increase income per capita and accelerate reduction of people's poverty. This will help Cambodia to become a higher middle income country by 2030.

The policy focuses on three key points: 1) Think Globally, Act Locally. 2) Self-reliance and Creativity, by ensuring at least one village could have one product and produce that product more and more, as being able to produce more product will make the original cost for producing the product is low. 3) Fostering Human Resource Development, by focusing on youth as the follower.

5.1 Inclusion of Persons with Disabilities as a Model in the Community

The Hometown Improvement Project was established in accordance with the National Policy on One Village One Product of the Royal Government. The project will promote inclusive products of persons with disabilities, who are the businessmen, craftsmen, producers, and service providers who will fully engage and participate in the free market competition. According to studies, a non-governmental organization (PPCIL) operating its own bakery business, called "Krorya Khmer Cake", has been selected as the model DPO in the implementation of the ASEAN Hometown Improvement Project and can become a model for Cambodia. In order to improve the quality of production of PPCIL, a training course was conducted with financial and technical support from the Asia-Pacific Development Center on Disability.

Activities and recommendations:

- Create a model of Entrepreneurship for persons with disabilities in town with the support from the Royal Government and with the ability to continue training;
- Strengthen the capacity of persons with disabilities in employment, business, and social enterprises through the study exchange/visit or real practice;
- The Hometown Improvement Project for persons with disabilities would play a role as a coordinator for sharing information to relevant institutions and business planning consultation.
- Assist persons with disabilities to seek financial and operational support from persons with disabilities foundations and development partners through DAC's facilitation so they can open/run their business or enterprise, as well as get some guidance from national or international networks in finding the right market.
- Providing consultative services to persons with disabilities by working closely with national and sub-national mechanisms, and private sectors for national consultations related to employment, business, or enterprise for persons with disabilities and employers with disabilities;
- Providing some support from government and development partners on technical and budget matters;
- Getting more encouragement and support for market research for the entrepreneurs with disabilities;
- Providing government incentive programs to private companies that have employed persons with disabilities;
- Develop exchange programs for sharing experiences among entrepreneurs with disabilities in order to strengthen their capacities;
- Invite experienced entrepreneurs with disabilities to share their success stories in workshops related to entrepreneurship.



5.2 Partnerships Among the ASEAN Community

The Hometown Improvement Project Model is implemented within the ASEAN framework with eight participating countries, and this is an opportunity to expand business activities or entrepreneurship for persons with disabilities in Cambodia.

Activities and recommendations:

- Communicate closely with the Hometown Improvement Project for persons with disabilities in any way to exchange ideas and experiences related to business or enterprise;
- Proposing for APCD to conduct regular meetings with the Association of Southeast Asian Nations (ASEAN) countries that are implementing this Hometown Improvement project and create reviews about the progress of the project, evaluations, and solutions in cases of challenges;
- Exchange information about markets for the importation and exportation of products of persons with disabilities under the coordination of APCD and relevant institutions, with DAC as leader;
- Facilitate the receipt of funding or loans from developed countries for operational purposes of businesses or enterprises run by persons with disabilities in coordination with APCD, persons with disabilities foundations, and relevant institutions with DAC as leader.

5.3 Promote the Products and Services of Persons with Disabilities

Products and services are supplies, which are designed to meet the people's desires and demands, or find solutions for people's problems. Producing the product is based on the principle of P = 5W+H ("P" is production and 5W are Why, Who, When, Where, and What), and "H" is How to produce.

Activities and recommendations:

- Document and classify products by their types; create a central market where one can buy products from entrepreneurs with disabilities at affordable prices and have coordination with the Ministry of Commerce and APCD;
- Select potential products to be included in the One Village One Product Movement of the government;
- Understand the needs of customers in towns and rural areas;
- Select the appropriate place to produce high quality and competitive products;
- Monitor the progress of production through indicators and documented via tables or graphs and other visuals to be released at a specific timeframe;
- Regularly update to keep up with the advancement of technology and social evolution;
- Determine indicators for measuring the progress of PPCIL's manufacturing performance.

5.4 Promote a Better Mindset More Effectively About a Model Enterprise in the Community

Social entrepreneurship is a "business creation approach to address social and environmental issues". Many people do not know the concepts or the ways to make it successful on their own or in their communities.

Activities and recommendations:

- Develop and disseminate tools or documents of all kinds that encourage better mindset change in employment, business, or enterprise in order to draw more support for the products of persons with disabilities participating in the One Village One Product Program;

- Start to spread the concept of social entrepreneurship, along with regular business enterprises, and teach them about the importance of market assessment and awareness of current market demand, especially future trends.
- Determine indicators to measure the progress of enterprises, handicraft of persons with disabilities by comparing the quality of products with other partners with the aim of conquering domestic and international markets.
- Participate in promoting product displays of persons with disabilities through exhibitions organized by Ministry of Commerce, as well as domestic and international companies.
- Start a business with a good business plan and don't treat it as simply an adventure because it is very risky and you will have to spend a lot of fund/resources.
- Provide training courses for persons with disabilities who want to become entrepreneurs based on the areas or skills that they need, and in accordance with market needs/demand.

6. Conclusion

Providing education at undergraduate and postgraduate levels, or providing vocational training in technology or specialized skills, would give them opportunities to be successful businessmen, craftsmen, and traders. National policies and legal frameworks have been aligned with the action plans of businessmen, craftsmen, and traders to ensure validity, inclusivity, suitability of work, quality products and services, and sustainability upon implementation.

References

- Law on the Protection and Promotion of the Rights of Persons with Disabilities
- Law on Commercial Enterprises
- Labor Law
- National Disability Strategic Plan
- National Strategic Development Plan
- National Poverty Reduction Policy
- National Employment Policy 2015-2025
- Policy on Technical and Vocational Training 2017-2025
- Policy on One Village One Product Movement



National Guidelines on Policy and Development for the ASEAN Hometown Improvement Project

Indonesia

INTRODUCTORY NOTE

Indonesia, as an archipelago with about 22,1 million citizens with disabilities, has its own challenges in developing programs and services as an effort to improve the welfare of persons with disabilities, particularly for those living in rural and remote areas and can't access the disability centers in the cities. The shift from institutional-based rehabilitation to community-based inclusive development becomes an alternative in responding to those challenges.

Kampung Peduli Program (Shelter Workshop), producer of Batik Ciprat (Splash Batik) as their special product, was initiated by the Ministry of Social Affairs of Republic Indonesia as an innovation on empowering persons with intellectual disabilities living in rural areas. Support and optimization of the role of related stakeholders, the uniqueness of local products, the potential of local nature, the local values, and persons with intellectual disabilities themselves, are the keys for the success of the program. Enabling persons with intellectual disabilities previously living in stigma as a family burden and underestimated makes them productive, have their own income, and give them the ability to bring job opportunities for persons without disabilities around them.

We do appreciate APCD and JAIF for supporting the Kampung Peduli Program development through ASEAN Hometown Improvement Project. We expect that Kampung Peduli program can be an inspiration for our colleagues in ASEAN countries and other countries that have similar challenges in handling disability issues. Indonesia will be ready and happy to share and learn together.

Jakarta, February 2019



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Ministry of Social Affairs of the Republic Indonesia

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Chart 4 Employment Status of Persons with Disabilities in Indonesia in 2017

Chart 5 Job Participation and Types of Works of Persons with Disabilities in Indonesia



CHAPTER I

SITUATION OF PERSONS WITH DISABILITIES IN INDONESIA

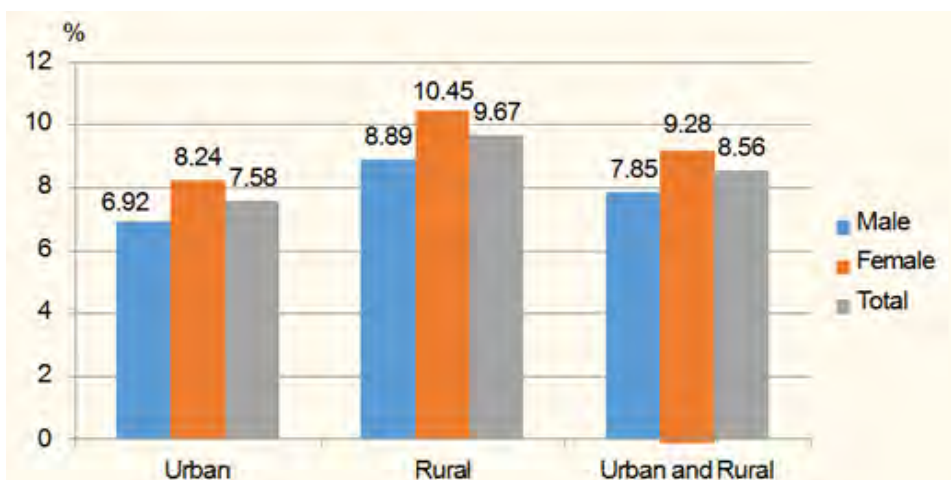
A. Types, Numbers, and Sex

Since Indonesia ratified the UN Convention on the Rights of Persons with Disabilities in 2011, which was followed by enacting Law Number 8 Year 2016 concerning Persons with Disabilities, there is a change in the definition and perspective on disability. Persons with disabilities are defined as person(s) who have long-term physical, mental, intellectual or sensory impairments which, in interaction with various barriers, may hinder their full and effective participation in society on an equal basis with others.

According to the Inter-Census Population Survey (SUPAS) conducted by the National Statistics Agency (BPS) in 2015, using the Washington Group instrument with 8 (eight) categories of functional disorders, the number of persons with disabilities in Indonesia is about 22.1 million or 8.56% of the total population of Indonesia, with females as the majority and living in rural areas (Chart 1). Visual disabilities have the highest percentage among other functional disorders (28.64%), and almost half of persons with disabilities are living with multiple disabilities (Chart 2).

Chart 1

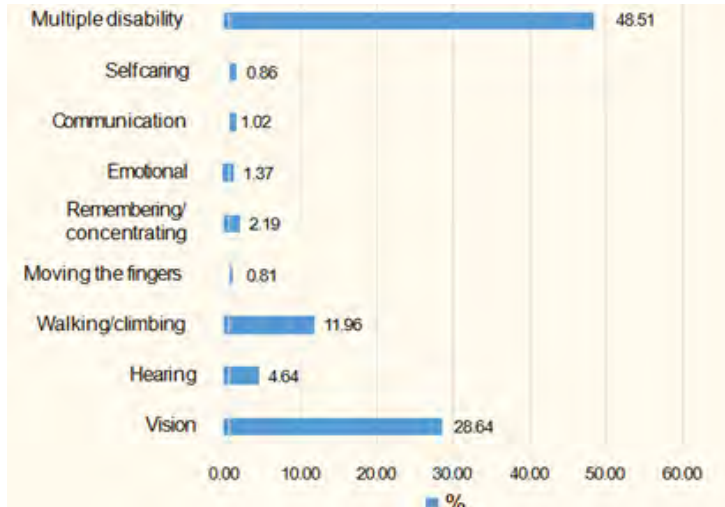
Percentage of Persons with Disabilities in Indonesia Age 2 Years Above
By Urban/ Rural and Sex in 2015



Source: BPS, 2015

Chart 2

Percentage of Persons with Disabilities in Indonesia Age 2 Years Above By Functional Disorders in 2015



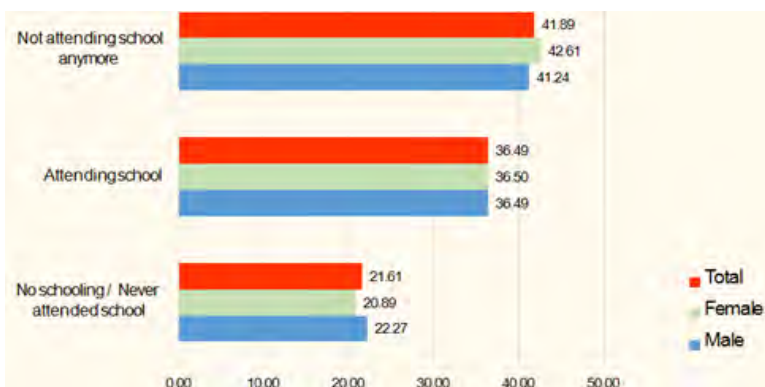
Source: BPS, 2015

B. Participation in Education

Participation in education of persons with disabilities in Indonesia still needs to be improved, according to SUPAS 2015, 21.61% of persons with disabilities age 5-29 years never attended school, and 41.89% of persons with disabilities are not attending school anymore (Chart 3). Government keeps increasing the participation of persons with disabilities in education through the inclusion school program.

Chart 3

Percentage of Persons with Disabilities in Indonesia Age 5-29 Years By Sex and Education Status in 2015



Source: BPS, 2015

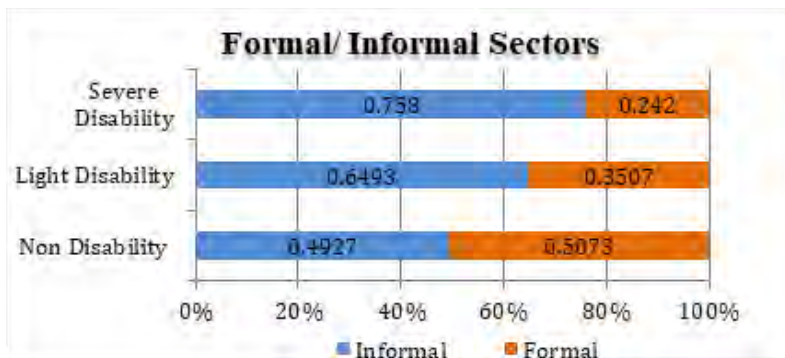


C. Employment Status

Persons with disabilities have a high risk of experiencing physical and non-physical barriers in their daily life, including getting a job. The lack of availability on accessible transportation and work environment, as well as the stigma, makes persons with disabilities tend to choose jobs in the informal sector (Chart 4) with 39.9% working in agriculture sector as farmers (Chart 5).

Chart 4

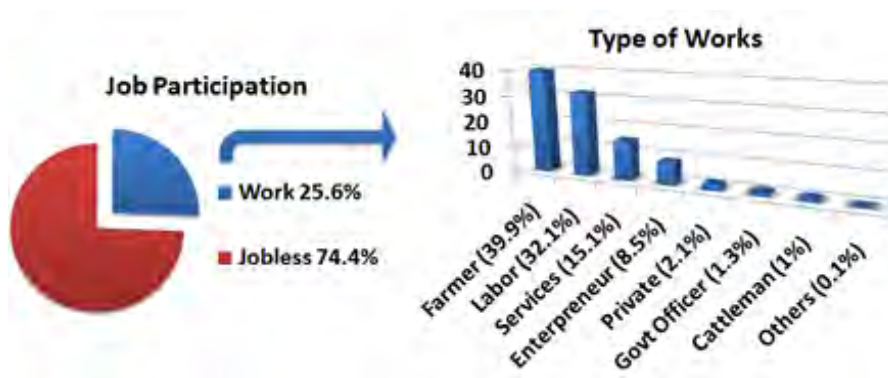
Employment Status of Persons with Disabilities in Indonesia in 2017



Source: LPEM FEB UI, 2017

Chart 5

Job Participation and Types of Works of Persons with Disabilities in Indonesia



Source: Irwanto et al, 2010

D. Health Status

The health status of persons with disabilities in Indonesia is not reported in the national surveys such as SUPAS or in SUSENAS. In fact, persons with disabilities are very vulnerable to various diseases. The efforts conducted by Indonesia in improving the health status of persons with disabilities include promotive efforts through counseling on healthy living, medical rehabilitation, and prevention efforts through early detection and early intervention on disability conditions.

E. Social Welfare

The efforts on social welfare are intended to improve social functioning of persons with disabilities both in family and in community life. Some social welfare programs conducted by government include Social Protection Programs, Social Assistance and Social Insurance Program, Social Empowerment Programs, and Social Rehabilitation Programs. Those programs are implemented in the form of providing social assistance such as food, shelter, clothing, assistive devices, counseling, advocacy, social guidance, vocational training and internship/on the job training, support for providing accessibility, grant for business startups, referrals system, and job placements in the formal sector.

F. Collaboration and Partnership

Collaboration and partnership in fulfilling the rights and in improving the quality of life of persons with disabilities are continuously happening at the local, national and international levels. Collaboration conducted in various forms, including capacity building for persons with disabilities in many fields of expertise, as well as increasing the capacity of staffs working in disability issues. The forms of collaboration and partnerships at the international level are carried out bilaterally, multilaterally, as well as cooperation with international development organisations and United Nations agencies.

At the national level, the collaboration conducted by both between ministries and institutions, also between the central and local governments, as well as between the government and the private sectors. The cooperation between ministries and institutions, for example between the Ministry of Social Affairs and the Ministry of Industry in providing training programs and job placements for persons with disabilities. Another example is the establishment of the Indonesian Business and Disability Network managed by the Ministry of Manpower in cooperation with various companies in the recruitment of workers with disabilities.

G. List of Disabled People Organizations (DPOs)

The following list are national DPOs in Indonesia that actively collaborate with government in advocating and fulfilling the rights of persons with disabilities (Table 1).

Table 1

List of National Disabled People Organizations

NO	ORGANIZATION NAME	ADDRESS	CONTACT PERSON/ TEL/ EMAIL/ WEBSITE
1.	Perkumpulan Penyandang Disabilitas Indonesia (PPDI)	Komplek DPR RI II Blok C No. 18, Meruya Selatan, RT.9/RW.2, Meruya Sel., Jakarta Barat, DKI Jakarta, Jakarta 11650	Mr. Gufron Sakaril Telp./fax. +622122540300 email: dpp@ppdi.or.id https://ppdi.or.id/
2.	Himpunan Wanita Disabilitas Indonesia (HWDI)	Jl. CempakaPutih Raya No.1, RT.1/RW.7, CempakaPutih, Kota Jakarta Pusat, Jakarta 10510	Ms. Maulani Rotinsulu Telp. +622142879844 Email: rotinsulu.maulani@gmail.com https://hwpcipusat.wordpress.com/
3.	Persatuan Tuna Netra Indonesia (Pertuni)	Jalan Raya Bogor km.19, Ruko Blok Q No. 13-L, RT01 RW04, KramatJati, Jakarta Timur	Ms. Aria Indrawati Telp.: +62218005480 Fax: +62218013402 Email: pertuni.dpp@gmail.com http://pertuni.or.id/
4.	Gerakan Kesejahteraan Tuna Rungu Indonesia (Gerkatina)	Jl. Ranco Indah Dalam No. 47BC RT 005/RW 06 Tanjung Barat, Jakarta Selatan	Mr. Bambang SMS: +6281807900275 +62817673325 https://www.gerkatin.org/
5.	Perhimpunan Jiwa Sehat (PJS)	Jl. Asem Gede II No.9, RT.5/RW.5, UtanKayu, Matraman, Kota Jakarta Timur, Jakarta 13120	Ms. Yeni Rosa http://pjs-imha.or.id/

NO	ORGANIZATION NAME	ADDRESS	CONTACT PERSON/ TEL/ EMAIL/ WEBSITE
6.	Yayasan Sehat Jiwa Raga (Sehjira)	Jalan Kompleks DPR-RI Pribadi Blok C No.40, Joglo, Kembangan, RT.10/RW.1, Joglo, Kembangan, Kota Jakarta Barat, Jakarta 11640	Ms. RachmitaHarahap Telp: +622136086952, SMS: +6281280940501 Email: sehjira_vdf@yahoo.com Website: www.sehjira.or.id
7.	Pusat Pemilihan Umum Akses (PPUA)	Jl. RawamangunMuka Barat Blok D No. 17, Pulogadung – Jakarta Timur 13220	Ms. ArianiSoekanwo Telp. +622129376482 E-mail: dpp@ppuapenca.org Website: http://ppuapenca.org/
8.	Lembaga Pemberdayaan Tenaga Kerja Penyandang Cacat (LPTKPC)	Gd. Wirapurusa LVRI DKI Jakarta Lt 2 JIRadenInten II / 2 Duren Sawit Jakarta Timur 13440	Ms. KasihaniTelp: +62213904026; Mobile: +628521426406 Email: lptkp_lptkp@yahoo.co.id https://lptkp.wordpress.com/
9.	Yayasan Autisme Indonesia (YAI)	Jasmine Tower Lt. 2, #CC02, Apartemen Kalibata City Jl. Kalibata Raya no. 1, Jakarta 12750	Mr. Taufik Mobile: +62851 01 555 643 info@autisme.or.id http://autisme.or.id/
10.	Gerakan Peduli Disabilitas dan Lepra Indonesia (GPDLI)	Level 38, Tower A, Kota Kasablanka, Jalan Casablanca Raya, Kav 38, Jakarta 12870	nuahptarigan@gmail.com , gpdli@hotmail.com www.pedulidisabilitas.org

NO	ORGANIZATION NAME	ADDRESS	CONTACT PERSON/ TEL/ EMAIL/ WEBSITE
11.	Yayasan Mitra Netra	Jl. Lebakbulus II, Gang GunungBalong II / 58, LebakBulus Jakarta Selatan 12440	Telp: +62217651368, +622175913480; Fax : +62217655264; Email: info@mitranetra.or.id www.mitranetra.or.id
12.	Yayasan PembinaanAnakCacat (YPAC)	Jl. Hang Jebat II / 2, KebayoranBaru Jakarta Selatan 12120	Telp. +62217254357; Fax : +62217247366; Mobile: +62818142105 www.ypacjakarta.org/
13.	Persatuan Orang TuaAnakDisabilitas (Portadin)	Jl. Patra Kuningan XI Ujung Jakarta Selatan	Telp. +62218299735; Fax : +62218631929 portupencanak@yahoo.com
14.	Mimi Institute	Komp.Taman Harapan Indah Jl. Hanoman X Blok I no.14 Jelambar, Jakarta Barat	Telp: +622156980294, Mobile: +6281380001712 info@mimiinstitute.com www.mimiinstitute.com
15.	Special Olympics Indonesia (SOINA)	Gedung DNIKS Lantai 3 Jl. Tanah Abang Timur No.15 Jakarta Pusat	Telp: +62213800501 Fax: +62213846556 http://www.soina.id/
16.	Federasi Nasional Kesejahteraan Tuna Rungu Indonesia (FNKTRI)	Fakultas Ilmu Pendidikan Universitas Negeri Jakarta, Rawamangun – Jakarta Timur	Telp. +62214897535; Mobile: +62816951485
16.	Himpunan Pelaku Seni Diferensia Indonesia (HPSDI)	Jl. Tambak No. 11 A Jakarta 10320	Mr. PermasAlamsyah Telp: +62213904026; Mobile: +6281399887746, Email: permasalamsyah@facebook.com

NO	ORGANIZATION NAME	ADDRESS	CONTACT PERSON/ TEL/ EMAIL/ WEBSITE
17.	Ikatan Sindroma Down Indonesia (ISDI)	Jl. Cipaku I No. 13, KebayoranBaru, Jakarta Selatan 12170	Telp: +62217255958, +62217221888 Fax: +62217255958 Email: isdi.indonesia@yahoo.com aryanti.yacub@yahoo.com http://www.isdi-online.org/
18.	Ikatan Tuna Netra Muslim Indonesia (ITMI)	PerumnasCijerah II Blok I KSB. 10, Jl. Melong Raya gang SukaAsih, Kel. CijerahKec. Cimahi Selatan Cimahi 40534	Telp: +62226000173, Mobile: +628161322647 dppitmi@gmail.com Website: http://itmi.or.id/
19.	Karya Tuna Netra (Kartunet)	Jalan Pepaya V No.60 RT/RW 03/05 Jagakarsa, Jakarta Selatan 12620	Mr. Dimas Muharam Telp: +62217271387, Mobile: +628988257217, Email: contact@kartunet.or.id Twitter: @Kartunet https://www.kartunet.com/
20.	Lembaga Advokasi dan Perlindungan Penyandang Cacat Indonesia (LAPPCI)	Jl. Tambak No. 11 A Jakarta 10320	Mr. Heppy Sebayang, Telp: +62218811678 Mobile: +62818165708, +6281389421110
21.	Persatuan Olahraga Tuna Rungu Indonesia (Porturin)	Jl. Gebang Sari No. 37, Bambu Apus Jakarta 13890	Telp: +62218450662; Mobile: +6281385194952
22.	Yayasan Difabel Mandiri Indonesia (YDMI)	Jl. KH. Agus Salim No. 37 RT. 002/006, Cipondoh, Gg. Masjid I, PorisPlawad, Kec. Tangerang, Banten 15141	Mobile: +6285281853091



NO	ORGANIZATION NAME	ADDRESS	CONTACT PERSON/ TEL/ EMAIL/ WEBSITE
23.	SAPDA	Komplek BNI No.25 Patangpuluhan, Wirobrajan Yogyakarta	Nurul Saadah Andriani, SH Telp :0274-384066 Mobile : 08562914654 Email:info_sapda@ yahoo.com
24.	SIGAB	Jl. Wonosari Km 8 Berbah, Sleman, Yogyakarta, Indonesia.	Telp : +622742840056 Email: sekretariat@sigab.or.id
25.	OHANA Indonesia	Jongkang no.67F, RT 08 RW 36 Sariharjo, Ngaglik, Sleman, Yogyakarta 55581, Indonesia	Risnawati Utami, S.H, MS/IHPM Email: ohanaindonesia @gmail.com risnautami@ gmail.comTelp: +62274436138
26.	CIQAL	Jambon RT 07 RW 23, Trihanggo, Sleman, DI Yogyakarta 55291	Telp : +6227464151 08 email : info@ciqal.or.id
27.	Federasi Nasional Kesejahteraan Penyandang Cacat Tubuh (FKPCTI)	Jl. Raya Bogor KM 24 no.12C rt.05 rw.06 Cijantung, JakartaTimur, DKI Jakarta	Mobile: +6285101963556
28.	Persatuan Orang Yang Pernah Mengalami Kusta (Permata)		Mobile : +62821 4366 2778 Email : info@ permataindonesia.org
29.	National Paralympic Committee (NPC)	Jl. Ir. Sutami 86, Solo Jurug, Surakarta 57125	Telp: +6227636486; Mobile: +62817447401
30.	National Secretary Rehabilitation International (NSRI)	Jl. Hang Jebat II / 2, KebayoranBaru Jakarta Selatan 12120	Telp: +62217254357, +622172510710; Fax : +62217247366
31.	Pusat Rehabilitasi Yakkum	Jl. Kaliurang Km. 13, 5 Desa Besi, Yogyakarta	Telp: +62274895386, +62274895181 www.yakkum.or.id/

NO	ORGANIZATION NAME	ADDRESS	CONTACT PERSON/ TEL/ EMAIL/ WEBSITE
32.	Forum Komunikasi Keluarga Anak Dengan Kecacatan (FKKADK)	PJl. H. Haris No.99 Rt 03 Rw 09 Cimahi, Bandung – Jawa Barat 40521	Telp : +622270770554; Fax: +622286619127 Email: dpp_fkkadk@yahoo.co.id www.dppfkkadk.com / www.dpp-fkkadak.com
33.	Korps Cacat Veteran Republik Indonesia (KCVRI)	Jl. Tambak No. 11 A Jakarta 10320	Telp: +62213904028
34.	Tranformasi Lepra	Pasar Modern Mutiara Karawaci Jl. Mutiara, Ruko Blok A52 Tangerang, Banten	Telp: +6281210181039 www.transformasilepra.org

H. Challenges and Opportunities

Based on the situation and conditions mentioned above, persons with disabilities in Indonesia tend to increase in number, especially among women. Persons with disabilities are still having challenges at the minimum level of education, limited employment opportunities, limited accessible transportation and workplaces, encouraging persons with disabilities to tend to work in the informal sector.

Although facing various obstacles, the increasing number of persons with disabilities, especially the productive age group, becomes a great potential as a state investment. If persons with disabilities are provided with some empowerment efforts, social protection and job opportunities, it will bring between 3 and 7 percent investments of GDP in each country (UNESCAP: 2018). This opportunity is supported by the transformation of Indonesia’s Development towards disability inclusion, as stated in Presidential Regulation No. 2 Year 2015 concerning 2015-2019 Medium-Term National Development, which is reinforced by the existence of various other laws and regulations as a follow-up to Law No. 8 of 2016 concerning Persons with Disabilities.

CHAPTER II

DISABILITY INCLUSIVE GOVERNANCE

A. Short Term and Mid-Term of Government's Policy and Plan of Action

The disability-inclusive policy is in line with the goals of the Republic of Indonesia as stated in the Preamble of the Constitution 1945: “protecting the entire nation and all the bloodshed of Indonesia”, including protecting persons with disabilities. This is also in line with Indonesia’s commitment to achieving the SDG’s global development goals that no one population is left behind. Disability-inclusive development is based on the principles of participation, non-discrimination and the provision of accessibility for persons with disabilities. Inclusive development becomes the bridge for inequalities experienced by poor and vulnerable people, including persons with disabilities.

Disability-inclusive development policies in Indonesia is mentioned in Presidential Regulation No. 2 Year 2015 concerning the 2015-2019 National Medium-Term Development Plan (RPJMN). The disability-inclusive development strategy is implemented with a twin-track approach, which is related to empowerment and protection, while providing access and removing barriers in various aspects of life. This aims to fulfill the specific rights of persons with disabilities and the rights of persons with disabilities as citizens with the same rights as others. The implementation of disability-inclusive policy involves various sectors both social, cultural, economic and political.

Inclusive-development strategies are implemented in each sector by strengthening the understanding of ministries/institutions on disability issues, expanding employment access for persons with disabilities, and increasing financial inclusion for persons with disabilities, as stated in Presidential Regulation No. 82 Year 2016 concerning Inclusive Finance. The implementation of Inclusive Finance is to encourage the financial sector to provide easier access for persons with disabilities in obtaining business capital, as well as relating to the banking sector.

Fulfillment of the rights of persons with disabilities in the short term is stipulated in the National Priority Program each year. This is integrated in the Work and Budget Plans of each Ministry and Institution, reinforced by Presidential Regulation No. 75 Year 2015 concerning the National Action Plan on Human Rights (the latest amended by Presidential Regulation No. 35 Year 2018 concerning National Action Plan Human Rights 2015-2019).



B. Policy Development in Line with the Incheon Strategy and Beijing Declaration

Indonesia is one of the countries that has participated in the agenda of decades of action for persons with disabilities in Asia and the Pacific, Incheon Strategy. In addition, during the evaluation of the Asia and Pacific Decade for Persons with Disabilities, in 2017, Indonesia took part in accepting the Beijing Declaration on accelerating the fulfillment of the rights of persons with disabilities in the region.

Some policies conducted for the implementation of Incheon Strategy include the enacting of Law No. 8 Year 2016 concerning Persons with Disabilities. Several cities in Indonesia were declared themselves as Inclusion Cities, in collaboration with UNESCO and the Association of Indonesian Municipalities (APEKSI). This created the following: Disability Data Collection Instrument with the Washington Group concept recommended by the United Nations for disability statistics; Providing accessibility in public facilities, including in information access through the provision of sign language interpreter in television news broadcasts; Integration of persons with disabilities in the Family Hope Program (PKH) as one of the social protection programs; Provision of accessibility in the implementation of General Elections and Regional Elections as stated in Law No. 7 Year 2017 concerning General Elections; Engagement of Disabled Peoples' Organizations in various programs and activities, such as the implementation of monitoring and evaluation, and commemorating International Disability Day.

C. Social Services for Persons with Disabilities, Social Protection, Social Insurance, Social Assistance, and Health Insurance

Social services for persons with disabilities, including social protection, social assistance, and health insurance, are intended to improve the ability of persons with disabilities to access various social services, and participate in various aspects of life, while protecting them from various social risks, which might cause them to fall into a worse condition.

The social protection program for persons with disabilities refers to the ILO 202 recommendations on Basic Social Protection, namely education, social, employment and health. In terms of education, the government organizes the Indonesian Smart Card (KIP) which is given to all primary school children which are compulsory to study, including persons with disabilities. Persons with disabilities from school age group can choose either to attend special schools or public schools with an inclusive education system. In terms of social welfare, a Welfare Family Card (KKS) is also issued to the head of a poor family, including families with disability members. For temporary social

assistance, there is also sustainable social assistance (cash transfer) for persons with severe disabilities from poor families. The Social Rehabilitation Program is provided with a service system: institutional based, families based, and community based. For citizens with disabilities, government provides a Disability Card (KPD), the function of which is not only as an identity card, but also expected as a concession card in the future. In terms of health, poor persons with disabilities receive social health insurance premium contributions through the government contribution assistance program (PBI). Protection in workplace accidents is also provided through BPJS Employment and Return to Work Programs.

D. Government Policies on Employment and Partnership with Private Sectors

Employment opportunities for persons with disabilities in the formal sector are pursued through the implementation of a 2% quota system for the number of workers in the government sector and BUMN/BUMD, and 1% for the private sector. Regarding the employment of persons with disabilities in Ministries/Institutions, the Ministry of Administrative and Bureaucratic Reform through Ministerial Regulation No. 36 Year 2018, organizes special recruitment for persons with disabilities at the central and local government. The Ministry of Manpower also establishes information and networks centers that open job opportunities for persons with disabilities in various companies. This program is called Indonesian Business and Disability Network (JBDI).

Currently there is no special incentive for companies that employ persons with disabilities, but the government through the Ministry of Social Affairs and the Ministry of Manpower give special rewards to companies that employ and provide accessibility for workers with disabilities. In addition, in accordance with the mandate of Law No. 8 Year 2016 concerning Persons with Disabilities, a Draft of Government Regulation concerning Incentive Schemes for companies that employ persons with disabilities is being prepared.

CHAPTER III

ACCESSIBILITIES FOR PERSONS WITH DISABILITIES

A. Accessibility in Government and Private Offices

According to Law No. 8 Year 2016, accessibility is a facility for persons with disabilities to provide equal opportunities. Article 18 of Law 8 Year 2016 states that accessibility rights for persons with disabilities include the right of accessibility to utilize public facilities and obtain appropriate accommodation as a form of accessibility for individuals.



Minister of Public Works Regulation No. 30 Year 2006 concerning Technical Guidelines for Facilities and Accessibility in Building and the Environment, updated with Ministry of Public Works and Housing Regulation No. 14 Year 2017 concerning Accessibility and Facility Requirements in Buildings, is used as a standard and guidance to implement the provision of accessibility in office buildings, both private and public.

B. Accessibility in Public Places

Article 19 of Law No. 8 Year 2016 concerning Persons with Disabilities states that persons with disabilities have the right to obtain adequate accommodation services at public facilities in an optimal, reasonable manner and without discrimination. In addition, they also have the right to get assistance, a sign language interpreter, and the provision of facilities that are easily accessible without additional costs. Facilities and accessibility in office buildings and public services, both managed by the government and the community, are currently inadequate. The limited understanding of the needs of persons with disabilities by building and public facilities managers, as well as the lack of optimal supervision and implementation of sanctions against the rules, is the reason for the lack of optimal accessibility. Even so, the government and activists with disabilities continue to increase public awareness of the importance of the availability of accessibility for persons with disabilities. These efforts include disability sensitivity training for public servants in the DKI Jakarta Province in 2017-2018. The sidewalk along Sudirman and Thamrin Road in Jakarta is provided by block guiding facilities for persons with visual disabilities.

CHAPTER IV

DISABILITY INCLUSIVE BUSINESS

A. Business Owned by Persons with Disabilities and Business Employing Persons with Disabilities

Disability-inclusive business is a strategy that is implemented to strengthen the social and economic functions of persons with disabilities by involving the role of the community and other stakeholders, including persons with disabilities as subjects, accompanied by assistance that guarantees the continuity of the business carried out.

Numerous barriers experienced by persons with disabilities, tend to encourage them to work in the informal sector, by conducting small-scale business/entrepreneurships, or becoming farmers and laborers. The business includes repairing electronic goods, wood crafts, handicrafts with basic skills, home industry on food manufacturing, and trading with online systems, while most persons with visual disabilities work as massage therapists. In the business sector, the Ministry of Social Affairs and Ministry



of Industry has collaborated in conducting 3-in-1 Training in the form of training, certification, and job placements for 363 persons with various types of disabilities (Table 2).

Table 2

Data of 3-in-1 Training for Persons with Disabilities

Year/ Type of Training/ Company Names	Amount	Type of Disabilities	Location of Training	
Year 2019, Type of Training: (1) Upper Shoes Sewing				
PT. Wangta Agung, Surabaya	34	Sensory Physically	25 9	BDI Yogyakarta
PT. Ecco Indonesia, Sidoarjo	10	Sensory Physically	8 1	BDI Yogyakarta
UD. Teratai, Tuban	14	Sensory	15	BDI Yogyakarta
PT. Dwi Prima Sentosa, Ngawi	19	Sensory	10	BDI Yogyakarta (on site)
PT. Pradipta Perkasa Makmur, Jombang	26	Intelectually	9	BDI Yogyakarta (on site)
		Sensory Intelectually	15 11	BDI Yogyakarta (on site)
Year 2019, Type of Training: (2) Garment				
PT. LASPO, Boyolali	20	Sensory	20	BDI Surabaya
PT. Sri Rejeki Isman, Solo	20	Sensory Intelectually	19 1	BDI Surabaya (on site)
	10	Physically	10	Akom Solo (on site)
PT. Cahaya Global Apparel, Boyolali	20	Sensory Physically	19 1	BDI Surabaya (on site)
PT. Juni Safaritex, Boyolali	20	Sensory	20	BDI Surabaya
PT. Globalindo Intimates, Klaten	55	Sensory	45	BDI Jakarta (on site)
		Physically Intelectually	7 3	
PT. Jaya Perkasa Textile, Sukoharjo	20	Sensory	8	Akom Solo
		Intelectually Physically	1 11	
	268			
Year 2018, Type of Training: Upper Shoes Sewing				
PT. Widaya Inti Plasma, Sidoarjo	40	Sensory	40	BDI Yogyakarta

PT. Ecco Indonesia, Sidoarjo	5	Sensory	5	BDI Yogyakarta
	45			
<i>Year 2017, Type of Training: Upper Shoes Sewing</i>				
PT. Wangta Agung, Surabaya	50	Sensory	50	BDI Yogyakarta
	50		363	

B. Training and Business Initiative for Persons with Disabilities

Entrepreneurship development program for persons with disabilities is provided by the central government, local governments, private sectors and community. The government, through the Ministry of Social Affairs, organizes a number of various vocational trainings at social rehabilitation centers, followed by internship/on-the-job training programs. In addition, grant stimulant for business startup and business assistance for persons with disabilities are provided through the Productive Economy Activity (UEP) program for both individual and group based.

C. Incentive to Business Sector Employing Persons with Disabilities and Startup for Entrepreneurship with Disabilities

Currently there is no incentive program for companies that employ persons with disabilities in Indonesia. However, there are special awards provided by the Government through the Ministry of Manpower for companies that employ persons with disabilities. Now Indonesia is in the process of drafting a Government Regulation on Incentive Scheme for Companies that employ Persons with Disabilities to provide incentives for the private sector that employ persons with disabilities.

D. Collaboration/ Partnership with Private Sector and Quota Scheme Kuota

In order to improve the role of the private sector or business actors in community empowerment, Law No. 40 Year 2007 concerning Limited Liability Companies and Law No. 25 Year 2007 concerning investment requires companies, especially companies that utilize natural resources, to share their funds for community empowerment and environmental preservation, as a form of corporate social responsibility. Based on those regulations, private companies then implement the Corporate Social Responsibility (CSR) model in community empowerment programs, especially for the community living around the company, including persons with disabilities. EMPOWERED



(Economic Empowerment for Entrepreneur with Disability) Program from the Allianz Insurance Company is one of the samples from CSR program, this program aims to assist the sustainability of entrepreneurship run by persons with disabilities. This program provides financial management training and entrepreneurship assistance for 133 persons with disabilities running small businesses in 3 (three) provinces (Central Java, Yogyakarta, and DKI Jakarta).

CHAPTER V

HOMETOWN IMPROVEMENT MODEL IN INDONESIA

A. Selected Kampung Peduli, Role of Kampung Peduli in Community, and Hometown Improvement Project

1. Background of Kampung Peduli Program Development

Kampung Peduli Program, a model of Hometown Improvement Project in Indonesia, initially was a group of persons with disabilities that have been identified by Village Facilitators (Pendamping Desa)/social workers in community. This program is a part of an outreach activity initiated by the National Social Rehabilitation Center for Persons with Intellectual Disabilities (BBRSPDI) Kartini Temanggung, one of Ministry of Social Affairs' technical implementation units located in Central Java, by using community-based inclusive development approach. "Kampung" in Bahasa means village and "peduli" means care. Kampung Peduli is a picture of dynamic life and caring community in one village area.

The Kampung Peduli program started from government and community concerns and awareness regarding persons with intellectual disabilities' welfare and their limited access to the job market and participation in economy. This program become an alternative effort to create an inclusive and disability-friendly environment through the active role and support of families, communities, local government, private sectors and related stakeholders.

B. Selected Kampung Peduli

Self-Help Group (KSM) Sambungroso is one of 11 Kampung Peduli selected as the model for Hometown Improvement Project in Indonesia. It is located at approximately 271 hectares area of Simbatan Village (13 km from city of regency), Nguntoronadi District, Magetan Regency, East Java. The selection was based in consideration of the high number of persons with disabilities in their productive age in this village.



Table 3

Data of Persons with Disabilities in Simbatan Village

No	Types of Disabilities	Amount
1	Intellectual Disabilities	39
2	Mental Disabilities	16
3	Speech and Hearing Disabilities	3
4	Visual Disabilities	2
5	Physical Disabilities	5
Total		65

The Village Facilitators were involved in outreach activities and data collection when the Kampung Peduli program was initiated. From the results of that data collection, they found 65 of persons with disabilities were living in Simbatan Village as shown in Table 3.

Kampung Peduli program was initially aimed at persons with intellectual disabilities only, but currently the program has included other types of disabilities. There are only 15 of 41 persons with disabilities registered as members of Kampung Peduli who actively participate in the program. This lack of participation was due to the family’s lack of understanding about disabilities, which greatly influenced the consistency of persons with disabilities in following the whole program and activities.

3. Role of Kampung Peduli in Community and Hometown Improvement Project

Kampung Peduli program is able to contribute positively in the economic growth of the community by developing the potential of persons with disabilities and able to increase the awareness of the community to keep encouraging the self-reliance of persons with intellectual disabilities. Village Facilitators play an important role in increasing the understanding of the family through socialization conducted on various occasions. Family understanding significantly influences the capacity development of persons with intellectual disabilities, including their self-confidence to do something productive, both carried out at home (homebased) or in groups through KSM Sambungroso whose activities are carried out routinely in the Simbatan Village Hall .

Figure 1
Activities of Kampung Peduli KSM Sambungroso at Simbatan Village Hall



Kampung Peduli aims to foster community self-reliance in creating a friendly and caring environment for persons with intellectual disabilities and encouraged them to conduct social rehabilitation of persons with disabilities independently by maximizing their local resources and local cultural values. By implementing Kampung Peduli program, the villages are more developed with the presence of productive resources through the implementation of community-based social rehabilitation with self-help groups, the creation of productive economic group and productive economic activities (homebased) for persons with disabilities. The implementation of Kampung Peduli program and its achievements can be described as follows:

a. Implementing Community-Based Inclusive Rehabilitation

The communities led by Village Facilitators independently organize social rehabilitation activities for persons with disabilities in their areas. Through KSM Sambungroso as a forum for participation, the community actively provides support and guidance for persons with disabilities. With the provision of guidance and training from BBRSPDI Kartini Temanggung, Facilitators of KSM Sambungroso were able to identify the potential for persons with intellectual disabilities and able to conduct guidance and training for them. Various types of guidance and training include: art performance (dance), sports, community services, introduction to the environment and recreation (outbound), activity daily living training, basic literacy (reading, writing, counting), and some vocational training such as how to produce doormat and Batik Ciprat.

b. Creating Productive Economic Center for Persons with Disabilities

Productive economic activities that have been developed by KSM Sambungroso are in the form of the following products: (1) Batik Ciprat, (2) Doormat, and (3) Handicraft. The Productive Economic Center is used for both production process and as a showroom to sell and promote their products. KSM Sambungroso staffs independently develop marketing networks through individual persons, business units, agencies

and communities. They participate in exhibitions, promote for individual persons, communities, and agencies, promotes through social media, radio, and others. These efforts bring significant positive impacts to the market of Batik Ciprat and doormats. There are at least about 20 to 30 pieces of Batik Ciprat sold in a month.

Figure 2
Various Products Made from Batik Ciprat



Cloths

Pencil Case

Shoes

Bag

The real impact of the successful development of the Productive Economic Center is creating job opportunities for persons with intellectual disabilities and increasing their income. Persons with intellectual disabilities who initially earned Rp. 50,000-150,000 per month, increased to Rp. 750,000 per month. The income is transferred to their bank accounts by the KSM Sambungroso staffs.

c. Access of Persons with Disabilities Toward Productive Economic Activities

Productive economic activities conduct both in group basis located in the village hall and homebased where persons with disabilities work at home due to inaccessible village hall for some types of disabilities. For those who participated in homebased activity, the Ministry of Social Affairs provides capital stimulant of Rp. 1,900,000,- each for 33 persons with disabilities. Mostly they use this grant for cattle.

d. Achievement of Simbatan Village as Village of Innovation

Simbatan Village was awarded the Village of Innovation Award in 2017 and 2018 as the result of assessment by the local government for the annual competition.

B. Potential and Business of Kampung Peduli's OVOP (One Village One Product)

OVOP is a concept where an area creating a product that has its own uniqueness and developing it as a business opportunity that provides income for the communities. With the OVOP concept, products created by the communities will have a greater value and worth selling on the international market. The uniqueness of the product could represent its cultural values, environment, local nature resources, and the particular

way in production processes that will bring a special attraction for prospective consumers. By implementing the OVOP program, the productive economic centers can become a tourist destination for both domestic and foreign tourists.

1. The Potential of KSM Sambungroso Magetan

The OVOP approach in developing the potential of the productive economic centers of KSM Sambungroso started since the “Marketing Design and Management for Persons with Disabilities” training held by APCD and Ministry of Social Affairs, and supported by a product development evaluation with a management and technical perspective held by the APCD evaluator team in October 2018. From that training and evaluation, KSM Sambungroso took some improvements related to local resources and human resources as follows:

a. Human Resources Development

To improve the quality and capacity of KSM Sambungroso products, the adequate skills of members is significantly needed. KSM Sambungroso conducted independent training for the members, in collaboration with Batik Sidomukti (one of the famous Batik home industry). Through this training the members gain new experience and knowledge about raw materials, production processes, production efficiency and production quality. In addition, the Village Government supported KSM Sambungroso by providing funding for the business planning and management training.

b. Creating Local Value Products

KSM Sambungroso has been developing products by creating new patterns based on local elements, both technical production and local characteristics that are owned by and representing Simbatan area.

c. Product Expose

As an effort to build the image or icon of Simbatan Village, the high-quality product of Batik Ciprat is promoted through exhibitions or other events, including at the carnival at Dewi Sri Simbatan Cultural Festival, which is regularly held once a year and this carnival is planned to be a national agenda led by the Ministry of Tourism.

2. Batik Ciprat Business Development Strategy as an OVOP

In a short time, KSM Sambungroso has implemented a business development strategy as an OVOP as follows:



a. Creating New Variants of Batik Ciprat Products

The new variant of Batik Ciprat is designed by identifying the potential of the village as well as the potential of persons with disabilities involved in the production process by Village Facilitators, members and then consulted it with the Head of Village. In about 2 months after training, there is significant improvement order on Batik Ciprat and now they have their own brand for their Batik Ciprat, it is “Batik Ciprat Langitan Simbatan”.

b. Marketing Strategy

Through their marketing strategy, their Batik Ciprat has successfully marketed in local, regional, national and global including through local people who work as Indonesian laborers in Singapore.

c. Expanding Collaboration with Government, Private Sectors, Universities and Related Stakeholders to Improve Product Competitiveness

For expanding bussiness networks, KSM Sambungroso collaborate with Batik Tulis Sidomukti home industry in developing production and marketing, and with Merdeka Madiun University inbuilding e-commerce. KSM Sambungroso also collaborates with raw material supplier to support productive efficiency. Positive support from the local government makes Batik Ciprat Langitan Simbatan used as an icon of the region, which is characterized by the use of Batik Ciprat Langit Simbatan as uniforms of civil servant in the Magetan Regency every Thursday of 2nd and 4th week, through official Regent Instruction Letter. Collaboration also conducted with the youth group (Karang Taruna) of Simbatan Village to develop the packaging of Batik Ciprat.

C. Potential of Product and Human Resource for OVOP

1. Potential of Batik Ciprat Langitan Simbatan

a. Entrepreneurship and Creativity in Developing a Unique Batik Motif as Icon of Region

It is an added value for Batik Ciprat Langitan Simbatan that it is well known as batik produced by persons with intellectual disabilities. The original design was only a simple splash motif done with brush as medium. Currently the product has been developed by exploring designs and creating new patterns, including:

- 1) Meteor Motif: Produced with brush as a tool that is applied as a long line form;
- 2) Gepyokan Motif: Produced with a broom stick that is splashed so that it forms short line strokes and assembled dots;

3) Lurikan Motif: Produced with brush and splashes alternately to form lines and splashes of irregular dots.

Design exploration continues to provide a more competitive value compared to batik from other regions. By developing new patterns and innovations, the product orders significantly increased.

Figure 3

Batik Ciprat Langit Simbatan Patterns



Motif Meteor



Motif Gepyokan



Motif Lurikan

b. Development of Techniques, Process, and Production Management

Production techniques were developed in line with the development of Batik Ciprat designs and patterns. The current technique is using a brush and broom stick in making the pattern. To accelerate and increase production capacity, production management is needed, supported by increasing production equipment and facilities and infrastructure. In addition, the skills of the members who are the production actors are enhanced and given assistance with scheduled assignments so that there is no overlap in the production process.

c. Production and Financing Capacity

The production capacity previously was only 20-30 pieces per month and now it has increased to 200 pieces per month with a total workforce of 15 persons with disabilities plus 5 (five) companions/administrators. The first capital for production was obtained from Ministry of Social Affairs in the form of raw material and equipment assistance. However, now they have received grants from Social Office Magetan Regency as well.

d. Product Packaging Development

Currently they use cardboard box, plastic, and cylinder mica for Batik Ciprat packaging. By collaborating with the youth group Karang Taruna, now they are developing bamboo packaging for Batik Ciprat, where bamboo is one of the potential local resources of Simbatan Village.

Figure 4

Packaging Development of Batik Ciprat Langitan Simbatan



Cardboard Box



Plastic Packaging



Mica Cylinder

2. Potential of Human Resources and Business Management

a. Persons with Disabilities as the Main Human Resources on Production: An Added Value

The involvement and achievement of persons with disabilities as the main human resources on production become an added value for Batik Ciprat Langitan Simbatan. Persons with disabilities who were stigmatized as unproductive and incapable persons, become persons with a high productivity and capacity after opportunities and support are provided.

b. Marketing Strategy Development

The development of marketing strategies of Batik Ciprat are as follows:

- 1) Marketing Through Online Media: By using social media such as Facebook and Instagram

2) Marketing Through Offline Media: By constructing showrooms for offline marketing supported by village funds (currently the construction reached 50%).

3) Marketing Through Electronic Media: By advertising on GFM Radio – Gorang Gareng where the broadcast covers all Magetan Regency area.

4) Marketing Through Product Exhibitions: By participating in village festivals or Magetan Regency birthday events.

From various marketing strategies that have been developed for about a 3- (three) month period, the product orders from various parties such as local people, village officials, government, private sectors and several universities are increasing.

c. KSM Sambungroso Business Management as a Self-Help Group

As a self-help group, the members of KSM Sambungroso have a high commitment to work together among the members. KSM Sambungroso has officially registered and is acknowledged as a non-governmental organization with a legal status. This is supported by KSM Sambungroso tax contribution with the ownership of tax identification number (NPWP). Managerially, KSM Sambungroso records income and expenses through book keeping handled by the treasurer. This is followed by an inventory record of assets and production equipment and recording of raw material stocks. KSM Sambungroso also has official bank account for financial transactions and payments.

Regarding income for members, the salary for the members is adjusted to the minimum local wage standard of the Magetan Regency, which is a minimum of IDR 500,000 per month. The salary is given based on the amount of product orders, as well as the productivity of members, and is transferred to each member's bank account. The share is allocated by dividing 60% for venture capital, 30% for member salaries and companion allowance, 10% for members' tactical health support funds.

D. Best Practices

Best practices of Kampung Peduli program can be viewed from several levels and program actors are involved in, as follows:

1. Best Practices in Government Level

a. Local Government: Promoting and facilitating inclusive economic development policy and program

The Magetan Regency Government strongly supports the Kampung Peduli program through official Regent Instruction Letter, which instructed the use of Batik Ciprat as one of the uniforms of Magetan Regency civil servants. They also support Kampung



Peduli program by providing productive economic grants for KSM Sambungroso. Local government highly supported the program initiated by central government in implementing inclusive economic development policy for persons with disabilities.

b. Central Government: Initiating Inclusive Economic Development Program Through Community Active Participation Approach

The Ministry of Social Affairs through BBRSPDI Temanggung initiated Kampung Peduli program as the part of their outreach activities. The intervention process was implemented by involving active participation from family, community and related stakeholders from village to province levels.

2. Best Practices at KSM Sambungroso Level

1. Approach to Community Leaders and Local Government

For the sustainability of the program, KSM Sambungroso keep coordinating with and approaching community leaders and local government. They do some consultative meetings focused on the uniqueness of the region that will be used for batik icon representing the region, and also encourage the Social Office of Magetan Regency to support training and productive economic grants for persons with disabilities.

2. Cultural and Local Potential Approach

Dewi Sri Simbatan Cultural Festival, which is held annually as a promotional event for Batik Ciprat where the carnival participants wear Batik Ciprat for their costumes. Local raw material resources, such as bamboo, is one inspiration source in the development of packaging products and Batik Ciprat patterns.

c. Multi-stakeholders Network and Partnership

In order to increase the product quality and product markets, KSM Sambungroso built a multistakeholders network including a collaboration with Sidomukti Batik home industry to develop the variant of Batik Ciprat, as well as a collaboration with universities in developing e-commerce to increase the market targets.

3. Best Practices at Simbatan Village Community Level

a. Community Perception Changing on Persons with Intellectual Disabilities

By the successful Kampung Peduli program implemented by KSM Sambungroso, persons with disabilities who were stigmatized as unproductive and incapable persons, become persons who have high productivity and capacity, having their own income. This achievement creates a program trust from the community and families living with persons with disabilities, therefore many families with disabilities are requested to join the Kampung Peduli program.



b. Community Inclusion Movement

The development of productive economic centers in the community began to develop by expanding the target, by opening opportunities for persons without disabilities from village areas, and continuous prioritization of persons with disabilities as majority members in the group. The involvement of village communities such as youth organizations is a form of inclusion approach to provide added value and active community contribution towards an inclusive village. KSM Sambungroso was also involved in the planning and budgeting of the Village Annual Budget, so that there is village budget allocation for 2019 to support the Kampung Peduli program. The improvement in community involvement in developing inclusion villages was appreciated and acknowledged by the local government through a Village of Innovation award for Simbatan Village.

c. Economic Improvement in the Community

By joining the self-help group engaged in productive economic sectors, persons with disabilities and their families get economic benefit from the shared salaries they received each month. In general, this program also gives benefits for community with non-disabilities involved in productive economic activities run by KSM Sambungroso.

E. Lessons Learned and Challengess

1.1 Lessons Learned

The lessons learned from Kampung Peduli program run by KSM Sambungroso as a productive economic center are as follow:

a. Values Promoted in the Self-Help Group

KSM Sambungroso has a high commitment to work together among the members as the value of the group. By holding the commitment, the groups become more productive and innovative. In addition, information transparency and coordination between facilitators also play an important role in building relationships with external groups such as the village community and families, village officials, the private sector, and the government. Transparent coordination between the group and the village officials makes the village officials easily support the group both technically and financially.

b. Branding High Quality Products Produced by Persons with Disabilities

The facilitators work together to keep the quality of the product and make sure that the customers buy their products because of the quality, not because of charity, with persons with disabilities as the main actors in production process.



c. The Creativity Improvement of the Group

The group needs to improve their creativity in line with the increasing product orders from customers. The exploration on the product pattern, packaging, etc. must be maintained to attract the markets.

d. Eliminating Stigma on Persons with Disabilities

The efforts in eliminating stigma on persons with disabilities conducted through campaigns and awareness-raising activities among families and communities in the village, both in formal and non-formal occasions.

2. Challenges

The challenges that may occur in the development of KSM Sambungroso as a productive economic center are as follows:

a. Maintaining the Consistency and Job Quality of the Members

The limited condition of the members who are mostly persons with intellectual disabilities has its own challenges in maintaining product quality because of their low intelligence and some behavioral challenges (such as easily getting bored etc).

b. Rotation and Mutation in Government

The rotation and mutation in government organizations both in village level and regency level significantly influence the government support to the program.

c. Regeneration of Facilitators

The limited human resources that have the willingness to work voluntarily in the community have the ability to assist people with intellectual disabilities, and have skills in the development of business management are a concern that needs to be considered in the regeneration of facilitators.

CHAPTER VI

PARTNERSHIP AMONG ASEAN

A. Involvement of Government and DPOs in International Forums

ASEAN has three main pillars: ASEAN Socio Cultural Community, ASEAN Political Security Community, and ASEAN Economic Community. As a member of ASEAN, the Government and representatives of Indonesia’s DPOs are actively involved in ASEAN



forums. This is signed by the formation of various commitments agreed at the ASEAN level on Indonesian initiation, including the Bali Declaration on Enhancement of People with Disabilities to Full Participation within ASEAN Community. Indonesia's DPOs are also actively advocating the involvement of persons with disabilities in the electoral and election process through the ASEAN General Election Network for Disability Access (AGENDA) program. AGENDA is a coalition of community organizations in the ASEAN region in advocating the rights of persons with disabilities in the election process.

The Indonesian Government (Ministry of Social Affairs), which also plays a role as Indonesian focal point for the Senior Officials Meeting on Social Welfare and Development (SOMSWD), was also active in the establishment of the ASEAN Disability Forum (ADF). Furthermore, AGENDA together with Indonesian representatives for the ASEAN Intergovernmental Commission on Human Rights (AICHR) participated in the formulation of the ASEAN Enabling Masterplan 2025: Mainstreaming the Rights of Persons with Disabilities. In this instrument, ASEAN member countries reaffirmed 8 (eight) central principles in the UNCRPD by prioritizing 27 cross-pillar commitments. Through the full and effective implementation of these regional instruments, the Indonesian government seeks to participate in fulfilling the rights of persons with disabilities including in disaster emergency conditions, breaking down barriers and discrimination against persons with disabilities, and creating a more inclusive national and regional development.

In 2018, the Ministry of Social Affairs together with the Department of Social Welfare and Development, Philippines, with the support of the ASEAN Secretariat and the ASEAN Development Fund, hosted the 2nd ASEAN High-Level Intersectoral Conference on Social Protection: Moving Forward with the Social Protection Monitoring Framework in ASEAN in Yogyakarta, Indonesia. The conference is a forum for ASEAN Sectoral Bodies under the 3 (three) pillars of ASEAN to exchange views on the operationalization of indicators and targets for social protection at the regional level. The conference explores and develops appropriate regional assessment tools and statistical indicators to measure the impact of social protection policies and programs on vulnerable groups holistically, including persons with disabilities. These indicators are expected to enable ASEAN sectoral bodies to determine the overall outcome of long-term social protection policies and programs in accordance with SDGs and ASEAN Community Blueprint 2025.

Advocacy on disability issues conducted by the Ministry of Social Affairs is also carried out through membership in the Network of Experts on Inclusive Entrepreneurship for ASEAN. Through this network, Indonesia advocates the importance of providing capacity building, inclusive job support and entrepreneurship training through collaboration between the government, the private sector, DPOs and academic institutions.



Indonesian representatives also attended meetings related to the promotion and protection of the rights of persons with disabilities at the regional level, including the Workshop on the Development of Methodology for the Mapping of Country Profile on Autism and the Launch of the Autism Mapping Project.

Furthermore, Indonesia became one of the leading sectors in the formulation of the ASEAN Declaration on the Protection of Children from all forms of Online Sexual Exploitation and Abuse that advocates the importance of protecting children with disabilities from all forms of exploitation to be included as one of the content in the declaration.

SOMSWD Indonesia also continues to be committed to disability issues at the regional level through the formulation of 2 (two) project proposals that are already included in the 2016-2020 Strategic Framework on Social Welfare and Development. The two projects are (1) Strengthening Social Protection During Emergencies for Vulnerable Groups (Including Children, Women, and Persons with Disabilities through the Capacity Building and Certification of ASEAN in Disaster Management and (2) Workshop on ASEAN Community-based Rehabilitation's Regional Standards and Networks for Persons with Disabilities (which has received funding commitments from China).

B. Indonesia's Experiences on Advocating Community-Based Inclusive Development

As a member of ASEAN, Indonesia continues to strive for the realization of an inclusive ASEAN community. This was done through ASEAN Sectoral Bodies, and through the Socio-Cultural Community pillar, in several ASEAN meetings, ministerial level, higher-officials forums, and community organization forums.

In 2011, at the ASEAN summit in Jakarta, Indonesia the Bali Declaration on Enhancement Full Participation Persons with Disabilities within ASEAN Community was initiated. Indonesia hosted the 2012 ASEAN CBR Network in Solo city. In 2016, Indonesia also hosted the ASEAN Ministerial Meeting on Social Welfare Development, Senior Officials Meetings on Social Welfare Development, NGO Forum, and ASEAN Social Worker Concorium.

CHAPTER VII CONCLUSION AND THE WAY FORWARD

A. Conclusion

Indonesia as an archipelago with a high population of persons with disabilities in the last decade has become a challenge, as well as an opportunity for government to



create advanced and prosperous citizens with disabilities. Being a challenge, because persons with disabilities on productive age are still facing many barriers in getting education and employment opportunities, also the limited physical, environmental, communication and technology information accessibility, and the low awareness of some people in fulfilling the rights of persons with disabilities. On the other hand, the high productive age population of persons with disabilities can become a state capital/ investment in increasing GDP, as well as the active participation of some Indonesian persons with disabilities in ASEAN forum and other international forums, encouraging regional cooperation in realizing disability-inclusive ASEAN Community 2025.

The development of community-based inclusive development for persons with intellectual disabilities through Kampung Peduli Program has become one of the models for the development of inclusive businesses in the ASEAN Hometown Improvement Project. This model can be one of the strategies to strengthen the social and economic functions of persons with disabilities in rural areas, by involving the role of the community and other stakeholders, including persons with disabilities as subjects, supported by the uniqueness of local cultural values and potential local resources, which supports business sustainability.

B. The Way Forward

Central government, local government, and community need to continue the collaboration to scale up the Kampung Peduli program as an effort to empower persons with intellectual disabilities in rural areas, by using a community-based inclusive development approach;

Indonesia will be happy to share experiences related to Kampung Peduli program with fellows from ASEAN member states and other countries that have similar disability issued in their own country;

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National Guidelines on Policy and Development for the ASEAN Hometown Improvement Project

Malaysia

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ABBREVIATION

ACWC	ASEAN Commission on the Promotion and Protection of the Rights of Women and Children
AEC	ASEAN Economic Community
AMMSWD	ASEAN Ministerial Meeting on Social Welfare and Development
APSC	ASEAN Political-Security Community
ASCC	ASEAN Socio-Cultural Community
CRPD	Convention on the Rights of Persons with Disabilities
DSW	The Department of Social Welfare
GLCs	Government-Linked Companies
IL	Independent Living
ILJTM	Manpower Department Training Institute
JICA	Japan International Cooperation Agency
JPK	Department of Skills Development
JTM	Manpower Department
MOE	Ministry of Education
MOHR	Ministry of Human Resources
MOT	Ministry of Transport
MWFC	Ministry of Women, Family and Community Development
NGOs	Non-Governmental Organisations
PWDs	Persons with Disabilities
SOMS	Senior Officials Meeting on Social Welfare and Development
TVET	Technical and Vocational Education and Training



CHAPTER 1

BACKGROUND STUDIES AND DEMOGRAPHY FACTORS OF PERSONS WITH DISABILITIES IN MALAYSIA

The current population of Malaysia is 32.6 million. According to the World Health Organization, it is estimated that 15% of the population in a country is persons with disabilities (PWDs). Malaysia is estimated to have about 4.7 million people with disabilities. In Malaysia, PWDs is categorised into seven (7) categories and PWDs registration is made voluntarily. As of 31st December 2018, a total of 513,519 PWDs have been registered. The Department of Social Welfare (DSW) under the Ministry of Women, Family and Community Development (MWFCD) is the governmental agency which deals mainly with provisions and services for PWDs.

1.1. PWDs Registration

According to the Persons of Disabilities Act 2008, DSW is responsible for carrying out the registration of the PWDs. The purpose of PWDs registration is to collect data or statistics which will be used for service planning / rehabilitation, prevention, training and education programmes and early intervention. A card is issued to PWDs who registered with DSW for protection and rights afforded under the Persons with Disabilities Act 2008. Registration of PWDs can be done at any District/State Social Welfare Offices. The process for registration of PWDs is made through the Information System of Persons with Disabilities known as Sistem Maklumat Orang Kurang Upaya (SMOKU) which has been developed since 2012. PWDs will be registered based on type of disabilities. There are 7 types of disabilities, i.e. Visual Impairment (Blind), Hearing Impairment (Deaf), Speech Impairment, Physical Disabilities, Learning Disabilities, Mental Disabilities and Multiple Disabilities. As of 31st December 2018, the total registered PWDs under the 7 types of disabilities are shown as per table below:

NO.	CATEGORY	TOTAL
1.	VISUAL IMPAIRMENT (BLIND)	44,686
2.	HEARING IMPAIRMENT (DEAF)	36,870
3.	SPEECH IMPAIRMENT	2,787
4.	PHYSICAL DISABILITIES	188,049
5.	LEARNING DISABILITIES	174,459



NO.	CATEGORY	TOTAL
6.	MENTAL DISABILITIES	43,248
7.	MULTIPLE DISABILITIES	23,420
	TOTAL	513,519

1.2. Persons with Disability Education

The Ministry of Education (MOE) Malaysia is responsible to provide special education for PWDs. There are three (3) education options offered for PWDs in Malaysia, namely the Special Education School, Integrated Special Education Programme and Inclusive Education Programme at pre-school, primary, secondary and post-secondary levels. Special education facilities in Malaysia are developed based on international declarations such as the Salamanca Statement (1994), the Dakar World Education Forum (2000), and the Convention on the Rights of Persons with Disabilities (UN, 2006). The Malaysia Education Blueprint for the period of 2013-2025, has targeted that 75% of PWDs will be part of inclusive education. The Government also provides technical and vocational education and training (TVET) for PWDs at Community Colleges, GIATMARA Centers and Industrial Training and Rehabilitation Centre Bangi (PLPP Bangi).

1.3. Health and Life

In Malaysia, everyone plays an equal part in improving health and well-being of the PWDs. PWDs have all the rights to be provided with needed facilities to live a comfortable life. The Government is very committed to improve the welfare, progress and development of the PWDs. The Government has implemented various policies and programmes to help PWDs to live a meaningful life.

The health matters of PWDs come under purview of the Ministry of Health (MOH) Malaysia. MOH has developed the Plan of Action for Health Care for Persons with Disabilities (2011-2020). The plan comprises of seven (7) strategies as follows:

- i. Advocacy on issues and policies related to PWDs;
- ii. Increase accessibility to facilities and services;
- iii. Empower individuals, families and communities;
- iv. Strengthen inter-sectoral collaborations;
- v. Ensure adequate and competent workforce;

- vi. Intensify Research and Development; and
- vii. Programme Development for Specific Disabilities.

Apart from that, the MOH initiated a programme Early Detection and Intervention Programme to increase the detection of children with disabilities. The main objective of this programme is to identify the growth and development for early detection of disabilities among children aged 0-6 years. Early detection is important and it could help to improve the quality life of the affected children as well their families.

1.4. Empowerment

Independent Living (IL) is a programme that empowers PWDs. This programme emphasizes on freedom of the PWDs in decision making, determines the direction or goal of their life, creates self-determination and self-respect and taking full responsibility for themselves in all aspects of life. DSW, in collaboration with the Japan International Cooperation Agency (JICA), has organised IL programme since 2005. To date, approximately 1,280 PWDs have participated in the IL programme.

In addition, PWDs or their family who are mentally affected due to emotional problems and self-esteem are provided with the counselling services. They can seek advice or counseling from the social welfare officers or the counselors attached to the State and District Social Welfare Offices.

1.5. Collaboration Partners

Volunteers' participation in the disabled development programme is very important. The Government has established a multi-sectoral and multi-disciplinary network with the Non-Governmental Organisations (NGO) focusing on PWDs. As to date, 40 national level NGOs have been part of the programme as the Ministry's strategic partners to develop disabled development programme for PWDs.

Additionally, the Government also encourages the involvement of the private sector in fulfilling its corporate social responsibility. Many private companies and government-linked companies (GLCs) are coming forward to help with community activities including activities for PWDs.

1.6. Current Issues and Challenges

Issues and challenges related to PWDs among Malaysians are as follows:

- i. Lack of awareness regarding rights and needs of PWDs in the society;
- ii. Lack of understanding of the laws, rules and guidelines related to the needs of PWDs;



- iii. Lack of monitoring on the provided services by the service providers and authorities; and
- iv. Negative perceptions of public on PWDs.

CHAPTER 2

DISABILITY INCLUSIVE GOVERNANCE

2.1. Short-Term and Long-Term Government's Policies and Plan of Action

The Government always ensures that PWDs in Malaysia are entitled to equal rights as other citizens and have equal opportunities to participate in national development. Malaysia has signed the Convention on the Rights of Persons with Disabilities (CRPD) on 8 April 2008 and ratified it on 19 July 2010. This clearly demonstrates the Government's commitment to the welfare and importance of PWDs. The Policy and its Plan of Action for Persons with Disabilities was approved by the Government in 2007. This Policy and Plan of Action are the basis to ensure PWDs enjoy their full and effective participation in the society. The Plan of Action has been reviewed and the Government has approved the new Plan of Action for Persons with Disabilities (2016-2022). The new Plan of Action is based on the general principles and obligations stipulated in the Incheon Strategy and CRPD.

Implementation of the new policy and plan of action involves 10 strategic thrusts related to PWDs, which include advocacy, accessibility, economy, health, education, employment, personal safety and social security, support services, social, human resource development, community participation, research and development, housing, children with disabilities, and women with disabilities.

The Persons with Disabilities Act 2008 [Act 685], an act that specifically and exclusively addresses disability was enacted and enforced in 2008. This definitive legislation addresses disability concerns that provides for the registration, protection, rehabilitation, development and wellbeing of persons with disabilities, the establishment of the National Council for Persons with Disabilities, and other matters connected therewith.

2.2. Policy Development in line with Incheon Strategy and Beijing Declaration

On 12 November 2012, Malaysia adopted the Incheon Strategy to "Make the Right Real" for Persons with Disabilities in Asia and the Pacific as part of a strategy to move forward towards building a stronger policy framework to mainstream persons with disabilities and to ensure their effective participation in the society.

Malaysia has organised a Conference on Incheon Strategy 2013-2022: A New Decade for Persons with Disabilities in July 2013 in Kuala Lumpur. The conference was organised by the Malaysian Council for Rehabilitation in collaboration with MWFC and the National Council for Persons with Disabilities. This conference served as a platform to spread information about Incheon Strategy and shared information, experiences and best practices related to PWDs among NGOs, corporate sector, academic and Economic and Social Commission for Asia and the Pacific (ESCAP).

2.3. Social Services for Persons with Disabilities; Benefit System for Disabilities; Living Allowance, Vocational Training, Health Services

2.3.1. Financial Assistance

Financial assistance by the DSW is provided to targeted groups that needs monetary assistance to support their daily life. In principle, the assistance is given to support the PWDs to be independent. The scheme created to assist clients (PWDs) towards recovery, prevention, development and integration, which is an approach of social work. The welfare financial assistance given will take into consideration a few criteria, which includes PWDs are productive and able to transform themselves to be independent and self-reliant.

The financial assistance provided by the government for the PWDs are:

- i. Incentive allowance for disabled workers
- ii. Financial assistance for career of the bed-ridden PWDS / chronically ill patients
- iii. Financial assistance for PWDs incapable of work
- iv. Financial assistance of artificial / assistive devices
- v. Launching Grant

2.3.2. 2 Years Exit Programme (2 YEP)

DSW through the Department's Transformation Plan, has provided focus and emphasis on client empowerment in particular towards financial recipient through the implementation of capacity-building promoting productive welfare. Along with Eleventh Malaysia Plan 2016-2020 (RMK11), the department has developed a "2 Years Exit Programme" for the purpose.

The programme was first introduced in 2016, to ensure client to live independently through learning of survival skills that would end the temporary government financial assistance. This approach emphasizes the empowerment of PWDs to be more motivated to acquire skills training in accordance with their abilities.

The programme is an exit policy to encourage financial recipients from department to live independently through active involvement in employment or income-generating programmes without relying on assistance as a livelihood.

2.3.3. Industrial Training and Rehabilitation Centre (PLPP), Bangi

The center was set up to provide vocational training and medical rehabilitation to physically disabled persons. There are several services that have been provided. Among them are vocational courses such as Information Systems Governance (MLVK), Fashion Design and Sewing (MLVK), Electrical (MLVK), Electronic, Making Equipment (Prosthetics & Orthotics), Multimedia and Wheel Chair Making, Pre-Vocational courses such as Electronics, Computers, Painting and Stitching.

2.4. Policies on Employment and Partnership with the Private Sectors (Incentives for Companies Hiring PWDs)

The country's commitment is enshrined in the Persons of Disabilities Act 2008, Section 29, which emphasizes on PWDs access to employment where the PWDs also have equal rights as normal people. To achieve this, the PWDs Policy and Plan of Action have been designed to uphold the dignity of the PWDs to be involved and contributed to national development. Several initiatives have been taken to increase the participation of PWDs in the workforce:

2.4.1. Employment of PWDs in Public Sector

To increase participation of PWDs in the public sector, the Government has reinforced the Policy on 1% Job Opportunity in Public Sector for Persons with Disabilities introduced in 1988 through the Service Circular No. 16 Year 2010. This circular aims to assist PWDs who have qualifications and skills to be hired in suitable positions in the public sector.



This policy requires every government agency and the appointment authority to employ PWDs on an average of at least 1% from the total employment in their respective agencies. This policy is extended to cover appointment as permanent, temporary, contractual, or any form of appointment in force.

2.4.2. Employment of PWDs in Private Sector

There is no specific policy on the involvement of the PWDs in the private sector. However, the Government provides / offers incentives that can be given to private sector to encourage them to hire PWDs.

Through the Inland Revenue Board, they are given several tax incentives such as follows:

- i. Double Deduction: Deduction for Employment and Deduction of Approved Training Tax.
 - Deductions for Paying for the Poor (Rules 1982) / Additional or Continued Deductions (P.U (A) 73/1982).
 - Double Deduction P.U. (A) 61/1992 Income Tax (Deductions for Approved Training) and P.U. (A) 111 Income Tax (Deductions for Approved Training) (Amendment) Law 1995 i.e. double deduction for any expenses incurred in the training.
- ii. Single Deduction: A deduction for the alteration or renovation at workplace or any equipment necessary to assist PWDs workers (Sub-Section 34 (6) (e) of the Income Tax Act 1967).
 - Amount equal to total expenditure on the provision of any equipment necessary to assist any PWDs employed by employer.

Through the Human Resources Development Fund under the Ministry of Human Resources (MOHR), employers who provide training for PWDs are eligible to apply for grants or financial incentives under the PWDs Talent Enhancement Programme (OTEP). The training programme provided should be appropriate to the PWDs to acquire the necessary knowledge and skills to enable them to enter the workforce. The financial assistance under OTEP includes course fee, training aid cost, training materials and monthly allowance for every PWD trainee.

2.4.3. Job Coach Service (JC)

Job Coach is a job support programme for PWDs implemented by DSW in collaboration with JICA in 2012. Around 2,264 people have attended the Job Coach Course.

This programme is provided to promote sustainable employment for PWDs in the open market especially for learning disabled persons. Job Coach will supervise PWDs at their workplace and advice the employer regarding facilities for PWDs by considering different abilities of the PWDs so that they can work in a comfortable and productive environment.

2.4.4. Sheltered Workshop

At present there are two Sheltered Workshops namely Klang Sheltered Workshop and Sungai Petani Sheltered Workshop. Sheltered Workshop is a protected workshop designated for PWDs who are not competitive to find jobs in the open market. In addition, the workshop is set up to train PWDs to be independent and to improve their skills in certain areas to gain more employment opportunities in the open market.

CHAPTER 3

ACCESSIBILITY TO PHYSICAL ENVIRONMENT AND TRANSPORTATION FOR PWDS

The Government is committed to ensure PWDs have equal rights and opportunities as other people in society in all aspects of life including accessibility to physical environment and public transport. This measure is important to encourage the full and effective participation of the PWDs in society, thereby contributing to the national development. Government's commitment in ensuring the PWDS accessibility to physical environment and public transport is reiterated through:

- i. Article 9 of the Convention on the Rights of Persons with Disabilities ratified on 19 July 2010;
- ii. Goal 3 of Incheon Strategy to Make the Right Real for Persons with Disabilities in Asia and the Pacific adopted in 2012;
- iii. Section 26 (Access to facilities, amenities, services and public buildings) and 27 (Access to public transport facilities) of Persons of Disabilities Act 2008;
- iv. Plan of Action for Persons with Disabilities 2016-2022 (Strategic Thrust 1: Improve Accessibility of PWDs); and
- v. MS 1184:2014

3.1. The National Council for Persons with Disabilities

The National Council for Persons with Disabilities (MKBOKU) was established under Section 3, the Persons with Disabilities Act 2008 to monitor, coordinate and evaluate the commitment and implementation of the policy and plan of action for PWDs by government agencies. MKBOKU consists of 10 PWDs or non-PWDs members with expertise in matters concerning PWDs. The Council is responsible to make recommendations to the Government on all aspects of PWDs in order to ensure full and effective participation of PWDs in the society, as well as to facilitate accessibility for PWDs.

MKBOKU has a multi-sectoral composition consisting of government agencies and PWDs represented by the NGOs. Six subcommittees are set up and led by various agencies namely Transportation Committee, Universal Design and Build Environment Committee, Quality Life Care Committee, Employment Committee, Education Committee and Registration of PWDs Committee. To address PWDs’ accessibility matters to physical environment and public transport, Universal Design and Build Environment Committee led by the MWFCD and Transportation Committee led by the Ministry of Transport (MOT) have implemented several initiatives as follows:

The Universal Design and Build Environment Committee	
i.	The successful negotiation with the Putrajaya Corporation in 2009 on the building of MWFCD when the building was originally constructed to only provide the minimum facility to PWDs but now it is PWDs-friendly model of building
ii.	Implement audit access of buildings, premises and facilities on a regular basis
iii.	Create guideline documents aimed at upgrading and improving accessibility of the PWDs such as Manual Access Audit and Checklist and Local Authority Master Plan.
Transportation Committee	
i.	Introduce Special Sticker Identification for PWDs vehicles by Road Transport Department since 2010
ii.	Increase projects to upgrade and build universal design transportation system such as Mass Rapid Transit, Light Rail Transit System, Express Rail Link, Rapid KL and others



iii.	Implement audit access of public transport system and facility at stations, terminals, and jetties on a regular basis
iv.	<p>In 2013, the Cabinet agreed on the implementation of the exemption of driving test fees and the introduction of nominal fee for driving license for PWDs. Start from March 15, 2013:</p> <p>a. Test drive fees of RM10 is exempted for PWDs' Class A driving license or Class A1</p> <p>b. Class A and Class A1 driving license fees are subjected to a nominal amount of RM2 for learner driving license (LCL), provisional driving license (PDL), and competent driving license (CDL)</p>
v.	Amendment of the Federal Government Gazette on Traffic Signs (size, color and type) (Amendment 2017). Sign indicates parking place for disabled drivers is strictly for those who have mobility problems.

Besides, registered PWDs will receive PWDs card according to the disabilities category and they will get access to relevant assistance and privilege provided by the Government and the private sector.

CHAPTER 4

DISABILITY INCLUSIVE BUSINESS

The Government is committed to continue the efforts in assisting and enabling PWDs to contribute effectively to the country. Among the efforts is to provide business encouragement assistance scheme and training opportunity in business. Here are the initiatives that have been provided:

4.1. 2 Years Exit Programme (2YEP)

Types of business run by PWDs in this programme are as follows :

- i. Food and beverage-based business;
- ii. Tailoring;
- iii. Agriculture;
- iv. Farming;
- v. Auto service / motorcycle / iron / welding / electronic equipment;
- vi. Spa / Grooming / Massage
- vii. Grocery store
- viii. Services

The table below shows the number of PWDs who have participated in the programme:

Year	Number of Recipients
2016	577
2017	497
2018	562
Total	1,636

In order to kick-start and further expand PWDs’ business, the Government collaborates with various entities including TEKUN Nasional, Amanah Ikhtiar Malaysia (AIM), Agro Bank, MARA, Baitulmal and others.



As of December 2018, 151 out of 1,636 PWDs who participated in this programme have successfully generated income of more than RM1,200 a month and subsequently stopped receiving financial assistance from the Government.

Businesses run by PWDs in 2 Years Exit Programme (2YEP) are as follows:



Retail



Food stall



Barber shop



Sound System rental service

4.2. Business Incentive Assistance Scheme for PWDs (SBGP- OKU)

SBGP-OKU is an assistance scheme offered by the Manpower Department (JTM) to focus specifically on matters related to employment for PWDs.

The objectives of the scheme are as follows:

- i. To assist PWDs to expand their businesses;
- ii. To assist PWDs placement; and
- iii. To promote job opportunities for PWDs

In 2018, a total of 59 PWDs entrepreneurs received financial assistance amount to RM1,903,645.00. The table below shows the number of PWDs entrepreneurs according to types of disability:

CATEGORY	NUMBER OF PWDs ENTREPRENEURS
Physical Disabilities	39
Visual Impairment (Blind)	9
Hearing Impairment (Deaf)	4
Learning Disabilities	4
Mental Disabilities	2
Multiple Disabilities	1
Total	59

4.3. ProWell Products

ProWell is a brand of products produced by PWDs from Community-Based Rehabilitation (CBR) Programme under the Department of Social Welfare (DSW). The project aims to improve ‘inclusive development’ where everybody, regardless of their age, gender, physical and mental ability, geographical location and background, should be given equal opportunities to participate in social and economic development. Examples of ProWell products are handicrafts, gifts, accessories and Songket bags. This project has two goals:

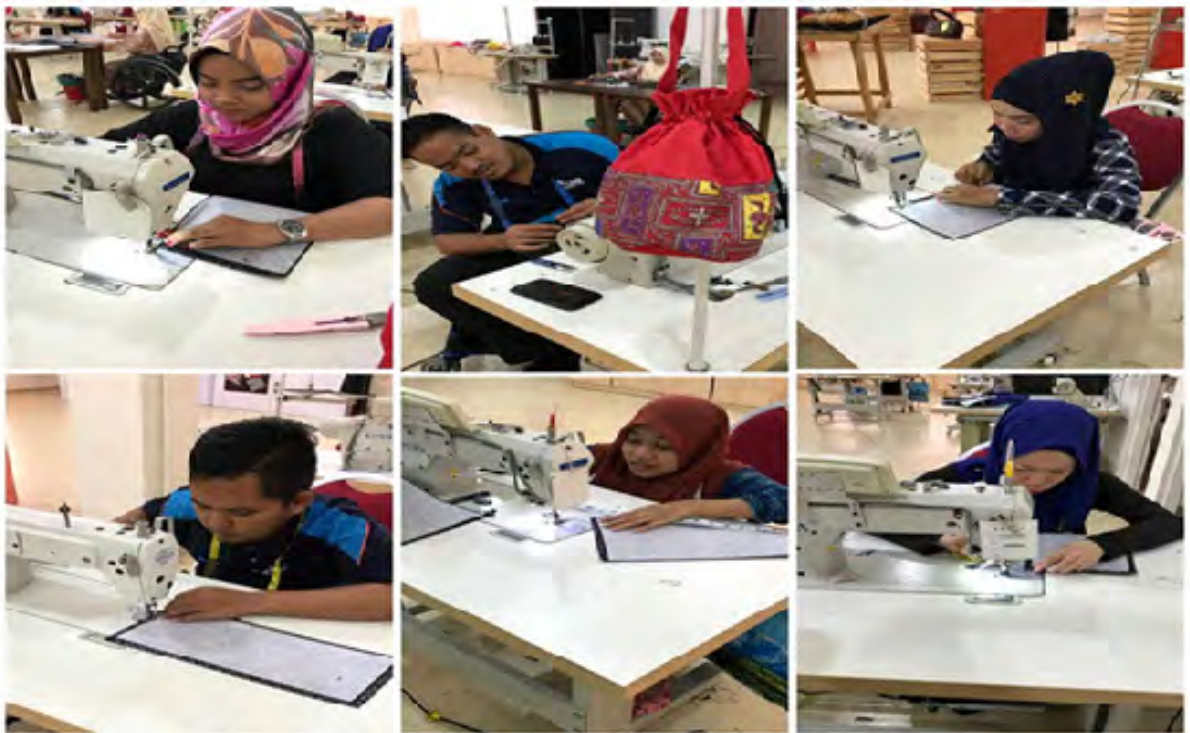
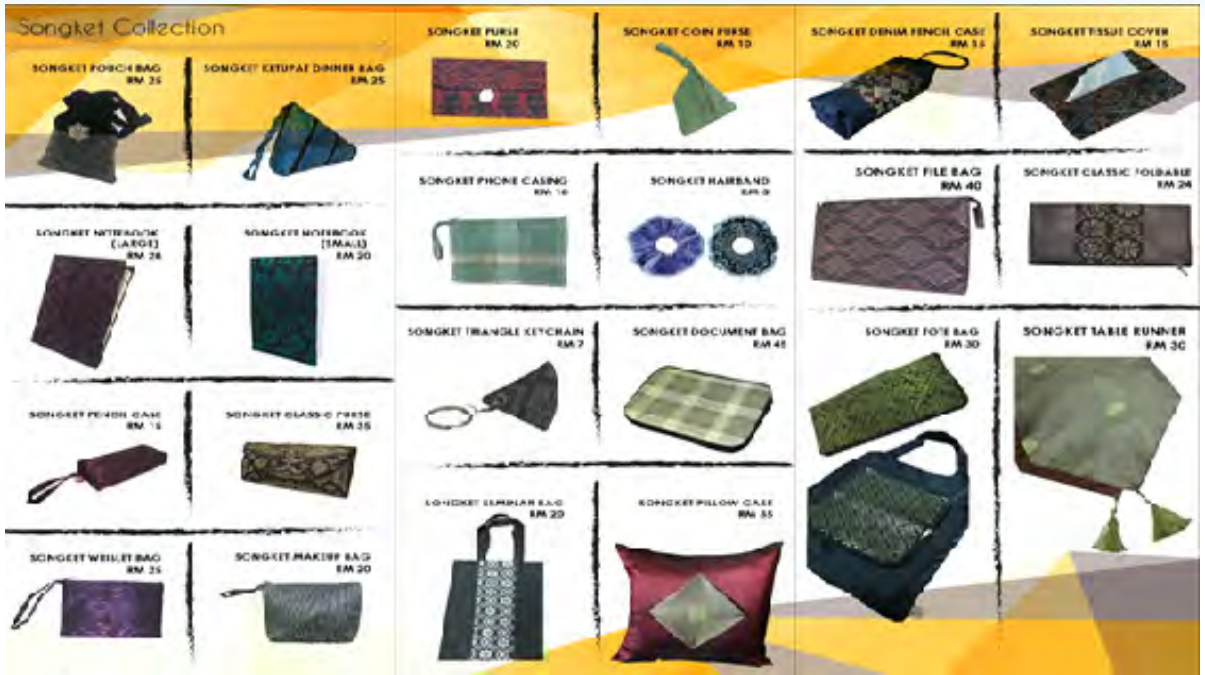
- i. to capitalise on the untapped skills and talents of PWDs; and
- ii. to provide sustainable economic empowerment opportunities to PWDs.

From 2013 to 2018, the project has managed to generate revenue of RM 848,827.65 as below:



YEAR	NUMBER OF PRODUCTS	REVENUE (RM)
2013	16, 033	294, 650.75
2014	14, 411	277, 614.90
2015	3, 150	66, 645.00
2016	3,700	73, 383.00
2017	3,639	102, 393.00
2018	1,670	34, 141.00
Total	42,603	848,827.65





4.4. Economic Empowerment Programme (EEP)

EEP aims to generate income for the PWDs and CBR through economic activities towards independent living. The programme has been started in CBR since 2012. The objective of the programme is to improve the capabilities and skills of PWDs according to their potential. In addition, the programme also wishes to increase the public awareness that PWDs are part of a community that has the same rights in community development. Among the products produced under EEP are as follows:

- i. Sewing baju kurung;
- ii. Embroidery in towel and nametags;
- iii. Cotton pillows;
- iv. Bags;
- v. Cushion covers;
- vi. Chili and mushroom; and
- vii. Food processing

Among the success stories of CBR in the programme are highlighted as follows:

- i. CBR Malindo, Malacca has successfully manufactured Songket handicraft products, which gained access in domestic and foreign markets. The handicraft products were brought to exhibition and sale at Empowering Lives, Engaging Hearts - UNESCO 2015 in Paris and received a warm welcome from visitors. The products were sold for up to RM15,000.00 per day. This activity has managed to generate average income of RM27,000.00 per year;
- ii. CBR Trolak, Perak has successfully manufactured snacks and chips with the brand name Oishii Frita that go into domestic and overseas markets such as rest areas (RnR) along the North-South Expressway, Agro Bazaar, Halal Muslim Store, retail stores around Perak and FAMA outlets in Singapore. This activity has managed to generate income of RM 36,000.00 per year;
- iii. CBR Ranau, Sabah has managed to generate income through the services of Homestay, retail stores, canteens and solar electricity. This activity has succeeded in gaining income of RM 44,124.00 per year;
- iv. CBR Mambong, Sarawak has managed to generate income through duck-farming activities to produce fresh eggs and salted eggs. This activity earned a revenue of RM 37,200 a year; and



- v. CBR Kasih Templer, Selangor has managed to generate income of RM 24,000 through a retail business that functions as a hub of marketing CBR products around the Gombak District.

The statistics of CBR involved in the EEP are as follows:

NO.	YEAR	NUMBER OF CBR	ALLOCATION (RM)
1	2015	102	1,836,000.00
2	2016	65	1,170,000.00
3	2017	150	1,500,000.00
TOTAL		317	4,506,000.00



EEP Project: Mushroom Planting



EEP Project: Food Processing (Maruku)

4.5. Entrepreneurship Skills Training

Agencies involved in the skills training of PWDs are as follows:

4.5.1. Entrepreneurship Skills Training at the Manpower Department

The Manpower Department (JTM) provides entrepreneurial training to assist PWDs entrepreneurs in developing skills to start or expand their entrepreneurship businesses. The training is focused on PWDs for allowing them to live with a more stable life in the future. There is no specific quota set by JTM for the joining of PWDs trainee to the Manpower Department Training Institute (ILJTM).

The table below indicates intake of PWDs trainees to ILJTM:

YEAR	INTAKE OF TRAINEE
2016	34
2017	28
2018	8
TOTAL	70

4.5.2. Skills Training at the Department of Skills Development (JPK)

Skills Training at the Department of Skills Development (JPK):

- i. Indahpura Special Education Vocational Secondary School, Johor;
- ii. Shah Alam Special Education Vocational Secondary School, Selangor;
- iii. Kuantan Special Education Vocational Secondary School, Pahang;
- iv. Gurney Training Centre Kuala Lumpur; and
- v. Industrial Training and Rehabilitation Centre (PLPP), Bangi.

CHAPTER 5

HOMETOWN IMPROVEMENT MODEL

The ASEAN Hometown Improvement Through Disability Inclusive Community Model project has been approved at 12th Senior Officials Meeting on Social Welfare and Development (SOMSUD) 2016 in Indonesia. This project is one of the initiatives under the Strategic Framework on Social Welfare in Development 2016-2020 which focuses on the PWDs. This project is led by Asia-Pacific Development Center on Disability (APCD) operating in Bangkok, Thailand.

The main objective of the project is to identify an area that can provide a conducive environment for PWDs to engage in entrepreneurial activities, which can improve their economic status and generate income to enable them to live independently. The selected location should have appropriate infrastructure facilities to enable them to continue their economic activities.

Therefore, based on the criteria set by APCD, the Department of Social Welfare (DSW) chose the Semenyih Community Based Rehabilitation (CBR Semenyih) to implement this project. CBR Semenyih is actively involved in entrepreneurial activities involving PWDs. CBR Semenyih produces cookies and handicraft products for sale to local communities and PWDs family members. Cookies from CBR Semenyih was crowned as Product Champion for the food category in the CBR Product Competition in 2016 in conjunction with the Open Day of DSW. In addition, CBR Semenyih has culinary and craft workshops, the trainers are among the staff and trainees of CBR Semenyih produce the products.

5.1. The Selection of CBR Semenyih and the Role of Communities in the Community Development / Hometown

The CBR Semenyih under the supervision of the Social Welfare Office District of Hulu Langat has always worked together in various programmes under the State Department of Social Welfare or district and programmes around the Klang Valley. For the success of this project, the district office gathered information and held discussions with staff and seek their assistance to ensure the success of the project.

The nearest volunteers, NGOs, government agencies and the private sector were helping CBR Semenyih in the success of this project. Volunteers from the University of Nottingham Malaysia Campus and National University of Malaysia were active in the CBR programme. Other agencies such as the Kajang Municipal Council, ECO WORLD Semenyih and the Hulu Langat District Petronas Operators Association also assisted CBR Semenyih in various programmes and activities.



5.2. Potentials of CBR in the Implementation of One CBR One Product

The concept of one (1) CBR, one (1) Product Programme was created to enhance the achievement of CBR in other fields other than rehabilitation such as product development, which provide new dimensions to CBR. Indirectly, it can train trainees and staff to improve their capabilities and skills in product development and thus generate income for PDK and also develop self-help PWDs in the future. Some CBR trainees have the skills to make food, handicraft and agricultural products. In addition, the trainees become independent and can compete in the open market.

To implement this project, a total of ten (10) trainees were selected to participate in this project under the supervision of four (4) supervisors.

5.3. Implementation of Hometown Improvement Model: Branding and Marketing of Bakery Products and Handicrafts

To assist the CBR improve knowledge and skills in the field of branding and marketing management, “The Branding and Marketing Management Workshop” was held in October 2018. This training was to improve the quality of products produced by the CBR Semenyih and marketing its products.

This training was conducted by two experts in branding and marketing from Thailand. Asst. Prof. Nanoln Dangsungwal from Faculty of Home Economics Technology, Rajamangala University of Technology, Phra Nakhon, Bangkok, Thailand has conveyed techniques related to branding strategy, value creation and packaging for bakery products. Dr. Thitiporn Channawangsa, Director of Innovation and Research, Peakchan Company Limited, Thailand has demonstrated product development and design as well as marketing management.

In summary, the result of the workshop was as follows:

a) Product Branding

- i. Identify the vision and values of brand
- ii. Identify the name and logo for the products
- iii. Promote the use of local material in production of products
- iv. Ensure material and ingredient of products are in quality
- v. Standardise use of color in logo, business card and social media to reflect the identity of CBR products



b) Product Marketing

- i. Identify the use of creative packaging method
- ii. Prepare Business Card
- iii. Promote products online (Digital Marketing) and offline (flyers, posters and banners) on an ongoing basis
- iv. Ensure strategic business location

As a result of the workshop, CBR Semenyih has improved the production and marketing of the product. A technical review session from the APCD was held in December 2018 to evaluate the progress of project implementation and provide additional training to PWDs.

5.4. Experiences and Challenges

a) Results of Project Implementation

Before the project was implemented at CBR Semenyih, products produced were based on the needs of local community such as ice cream Malaysia, cookies, frozen food, cotton flowers and other handicraft products. After the training, products produced were improved into better quality with their own identity.



Old Design



New Design



New Product – Keychain

Production of cookies was enhanced, especially in terms of taste and flavors by using local ingredients such as coconut. Product branding was also being created in accordance with the latest trends. In addition, creative product packaging was designed in collaboration with the National Academy of Arts Culture and Heritage (ASWARA).

Cookies that have been branded:



Ras'a Ori



Ras'a Nyur

A variety of effective marketing strategies was learned from collaboration with the institutes of higher learning and the private sector. Partnership with Petronas petrol station operators in the area of Semenyih to market cookies and handicraft products was created. Marketing through social media has been implemented on Facebook and Instagram. The nearest Rural Internet Centers helps sell the products online.



Label



Tagline



Hub



Packaging

Trainees and supervisors of CBR Semenyih involved in the production of food products were given injection of Typhoid vaccine to ensure quality and hygiene during production. CBR Semenyih is also in the process to obtain Halal status from Jabatan Kemajuan Islam Malaysia (JAKIM), standards from SIRIM and analysis of nutritional facts of the products.

b) Challenges for Project Implementation at CBR Semenyih

i. The ability of CBR Semenyih Supervisor

CBR supervisors possess different skills and knowledge according to the academic background and previous work experience. Their assigned task is to carry out rehabilitation and training to PWDs in the centre and at home 5 days a week. In addition, they also carry out the development activities of the PWDs through an invitation from agencies and corporations programme. These activities need to be coordinated by the supervisor to ensure it runs smoothly.

ii. Commitment of Trainees and Family

The trainees who face emotional change and inconsistent in attendance will result in limited production.

iii. Capital

Another challenge is the capital. Efforts of CBR Semenyih in implementation of this project were to secure raw materials for free or the financial contributions from entrepreneurs and the community outside, or in the vicinity of CBR Semenyih and apply grants offered by related agencies.

iv. Project Implementation Time Frame

The project was implemented within 6 months from the corresponding period of time stipulated in the implementation of this project is for 2 years.

v. Limited Marketing Opportunities

CBR Semenyih obtained places for sale of products on a regular basis.

c) Suggestions

- i. To recruit additional staff to focus on the production of quality products and market demand. In addition, the trainees can perform rehabilitation activities as usual.
- ii. CBR Semenyih will hold meetings periodically with family to provide accurate information related to the objective of CBR for their child's development.
- iii. The recruitment of former students of Special Education Integration Programme as CBR trainers for implementing this project. This is because the former students can manage themselves well and easy to receive instructions.
- iv. CBR Semenyih will intensify online promotion rather than offline and diversify packaging for the suitability of various entertainment and events and will offer economic package to buyers.
- v. Collaboration with related agencies regarding branding and labeling for advice, and also to get some featured labels free of charge.



CHAPTER 6

PARTNERSHIP AMONG ASEAN

There are three main pillars of ASEAN, namely, the ASEAN Political-Security Community (APSC), the ASEAN Economic Community (AEC) and the ASEAN Socio-Cultural Community (ASCC). The Ministry of Women, Family and Community Development (MWFCD) is the focal point of Malaysia for ASEAN Ministerial Meeting on Social Welfare and Development (AMMSWD) which comes under the ASCC pillar. AMMSWD consists of 2 sectoral bodies which are Senior Officials Meeting on Social Welfare and Development (SOMSWD) and ASEAN Commission on the Promotion and Protection of the Rights of Women and Children (ACWC).

6.1. Involvement of Malaysia in ASEAN

Malaysia is actively participating and collaborating with ASEAN member states through the exchange of ideas, experiences, technical expertise and best practices on issues related to children, women, PWDs and older persons.

Malaysian delegates often participated in various programmes such as workshops, seminars, conferences and meetings across sectoral bodies under ASCC pillar. Under Strategic Framework on Social Welfare and Development 2016–2020, Malaysia through SOMSWD is leading the project on Capacity Building on Community-Based Rehabilitation in ASEAN. This project was completed in 2017 and provided exposure to participants from ASEAN plus three countries and local participants from CBR on skills and knowledge in development of PWDs and communities.

At the Ministerial level, 10 ASEAN member states have endorsed the ASEAN Enabling Masterplan 2025: Mainstreaming the Rights of Persons with Disabilities. The overall goal of the Enabling Masterplan is to contribute to the enhancement of the implementation of the CRPD at regional level, building an inclusive community where independence, freedom of choice, and full and effective participation of persons with disabilities in all areas of life are realised and sustained. The Enabling Masterplan aims to achieve equality and high quality of life for persons with disabilities, their family members, personal assistants and caregivers, where applicable.



WAY FORWARD

The way forward of the implementation of this project are as follows:

- i. The existing project continues as a pilot model;
- ii. Project's model could be expanded to other state CBRs (by zone) or NGOs;
- iii. Provide special budget allocation for the implementation of new project;
- iv. Determine monitoring and evaluation mechanism towards project; and
- v. Increase awareness of community on the importance of their role in the development of PWDs.



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Background Information

Type/Number/Sex

Reported prevalence from the 2014 National Census is 4.6%, compared to 2.32% (adjusted to 2.6%) from the National Survey, and 3.35% from nationwide rural survey data. Reported prevalence is based on different methods and models for measuring disability, and the disability population reported in the census data includes a much larger proportion of older persons with visual and hearing impairment, as compared to the national survey. Although some groups have made an appeal to the WHO global prevalence of 15% , given the availability of statistics in Myanmar which have used ICF or similar criteria, it is improper to displace locally available evidence based statistics with such a generalized figure based on global estimates, not local data.

Overview of methodologies for available disability survey data

	National Disability Survey	Census	Rural Survey
Sample Size	108,000 Households	10,877,832 Households Plus Institutions	22,000 Households
Sample Type	Nationwide	Nationwide	Nationwide Rural
Sampled area	120 Townships from All States and Regions	All Townships, All States and Regions	59 Townships from all States and Regions
Year	2008-2009	2014	2015
Criteria	Modified ICF	Washington Criteria	Self-Identified with Enumerator Prompts
Organization	DSW/TLMI	MoIP, UNFPA	DRD/SPPRG

Age and type-specific prevalence from disability survey data

Census	<5	5-16	16-65	65+
Overall	1.69%	1.23%	4.10%	31.77%
Physical (walking)	1.28%	0.43%	1.35%	16.76%
Seeing	0.21%	0.23%	2.19%	20.52%
Hearing	0.23%	0.28%	0.90%	13.60%
Intellectual (remembering)	1.19%	0.70%	1.24%	12.33%
National Survey	<5	5-16	16-65	65+
Overall	0.88%	2.03%	2.25%	7.47%

Physical (walking)	0.68%	1.3%	1.5%	5.3%
Seeing	0.06%	0.16%	0.29%	1.6%
Hearing	0.07%	0.26%	0.26%	0.44%
Intellectual (remembering)	0.07%	0.3%	0.18%	0.17%
Rural Survey	<5	5-16	16-65	65+
Overall	1.21%	1.59%	3.21%	19.19%
Physical	0.47%	0.50%	1.01%	4.01%
Seeing	0.21%	0.20%	1.07%	8.46%
Hearing	0.10%	0.20%	0.47%	4.07%
Intellectual (remembering)	0.43%	0.69%	0.65%	2.66%

Education Level

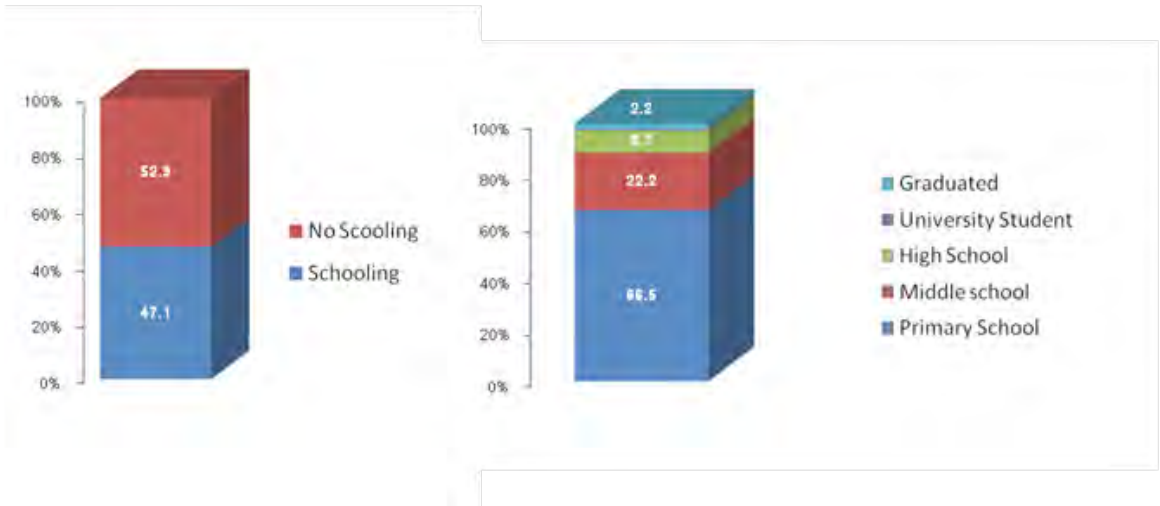
Data from the National Disability Survey, from the small APCD survey in Pyapon, and several larger rural household surveys the prevalence of children with disabilities who had never attended school is between 24%-60%. Although official registration figures are low (only 0.3% of children with disabilities registered in mainstream schools, based on Department of Education records) rural household surveys show that around one third of children with disabilities of school age are enrolled in school. Girls with disabilities, and especially those in rural areas, are more likely to be out of school than boys with disabilities. Common barriers to inclusion include difficulties in access and enrolment, lack of awareness and training amongst teachers, financial constraints and disabling environments.

Educational Attainment in Myanmar

Data from the national disability survey showed that nearly one in every two PWDs in Myanmar never attended school, compared to a national primary enrolment of 84%(UNICEF, 2010). Of those who ever attended school, only 33.5% progressed beyond primary level. This translates into a net secondary enrolment rate of 15.8%, well below the national average for secondary school enrolment of 38% (Earth Trends, 2011).



Education rates amongst persons with disabilities in Myanmar



Comparison of data from the National Disability Survey, a small study in one Township (Pyapon) by APCD, data from baseline surveys for disability projects in 7 States/Regions, and from the national-level rural households survey are shown below.

Education attainment (adults) from available survey data

Education Level Reached	National Disability Survey	APCD Survey	IRIA Survey	Rural household survey
None	53%	24%	35%	30%
Primary	31%	65%	44%	44%
Middle	11%	2%	14%	18%
High School	4%	7%	6%	7%
University	2%	2%	1%	1%

Those who achieve graduate status is comparatively low, with only 1-2% of PwDs completing University degrees, compared to 12% of the non-disabled population. In terms of gender, the proportion of female PwDs who never attended school was higher than the proportion of male PwDs who never attended school. Of note, the relative proportion of PwDs in rural settings who never attended school is lower in rural than in urban areas.

Education by urban/rural, gender and age group (National Disability Survey)

		No Schooling	Schooling
Urban/Rural	Urban	42.1	57.9
	Rural	49.7	50.3



Gender	Male	44.1	55.9
	Female	50.8	49.2
Age Group	6-15	59.6	40.4
	16-65	39.6	60.4
	>65	56.3	43.7

The situation analysis of children in Myanmar (UNICEF, 2012) reported low rates of reported enrolment of children with disabilities in the formal education system, a relatively low institutional capacity to accept children at risk with disabilities into care (UNICEF, 2011). Overall, barriers to education for children with disabilities include those also experienced by non-disabled children: poor quality of education, difficulty in accessing schools, language barriers and financial barriers (UNICEF, 2012). Rural surveys have also captured educational data in the household surveys, showing that amongst working-aged persons, those with disabilities were twice as likely as those without disabilities to have no education, and at the other end of the spectrum, non-disabled working-aged adults were four times more likely to have completed high school or higher education. Current enrolment rates also showed that children with disabilities were nearly twice as likely to be out of school as non-disabled children, and the gap between disabled and non-disabled children in terms of enrolment rates increased with higher levels of education.

Current educational enrollment of children with and without disabilities in rural households

	School aged with disabilities	School aged without disabilities
Out of School	63.5%	36.2%
Primary	23.23%	36.44%
Middle school	9.51%	21.34%
High school	2.43%	5.91%

Inclusive Education in Myanmar

Data from a large-scale project on disability inclusion in 2013 showed that 47% of children and young adults with disabilities had reported ‘ever’ enrolling in a mainstream education institution. However, only 8% had access to educational support of any kind, and only 2% had access to any specific educational tools to enable their learning. The main reasons for children with disabilities not attending school were: lack of personal assistance to get to school (33.5%); disability was considered too severe (25.9%); and lack of awareness of parents that the child could go to

school (16.7%). Despite a wish by many families to provide education for children with disabilities, access is limited (Bawi, 2012). A small qualitative study of inclusive education in Yangon showed that children with disabilities who are out-of-school face specific and complex barriers in accessing education. Poverty was a significant barrier for children who were out-of-school in accessing education. Financial constraints reported by parents included the costs of tuition fees for private and specialist tuition. Contrary to other evidence (for example, MOE 2014b) this study found that whereas poverty was a barrier, children with disabilities did not leave school early to find work. However, this study focused on Yangon only and further research on this is needed. Other factors reported by parents included a lack of support, acceptance and understanding by teachers, being refused enrolment, peer discrimination and barriers travelling to and from school. The interaction of these barriers with impairment, led to children being 'pushed out' of school as opposed to 'dropping out'. (Tha Uke, 2015)

Difficulties in enrolment, availability of special provisions for examinations, lack of awareness and skills amongst teachers to include children with disabilities, and disabling environments were identified as significant constraints to educational attainment amongst children with disabilities.

Job Opportunities/Overall Employment Status/Livelihoods

Data from the National Disability Survey revealed a current unemployment rate amongst PwDs of 85%. Recent analysis of household data, combined with analysis of data from the National Disability Survey and Integrated Household Living Conditions suggest that the real unemployment or underemployment rate for persons with disabilities of working age was around 46%. Studies on inclusive livelihoods have identified pathways to inclusion into livelihoods for persons with disabilities. Rural household survey data shows that employment of persons with disabilities is the most influential factor in reducing poverty and vulnerability amongst households with PwDs, and is most significant for persons with hearing disability.

Livelihoods and Disability

Employment rates amongst persons with disabilities of working age (16-65) were recorded as part of the National Disability Survey, and demonstrated that only 15% of working-aged persons with disabilities had a job, and nearly 60% had never had any work. A small survey conducted in Pyapon Township in Ayeyarwaddy Region by the Asia-Pacific Development Center on Disability (APCD), in conjunction with the Department of Social Welfare, recorded an unemployment rate of 74% amongst working-aged adult persons with disabilities (APCD, 2013). However, these figures are mainly descriptive of more organized labour; data from household rural surveys conducted in 2013, 2015 and 2016 examined the livelihood status of all



household members, which also captures non-formal livelihood status as well as underemployment. These studies showed that active involvement in livelihood activities by working-aged persons with disabilities was 54.5%, and higher for male persons with disabilities than female persons with disabilities, and higher for those with hearing impairment.

% of working aged adults reporting active involvement in any livelihood activity

	Working Age PwD with Livelihood	Working Age Male PwD with Livelihood	Working Age Female PwD with Livelihood	All Working Age with Livelihood	Working Age Male with Livelihood	Working Age Women with Livelihood
Union	54.5%	60.4%	48.8%	87.2%	92.0%	82.9%
Kachin	68.1%	62.9%	74.6%	82.5%	86.9%	78.0%
Kayah	61.3%	64.8%	57.6%	89.0%	92.9%	85.1%
Kayin	63.6%	56.9%	70.8%	86.1%	90.0%	82.8%
Chin	61.6%	81.1%	45.2%	80.0%	82.6%	77.7%
Sagaing	23.9%	37.1%	11.1%	87.6%	91.0%	84.6%
Tanintharyi	48.4%	59.7%	37.1%	81.1%	89.9%	73.2%
Bago	56.6%	54.3%	59.0%	87.3%	93.0%	82.5%
Magwe	62.6%	79.6%	48.3%	90.6%	92.9%	88.7%
Mandalay	53.6%	72.2%	39.6%	90.9%	93.5%	88.6%
Mon	23.3%	38.2%	10.3%	75.3%	89.3%	63.8%
Rakhine	72.7%	79.0%	66.7%	88.9%	92.7%	85.7%
Yangon	37.3%	39.1%	35.1%	80.9%	90.0%	72.5%
Shan	75.8%	100.0%	58.3%	95.2%	96.5%	94.1%
Ayeyarwaddy	46.5%	47.2%	45.8%	81.9%	90.9%	73.5%
Nay Pyi Taw	34.1%	35.0%	33.3%	86.3%	90.1%	82.7%

The employment gender gap amongst non-disabled working aged adults is 1.12, rising to 1.21 amongst working aged adults with disabilities. However, the gap is largest amongst working aged adults with physical disability, with women with physical impairment 30% less likely than men with physical impairment to be engaged in household livelihood activities.

Percentage of working aged adults with disabilities reporting active involvement in any livelihood activity, by type

	Male	Female	Total
Physical	71.6%	49.8%	57.2%
Seeing	73.2%	62.6%	67.3%
Hearing	85.3%	71.5%	78.1%
Intellectual/Mental	43.8%	37.2%	40.7%

The disability and gender gap increase when considering those who are engaged either in waged employment or own livelihood, as opposed to casual labour or supporting the family business. Non-disabled working aged adults are more than 50% more likely than disabled working aged adults to be employed or doing their own livelihood, and amongst working aged adults with disabilities, men with hearing impairment are twice as likely as women with hearing impairment to be employed, and men with physical impairment are 80% more likely than women with physical impairment to be employed.

Percentage of working aged adults reporting active involvement in waged employment or own livelihood

	Male	Female	Total
Physical	32.4%	18.9%	26.2%
Seeing	42.6%	30.0%	35.6%
Hearing	43.4%	22.2%	32.2%
Intellectual/Mental	24.6%	17.6%	21.3%
None	51.3%	38.4%	44.5%

The relationship between poverty and disability will be considered later in Chapter 4; however, the livelihood status of working-aged household members with disability has a significant influence on overall poverty rates, with poverty rates (classified here by asset poverty) of households with a working-aged household member with disabilities who is engaged in livelihoods being over one-fifth lower than the poverty rates in households where working-aged members with disabilities are not engaged in livelihoods. The difference is the most significant influence in households with PwD with hearing difficulties.

Percentage of households classified as asset poor by livelihood status of working-aged adult household members with disabilities

	With Job Poverty Rate	Without Job Poverty Rate	Differential
Physical	20%	58.5%	2.93
Hearing	12%	97%	8.08
Seeing	24%	32%	1.33
Mental	15%	19%	1.27
All	22.6%	29.1%	1.29

Pathways for Inclusive Livelihoods

Qualitative research conducted in 4 States and Regions in Myanmar in 2013 identified key issues for promoting inclusive livelihoods for persons with disabilities excluded from the workforce. The key issues and steps are described below.

Issues/Steps	Needs/Interventions for Inclusion
Improve Access to Marketable Skills	For excluded persons such as PwDs, ex-prisoners, ex-combatants and ex-prostitutes, access to marketable livelihood skills can be limited.
Social Inclusion is Key to Economic Success	The key barrier to successful livelihood is lack of trust from the community, from family, from employers, customers, and often lack of self-belief amongst the excluded persons themselves.
Need for Special Support Services	Some groups, including persons with disabilities, ex-prisoners and ex-prostitutes, may need additional special support services and interventions in addition to livelihood-related activities. For persons with disabilities, the role of Disabled People’s Organizations, Self-Help Groups for persons with disabilities and disability-focused organizations was crucial, as this enabled access to not only livelihood assistance, but crucially, information, psychological support, peer support and networking with other PwDs which increased the success of livelihood interventions.
Not Just Skills or Credit- Using the Livelihood Approach	Successful livelihoods for excluded persons require careful attention to the livelihood approach/pathway, and not just a focus on delivery of skills and credit

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<p>Cultivation of Strong Self-Belief and Entrepreneurial Mindset</p>	<p>Needing to overcome huge barriers to establish a successful livelihood requires a strong will to succeed and self-belief, as well as a mindset, which is entrepreneurial. This requires not only skills, but also psychosocial approaches to encourage positive self-image, creativity and social confidence. This can be very important for people who have suffered abuse, neglect or severe discrimination.</p>
<p>Family Life is Important to Economic Integration</p>	<p>The role of the family in supporting the development of a livelihood is crucial to the long-term success. The majority of those who had been successful in establishing a successful livelihood reported positive and supportive involvement of the family, either immediate or more distant relatives. Support for families of children with disabilities can help to enable those children to attend school, where otherwise economic pressure may force a family to remove a disabled child from school.</p>
<p>Access to Information & General Knowledge</p>	<p>A key factor in the success of livelihoods was access to information, not only specific livelihood-related information, but also general knowledge. For some persons with disabilities, especially those with sensory impairment, information in different forms (e.g. audio, or by radio) enabled them to access information.</p>
<p>Access to Credit</p>	<p>A key barrier to establishing a successful livelihood is discrimination in access to credit. Removing these barriers is necessary to enable full inclusion.</p>
<p>Legal Protection</p>	<p>Effective law enforcement is needed for non-discriminatory practice in the labour market.</p>
<p>Re-integration Pathways for Newly Disabled</p>	<p>The lack of coordinated support services to facilitate re-integration is a major barrier to successful socio-economic re-integration. There is a need for clear re-integration pathways for newly disabled persons, enabling the various aspects of social, vocational, financial, psychological and physical considerations to be considered in a coordinated way.</p>

Health

Specific data on health-related inequalities experienced by persons with disabilities is not available at a representative level. However, several recent rural development studies conducted by the Department of Rural Development and the Livelihoods and Food Security Trust Fund have identified higher rates of days lost to illness, higher rates of food insecurity and higher rates of requiring loans for healthcare expenses amongst households with persons with disabilities.

Rural surveys show that 56% of households with persons with disabilities report needs for social assistance relating to healthcare, 5% higher than households without persons with disabilities. Studies of over 10,000 persons with disabilities' disability-related projects show that around one third of persons with disabilities indicated a need for physical therapy services, with less than a third of those reporting access. Similar figures are shown for needs and access to mobility devices and assistive devices. Over two-thirds expressed a need for some form of government reported. This is consistent with other surveys that indicate that around 41% of all PWDs require some kind of physiotherapy or assistive device. However, in the 7 states/regions, one-third of all who reported a need also reported available access to rehabilitation services, with considerable variation between the different states and regions.

Needs, access and utilization of services

	Physiotherapy	Mobility device	Assistive device	Government scheme for assistance
Reported Need	36%	38%	34%	68%
Access	13%	12%	10%	5%

Empowerment Status

There is a strong evidence base to show the high levels of unmet need amongst PwDs, and low levels of access to government and other services by PwDs, with data showing that between 41% and 82% of PwDs have significant unmet needs, and that access to service provision remains very low. Public participation levels are lower for persons with disabilities, especially women with disabilities, with disability being the single most significant determinant for participation in village meetings. Accessibility to public buildings is limited, and despite recent growth, membership of groups for persons with disabilities remains low.



Access to Public Services and Information

Data from meta-studies reported by the Social Policy and Poverty Research Group (Griffiths, 2012b) showed that the majority of PwDs were not able to access markets, jobs, information and education without significant assistance. Over three quarters (75%) of all PwDs reported having no access at all to public information. When considered by disability category, and by information category, persons with visual impairment and hearing impairment had the highest rates of lack of access to public information, including information about events, disaster warnings and public health messages. Less than a quarter of PwDs had ever heard of government services for PwDs, and only 15% had heard of either NGOs or DPOs.

Access to public services

% Reporting No Access	Education	Livelihood	Job	Market	Information
Hearing	62	39	39	66	77
Intellectual	60	59	63	70	70
Physical	49	53	49	65	71
Seeing	43	49	54	70	79

Data from the several small studies has highlighted the high levels of physical, social and attitudinal barriers faced by PwDs in Myanmar. A small survey by APCD in one township in Ayeyarwaddy Region showed that 84% of public buildings were inaccessible to PwDs. Only 0.5% of PwDs from a sample of 1,100 reported having exercised their rights as a Person with Disabilities. Less than one third of the sample had ever heard of the existence of rights for PwDs, and the majority (68%) had never heard of rights for PwDs.

Community Participation

Studies of community participation in village meetings demonstrate high levels of exclusion of persons with disabilities (Griffiths, 2014b), with persons with disabilities twice as likely to be excluded (48%) as other non-PwDs (20%). A large study in the Delta area conducted in 2014 used multivariate analysis to show that the most significant influence on non-attendance in community meetings was disability for both males and females, and the exclusion rates were similar for male and female PwDs. Disability type did not have a significant influence on attendance rates. (Dijkamp, 2014). Of those who did attend meetings, persons without disabilities were twice as likely to report active participation as persons with disabilities. Disability is the single biggest influence on participation, but the difference was far larger for men (5 times greater likelihood of male non-PwD participating than for male PwD) than women (1.3 times



greater likelihood of non-PwD female participating). Of those PwDs able to attend, participation rates were similar for men and women, but active participation was lower for persons with physical disability than for other disability types. Significant barriers to participation by PwDs include lack of self-confidence, busyness with work, lack of assistive devices and active exclusion from meetings. When asked what would help increase their participation, stable income (32%), increased self-confidence (19%) and increased information and education (13.3%) were the main reasons from non-PwDs. From PwDs, apart from reliable job and increased self-confidence, interventions suggested to increase participation include assistance to understand the proceedings of the meetings (8.4%), assistance to get to meetings (8.7%) and assistive devices (7.5%), and active encouragement to participate (8%).

Collaborations and Active Partners

Data from the National Disability Survey showed that 14.6% have heard of organizations for PwDs, but only 2.5% have ever participated in them. Data from a project baseline in areas where there had been significant activity for PwDs showed slightly better results, where 40% of respondents had heard of DPOs and 8.7% have been included at some point, but with only 3.4% being active members. Interestingly, a small sample from Ayeyarwaddy region which included 100 PwDs did not find a single DPO member, despite a strong presence of DPOs and organizations for PwDs in that area. This suggests that there are reasons other than lack of knowledge, or lack of presence of DPOs for non-membership and non-participation.

Name and List of Local DPOs

No.	Organization
1	Shwe Minn Tha Foundation (Myanmar)
2	Myanmar Independent Living Initiative
3	Future Star Self Advocacy Organization of Persons with Intellectual Disabilities
4	Myanmar Deaf Community Development Association
5	Myanmar Down Syndrome Association
6	Myanmar Christian Fellowship of the Blind
7	Myanmar Physical Handicapped Association
8	Ahlin thit Self Help Group (Mandalay)
9	Myanmar Autism Association
10	Mary Chapman (School for the Deaf)

11	Disabled People's Development Organization
12	Myanmar National Association of the Blind
13	Yangon Association of Hearing Disabilities
14	Aye Myitta Centre (Hlaingtharyar)
15	Myanmar Deaf Society (Mandalay)
16	Association of Myanmar Disabled Women Affairs
17	Disability Development Initiatives (DDI) (Kalay)
18	Rays of Light (ShwePyi Thar)
19	Hmawbi Disabled People's Organization
20	Intellectual Disability Development Centre
21	Haling Tharyar Disabled People's Organization
22	KAPD (Karen Mon Association of Person with Disabilities)
23	Shwe Yaung Hlaing Thit
24	Yaung Chi Oo
25	Pan Pyo Lett
26	Lin Yaung Chi

Existing Circumstances and Challenges

Poverty and Disability: Research Findings

Research undertaken in Myanmar using cross-comparison data between IHLCA and Disability Survey indicators identified high rates of poverty amongst households with persons with disabilities. Based on the aforementioned poverty rates in Myanmar of 25.6%, there are an estimated 2,718,000 households in poverty, of which around 440,000 are households with one or more Person with Disabilities (PwD). Analysis of data from the Integrated Household Living Conditions Assessment survey and the National Disability Survey indicates that whilst households with disability account for 10% of all households in Myanmar, they account for 16% of all poor households. Whilst poverty rates for households without a person with disabilities are 23.8%, the presence of one or more persons with disabilities in the household is associated with a poverty rate of 37.3%, with significant variation between different States and Regions.

Households with a PwD are nearly twice as likely to be classified as ‘economically vulnerable’ than households without a PwD. Women with disabilities are particularly marginalized - a household with a woman with disabilities is seven times more likely to be classified as ‘extremely vulnerable’ to the impact of natural disasters and economic shocks as ordinary female headed households. Whilst 5% of households have a woman with disabilities, these households comprise 10% of all poor households. Households with a PwD member had lower rates of livelihood diversity, fewer valuable assets and higher rates of economic dependency than households with no PwD members

Excess risk of poverty of households classified as asset poor by disability type, age and gender of household member with disabilities (Odds Ratio)

	Male PwD HH	Female PwD HH	Child PwD HH	Working Age PwD HH	Older Person PwD HH	Physical Impairment	Difficulty Seeing	Difficulty Hearing	Intellectual/ Mental Impairment
Excess risk of household poverty	1.29	1.59	1.39	1.46	1.41	1.51	1.57	1.19	1.34

Incomes of households of persons with disabilities are also significantly lower than incomes of households without persons with disabilities. Average annual household income for households with no PwDs is 435,380 kyats higher (approximately \$370), higher than for households with one or more PwDs, representing K36,000 per month. The gap is wider for households with members with visual or intellectual impairment, and if the households has more than one disabled member, the gap is over 1 million kyat per year. Households with one or more PwDs were 30% more likely to be in the lowest quintile for household income.

Average annual household income

Type	Annual Household Income (Average)
No Disability	3,027,994
HH with any member with disability	2,592,614
HH member with physical impairment	2,931,509
HH member with difficulty seeing	2,278,136
HH member with difficulty hearing	2,831,701
HH member with intellectual or mental impairment	2,336,607
HH member with mixed disability	2,570,774
More than one HH member with disability	1,941,705

Economic disadvantage linked to gender and disability is not only evident in the excess poverty experienced by households with women with disabilities; the intersection of gender and disability is also present in the degree to which having a household member with disabilities increases the risk of poverty of female headed households. Female headed households with one or more PwD members are nearly twice as likely as male-headed households to be poor, average incomes nearly 50% lower than household without members with disabilities.

Poverty rates and average annual household income for male and female headed households with persons with disabilities

	Increased Risk of Poverty	Average Rate of Adult Employment	Average Income
No PwD	-	72.0%	3,027,994
One or more HH member with disability	1.33	65.9%	2,592,614
Female-headed household with no PwD member	1.60	74.97%	2,445,162
Male-headed household with PwD member	1.22	66.85%	2,731,132
Female headed household with PwD member	1.93	60.32%	1,803,321

Disability Inclusive Governance

Short and Long-Term Policies and Plans of Action

The Myanmar National Strategy for the Development of Persons with Disabilities mentions the following activities which are aligned with the ASEAN Enabling Masterplan:

- * Reviewing and revising the existing laws, bylaws and policies to be in line with the United Nations Convention on the Rights of Persons with Disabilities (UN CRPD)
- * Inclusion of persons with disabilities in all poverty reduction tasks
- * Mainstreaming disability in disaster policies and action plans
- * Ensuring job opportunity of persons with disabilities in employment policy and training programs
- * Mainstreaming in social protection procedures

- * Ensuring job placement and upgrading the vocational education sector for the persons with disabilities
- * Developing proper inclusive and adaptable education systems for persons with disabilities
- * Increasing job opportunities for persons with disabilities based on capacities
- * Ensuring access of persons with disabilities to health care programs
- * Enriching the use of information and technologies for all type of disabilities
- * Ensuring accessible public places and services for persons with disabilities
- * Enlarging systematic formation of organizations of persons with disabilities

However, there needs to be a revision of the Myanmar National Strategy to more explicitly link to the ASEAN Masterplan, and to develop more detailed implementation plans for the different activity sectors.

Policy Development in Line with Incheon Strategy and Beijing Declaration

The government has undertaken key initiatives to develop policies, including the publishing of bylaws for the Law on Persons with Disabilities, establishing the Committee on the Rights of Persons with Disabilities, and taken steps to develop policies for registration of persons with disabilities. At the recent Global Disability Summit in London, this government pledged to:

- Formulate Disability Policy after a situation analysis and in cooperation with National Committee on Rights of People with Disabilities in 5 years
- Develop, train, and support a professional education work force that responds to inclusive education and encourages teachers with disabilities into the profession
- Align existing policies and legislation with the CRPD, or develop new CRPD compliant policy/legislation in conjunction with repealing legislation that contravenes the CRPD
- Work with development partners and IT companies to explore how PwDs can be assisted with technology in their access to state education in 5 years
- With support of DFID and other development partners, conduct a National Disability Survey in 5 years



- With findings from National Disability Survey results and with the formulation of disability policy, design more inclusive plans for women and girls with disabilities in 5 years
- Explore ways to support PwDs in conflict affected areas in Burma (Myanmar).

At the recent Disability Forum held in Nay Pyi Taw, policy makers and experts discussed key policy initiatives for enabling greater inclusion of persons with disabilities in education, employment, disaster management and information technology. Many of these recommendations are also in line with the proposals of the ASEAN Enabling Masterplan and Myanmar National Strategy for Development of Persons with Disabilities.

Based on recommendations from the forum, and analysis of the ASEAN Masterplan, the following were recommended as priority policy actions:

- Form a digital task force to develop single-entry digital portal to enable access to public and private-sector information (APSC.A.2) and e-government (Encourage inclusive ICT by improving accessibility and usability for persons with disabilities AEC.C.13)
- Commission a construction code award system to assign contract preference to companies complying with accessible design (policies are in place for reasonable accommodation for older persons with disabilities (APSC.B9) and ensure physical accessibility to built environment (ASCC.B.12)
- Assign tasks to State and Regional Committees on the Rights of Persons with disabilities to develop state/region plans for inclusive education and youth development, including integrated pathways of rehabilitation and inclusion (advance inclusive educational systems at all levels by promoting universal access to quality education (ASCC.B.7) and increase the engagement of women and youth with disabilities in science and technology innovations (AEC.C.18)
- Develop of disability inclusive disaster resilience plans (APSC.B.14)
- Implement sub-committee on employment and work to promote labour policies that remove obstacles to employment & business opportunities for persons with disabilities (AEC.A.1); enhance equal opportunity marketplaces for persons with disabilities (AEC.A.2); achieve financial inclusion by encouraging development of accessible financial institutions (AEC.A.3); provide support to persons with disabilities to enable them to participate in MSMEs through diversified financial sources and by streamlining processes in obtaining permits and licenses (AEC.D.21)

- Form and empower task force on integrated social protection for Persons with Disabilities (Enhance access to social protection and economic independence for persons with disabilities (ASCC.A.2) and mainstream human rights-based approaches for persons with disabilities, particularly women and children with disabilities to ensure equitable, accessible and comprehensive quality healthcare (ASCC.B.6); and foster food security and accessibility of the food landscape by empowering producers and consumers with disabilities (AEC.C.17) 6. Formand empower task force on integrated social protection for Persons with Disabilities.

Social services for persons with disabilities; benefits system for disabilities; living allowance, vocational training, health services

Current provisions of services include:

- Access to vocational training in institutions under the MoSWRR
- Access to rehabilitation under the Department of Health

Furthermore, the National Strategic Plan of Action for Social Protection includes the implementation of a cash-grant programme for persons with disabilities, potentially linked to different levels of disability. There have been some limited scale pilots of this initiative, but further implementation is dependent on the successful establishment of a national registration system for persons with disabilities.

Local Policies on Employment and Partnership with the Private Sector

On 3rd December 2018, a new handbook on inclusive employment was launched, with clear guidelines for approaches and incentives for employers to include persons with disabilities in the workforce. The handbook was developed by the Myanmar Centre for Responsible bBusiness, who also conducts training for employers to enable inclusive practice. Notable examples of inclusive employment in the private sector include Yangon Bakehouse and Shwe Mintha.

Accessibility for Persons with Disabilities

Workplace in Public and Private Sector/Government Buildings

Although a building code and oversight committee has been established, there is not yet a clearly implementable mechanism to effectively apply the building code in a systematic way.

Public Places (Community Markets, Hospital, School, Transportation System and Other Facilities)

There is no representative study data available on accessibility of public places; however, small scale initiatives have taken place to enhance accessibility to both services and information in some public buildings in major cities, elected government offices, and in a few cases of public transport. However, there is yet to be an effective process to promote, implement and monitor the access to public places.

Disability Inclusive Business

Business Owned by Persons with Disabilities

A definitive survey has yet to be conducted of businesses owned by persons with disabilities. However, prominent examples include Shwe Minn Tha, Baby Vita, and several private sector-based IT service providers.

Businesses Employing Persons with Disabilities

Recent examples of businesses employing persons with disabilities include KBZ Bank, Apex Bank, Novotel, the Shangri-La Hotel, and Blue Ocean Operating Management. Detailed information of the current status of organizations employing persons with disabilities is available from the Myanmar Centre for Responsible Business. https://www.myanmar-responsiblebusiness.org/pdf/handbook-employing-persons-with-disabilities_en.pdf

Branding of Products of Persons with Disabilities

A number of product brands of products made by persons with disabilities are now available, such as those made by Pann Nann Ein, Amazing Grace and other artisan groups linked to major outlet vendors such as Hla Day and Pomelo.

Training/Business Initiatives for Persons with Disabilities

Detailed information of the current status of organizations providing training and business imitative support for persons with disabilities is available from the Myanmar Centre for Responsible Business.

Collaboration with Business Sectors in the Community

- Detailed information of the current status of collaborations with the business sector is available from the Myanmar Centre for Responsible Business.
- Incentives to Business Sector for Employment and Start-ups of Persons with Disabilities/



- Partnership with Promote Sector/Quota and Services Scheme
- A DFID-funded programme, implemented by the Leprosy Mission Myanmar, has a significant focus on livelihoods and entrepreneurship, as well as inclusive employment for persons with disabilities.
- Detailed information of the current status of process to provide Incentives to business sector for employment and start-ups of persons with disabilities and partnerships with promote sector/quota and services schemes is available from the Myanmar Centre for Responsible Business.

Hometown Improvement Model

Selected DPO and Community Roles of DPO in Community (or Hometown) Development

Department of Rehabilitation, which is under the Ministry of Social Welfare, Relief and Resettlement, set up the key criteria in order to identify DPOs for roles in community/hometown development and the criteria include:

- Strong representative capacity
- Cross-disability membership where possible
- Capacity to engage with both government and private sector stakeholders
- Understanding of market dynamics, including market chains
- Project management capacity

Shwe Minn Tha Foundation (Myanmar), SMTF (Myanmar), was selected as representative DPOs as implementing agency for the hometown improvement because SMTF(Myanmar) was established in 2008 and has now over 10 years of experience working for the sake of persons with disabilities throughout Myanmar with their own objectives and activities and by implementing the project which are aligned with its objectives. SMTF(Myanmar) has a strong relationship with Ministry of Social Welfare, Relief and Resettlement which is main Ministry and working for the rehabilitation, development and implementing the rights of PWDs. In addition, SMTF (Myanmar) has good relationship and network with DPOs, CSOs, CBOs, NGOs and INGOs, and it is also the organization which has good reputation among the public.

Moreover, Mr. Myat Thu Winn who is the Founder and the President of SMTF(Myanmar) is also the Founder and the Managing Director of Shwe Minn Tha Group of Companies which was established since 1992 and it mainly provides Real Estate Service, Printing and Media Services, and Car Rental Services. So, he already has the knowledge and

experience related with business development and business management, and also has the network with representatives from business sectors. He has been employing PWDs since he started his business until now. So, he is the model for PWDs business entrepreneurship in Myanmar.

Because of these above reasons, SMTF (Myanmar) is recognized as the most suitable disabled people's organization for Myanmar as implementing agency for the Hometown Improvement Project.

Potential and Their Business as an OVOP (One Village One Product)

Before SMTF (Myanmar) started the project with APCD, SMTF had a small program of cultivating silver mushroom which created employment opportunities for women with disabilities and giving them extra income. The program was run at Pathein in the city of Ayeyarwady Region nearly 152 km (94 miles) away from Yangon.

In April 2018, representatives from APCD, Department of Rehabilitation (DoR) and SMTF (Myanmar) met and discussed at the SMTF (Myanmar) Yangon Office to initiate the disability-inclusive business, which will be the model of the Hometown Improvement Project in Myanmar. In the meeting, SMTF (Myanmar) shared its business idea concerned with cultivating mushroom at Pathein that "Myanmar people eat mushrooms a lot especially straw mushrooms, jelly mushrooms, and enoki mushrooms, and there are very few farmers which cultivate mushrooms. Moreover, the market price of mushrooms is good in Myanmar and can be cultivated in every part of the country, according to the country's weather and depending on the different types of mushrooms. In addition, there are very few mushroom products in Myanmar. In other countries especially in Thailand, it can produce many different varieties of mushroom product in the market. If SMTF (Myanmar) could cultivate the mushroom and could produce the different varieties of mushroom products". And SMTF (Myanmar) would like to get the technical knowledge of cultivating mushroom and production of mushroom products from Thailand. And SMTF (Myanmar) discussed ways to support SMTF (Myanmar)'s mushroom and help it become successful. APCD and DoR had agreed to support SMTF (Myanmar)'s idea by building up SMTF (Myanmar)'s capacities. In May 2018, APCD supported SMTF (Myanmar) by providing a capacity-building training workshop on: "Mushroom Post-harvesting and Food Processing" to SMTF (Myanmar)'s PWDs members. After the training, SMTF (Myanmar) learned the systematic way and techniques of cultivating silver, straw and jelly mushrooms, and also got ideas about new mushroom products, which is favourable to Myanmar's taste. If SMTF (Myanmar) has enough financial and material resources, new mushroom products could be produced as an OVOP and it would be the model new product produced by a PWDs organization.



Best Practices

Capacity Building Training

Employees working at SMTF (Myanmar) mushroom farm learned how to cultivate the mushroom systematically and able to identify the different mushroom products after the training. Moreover, one mushroom farmer cultivating the mushroom attended the training and shared his knowledge and discussed with trainers his concerns about his challenges and difficulties. He also asked about the best way of cultivating mushroom. Other training participants also learned a lot through their active participation and discussions, enabling SMTF (Myanmar) to get new ideas for mushroom products that are favourable to the Myanmar's taste. At he training, SMTF(Myanmar) was able to produce 8,000 mushroom bags and 3,900 kilograms of fleshy mushrooms per month.

Reasonable Accommodation and Accessible Workplace

Some employees with disabilities working at SMTF(Myanmar)'s mushroom farm live a little far away and their family members could not send them to the mushroom farm every day. This also meansemployees with disabilities would not be able to work long term. So SMTF (Myanmar)'s employees without disabilities pick them up the morning and send them back in the evening. SMTF (Myanmar) provides lunch for the employees who are working at the farm. And SMTF (Myanmar) built the concrete in some part of the floor of the mushroom farm in order to increase physical accessibility of PWDs.

Inclusion

Not only PWDs employees but also employees without disabilities work together at the SMTF(Myanmar)'s mushroom farm, and employees without disabilities learned how to work with employees with disabilities well because SMTF(Myanmar)'s trained them to focus on what PWDs can do (or) the abilities of PWDs. So, SMTF (Myanmar)'s mushroom business is not a business being run only by employees with disabilities, but also persons without disabilities as it is a form of disability-inclusive business.

Attitude and Recognition

At the opening ceremony of the mushroom cultivation and food processing training, SMTF (Myanmar) invited government officials, such as theSocial Minister of Ministry of Ayeyarwady Regional Government, Vice Chair and parliament members of Ayeyarwady Regional Parliament, Directors of Department of Social Welfare (DSW), representatives from Department of Agriculture (Ayeyarwady Region), representatives from local CSOs and some local people. At the opening ceremony, the Social Minister delivered the opening remarks where he encouraged everyone to



cultivate mushrooms, pointing out the potential of mushroom as a business that can be initiated with a small capital in a small space. PWDs also have the right to access livelihood trainings and the mushroom training is one of the opportunities to learn more about the livelihood and vocational skills for them, enabling them to contribute their skills in nation building. The Social Minister has a positive attitude about PWDs and their abilities or capabilities. It is very important to recognize the capabilities of PWDs not only as employees but also as employers or business entrepreneurs. And the Deputy Director of the Department of Social Welfare of Ayeyarwady Region promotes the SMTF (Myanmar)'s mushroom farm and to buy mushroom whenever he attended the events and meetings. Most of the staff from DSW (Ayeyarwady Region) buy mushrooms from the SMTF (Myanmar)'s mushroom farm and they are now its regular customers. The Deputy Director from Department of Agriculture (Ayeyarwady Region) is also willing to support PWDs and the SMTF (Myanmar) mushroom farm, and he said he will help if SMTF (Myanmar) also needs technical support from them.

Income and Profit

PWDs who are working at SMTF (Myanmar)'s mushroom farm did not have regular income before. But after working at SMTF (Myanmar), they received around 90,000-120,000 MMK per month. Currently, 12 PWDs and 3 non-PWDs employees are currently working at the mushroom farm. There was no profit for organization in 2018 because the expense is high due to the creation of accessible floors at the mushroom farm and other material cost.

Funding Support

Financial resources are important for business investment and sustainability. SMTF (Myanmar) applied and received funding support from Australia Embassy to promote SMTF (Myanmar)'s mushroom farm and to provide mushroom cultivation training to PWDs, their family members, and some persons who are interested in cultivating mushrooms. Because of the financial resources and land resources limitation of SMTF (Myanmar), it will take some time to expand SMTF's mushroom farm and it will have challenges in the recruitment of more PWDs. So, this is the new idea and business strategy of SMTF (Myanmar), "Growth Together and Rich Together", PWDs and their family members will cultivate mushrooms by themselves in their respective homes either as individuals or by group. So, they can start initiating their own small business, and make it possible to increase their income. SMTF (Myanmar) will also provide basic financial management and marketing training to be able to manage their business more efficiently. SMTF (Myanmar) has plan to provide mushroom cultivation training to at least 120 participants in 2019. Moreover, SMTF (Myanmar) will provide mushroom bag loans to 10 participants without interest. SMTF(Myanmar) has a strong commitment to become a successful mushroom business in Myanmar in the future.



Lessons Learnt and Challenges

There are different types of mushroom and SMTF (Myanmar) selected the silver mushroom to cultivate at SMTF (Myanmar)'s mushroom because the process of cultivating silver mushrooms and jelly mushrooms is the most suitable for different types of persons with disability. But consumption of silver mushrooms is not very popular in Myanmar. So, it is needed to promote silver mushrooms and its consumption. SMTF (Myanmar)'s team in Pathein conducted the promotion section of cultivating and cooking recipes of silver mushrooms at the villages in Ayeyarwady Region. This promotion and awareness activities are very effective because some villagers like silver mushrooms and they ordered mushroom bags to cultivate the mushrooms themselves. There are also other challenges such as limitations in land, as well as material and financial resources. Although SMTF (Myanmar) has ideas to expand its business, financial limitations are the main challenges for it. SMTF (Myanmar) doesn't have its own land in Pathein and SMTF (Myanmar) leased the land to cultivate the mushrooms but land space is small. It would be great if the Regional Government supports and offer land to SMTF (Myanmar).



Meeting with SMTF (Myanmar), APCD and Ayeyarwady Regional Government



Group Photo of Mushroom Post-Harvesting and Food Processing Training at Swen Hotel, Pathein



SMTF (Myanmar)'s Mushroom Farm at Pathein, Ayeyarwady Region



Photos of Marketing and Promotion of Silver Mushroom Cultivation and Consumption at Ye Kyi Township, Ayeyarwady



Partnership Among ASEAN

Involvement of the Government and DPOs in International Forums

The Department of Rehabilitation recently made core commitments at the Global Disability Summit in London (detailed above). Government and DPOs representation has been present in the development of the ASEAN Enabling Masterplan, and government plans to revise the national strategy to be in line with the ASEAN Masterplan.

Partnership with Stakeholders Advocating Community-Based Inclusive Development

Recent initiatives funded by the Livelihood and Food Security Trust fund have provided a major financial boost of US\$2 million to Community-Based Inclusive Development. These funds are currently being disbursed in a variety of projects, such as the one implemented by SPPRG and the Department of Rural Development, aimed at enabling the inclusion of persons with disabilities into rural development and rural livelihood activities undertaken by the government. Further collaborations are planned to strengthen the synergies between government-led poverty reduction programmes and CBID.

Way Forward

Full implementation of proposals and policies to enable inclusion of persons with disabilities in the workforce should be led by the sub-committee on employment and work to promote labour policies that remove obstacles to employment & business opportunities for persons with disabilities (AEC.A.1); enhance equal opportunity marketplaces for persons with disabilities (AEC.A.2); achieve financial inclusion by encouraging development of accessible financial institutions (AEC.A.3); and provide support to persons with disabilities to enable them to participate in MSMEs through diversified financial sources and by streamlining processes in obtaining permits and licenses (AEC.D.21). This should be undertaken in a mainstream approach, leveraging existing investment and market opportunities, and ensuring the finance and skills training are appropriate, suitable, accessible and market-relevant.

Detailed research on market chains and market viability should be conducted to accurately inform approaches to programmes such as OVOP. This should include analysis of how existing OVOP and other entrepreneurial and market creation initiatives can be made more inclusive.

The digital taskforce should be formed as a key driver to enable registration, access to information, access to job-seeking portals, and rights fulfilment. The aim should be the creation and deployment of a single-entry portal for access to information, services and complaints for persons with disabilities, which starts with a simple self-registration application, which, once enabled and verified, connects to a one-stop information and services portal.

A task force for integrated social protection for persons with disabilities should be formed, to enable efficient streamlining of access to various entitlements and services. This should replace the currently fragmented approach, connecting with the aforementioned single access portal to enable effective identification of needs and connection with appropriate services.

Commission of a construction code award system to assign contract preference to companies complying with accessible design (policies are in place for reasonable accommodation for older persons with disabilities (APSC.B9), and ensure physical accessibility to built environment (ASCC.B.12).

More efforts should be made to identify potential for mainstreaming of inclusive livelihoods for persons with disabilities in rural areas. This should include analysis and research of approaches to integrate persons with disabilities into existing programmes to increase access to livelihoods, finance and markets for rural households, and poverty reduction programmes, as well as ensuring that infrastructure projects such as Community Driven Development (CDD) are designed to be properly inclusive.

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National Guidelines on Policy and Development for the ASEAN Hometown Improvement Project for the ASEAN Hometown Improvement Project

Philippines





Introduction

The National Council on Disability Affairs was created by virtue of E.O. 709 under the Office of the President and by virtue E.O. 33, it was attached to the Department of Social Welfare and Development in 2010. NCDA is mandated to be the lead in policy formulation and program development and monitors implementation in coordination with national government agencies, local government units, non-government organizations, and persons with disabilities' sector. NCDA is guided by the UN Convention on the Rights of Persons with Disabilities and other international treaties and agreements promoting human rights based and inclusive approach in addressing the needs of persons with disabilities to develop their full potentials and become active contributors to nation-building.

In line with the goal of NCDA to enhance participation of persons with disabilities in inclusive economic growth and facilitate access to decent work, a partnership with the Asian and the Pacific Development Center on Disability (APCD) was established through the Hometown Improvement Project on Sustainable Urban Gardening for Barangay 177 in Caloocan City. The Philippines is one of the eight countries chosen to implement the project with funding from the Japan-ASEAN Integration Fund (JAIF) with APCD as the implementing agency.

NCDA coordinated the implementation of the project through the local government of Barangay 177, Caloocan City and tapped the Department of Agriculture to provide the training in Urban Farming. The role of the Barangay is indeed very important to unify persons with disabilities and work with other sectors of the community such as the youth and older persons. NCDA engaged the participation of other agencies such as the Department of Labor and Employment, Department of Trade and Industry and TESDA for possible support in training and capital assistance.

NCDA facilitated the Business Planning Workshop for the Project Implementation Team to establish product branding, marketing strategies and cost of investment. The business plan will be submitted to potential funding agencies for capital assistance.

The activities for the project was organized by the Barangay Persons with Disabilities Affairs Office, which included a General Assembly of persons with disabilities where they elected their officers to form the Barangay Council of Persons with Disabilities.

At the near end of the project, a Consultative Workshop on Identification of Policies Supporting Disability Inclusive Business and Guidelines for Hometown Improvement Project was conducted through NCDCA with participation from national government agencies, non-government organizations working on livelihood and employment, and the Project Implementation Team and members of Barangay 177.

Acknowledgement



The National Council on Disability Affairs gratefully acknowledges the strong support and commitment of the Barangay 177 Local Council led by its Chairperson Ms. Dolores Nora Pacho and its Persons with Disabilities Affairs Office led by Mr. Denis Ortiz. Working in the ground was indeed a great challenge and requires a voice to unite the movement of each stakeholder. “Kapitana” Nora and Denis are a great tandem in lifting this project up to the community to show how important persons with disabilities are and their families in an inclusive community.

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Through this publication, which highlights the existing policies supporting disability inclusive business and agreed guidelines on Hometown Improvement Project, persons with disabilities, advocates, local government units and government agencies will be guided in supporting the inclusion of persons with disabilities in mainstream economic activities.

Leave no one behind.

Carmen Reyes-Zubiaga
Officer in Charge



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1. Disability Situation and Demography

The Philippines is a democratic Republic headed by a President. It is located in South-East Asia, with an estimated population of 104 million. Heavily decentralized, it is governed through 17 administrative regions made up of provinces, cities, municipalities and barangays. These local government units (LGUs) raise taxes, enact local legislation and deliver services. In recent years, there have been efforts to move the country towards a federalist government. The Philippines has been heavily affected by natural disasters and conflicts, which have devastated communities also fueled poverty, especially in geographically isolated and disadvantaged areas.

Disability is closely linked to poverty as one may cause the other. The poor may experience bad living and working conditions, which increase the risk of acquiring disability. Their exclusion and marginalization may reduce their economic productivity. Many PWDs become vulnerable to physical and psychological violence because of their disability. Disadvantages include lack of: (a) data on PWDs; (b) physical accessibility in schools and training facilities, government offices, public transportation, and government shelter and facilities; and (c) disability-support services to access information, communication and technology including personal assistance and sign language interpretation. Also, there are still individuals who hold limited and, sometimes, negative views toward disability and PWDs. (Philippine Development Plan, Chapter 11: Reducing Inequalities- Sectoral Challenges)

• Demography

Based on 2010 census, about 16 per thousand of the country's population had disability.

Of the 92.1 million household population in the country, 1,443,000 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 193,000. This was followed by the National Capital Region (NCR) with 167,000 PWD. The Cordillera Administrative Region (CAR), on the other hand, had the lowest number of PWD at 26,000.

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).



There were More Males than Females Among Persons with Disability

Of the total PWD in 2010, males accounted for 50.9 percent while females comprised 49.1 percent. These figures resulted in a sex ratio of 104 males with disability for every 100 females with disability.

Males with disability outnumbered females in the age group 0 to 64 years. The largest excess in the number of males was in the age group 0 to 14 years with a sex ratio of 121 males per 100 females. On the other hand, there were more females with disability than males in the age group 65 years and over. This is because of the higher survival rate of women than men. In this age group, there were 70 males with disability per 100 females.

2. Access of Persons with Disabilities to Government Program Services

Disability laws has been in existence since early 1980s, yet persons with disabilities continue to experience discrimination and denied access to health and rehabilitation, education, vocational skills training, employment and support for livelihood initiatives. Majority of local health facilities, public schools and most government facilities are not accessible for people with physical disabilities while negative attitudes still prevail among frontline personnel who are often not sensitive to the needs of people who are deaf, blind, with intellectual and psychosocial disabilities for disability support services, such as sign language interpreters, personal assistance and information in accessible formats.

2.1 Health and Rehabilitation

Health and Rehabilitation service providers are concentrated in the urban areas, where tertiary hospitals are located. Early intervention Program for children with disabilities from 0-4 years is often missing in most local government units which lead to more severe disabilities among children with cerebral palsy, Down syndrome and neurodevelopmental disorders. Parents are not also properly informed on how to bring up their children with disabilities and address their functional limitations in mobility, communication and social interaction which are necessary for them to grow with confidence.

People who acquired disabilities due to hypertension, diabetes, mental illness and other chronic diseases in rural areas, have limited access to rehabilitation services and assistive devices due to lack of professionals, service providers and suppliers of appropriate assistive devices and technology. These gaps in health and rehabilitation services delivery often lead to secondary disabilities, low self-esteem of persons with disabilities and their inability to actively participate in social, political and economic activities in their communities.

Philippines

2.2 Education and Vocational Skills Training

Children and youth with various types of disabilities have limited access to basic education due to inaccessibility of public schools and the negative attitudes of teaching and non-teaching personnel towards children with disabilities. There is no accurate data on the number of children and youth with disabilities enrolled in public and private schools because of classification that mixed types of disabilities and medical conditions. Currently there are 648 Special Education Units in public schools (elementary and high school) nationwide, most of which are in urban and sub-urban cities and municipalities. There are about 1,800 municipalities and 142 cities in the whole Philippines but not all of them have special education units in their public schools. This means that not all children with disabilities have access to basic formal education. The Alternative Learning System (formerly non-formal education) opened an opportunity to out-of-school youth with disabilities to study at their own pace and take the Placement Test for accreditation to secondary level or entry into Vocational Training Courses or college education.

Technical and Vocational Skills Training Courses had always been the preference of youth with disabilities to qualify for job opportunities, either through wage employment or self-employment. The Department of Social Welfare and Development is running four Area Vocational Rehabilitation Centers in Luzon, Visayas and Mindanao, that cater to persons who are blind, deaf, with physical and intellectual disabilities. Popular courses for the blind are massage practice and food preparation for the deaf, computer and hardware repair for people physical disabilities and handicrafts for people with intellectual disabilities. Technological Education and Skills Development Authority (TESDA) is mandated to develop and implement skills training curriculum for all and provides scholarships to all courses preferred by applicants. Persons with disability sector is also targeted but because of inaccessibility of most accredited training institutions, very few had availed of training from rural areas where skills training are most needed.

2.3 Job Opportunities, Employment and Livelihood

There is scarcity of job opportunities for persons with disabilities because the quality of education or training they got do not respond to the current needs of the job market. Another barrier is the negative attitude of employers and the recruitment personnel towards persons with disabilities and their abilities to perform the job being applied for. Local government units and national government agencies hire persons with disabilities on a contractual or job order basis, which were temporary in nature and underpaid. Civil Service Eligibility is required to avail of regular employment in the government. As of 2017, there are 7,250 regular government employees with disabilities nationwide, based on the report of the Civil Service Commission.



The Department of Labor and Employment (DOLE) has no data on the number of persons with disabilities employed by the private sector. Majority of persons with are in self-employment ventures with their family members, however, data of persons with disabilities in informal sector is also missing.

Persons with disabilities at the community level organized themselves into a self-help group and form livelihood projects as another opportunity to have decent work. DOLE's Integrated Livelihood Program provides assistance to livelihood projects of groups and individuals with disabilities. From 2008-2017, a total of 17,357 beneficiaries were provided with livelihood assistance. The Department of Social Welfare and Development through its Sustainable Livelihood Program also provides assistance for livelihood of persons with disabilities in the community, while the Department of Trade and Industry assists in expanding existing livelihood projects of persons with disabilities by providing equipment and advanced training in product development, entrepreneurship and marketing.

2.4 Organizing and Empowerment of Persons with Disabilities

In 1976, the General Assembly proclaimed 1981 as the International Year of Disabled Persons (IYDP). It called for a plan of action at the national, regional and international levels, with an emphasis on equalization of opportunities, rehabilitation and prevention of disabilities.

The theme of IYDP was "full participation and equality", defined as the right of persons with disabilities to take part fully in the life and development of their societies, enjoy living conditions equal to those of other citizens, and have an equal share in improved conditions resulting from socio-economic development. It also aimed at increasing public awareness; understanding and acceptance of persons with disabilities; and encouraging persons with disabilities to form organizations through which they can express their views and promote action to improve their situation. (General Assembly resolution 31/123)

This was the beginning of organizing of international network of disabled people's organization in Singapore, called Disabled People International. DPI is a cross-disability (physical, intellectual, psychiatric and other disabilities) international NGO aiming for advocacy and equal participation to the society of persons with disabilities. Its national assemblies have been created in more than 130 countries and it is divided in six regional blocks.





2.4.1 Disabled People's Organizations

In 1983, the first disabled people's organization was organized in the Philippines, called Pilipinong May Kapansanan Incorporated (PMKI), but was short-lived because of funding and leadership issues. It was reorganized in 1990 as Katipunan ng May Kapansanang Pilipino Inc. (KAMPI) with funding from DPI Japan to strengthen its membership and advocacy for full participation

and equality of persons with disabilities. Awareness raising and organizing of



persons with disabilities took place at the local level. Their voices began to echo, telling their stories of discrimination, abandonment by their families, and denial of their rights to basic services. KAMPI gained world prominence when its President Venus Ilagan was elected as President of Disabled People's International. While attending to her international duties, the organization experienced leadership crisis and

funding constraints which put on hold all organizational activities.

The legacy of KAMPI was the setting up of more than 200 Simulation and Therapeutic Centers for Children with Disabilities through its Breaking Barriers for Children with Disabilities funded by an NGO from Norway. Its contribution in empowering parents of children with disabilities made an impact to the development of services for them and their education. Some of the children served by the project are now leaders and motivated to pursue different career paths.

In 2004, the Alyansa ng Maykapansanang Pinoy (AKAP PINOY) came into the picture as a national federation of persons with disabilities and organizations working on disability issues. It was an offshoot of a political party-list, representing persons with disabilities in 2004 election but did not win any seat in congress. AKAPPinoy got support from several international organizations to inform persons with disabilities about their rights and develop their capacity to advocate in their respective local government units for recognition and inclusion in development. AKAP Pinoy participated in policy formulation and program development of different government agencies and was recognized as representative organization of persons with disabilities from 2006 until the present. AKAPPinoy conducted national consultations on political participation and pushed for organizing federations of persons with disabilities from the municipal/city, provincial and regional levels. It also advocated for the establishment of Office

of Persons with Disabilities (OPDA) since 2006 in local government units for persons with disabilities to be a part of local governance in their own LGU. In 2010, Republic Act 10070 was passed mandating all local government units to establish Persons with Disabilities Affairs Office units in provinces, cities and municipalities.

With the growing knowledge of persons with disabilities about their rights to organize to have a voice in their respective communities, barangay (village) based organizing is now a pre-requisite to form a municipal or city federation with a mass base. Barangay Councils are mandated to provide services to their constituents with disabilities and allocate budget annually.

2.4.2 Non-Government Organizations Working on Disability

There are prominent non-government organizations contributing to the cause of persons with disabilities and as partners to realize an inclusive and barrier free society for all, such as:

- Tahanang Walang Hagdanan (The House With No Steps)- a sheltered workshop founded in 1973 to provide rehabilitation, vocational training, education and independent living for people with physical disabilities. The center has housing facilities and workshops providing on-the-job training and employment and sports as a means of rehabilitation also provided a career for persons with physical disabilities. Persons with disabilities are in the frontline and management of services and community-based programs. The workshops produce wheelchairs, educational toys and novelty products for corporate giveaway. There are companies providing out-sourced jobs, such as packaging, data encoding and other product processes.
- Norfil Foundation - a local NGO that works on empowering parents of children with disabilities and advocates for a barrier free public schools and inclusive education in selected rural communities.
- Leonard Cheshire Disability Philippines Foundation - focuses on empowering youth with all types of disabilities, employment promotion and livelihood support for persons with disabilities, facilitate access of persons with disabilities to skills training facilities and marketing their products;
- Resources for the Blind- provides early intervention to blind children through medical assessment, early child education and parents' education; education support to individuals who are blind and with low vision from elementary to college and provision of learning materials into accessible formats, such as braille texts, audio records and provision of learning gadgets such as tape recorders,



laptops with screen reader and other support for education; conduct of activities that aims to empower youth who are blind and low vision, and employment promotion.

- Philippine Coordinating Center on Inclusive Development- coordinates the promotion and implementation of community-based inclusive programs in rural and depressed communities through disability inclusive disaster risk and reduction management, empowering persons with disabilities for their full and effective participation in community development;
- Autism Society Philippines- one of the biggest organizations of parents of children and adults with disabilities caused by autism, with more than 90 chapters nationwide. Their focus is to organize ASP chapters in municipalities, cities and provinces to spread awareness on autism and organize people with autism as advocates and to promote their social and economic participation.
- National Federation of Cooperatives of Persons with Disabilities- is composed of cooperatives of persons with disabilities organized in 1998. The federation guides the cooperative in securing work contracts of school chairs from the Department of Education which provides them 10% of its procurement. For 20 years now, NFCWD through its 15 member- cooperatives, has been providing employment to persons with disabilities and their families in different parts of the Philippines.
- Visually Impaired Brotherhood for Excellent Services (VIBES) Inc. - is a business cooperative owned and managed by persons who are blind and low vision and employing blind massage practitioners. The cooperative sells franchise to groups of blind entrepreneurs whom they provided with training and marketing support. VIBES Massage Clinics are in every mall nationwide, airports and other prominent business areas. VIBES has been in business for more than 15 years and proved to become sustainable. It has now 45 branches nationwide owned and managed by people who are blind.

There are also international organizations that partners with local NGOs to empower persons with disabilities such as the Christian Blind Mission (CBM), Humanity and Inclusion (formerly Handicapped International), The Asia Foundation, Australian Aid, United States Assistance for International Development, and some international foundations.



2.5 Challenges to Full Participation and Empowerment of Persons with Disabilities

In spite of the progress taking place globally on disability inclusion initiatives, challenges still exist that the need to empower persons with disabilities should be strengthened and advocacy be intensified addressing all sectors. The following still remains a challenge to persons with disabilities in the Philippines:

- **Accessibility** of physical environment, public transportation and information and communication technology;
- **Lack of awareness on disability** which leads to negative attitudes, discrimination and denial of rights due to persons with disabilities as citizens;
- **Absence of policies and structures to support** to early intervention and parent education of children with disabilities at the community level and development of disability support services to prepare them to regular education, instead of segregated special education as currently practiced;
- **Lack of Disability Support Services** to capacitate persons with disabilities to ensure their full participation in planning, implementation and monitoring of policies, programs and services at the community level.

3. Disability Inclusive Governance: Legal Frameworks, Policies and Plans

3.1 International Treaties and Agreements.

The Philippines is a signatory to UN Convention on the Rights of Persons with Disabilities in 2007 and recognizes its obligation to promote, protect and fulfill their rights, as stated by the convention. The Philippines has also adopted the Incheon Strategy on Disability Inclusive Development as the guiding document in the implementation of the UNCRPD in the Asia and the Pacific Region, during the High-Level Meeting on the Review of the Asia and the Pacific Decade of Disabled Persons 2003-2012. In support of this, Presidential Proclamation 688 was issued declaring 2013-2022 as the Philippine Decade of Make the Right Real. Some of the highlights of the proclamation are as follows:

- The National Council on Disability Affairs is hereby directed to lead all disability-related efforts by formulating and issuing a comprehensive National

Plan of Action for the Decade (“National Plan”) which translates the objectives of Batas Pambansa Blg. 344, Republic Act Nos. 7277, 9442, 10070, and 10524, and other disability-related laws, programs and policies into concrete programs, activities, and projects;

- All departments, agencies and instrumentalities of the national government and local government units, in consultation with the private sector, civil society organizations, non-government organizations and disabled peoples organizations, are enjoined to implement plans, programs, and activities geared towards the development of persons with disabilities in accordance with the Incheon Strategy, thereby translating its goals, targets and all its indicators into the National Plan with achievable and measurable outputs;
- The funds necessary for the implementation of the provisions herein shall be sourced from the appropriations of concerned government agencies.

3.2 Government Vision and the National Medium-Term Plan on Disability

3.2.1 AmBisyon Natin 2040: The Vision, Our Ambition. AmBisyon Natin 2040 represents the collective long-term vision and aspirations of the Filipino people for themselves and for the country in the next 25 years. It presents a picture of the future and provides the anchor for the country’s development plans until 2040. It is also anchored on the Sustainable Development Goals to ensure that no one will be left behind.

3.2.2 The Philippine Development Plan 2017-2022 is the first medium-term plan anchored in AmBisyon Natin 2040. By the end of 2022, more Filipinos will be closer to achieving their vision to have a stable, comfortable and peaceful life (matatag, maginhawa at panatag na buhay). The Administration will lay down a solid foundation for more inclusive growth, a high-trust and resilient society, and a globally competitive knowledge economy.

The Strategic Goals of the PDP are as follows:

- Enhancing the Social Fabrics aims to regain trust of people to public institutions and cultivate trust in fellow Filipinos. Public offices will be characterized as people-centered, efficient and with adequate facilities, personnel trained and systems improved to ensure the prompt delivery of services. Citizens will be also be empowered to engage with the government. Administration of justice will be perceived as swift and fair; Filipinos will have increased awareness of and will learn to value the country’s cultural diversity and shared heritage.



- **Reducing Inequalities.** Vulnerability of individuals will be reduced (Chapter 11). Some individuals and people groups have inherent vulnerabilities, like children, older persons, women, persons with disabilities, and indigenous peoples. Policies and programs will be put in place to ensure that their social, cultural and economic rights are protected and that they are eventually empowered to participate in the development of the country. There will also be programs to help ensure the well-being of individuals and families against economic risks, natural and human-induced hazards.

Chapter 11 has enumerated strategic plans for persons with disabilities as follows:

A. Ensure a Disability-Inclusive Society. Initiatives will include enhancing stakeholders’ understanding of disability (i.e., impairments and barriers to development) and stricter implementation of disability-related policies and programs. Relatedly, the Insurance Law will be reviewed to address issues on limited access to insurance policies due to disability and ensure adherence to the UN Convention on the Rights of Persons with Disabilities (UNCRPD).

B. Strengthen Employment Facilitation Programs for PWDs. The government will adopt strategies to expand employment opportunities and enhance the quality of employment among PWDs. These will involve the integration of labor market information and employment facilitation systems, including supply and demand data, crafts and livelihood information, and conduct of trainings responsive to market demands. The government will also reinforce the implementation of laws providing incentives and recognition to employers with PWD staff.

C. Legislative Agenda to reduce vulnerability of Persons with Disabilities include the following: a) An Act Establishing the Disability and Development Support Fund, which aims to support persons with disabilities to avail of rehabilitation services, assistive devices and technology, education, employment and disability support services and assist local government units to develop services for persons with disabilities and establish their own trust fund; b) Amendment of Accessibility Law. (Philippine Development Plan Chapter 11)

D. Increasing Growth Opportunities. Growth will be supported by maintaining macroeconomic stability, putting in place a strategic trade and fiscal policy, and enhancing access to financial services. The tax system, including its administration, will be made simpler, fairer, more equitable and internationally competitive

3.3 PHILIPPINE DISABILITY LAWS

3.3.1 Policies Promoting the Right to Decent Work

National Accessibility Law (Batas Pambansa 344). An act to enhance the mobility of disabled persons by requiring certain buildings, institutions, establishments, and public utilities to install facilities and other devices. It was enacted in 1983 which says: In order to promote the realization of the rights of disabled persons to participate fully in the social life and the development of the societies in which they live and the enjoyment of the opportunities available to other citizens, no license or permit for the construction, repair or renovation of public and private buildings for public use. Educational institutions, airports, sports and recreation centers and complexes, shopping centers or establishments, public parking places, work-places, public utilities, shall be granted or issued unless the owner or operator thereof shall install and incorporate in such building, establishment, institution or public utility, such architectural facilities or structural features as shall reasonably enhance the mobility of disabled persons such as sidewalks, ramps, railings and the like. If feasible, all such existing buildings, institutions, establishments, or public utilities to be constructed or established for which licenses or permits had already been issued may comply with the requirements of this law.

All government buildings and establishments intended for public use are required to install accessibility features such as ramps with handrails, elevators, accessible toilets and parking spaces for people using wheelchairs and other devices for mobility, signages indicating the locations of such facilities. For hotels and other types of lodging, rooms accessible for persons with disabilities, especially for wheelchair users, are required.

In case of public conveyance, devices such as the prominent display of posters or stickers shall be used to generate public awareness of the rights of the disabled and foster understanding of their special needs. Special bus stops shall be designed for disabled persons. Discriminating against disabled persons in the carriage or transportation of passengers is hereby declared unlawful.

Local Government Units are tasked to implement this law, with policy directions from the Department of Public Works and Highways. Local Government Unit may pass local policies to strengthen its implementation.

Magna Carta of Disabled Persons (Republic Act 7277). An act providing for the rehabilitation, self-development and self-reliance of disabled person and their integration into the mainstream of society and for other purposes. This law was passed in 1992. It enumerates the rights and privileges of persons with disabilities in the following areas:



a. Employment. Persons with disabilities shall be provided with equal employment opportunities. A qualified disabled employee shall be subject to the same terms and conditions of employment and the same compensation, privileges, benefits, fringe benefits, incentives or allowances as a qualified able-bodied person.

If suitable employment for disabled persons cannot be found through open employment, the State shall endeavor to provide it by means of sheltered employment. In the placement of disabled persons in sheltered employment, it shall accord due regard to the individual qualities, vocational goals and inclinations to ensure a good working atmosphere and efficient production.

Subject to the provision of the Labor Code as amended, disabled persons shall be eligible as apprentices or learners; Provided, that their handicap is not much as to effectively impede the performance of job operations in the particular occupation for which they are hired; Provided, further, that after the lapse of the period of apprenticeship if found satisfactory in the job performance, they shall be eligible for employment.

b. Vocational Rehabilitation. Consistent with the principle of equal opportunity for disabled workers and workers in general, the State shall take appropriate vocational rehabilitation measures that shall serve to develop the skills and potential of disabled persons and enable them to compete favorably for available productive and remunerative employment opportunities in the labor market. The State shall also take measures to ensure the provisions of vocational rehabilitation and livelihood services for disabled persons in the rural areas. In addition, it shall promote cooperation and coordination between the government and non-government organization and other private entities engaged in vocational rehabilitation activities;

c. Incentives for Employer. To encourage the active participation of the private sector in promoting the welfare of disabled persons and to ensure gainful employment for qualified disabled persons, adequate incentives shall be provided to private entities which employ disabled persons in the following areas:

- an additional deduction, from their gross income, equivalent to twenty-five percent (25%) of the total amount paid as salaries and wages to disabled persons;
- additional deduction from their net taxable income, equivalent to fifty percent (50%) of the direct costs of the improvements or modifications of facilities for employees with disabilities.

The Magna Carta of Disabled Persons mandates all government agencies to implement programs and services for persons with disabilities in accordance to their mandates such as follows:

- Vocational and technical and other trainings in sports and physical fitness, access to basic, secondary and tertiary education and provision of scholarship and other educational assistance
- Instituting a national health program aimed at disability prevention, early diagnosis of disability and rehabilitation;
- Ensuring that marginalized disabled persons are provided with the necessary auxiliary services that will restore their social functioning and participation in community affairs; the Department of Social Welfare and Development shall develop and implement programs on auxiliary social services assistance in the acquisition of prosthetic devices and medical intervention of specialty services; provision of specialized training activities designed to improved functional limitations of disabled persons related to communications skills; and development among disabled persons of a positive self-image through the provision of counselling, orientation and mobility and strengthening daily living capability;
- Other rights include access to barrier-free environment, public transport, broadcast media, telecommunication and postal services; political and civil rights, which includes a system of voting that will promote the sanctity of votes of a disabled person; the right to assemble and to organize for the promotion of their welfare and to safeguard their interest. (<http://www.ncda.gov.ph/disability-laws/republic-acts/republic-act-7277/>)

An Act Expanding the Positions Reserved for Persons with Disability, Amending for the Purpose Republic Act No. 7277, as Amended, Otherwise Known as the Magna Carta for Persons with Disability (Republic Act 10524). This law highlights the equal employment opportunity and non-discrimination of persons with disabilities in employment. The law states that: “At least one percent (1%) of all positions in all government agencies, offices or corporations shall be reserved for persons with disability: Provided, That private corporations with more than one hundred (100) employees are encouraged to reserve at least one percent (1%) of all positions for persons with disability.”

Directing the Implementation of the Economic Independence Program for Persons with Disabilities (Executive Order 417). This order instructs all government agencies to support and cooperate in the implementation of economic independence program for persons with disabilities. Some of the highlights is encouraging all government



agencies to employ persons with disabilities and avail the services of cooperatives of persons with disabilities by procuring 10% of their requirements of goods and services, whenever applicable. Local government units are enjoined to do the same. This Executive Order was issued in 2005 by former President Gloria Macapagal Arroyo. The Department of Education issued an order based on this policy to allocate 10% of requirement for school chairs nationwide to cooperatives of persons with disabilities.

3.3.2. Policies promoting Social Services, Protection and Privileges

An Act Amending Republic Act No. 7277, otherwise known as the “Magna Carta for Disabled Persons, and for Other Purposes. (Republic Act 9442). This law provides for privileges and incentives for persons with disabilities such as the following:

- At least twenty percent (20%) discount from all establishments relative to the utilization of all services in hotels and similar lodging establishments; restaurants and recreation centers for the exclusive use or enjoyment of persons with disability;
- A minimum of twenty percent (20%) discount on admission fees charged by theaters, cinema houses, concert halls, circuses, carnivals and other similar places of culture, leisure and amusement for the exclusive use of enjoyment of persons with disability;
- At least twenty percent (20%) discount for the purchase of medicines in all drugstores for the exclusive use or enjoyment of persons with disability;
- At least twenty percent (20%) discount on medical and dental services including diagnostic and laboratory fees such as, but not limited to, x-rays, computerized tomography scans and blood tests, in all government facilities, subject to guidelines to be issued by the Department of Health (DOH), in coordination with the Philippine Health Insurance Corporation (PHILHEALTH);
- At least twenty percent (20%) discount on medical and dental services including diagnostic and laboratory fees, and professional fees of attending doctors in all private hospitals and medical facilities, in accordance with the rules and regulations to be issued by the DOH, in coordination with the PHILHEALTH;
- At least twenty percent (20%) discount on fare for domestic air and sea travel for the exclusive use or enjoyment of persons with disability;
- At least twenty percent (20%) discount in public railways, skyways and bus fare for the exclusive use and enjoyment of persons with disability;

- Issuance of Persons With Disability Identification Cards in all local government units to avail of discounts;
- Provision of priority lanes for persons with disabilities in commercial establishments;
- Deliverance from public ridicule;
- Deliverance from vilification.

An Act Expanding the Benefits and Privileges of Persons with Disability (Republic Act 10754). This act exempts the discount privileges of persons with disabilities from value added taxes and included discount for funeral and burial services of persons with disabilities. Educational assistance to PWD, for them to pursue primary, secondary, tertiary, post tertiary, as well as vocational or technical education, in both public and private schools, through the provision of scholarships, grants, financial aids, subsidies and other incentives to qualified PWD, including support for books, learning materials, and uniform allowance to the extent feasible: Provided, that PWD shall meet the minimum admission requirements; To the extent practicable and feasible, the continuance of the same benefits and privileges given by the Government Service Insurance System (GSIS), Social Security System (SSS), and Pag-IBIG, as the case may be, as are enjoyed by those in actual service.

Establishing Institutional Mechanism to Ensure the Implementation of Programs and Services for Persons with Disabilities In Every Province, City and Municipality, Amending Republic Act No. 7277, Otherwise Known As the Magna Carta for Disabled Persons, As Amended, And For Other Purposes. (Republic Act 10070). Amending Section 40 of Republic Act 7277, otherwise known as the Magna Carta of Disabled Persons. It states that: “Local government units shall promote the establishment of organizations of persons with disabilities (PWDs) in their respective territorial jurisdictions. National agencies and local government units may enter into joint ventures with organizations or associations of PWDs to explore livelihood opportunities and other undertakings that shall enhance the health, physical fitness and the economic and social well-being of PWDs.” It also mandates the creation of Persons with Disability Affairs Office (PDAO) in every province, city and municipality. The local chief executive shall appoint a PWD affairs officer who shall manage and oversee the operations of the office, pursuant to its mandate under this Act. Priority shall be given to qualified PWDs to head and man the said office in carrying out its functions, mainly, the formulation and implementation of all policies, laws and programs for persons with disabilities in coordination with local and national government agencies. In case of 4th, 5th and class municipalities, a Focal Person shall be appointed.



To date, after eight years of passage of this law, there are now 630 Persons with Disabilities Affairs Office established out of more than 2,000 local government units, as reported by the Department of Interior and Local Government during the NCDA Conference on Disability Inclusive Local Governance 2018.

- 3.3.2 Other Policies on Disability Benefits. Employees who acquired disability in the workplace receive disability pensions from Social Security System (SSS) and Government Service Insurance System (GSIS).

4. Disability Inclusive Business

Disability Inclusive Business became a pioneering concept focusing on persons with disabilities as a potential human resource capable of becoming contributors in economic growth. In 2013, WIPRO India, a leading global information technology, consulting and outsourcing company, was the recipient of ESCAP-Sasakawa Award for Disability-Inclusive Business in Asia and the Pacific', in the category 'Disability-Inclusive Multinational Enterprise'.

Isaac George, Vice President and Human Resources Head, Wipro Infotech said, "Our disability-inclusive business model was formalized in 2009. It has proved to be very successful for our employees as well as our customers. We currently employ over 450 persons with disabilities. They have the opportunity to pursue mainstream careers through the supporting framework of accessible software applications, physical infrastructure, policies, training and culture building initiatives. Our "Persons with Disabilities" program has made Wipro a more vibrant, diverse workplace with a strong inclusive culture."

In the Philippines, there have been existing practices in including persons with disabilities in employment and provision of support for their livelihood initiatives.

4.1 Disability Inclusive Business Models in the Philippines

Recognizing the rights of persons with disabilities to decent work and employment, existing government policies leading to economic participation, became the rallying point of disabled people's organizations and non-government organizations working for persons with disabilities to promote economic independence through training, livelihood and employment. The popular strategy is to 1) organize persons with disabilities and support the development of livelihood projects of persons with disabilities by providing them with seed capital, skills training and assistance in product development and marketing.

Another strategy is through 2) job placement of qualified persons with disabilities in private companies and government agencies being implemented by some non-government organizations promoting employment of persons with disabilities. With



diversity and inclusion becoming popular as corporate strategy in corporate human resource development, persons with disabilities are now being eyed as a potential force, especially in business processing and outsourcing (BPO). Many companies are now hiring persons with disabilities but because of challenges in public transportation and workplace accessibility, only those who can face the challenges remain in regular employment scheme.

4.1.1 Business owned by Persons with Disabilities. In the Philippines, there are many successful businesses owned and managed by persons with disabilities. We can cite two successful businesses that give examples on what it takes to be successful as enterprises run and owned by persons with disabilities.

VIBES MESSAGE

Mr. Dante Tiosan, President/Owner of the revolutionary VIBES Massage Clinic chain, became visually impaired before he could even finish an accounting degree in college. It took him 5 years to accept his blindness, and when he did, his vision for a blind massage business has never been clearer than anything.

After a stint as trainer for blind masseurs under a government program, he saw that trained masseurs ended up unemployed. This prompted him to start VIBES in 1992, a clinic that offers therapeutic massage by the blind, the first and only of its kind in the Philippines. VIBES, which stands for “Visually Impaired Brotherhood for Excellent Services,” trains individuals who are visually impaired or have disabilities in order to give them gainful employment and live productive lives. To achieve this goal, they have put up a special massage training center for the blind and disabled in Quezon City.



In the late '90s, no less than the Father of Philippine Franchising himself, Mr. Sammie Lim, sought out VIBES, after European tourism journals cited the blind massage in the Philippines as “the best in the world.” Since then, VIBES Massage has been featured regularly as a Corporate Social Responsibility (CSR) Project of the Philippine Franchise Association franchise expos.

In 2013, VIBES tapped Francorp for guidance in developing a professional franchise system. Francorp then adopted VIBES as well as its CSR project.

Today, with more than two decades of business experience, VIBES has trained and employed over 500 visually-impaired masseurs and 150 sighted dependents of persons with disabilities.

VIBES Massage Clinics now run to more than 50 outlets, located in malls, airports, parks, tourist destinations, and commercial areas.

KA-VIBES CORP. was established by a group of blind members of VIBES Inc. who believed that engaging in social enterprise activities is the best effective tool for generating decent and gainful employment for visually impaired persons. Currently, there are fifty-six (56) franchisees of Vibes Massage operating in various shopping malls, forty-five (45) of them were owned and managed by almost three hundred (300) blind massage therapists who form themselves together as a partnership company. While, eleven (11) franchisees were owned and managed by sighted regular customers who also believed in our slogan of “Earning while caring.”

San Francisco Association of Differently-Abled Person Multipurpose (SAFRA ADAP-MPC) - a cooperative of persons with disabilities in San Francisco, Agusan del Sur, Mindanao and one of the founding members of the National Federation of Cooperatives of Persons with Disabilities. This cooperative has been existing for 20 years now. Their cooperative workshop produces furniture, school chairs and other novelty items made of wood with support from TESDA for training, Department of Labor and Employment for seed capital and the Department of Trade and Industry for machine and equipment. The Department of Education awards

them with multimillion-peso worth of contracts annually to supply school chairs in public schools within the CARAGA Region.

The group also gained support from a German NGO for their forestry project. The cooperative is providing jobs to more than 100 persons with disabilities and their family members, aside from the dividends they receive from the coop’s profit.

4.1.2 Business Establishments Employing Persons with Disabilities.

Lamoiyan Industries was the first popular business employing persons with disabilities, particularly the deaf, since early 1990s until the present. Twenty-five years ago, Mr. Cecilio Pedro pioneered the first Filipino company to produce locally made and affordable toothpaste, which became popularly known as Hapee.

One of the admirable company policies of Lamoiyan is the hiring of deaf and hard of hearing, which comprises about 30 percent of their total workforce and who receive equal opportunities. Proper attention and training are given them. He said: Call them angels sent by the Lord. When I see them, I am happy because they were provided by the Lord.”

Pedro further elaborated on Lamoian's experiences with the hearing-impaired: "We have very good experiences with the hearing-impaired as they are always among the top performers. It is quite good to note that every year, around six or seven of them are in the Top 10 best performers. It is, indeed, very rewarding and fulfilling to provide jobs to people who may not be as fortunate as us. At the same time, we are able to promote better relationships and a culture of compassion and harmony inside the company. This, I think, is what makes us different from the world and this is what we believe is making a difference for the glory of God."

Accenture is a leading global professional services company, providing a broad range of services and solutions in strategy, consulting, digital, technology and operations. Accenture works at the intersection of business and technology to help clients improve their performance and create sustainable value for their stakeholders (www.accenture.com/pwd). With 459,000 people serving clients in more than 120 countries, Accenture is also a global leader in promoting inclusion of persons with disabilities in the workplace.

Accenture Philippines is one of the leading business processing and outsourcing companies promoting inclusion and diversity in the workplace. This company is currently employing 45,000 people, 440 (0.82%) of which are persons with various types of disabilities. More than half of employees with disabilities (54%) are with visual disabilities, 15% are with physical/mobility disabilities and 12% have hearing and speech disabilities.

4.2 Collaboration with Business Sector and other Stakeholders

In the last five years, awareness campaign on disability inclusive employment became progressive until the passage of Republic Act 10524 or the Act Reserving at least 1% of positions for persons with disabilities in government and encouraging private companies to do the same. The National Council on Disability Affairs led the conduct of Disability Awareness and Sensitivity Training / Forum for employers and involved persons with disabilities as resource persons. NCDAs as the lead coordinating agency partners with active non-government agencies and disabled people's organizations in providing disability sensitivity workshops for companies and government agencies employing and planning to employ persons with disabilities. Regular partner NGOs and DPOs are Autism Society Philippines, Philippine Federation of the Deaf, Life Haven Independent Living Center, Tahanang Walang Hagdanan (the House with No Steps), Leonard Cheshire Disability Foundation Philippines, Philippine Psychosocial Support Group, Resources for the Blind and Philippine National Association of Sign Language Interpreters.



Aside from disability awareness and sensitivity, NCDA also partners with NGOs and government agencies in pre-employment preparation and development of employment support services, such as follows:

- Review classes for persons with disabilities who will take government service eligibility in preparation for government employment in partnership with Leonard Cheshire Disability Foundation Philippines;
- Roundtable discussions and Fora on Employment with employers, local public employment officers and persons with disabilities in partnership with UNILAB Foundation;
- Skills Training in partnership with Technological Education and Skills Development Authority, and other non-government organizations

5. CONCLUSION

The collection of existing policies supporting disability-inclusive business was presented and was generally appreciated by the participants during the Consultative Workshops on Policies and Development of Guidelines for the Hometown Improvement Project. The discussion was focused on better understanding of Disability Inclusive Business Concepts and Models as presented.

In the Philippines, disability-inclusive business needs to be understood and defined as different from the prevailing concept of social enterprise. It was agreed that disability inclusive business must be profit-oriented rather than just provision of employment for persons with disabilities. It was also further emphasized that the following should describe a Disability Inclusive Business:

1. A company with a program on employing/hiring persons with disabilities;
2. An organization of persons with disabilities engaged in profit-oriented business;
3. A company that patronize products and services of persons with disabilities or partnering with organizations of persons with disabilities in achieving inclusive employment.

In addition, these companies and enterprises should comply with the labor laws, with policy for government support and allows persons with disabilities to participate.

The Hometown Improvement Project of Barangay 177 was also presented as a model community-based start-up project on disability-inclusive business with support from the Barangay Local Government Unit in partnership with persons with disabilities organization and other community stakeholders with technical support and augmentation from national government agencies and APCD.

It was also noted that for four decades, the advocacy is always on hiring persons with disabilities and organizing them for livelihood initiatives, without considering their locations and capability to sustain the proposed projects. The past experiences in organizing and capacity building of persons with disabilities had shown that those who have the technical skills and ability to network with government agencies and other funding sources were able to sustain their operations.

However, there is a need to shift strategy by encouraging persons with disabilities to engage in disability inclusive business right in their own communities. With this, persons with disabilities in the community will be given an opportunity to become a self-help group and can have a source of income. Having an income will add to their self-esteem and will enable them to contribute more to the community.

6. THE ASEAN HOMETOWN IMPROVEMENT PROJECT

The ASEAN Hometown Improvement project was approved by the ASEAN Secretariat and funded by the Japan-ASEAN Integration Fund. This project aims to promote inclusive communities for the persons with disabilities in eight (8) ASEAN countries including the Philippines. The Asia and the Pacific Development Center on Disability (APCD), as the implementing organization sought the cooperation of Department of Social Welfare and Development (DSWD), National Council on Disability Affairs (NCDA), SM Supermalls and the City Government of Caloocan for project site identification. APCD proposed for an Urban Farming Project, a concept similar to disability-inclusive business approach with a goal to increase opportunities for employing or empowering the persons with disabilities in the communities of the Philippines, by developing the Urban Farming Project that will be run with or by persons with disabilities.

NCDA identified Barangay (Village) 177 as a potential project site. It is one of the 188 barangays of Caloocan City located in the National Capital Region. The area is about five kilometers away from NCDA office. It has a population of 79,620 based on the 2015 census, which ranks as the third thickly populated area in the city. In 2018, the Barangay Persons with Disabilities Affairs Office (PDAO) has registered 1,225 persons with disabilities who applied for Persons with Disability ID.

The area was selected because of the presence of Persons with Disabilities Affairs Office (PDAO), which could be the implementing unit within the Barangay Structure, in coordination with organizations of persons with disabilities, older persons and youth as project participants. The project shall include the following components:

- Setting up of a community garden where they can plant crops that have market demand, including vermiculture, producing organic fertilizers and other products from their harvest. Each family will also be encouraged to plant vegetables in their homes using pet bottles and recycled pots and produce vegetables for their own consumption or contribute to community selling;



- Capacity building of persons with disabilities, their family members and other stakeholders in the community to run the project in partnership with the barangay government. This will also include strengthening the barangay association of persons with disabilities to prepare them in running the project. Awareness on the therapeutic effects of growing plants for people with intellectual and psychosocial disabilities will also be given emphasis and encourage families to participate for the well-being of their members with disabilities.
- Coordination with the Barangay Council and providing technical assistance to lead the project in partnership with organization of persons with disabilities and other agencies that could provide them with technical assistance in developing business plan and other sources for the project (training, capital and other assistance from concerned government agencies and NGOs).

The proposed project concept was approved by APCD for Bgy 177 to be developed as a model community in Urban Farming, with the Project Outline and Work Plan being provided based on the approved proposal. In addition to the project component is the creation of the National Project Implementation Team composed of the following:

1. Department of Social Welfare and Development
2. Department of Agriculture
3. Department of Labor and Employment
4. Barangay 177 Representative
5. National Council on Disability Affairs
6. Representative from the Caloocan City Government
7. President of Persons with Disabilities Association of Barangay 177

The Hometown Improvement Project was introduced by the NCDa to a core group consisting of older persons, women and youth leaders and members of Homeowners Association. The response was positive and they all agreed to attend the training on “Sustainable Urban Micro Gardening and Development of Community-based Cooperative” held on August 15 and 16, 2018 at Sequoia Hotel, Quezon City with the NCDa and APCD team. There were sixteen (16) participants from Barangay 177, composed of the Project Implementation Team and members of Barangay 177 Hometown Improvement Project.

6.1. Project Activities

NCDa conducted the first meeting with the newly elected council members of Barangay 177 in July together with the newly appointed Head of the Barangay Persons with Disabilities Affairs Office. They were given an orientation about the project, its activities and expected output which made them excited and grateful that they were chosen as the pilot area for the project.





The first training workshop was conducted in August 15-16 at the Sequoia Hotel, with support from Asia-Pacific Development Center on Disability. NCDa coordinated with the Department of Agriculture for a resource person on Sustainable Urban Farming. The APCD Project Team, headed by Ms. Jitkasem Tantasiri provided the project orientation and direction about the activities to be accomplished in the next three days, with field visits at the project site.



The participants were also given a workshop on project planning, which made them envisioned the project as sustainable and providing opportunities for persons with disabilities. This exercise gave them a sense of immersion with the project and provided them with more enthusiasm.



After the two-day training workshop, APCD and NCDA Teams visited Barangay 177 to conduct community orientation with the members of Barangay Council and persons with disabilities involved with the project. They also visited the identified lot for the community garden.



6.2 Profile of Disabled People's Organization

The Barangay 177 Association of Persons with Disabilities was formed in 2015 but when the barangay council's new members were elected, the organization became inactive and the new PDAO head was also appointed. As of 2018, the Barangay Persons with Disabilities Affairs Uniy has a total of 1,225 persons with disabilities in their list based on the issuance of PWD ID. Twenty-five (25) are active in barangay activities.

On November 24, 2018, a General Assembly of Persons with Disabilities was called and presided by the head of PDAO held at the Barangay Hall. A total of one hundred fifty (150) persons with disabilities attended those memorable moments. The Agenda of this Assembly was to identify active persons with disabilities in Barangay 177; facilitate the issuance of PWD IDs,; creation of a council for the PWD Members and; plan for the coming Christmas Party for the PWDs.

In this meeting, the group created a council known as "GO PERSON WITH DISABILITIES OF BRGY. 177". The elected President of this group is a blind college graduate. The son of Caloocan City Mayor, Brgy. Captain Enteng Malapitan served as a Guest Speaker in

this occasion. He commended the demonstrated unity of the Persons with Disability Community in Barangay 177 and pledged his full support in any activity.



The elected officials of Barangay 177 Persons with Disabilities Associations. This project had given them the opportunity to bring their concerns closer to the Barangay Local Government and work together with the local officials and the community. The goal is to build an inclusive community where persons with disabilities are participants and contributors to community building.

6.3 Business Planning for Urban Farming Project of Barangay 177

NCCA proposed to conduct the Business Planning Workshop to assist the Project Implementation Team to develop the sustainability of the project. The activity was attended by the Project Implementation Team and active community members, which aimed to develop a business plan as a guide in the project implementation and sustainability.

The group identified crops that have market demand and can be sold in the community and made projections that would make their business sustainable through strategic marketing, resource generation plan and network building.

The selected products, such as eggplants and chili peppers which are naturally grown with organic enhancers, are fresh and will have longer shelf-life than those sourced from neighboring provinces. These vegetables were selected because these are common staple food among Filipinos thus, having higher demand in the market.

6.4 Community Partnership and Sustainability

The Project Implementation Team of the Hometown Improvement Project official sealed a partnership with the Homeowners Association for the free use of vacant lots for the project through a Memorandum of Agreement. This will ensure sustainability

of the project through community partnership involving both the local government and private sector. With support from the Barangay Local Council through its Chairperson, endorsement to government funding sources will be more likely to gain support, especially from the City Government training and livelihood support fund. The Department of Labor and Employment National Capital Region Field Office through the Caloocan Public Employment Service Office had already pledged support for the project.

6.5 Learning and Insights on the Hometown Improvement Project

This project has demonstrated that the closest unit of local government to the people, i.e. barangay, must be involved and empowered to effectively implement programs and services for persons with disabilities and other vulnerable groups. Barangay 177 is one of the few barangays that established a Persons with Disabilities Office and respect their rights to organize and support their capacity building. The barangay has facilitated the issuance of Persons with Disabilities ID to their constituents which enable them to access their benefits and privileges to avail of discounts on selected goods and services. The issuance of the IDs has established a database for persons with disabilities.

Through this project, persons with disabilities became more visible in the community and participative in all projects initiated by persons with disabilities office. The following were insights during the Focus Group Discussion conducted by NCDA on December 20, 2019 with the project implementation team and other persons with disabilities:

- The project paved the way for partnership among persons with disabilities, local government units and private sector.
- The project is seen as a potential income-generating activity that could support families who participate in the project.
- Persons with disabilities viewed cooperation as the key to the success of the project.
- Community awareness on disability is crucial to development of programs and services that are responsive to persons with disabilities.
- The project built the self-esteem of persons with disabilities and developed peer support and camaraderie.



7. Partnership among ASEAN

The Hometown Improvement Project is another potential strategy in promoting disability inclusive business, which can be shared with other communities being a part of the ASEAN initiatives through the APCD. The involvement of national government agencies, local government units, persons with disabilities organizations, and other stakeholders is a clear manifestation of the commitment of every member country in the ASEAN on disability inclusion. This is the ASEAN way of demonstrating commitments on disability rights promotion through the implementation of the UNCRPD, Incheon Strategy, and Sustainable Development Agenda.

8. The Way Forward: Guidelines for the Replication of Hometown Improvement Project

The Hometown Improvement Project Model is envisioned to serve as a catalyst in empowering persons with disabilities and transforming communities as disability inclusive, barrier-free and where no one is left behind. By sharing the insights and learning from this project to other areas, the advocacy for the development of communities that are disability sensitive, informed, resilient and sustainable will move to progressive realization of the Philippine Vision for 2040.

The way forward is to shift strategy to community-based initiatives utilizing Disability Inclusive Business concept where persons with disabilities are active participants with skills and qualifications to contribute.

By presenting the project experience of Barangay 177 to the participants of the Consultative Workshop, the following recommendations were taken to serve as guide in project replication.

8.1 Capacity Building of Barangays utilizing the Community Based Disability Inclusive Development Strategy in addressing the needs of persons with disabilities to become contributing members of their community.

- Community Based Disability Inclusive development is aimed at building the capacity of the community to remove barriers that exclude persons with disabilities from participation and to allow them to initiate or be a part of the development process. Barangays, as the closest unit of the government to the people should be capacitated to respond to needs of its most vulnerable citizens, like persons with disabilities, older persons and children. For Community-Based Disability Inclusive Development to happen in target barangays, there has to be an External Intervenor whose role is to capacitate community stakeholders to develop their potentials towards

building an inclusive community. An External Intervenor can be a government agency, non-government organization, or an organization of persons with disabilities that has knowledge and practice on Community-Based Disability Inclusive Development.

- The Barangay Local Councils should be given Disability Awareness and Policy Orientation for them to understand their responsibilities in promoting the rights of persons with disabilities by developing local policies that are inclusive and responding to the needs of persons with disabilities. Barangay policies should include implementation of Accessibility Law in all public facilities such as barangay roads, health centers, public schools, markets, playgrounds and the barangay hall. Budget allocation for capacity building and inclusion of persons with disabilities should also be included in its annual appropriation plan.
- Profiling of persons with disabilities and Creation of Barangay Disability Desk or Persons with Disabilities Affairs Unit should follow to ensure that disability concerns will be responded through consulting identified persons with disabilities and representatives of children with disabilities and organizing them into self-help groups. Barangay organizations of persons with disabilities shall ensure that they will have a voice in the community.
- Barangay Officials may conduct Benchmarking Activities to neighboring local government units to be exposed to good practices in Disability Inclusion which they can replicate in their own community.

8.2 Organizing of Persons with Disabilities as self-help groups with the goal of building their capacity develop and manage a sustainable business that will open employment opportunities for the community.

- The Department of Social Welfare and Development Administrative Order 2010-019 defines Self Help Group as a voluntary association of persons with disabilities, which functions democratically and accountably to attain a collective/common goal and interest to become self-motivated and self-reliant. The group should be registered with DSWD, Local Government Unit, DOLE or DTI to avail of funding for their projects. The Local Social Welfare Officers are tasked to facilitate organizing of persons with disabilities from the municipal/city and provincial levels.
- Self-help groups should be organized by persons with disabilities in each community focusing on their needs to support each other and develop their own organization’s goals, plans and by-laws. Other groups may

facilitate, guide and empower them, but not dominate, dictate or put pressure on them. However, self-help group leaders are accountable to their members and partners. They should also be transparent in dealing with all stakeholders and should have the commitment to improve the quality of life of persons with disabilities in their barangays.



For the purpose of replicating of the Hometown Improvement Project in every barangay, a self-help group to be organized should have a common goal of addressing the right to decent work and income for every member.

- A minimum of 15 persons with disabilities can start organizing a self-help group. Parents or guardians of children with disabilities or adults with intellectual disabilities may represent them in a group.
- During the initial stages of organizing, the support of the barangay council is crucial in empowering members through leadership training, organizational development, planning and identification of initiatives to become self-reliant in coordination with the Local Social Welfare Office or Persons with Disabilities Affairs Office in their city or municipality. Benchmarking (Lakbay-Aral) is the best way to motivate a newly organized group by showing them the initiatives of other groups doing livelihood projects in other communities.

8.3 Identification of Hometown Improvement Project Initiative

The Urban Farming Project of Barangay 177 is only one of the examples of a livelihood initiative for persons with disabilities and other community members. In identifying a business project for a self-help group, the following points should be considered to establish a sustainable income-generating project for a community based-self-help group:

- The availability of raw materials and other resources for the intended product or service within the barangay or nearby community;
- The demand or target market for the product or service;
- Availability of training required for skills needed in production or delivery of service;
- Initial capital requirement which could be funded by the barangay / municipal /city government. For a start-up project, local government units can provide minimal amount for raw materials needed for the group.
- Business Plan or proposal which could be presented to barangay/ municipal / city government for initial support. Project proposal writing should be included in capacity-building of self-help groups. The Local Public Service Employment Service Office may link a community-based self-help group to DOLE Integrated Livelihood Project to provide training in project proposal writing.
- Creating the Project Implementation Team to focus on the development of the project and to network with resource providers.

8.4 Government Intervention in Skills Training, Product Development, Marketing and Provision of Capital for Organized Groups of Persons with Disabilities

- Skills training is important for livelihood initiative of self-help groups to develop good products. Through the Community Based Skills Training of TESDA, self-help groups can avail of free training right in their own barangay, such food processing, candle and soap making and other trainings based on their needs and interest. The barangay may fund additional raw materials for the trained group to further develop the quality of their products until the group is confident on the quality of their craft or service.
- The Project Implementing Team together with other members, may request for a seminar on Entrepreneurship from TESDA, DOLE or DTI-GoNegosyo Center, upon the recommendation of the Barangay Chairman. They will be assisted to develop a business plan for their project and develop a proposal requesting for capital for their business from DOLE Integrated Livelihood Project depending on the need of the project to take off.



- If the project proved to be moving and requires expansion, the Department of Trade and Industry could provide technical assistance in product development and packaging and can avail of additional equipment through its Shared Facilities Program. The Barangay Council may help to provide a space for production when needed. DTI can also provide assistance in marketing the products of persons with disabilities by providing a space in their local trade fairs.
- To continue the move towards sustainability, the group may opt to establish themselves as a cooperative which could open opportunities for the community to invest in the project as cooperative members. The Cooperative Development Authority, through City/ Municipal Cooperative Development Officer may be tapped to provide orientation and guide the group in developing the vision, mission, goals and objectives of the group. Assistance will also be provided in preparing for registration. Being a cooperative will require additional skills for the group, but it will also open opportunities for them to expand products and services and become a contributor to the barangay's economic growth.

The Hometown Improvement Project is envisioned to empower persons with disabilities to contribute to the community. It is a process that requires investment in human capital at the community level. Engagement of barangay local government to support the project will provide them a clear direction in the allocation of local funds for persons with disabilities and their families through an initiative leading to self-reliant.

Through this project, barangay-based organizations will also have a clear direction on the path they should take as an independent organized group.



National Guidelines on Policy and Development for the ASEAN Hometown Improvement Project

Thailand



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CHAPTER I

Background Information for Persons with Disabilities in Thailand

1.1 Types of Disabilities and Number of Persons with Disabilities

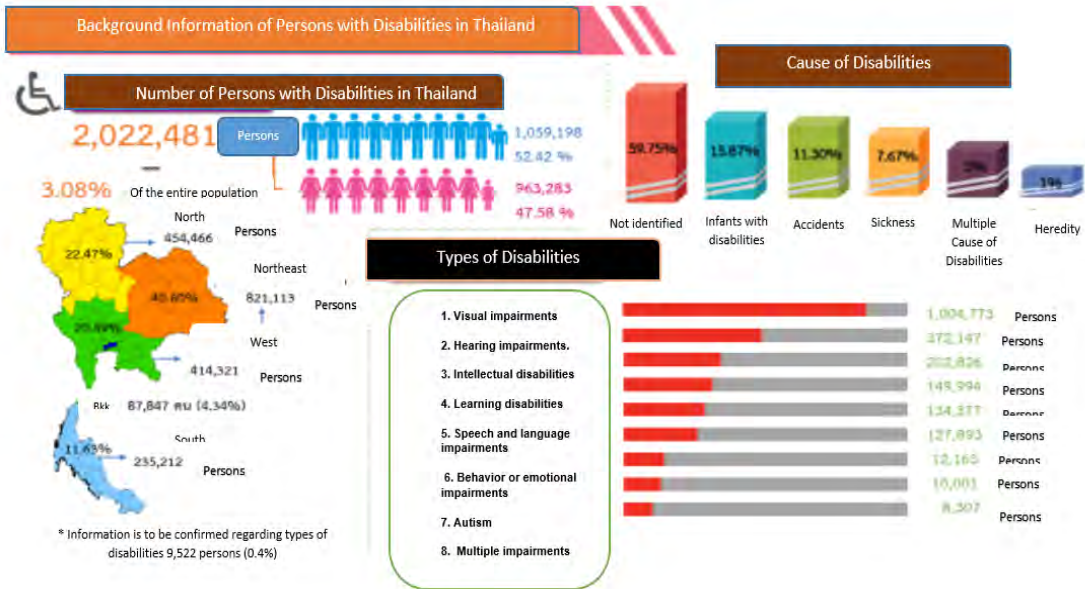
With Empowerment of Persons with Disabilities Act B.E. 2550 (2007) and amended (No. 2) B.E. 2556 (2013), Section 19 mentions that persons with disabilities may apply to have an ID card of PWDs for the purpose of their access to their rights in order to get benefits of public facilities as well as other welfare and assistance from the State.

- According to the registration of the ID card of PWDs requested by Thai persons with disabilities as of October 31, 2018, there were a total number of 2,041,159 people (3.08 % of the total population). It consists of: Male: 1,068,145 ID cards (52.33 %) and Female: 973,014 ID cards (47.67%). The number consists of 1,015,955 persons with physical disabilities (49.77%) 375,680 persons with hearing disabilities (18.41%) 204,012 persons with visual disabilities (9.99%) 151,329 persons with psychosocial disabilities (7.41%) 134,996 people with intellectual disabilities (6.61%) 12,297 persons with autism (0.60%) 10,133 persons with learning disabilities (0.50%) and 128,682 persons with multiple disabilities (6.30%)

Moreover, there are about 8,075 persons with disabilities (0.40%) whose information is to be confirmed.

Considering the range of age, it was found that working aged individuals with disabilities (between 15-60 years old) are about 882,576 persons (46.26%).

Furthermore, working aged individuals with disabilities (over 60 years old) have a total number of 1,109,281 persons (51.97%), while persons with disabilities aged 22 to 59 years old and the elderly with disabilities (60 years of age or older) have the most physical disabilities about 47.04 % and 55.58 %, respectively. In addition, there are persons with disabilities--childhood and school age (infant to 21 years old)--having the highest percentage of persons with intellectual disabilities, 29.84%.



1.2 EDUCATION

In accordance with the information about the registration of ID card of persons with disabilities as of October 31, 2018, there are about 2,041,159 registered people (3.08 % of the total population). It was found that 96,077 persons with disabilities don't have access to education (4.71 % of the PWDs with ID card).

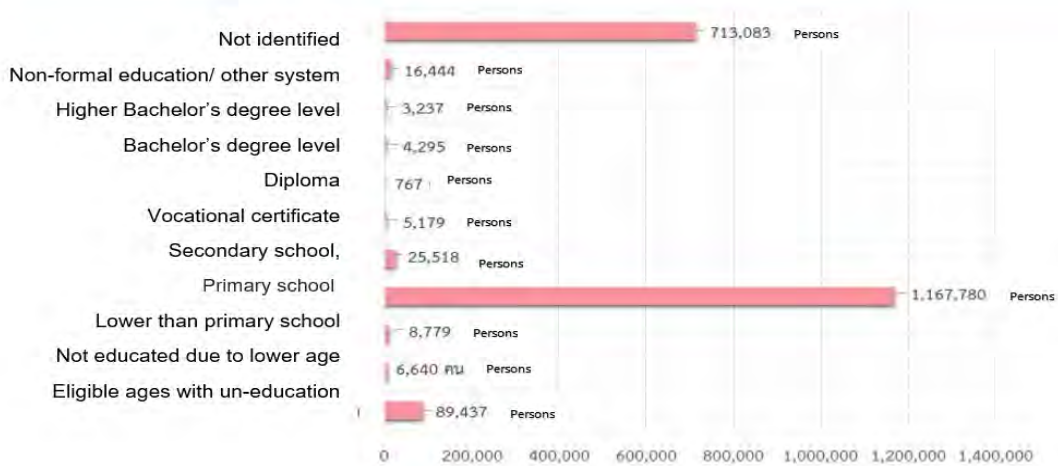
It is divided into 6,640 PWDs who are ineligible for education due to their ages (6.91% of uneducated persons with disabilities); 33,587 elderly persons aged 60 years old or over (83.49% of persons with disabilities who are not educated). However, they are unable to have access to education.

89,437 people (93.09%) of persons with disabilities have not been educated. Meanwhile, about 1,231,999 persons with disabilities are able to access formal education. Elementary education is the highest education level achieved for 1,167,780 people (94.79 %).

This is followed by secondary school with 25,518 people (2.07 %). For the non-formal education and others, there are 16,444 students (1.33 %). Those lower than primary school are comprised of 8,779 students (0.71 %). With vocational certificate level (vocational certificates), it is 5,179 students (0.42 %). With a bachelor's degree level, it is 4,295 students (0.35 %).

Meanwhile, a total of 3,273 students (0.26 %) attained education higher than a bachelor’s degree. But persons with disabilities educated at the diploma level are only about 767 (0.06 %).

Education Levels of Persons with Disabilities in Thailand



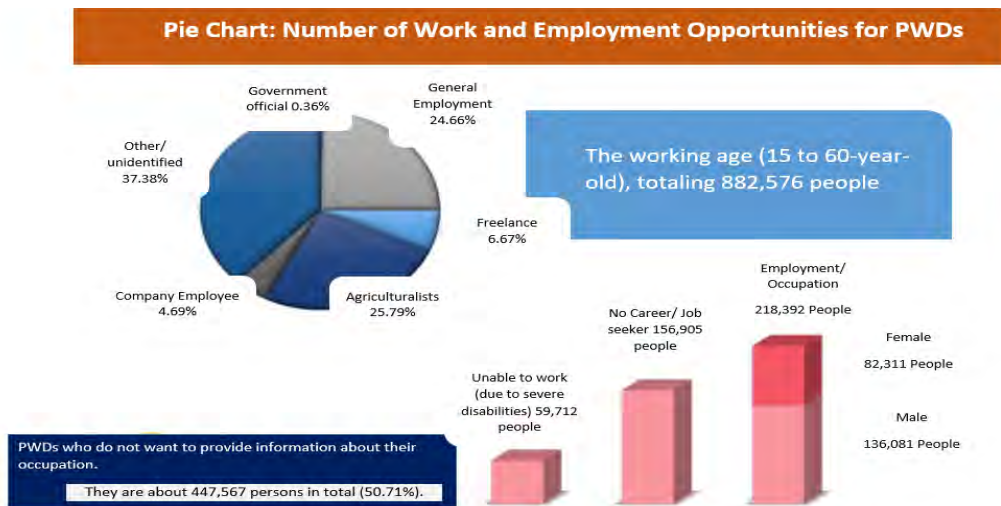
1. **Education Services** Education shall be provided for persons with disabilities since infancy or as soon as disability is diagnosed. Persons with disabilities can enrol in fundamental education with the minimum of 12 years.
2. **Educational Opportunities** Persons with disabilities shall have the opportunity to get an equal education as other children without disabilities. Also, they shall have equal rights in educational opportunities.
3. **Education Management/Provision** Education must be provided for all persons with disabilities who want to study by expanding services in both informal education system and non-formal education system. A participatory approach and inclusive education arrangement according to the types and levels of disabilities should be focused.
4. **Students' Acceptance/Admission** Rules and regulations of student admission should be adjusted for all students with disabilities. The Government should increase the initial assistance throughout urban and rural areas. Besides, the disability registration of students with disabilities who need assistance should be conducted. Media and facilities for education for persons with disabilities should be provided.

5. **Curriculum Development** Curriculum and assessment should be designed and developed according to the types and levels of disabilities of students by allowing them to participate in the learning process and self-learning through practices so that they could improve their social skill and interact with their society happily.
6. **Educational Administration** The cooperation of educational institutions and hospitals is requested to survey the accurate number of potential students with disabilities. Also, both institutions should provide public relations for parents and family members of PWDs to understand the access of education services, trainings and other relevant benefits for children with disabilities provided by the State.
7. **Resource Mobilization** Resources and academic support are provided for educational institutions providing education for persons with disabilities. Private sectors and communities are encouraged to participate in education management to ensure the quality and effectiveness of the administration of the education agency.
8. **Human Resources** Education institutions shall develop the quality and adequacy of special education teachers. Special education courses should be included in education degree curriculum. Besides, existing special education teachers should be trained to deliver modern teaching techniques in line with the principles of the National Education Act B.E. 2542.
9. **Education Standard and Quality Assessment** Quality standard criteria of education is established specifically for persons with disabilities which includes quality assessment system for teachers, instructors, school administrators. There is a joint evaluation committee which consists of relevant agencies, Disabled People’s Organizations (DPOs) and parents.
10. **Private Sections’ Promotion** Private sectors that engage in educational management for persons with disabilities at all levels, all systems, and all forms are supported by the government. Also, the government shall provide some budget and relevant human resources to the private sectors to provide the same quality of educational management as that provided by the State.
11. **Educational Management Model for Persons with Disabilities** The forms of formal, informal and alternative education systems are classified as follows:
 - 1) Inclusive Classroom
 - 2) Special Education Schools for Children with Special Needs
 - 3) Home School
 - 4) Community School
 - 5) Education in Hospital
 - 6) Education in Special Education Centres
 - 7) Non-Formal/Informal Education and Alternative Education

1.3 Job Opportunities and Employment

According to the information on the registration of the disabled people ID card as of October 31, 2018, there are about 2,041,159 people (3.08 % of the total population). This figure consists of persons with disabilities who are in the working age (15 to 60 years old), representing 882,576 people. A total of 218,392 (24.74%) are persons with disabilities of working age who are employed.

However, about 156,905 people (17.78%) are unemployed and 59,712 people (6.77%) are not able to work (due to severe disabilities). Meanwhile, there are persons with disabilities who do not want to provide information about their occupation contributing 447,567 persons (50.71%). Other occupations of the PWDs (not specified) are 37.83%, 25.79% in agricultural work, 24.66% in freelancing, 6.67% in private business/self-employed, 4.69% in private sectors and a total of 0.36% in government sector.



With Persons with Disabilities Empowerment Act B.E. 2550 (2007) and (Vol.2) B.E. 2556 (2013), it states job promotion and employment protection for persons with disabilities enable them to have more job opportunities and enhance their skills to generate income, become self-reliant and reduce the burden of families and societies in taking care for them. It also encourages persons with disabilities to play an important role in stabilizing their family’s financial status and the country’s economy. Therefore, enterprises and government agencies are asked to boost the employment rate of people with disabilities by the following methods:

Section 33 states that employers, entrepreneurs, and government agencies shall employ persons with disabilities to work in the positions suitable for them in proper proportion to the total number of employees in the workplace.

Section 34 states that employers or entrepreneurs who do not employ persons with disabilities at the proper proportion as mentioned in Section 33 shall send money to the Fund pursuant to Section 24 (5).

The Minister of Labour issues Ministry Regulations B.E. 2554 (2011) stipulating the amount of money that the employers, entrepreneurs and government agencies shall pay back to the Fund. Details are as follows:

Employers or entrepreneurs who are obliged to send money to the Fund as mentioned in Paragraph One but violate the obligation or fail to do so in a timely way or fail to send the whole or partial amount shall pay interest at the rate of 7.5% per annum of the outstanding amount.

Employers or entrepreneurs who employ persons with disabilities or send money to the Fund as mentioned in Paragraph One shall be eligible for tax exemption at certain percentages of the amount they pay as wages or salaries to employees with disabilities or of the amount they send to the Fund, as the case may be, as prescribed by the law.

Section 35 states that employers or entrepreneurs and government agencies who do not wish to employ persons with disabilities under Section 33, and employers and entrepreneurs who do not wish to send money to the Fund under Section 34 may comply with the options as follows:

1. Grant Concession

This involves providing rights to persons with disabilities or personal assistance in taking advantage of occupational properties, e.g. Automatic drinks vending machine in public areas

- Granting concession of agricultural land (1 Rai/1,600sq.m.) for PWDs
- Granting concession of photocopying machines for the work
- Granting concession areas for agriculture (planting perennial plants)
- Granting concession of rental vehicles used for their occupation
- Grant concession of computers to open a game store

2. The Venue Arrangement for Selling Products or Services

It includes arranging places and areas of organizations or enterprises either inside or outside areas for PWDs to make use for their jobs, e.g. Establishing space for rent for caregivers of PWDs to sell their products or allowing them to sell some food or drinks in canteen areas of governmental organizations.



Renting one block of commercial building around school or university areas for PWDs to open a coffee shop, conducting food distribution and refreshment are also included. Supermalls can allocate space for them to open Thai massage shops, and private enterprises at the school areas may rent one room for them for stand-alone coffee shops. District governors arrange the beach area for them to open food and beverage kiosk.

3. Subcontracting

It means subcontracting services from persons with disabilities or caregivers of persons with disabilities. For example, wrist watch manufacturing companies subcontract PWDs to assemble wrist watches or enterprises employ PWDs to promote Drink, Don't Drive Project within their own communities. Hospitals can also hire a contracting service of PWDs to develop a computer program informing about health promotion. Also, they can hire persons with disabilities to design and create signboards, backdrops or banners, and other public relations materials.

4. Internship

This means to increase knowledge, skills, experiences, or the transfer of technology and innovation that can be used for a professional career. For instance, the Ministry of Information and Communication Technology organizes computer program trainings for persons with disabilities.

5. Providing Equipment or Facilities

The donation of equipment and facilities means providing assistive devices to facilitate and enable persons with disabilities to access and work. The provision of facilities means providing tools or equipment to the PWDs to work efficiently and get incomes on the basis of special needs of PWDs, for example, installing elevator for persons with mobility disabilities or physical impairments, providing different surface or braille blocks for persons with visual disabilities, building an accessible toilets for the PWDs employed by the company, and building accessible paths for mobility impaired employees.

6. Provision of Interpreter Services

It means employing sign language interpreters who registered with DEP to provide service for persons with hearing impairments. For example, companies provide a sign language interpreter help employees with hearing impairments to communicate with other colleagues.



7. Provision of Other Assistance to PWDs or the Caregivers of PWDs

It means directly providing assistance to PWDs or their caregivers for their occupation or income generation. To illustrate, enterprises provide automatic sewing machines and equipment for PWDs to have professional careers in fashion design; PWDs getting some financial support to start a chicken farm business; purchasing products from the PWDs; or they are sponsored with agricultural tools for agricultural work.

For employment of PWDs in government agencies in line with the Empowerment of Persons with Disabilities Act B.E. 2550 (2007) and (Vol.2) B.E. 2556 (2013), Section 33 requires employers, owners of business sectors, and relevant government agencies to employ PWDs with proper proportion to the entire number of their workforce. The Cabinet approved the meeting on 27th October 2015 and allowed the Ministry of Social Development and Human Security to proceed and support relevant government agencies to comply with the law in many appropriate forms.

Subsequently, the Cabinet passed a resolution on 17th October 2017 as follows:

1. Facilitate the government agencies to accelerate the employment of PWDs according to the proper proportion and complete it within the fiscal year 2018.
2. Assign the Deputy Prime Minister and related agencies to enforce the employment law of the PWDs in the government agencies as an indicator of the authority's work performance.
3. The Ministry of Social Development and Human Security shall recruit the PWDs and the Department of Empowerment for Persons with Disabilities is the focal point as a coordinating agency in accordance with the procedures and legal practices together with the Department of Job and Employment of Bangkok Employment Office.

The Cabinet passed a resolution on 14th August 2018 as follows:

- The government agencies shall hasten the implementation of the employment of the PWDs by December 2018.
- The Ministry of Defence and related agencies monitor, supervise and coordinate the employment of police, soldiers and government officials who are disabled due to the duties in the southern border provinces.
- There should be an enforcement of employment law of the PWDs in the government agencies as a performance indicator of the authority in the ministry level. This shall be conducted by the Ministry of Social Development and Human

Security (MSDHS) in cooperation with the Office of the Public Sector Development Commission and the Office of the Civil Service Commission to consider the details of implementation.

1.4 Health Services

National Health Security Act B.E. 2545 (A.D. 2002) indicates that everyone has the equal rights to receive standard healthcare services and the poor have the rights to get medical care free of charge from public healthcare units in Thailand. Public health services must be easily accessed and effective. They have to allow all Thai people including persons with disabilities to have the right to get standard health services.

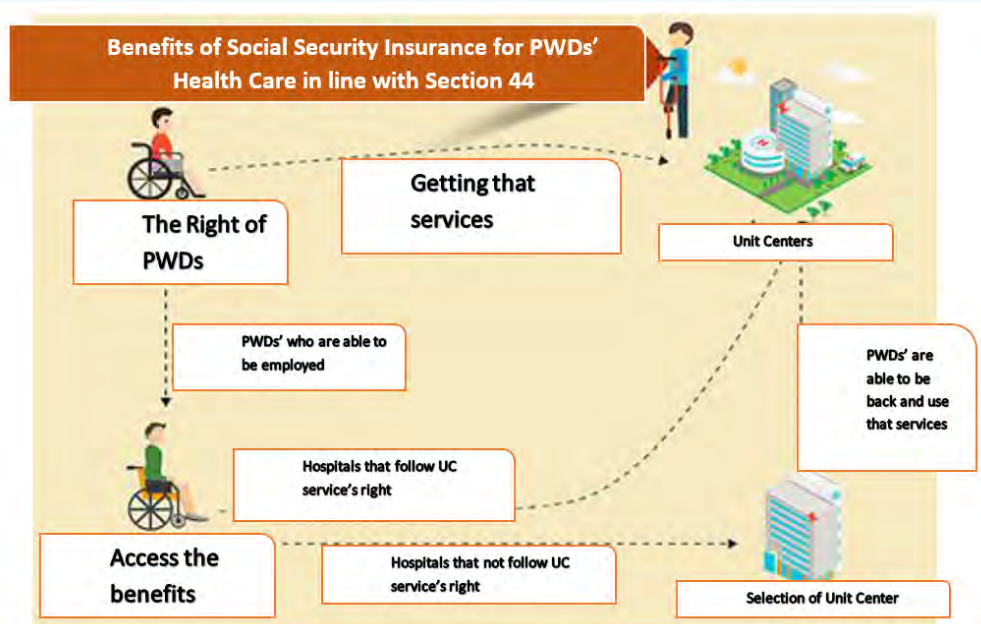
Also, PWDs who have the right to access health insurance are as follows:

1. Basic benefits such as basic medical services, including health promotion, disease prevention, healthcare services, childbirth, dental care, diagnosis and medical treatment. PWDs can receive these services from district primary care unit, public hospitals and universal coverage registered private hospitals.
2. Privileges for the PWDs are the rights to access rehabilitation both on-site and mobile services, for example, physical therapy, cognitive and behavioral therapy, treatment activities, hearing rehabilitation, restoration of sight stimulation, assistive device stimulation and other forms of capacity building such as the use of white cane training for seeing rehabilitation. Persons with disabilities who are eligible for services in the universal coverage system must register their rights in the National Health Insurance for the database of the National Health Security Office.

According to the result of the medical rehabilitation service in 2017, except for Bangkok area, there were a total of 912,324 people as the target group or 3,372,704 times of services (94.7 % of the target). There were 414,340 elderly people who needed rehabilitation, which is the majority of people receiving services, 310,422 were patients who needed rehabilitation and 184,359 persons with disabilities, and 3,203 bedridden patients. They have the right to get the Golden Card for Health care covering 9 benefits including physical therapy, psychotherapy, behavioral therapy, action treatment activities, hearing rehabilitation, child behavioral development, speech rehabilitation, vision rehabilitation and Phenol block (injection to reduce nerve function).

In addition, there is a communication channel providing health insurance information for persons with disabilities, for example, the National Health Insurance for the PWDs. There is a Manual for Health Insurance Rights available in a sign language translation video and hotline service for the deaf. These services are connected to the Call Centre 1330 and Thai Telecommunication Relay Service Centre (TTRS).





1.5 Independent Living for Persons with Disabilities

The Thai government supports the independent living for persons with disabilities that allow them to live their daily lives independently and define their own way of life by becoming self-reliant or having some assistance from others or the society. The most significant thing is that PWDs must have freedom of thought, self-confidence and creativity, which will enable them to decide and solve any problem occurring in their lives with their own potential.

Alternatively, they could set up a self-help group to solve various issues. This will make them live in a society with value and the dignity of human rights.

The Starting Point

The implementation of the Thailand Council for Independent Living Centre was initiated by the Japan International Cooperation Agency (JICA) in collaboration with the Office of the Disabled Rehabilitation Committee under the Department of Public Welfare.

The “Empowerment Within the Community: Independent Living for Persons with Disabilities” project as a 3-year pioneer project, was conducted between 2002-2004 to study the effects and possibilities of applying the concept of “Independent Living for Persons with Disabilities” into practice in Thailand. Disabled People’s Organizations in 3 provinces , namely Nakhon Pathom Province, Nonthaburi Handicapped Association, and the Redemptorist Centre on Development for Persons with Disabilities,

Chonburi Province were assigned to implement this project. The Redemptorist Center is responsible as project coordinator conducting comparative study about supportive factors and difficulties related to the project implementation done by the resource persons trained from Japanese experts. This is to provide an alternative of rehabilitation and development of the quality of life of PWDs in Thailand.

Japanese experts, role models and resource persons, conducted trainings on the concept of Independent Living. They facilitated another alternative on disability development in the process of rehabilitation and development of the quality of life of people with disabilities in Thailand.

After the completion of the 3-year pilot project in 2004 (B.E. 2547), the workforce on disability and development in 3 provinces agreed to establish “Council for Independent Living” or CIL, the purpose was to be utilized, mobilized, maximized resources as a good practice for the concept of “Independent Living for Persons with Disabilities applied in Thailand.

The impact still continues to expand after the end of the pilot project. The outcome of the implementation were three Independent Living Centres for the PWDs between 2004 and 2006. The task forces on persons with severe disabilities concluded that. “The concept of Independent Living for Persons with Disabilities are able to be an agent of change, especially in the way the community considers persons with disabilities as recipients in the Society.

“Most persons with disabilities who went through the Independent Living Process had a better attitude to start their life and discovered their own potential in the Independent Living concept finally. “Valued yourself, believe in yourself, dare to declare your own needs! Dare to think and decide yourself” is the core concept of Independent Living (IL).

It brought about the PWDs having a better quality of life. It was the first step of success that is demonstrated to be a living concept. It is an evidence that the “IL concept for Persons with Disabilities” can be applied in reality and will function well in Thailand accordingly.

After the completion of 3-year pilot project in February 2006 (B.E. 2549), the Independent Living Centre for Persons with Disabilities of the 3 provinces decided to establish “The Council for Independent Living” as the center to apply the IL concept in Thailand, which is the extension of the implementation results after the completion of the project. Later, Thailand Council of Independent Living Centre for Persons with Disabilities or TIL played the role as a central organization and focal point in contacting,



coordinating, and exchanging information on disability development through the “Learning by Doing” concept. The Centre has conducted various trainings courses to disseminate the concept of Independent Living for self-help groups of persons with disabilities who were interested in and had their own capacities. Also, it provides service standards of the center to promote, support the establishment of new centres on IL implementation, and maintain the network of Independent Living Centre for Persons with Disabilities in Thailand.

The facilitation process is “Learning through Action”. It aims to create co-knowledge exchange and understanding of the concept of independent living along with empowering persons with disabilities who want to live independently. As a result, the concept ensures that the independent living for PWDs in Thailand can extend value-added benefits to friends, the PWDs themselves and their families, as well as community people widely and continuously.

The outcome of the network expansion of the pilot project of the TIL during 2004 and 2009: The self-help groups have been formed and joined the network of an independent living center for persons with disabilities in Thailand. Currently, there are 11 organizations as follows:

1. The Independent Living Center for Persons with Disabilities in Chonburi Province
2. The Independent Living Center for Persons with Disabilities in Nonthaburi Province
3. The Independent Living Center for persons with Disabilities in Nakhon Pathom province
4. The Independent Living Center for Persons with Disabilities in Phutamontol District, Nakhon Pathom Province
5. The Independent Living Center for Persons with Disabilities in Pathum Thani Province
6. The Bang Krang Sub-District Self-Help Group, Nonthaburi Province
7. The Bang RakPattanaSub-District Self-Help Group, Nonthaburi Province
8. The Independent Living Center for Persons with Disabilities, Bangkok
9. The ChaoprayaSurasak Sub-District Municipality Center for Independent Living Centers for Persons with Disabilities, Chonburi Province
10. The Group of Independent Living for Persons with Disabilities, Lampang Province
11. Club of Persons with Disabilities, Chai Nat Province



Community-Based Rehabilitation (CBR)

CBR initiated by the World Health Organization (WHO) is an approach that enables persons with disabilities to live in their community. It is an important strategy in improving the quality of life of persons with disabilities and patients by relying on the inclusion of their community to improve medical rehabilitation and other elements that will help to reduce poverty, create equal opportunities, and enhance social participation for persons with disabilities. Thailand has implemented this in accordance with the guidelines of the World Health Organization (WHO) since 1983 (B.E. 2526). The Ministry of Public Health (MPH) and the Ministry of Social Development and Human Security (MSDHS) are the main focal points for the development and the implementation of the rehabilitation and the service system of persons with disabilities.

The role of rehabilitating persons with disabilities by the community is to make health promotion activities at the community level, provincial level, and national levels, respectively, become clearer. It also includes working with various stakeholders (such as the Ministry of Public Health and local authorities). This cooperation is to ensure that persons with disabilities and their families are able to access social participation. Another additional role is to promote understanding of persons with disabilities and their families to realize the importance of maintaining good health and promoting active participation in various health promotion activities in their community.

The results of CBR services are to facilitate persons with disabilities and their families to receive health promotion information like other people in the community. Health promotion programs and other relevant materials are designed or adapted to meet the needs of the PWDs and their families. Also, these PWDs and their families are expected to gain knowledge, skills, and support to help them stay in good health. Medical staff are more aware of both general and specialized needs of persons with disabilities and, in turn, respond to such needs by using relevant health promotion. Moreover, the community should provide a friendly environment for persons with disabilities to participate in community activities related to health promotion.

CBR is also implemented by both the government and non-governmental organizations. From 1979 to 1982, the World Health Organization (WHO) started conducting various trainings and the pilot projects of CBR in Asia and the Pacific region. Many countries (India, Indonesia, Myanmar, Philippines, and Sri Lanka) participated in the project.

As a result of the proclamation of the International Year of Disabled Persons of the United Nations in 1981 (B.E. 2524), many countries became aware of the rehabilitation of PWDs. For Thailand, the Ministry of Public Health (MPH) endorsed the policy of CBR in 1983 (B.E.2526) by adopting the “Training Disabled People in the Community” into practice for PWDs in the community.



The Ministry of Public Health tried out utilizing this CBR Guideline in Non-Sung District, Nakhon Ratchasima Province in 1986 (B.E.2529) and in Wat Bot District, Phitsanulok Province in 1987 (B.E. 2530). After the CBR Guideline try out and implementation in many areas, it could be concluded that the trend of implementing the CBR approach in Thailand is “The utilization of Community-Based Rehabilitation Concept” as a guideline for the rehabilitation and empowerment of persons with disabilities by relying on community support. This main CBR implementing agency is the Sirindhorn National Medical Rehabilitation Institute (SNMRI), the focal point of Thailand.

In 1999 (B.E. 2542), Department of Public Welfare under the Ministry of the Interior signed a memorandum of collaboration or “Memorandum of Understanding (MOU)” with CBM (formerly “Christian Blind Mission”-- an international Christian development organization) on CBR implementing activities.

CBM has supported the Department of Public Welfare in piloting a CBR project for rehabilitating and improving the quality life of persons with disabilities in 4 regions both in budget allocation and knowledge sharing.

In 2004 (B.E. 2547), the Department of Empowerment for Persons with Disabilities (DEP) under the Ministry of Social Development and Human Security (MSDHS) has conducted the “Project on Capacity Building of Persons with Disabilities through Community-Based Rehabilitation Approach” by organizing participatory training for volunteers to support social development and human security to empower persons with disabilities so that volunteers would be able to survey PWDs in the area, organize a network meeting on CBR to monitor the operation, improve learning centers on CBR, and facilitate community meeting to develop action plans to improve the quality of life for persons with disabilities.

The process of capacity building and development of the PWDs by the CBR approach is under the mission of the Ministry of Social Development and Human Security (MSDHS). The mission is operated under the CBR program for the PWDs to provide comprehensive services at the community level by means of “Volunteers on Social Development through CBR Approach in Empowering a Person with Disabilities in Community” (Volunteers on CBR). It is the main mission of volunteers on CBR in providing assistance, healthcare promotion, rehabilitation and capacity development of persons with disabilities.

There are 11 main tasks as follows:

- Data collection of persons with disabilities by the community
- Registration of persons with disabilities



- Coordination with persons with disabilities, their families, government officers in sub-district administrative organizations and other stakeholders to find their problems and needs
- Skills training for Independent Living of persons with disabilities
- Rights support for PWDs to access 30 Baht Universal Coverage
- Provision of assistive devices or other relevant equipment for PWDs
- School preparation for PWDs
- Vocational trainings for PWDs
- Encouragement of community forming

There are 3 activities in the process of capacity building or development of PWDs on CBR for sustainability as follows:

Activity Year 1

Community-Based Rehabilitation (CBR) is an approach that provides full services for PWDs in the community. This is implemented by providing participatory volunteer trainings on social development in line with the CBR approach so that volunteers could support persons with disabilities in gaining knowledge and skills for work.

Activity Year 2

CBR Promotion focuses on the preparation of community plans to build and develop the capacity of PWDs. People in the community are encouraged to jointly create a community plan for persons with disabilities and enforce this plan to be implemented by local government.

Activity Year 3

Life security for PWDs, their families and their community is promoted to standardize the implementation. There will be standard criteria on CBR implementation as a guideline for sustainability.

1.6 Strengthening Capacity Building and Empowerment for Persons with Disabilities

There are 7 approaches in promoting the capacity building and empowerment for persons with disabilities under the National Plan on Life Quality Improvement for

Persons with Disabilities item 5, 2017-2021 as follows:

1. Empower and develop capacity of persons with disabilities for all ages from birth or diagnosis-based disability as well as disability surveillance and prevention including those with special needs.
2. Empower and develop capacity of women and girls with disabilities in order to access
3. equal opportunities on social development
4. Empower and develop capacity of leaders of persons with disabilities and the network to strengthen their quality of life sustainably and effectively.
5. Strengthen capacity of persons with disabilities, parents, personal assistant, family members and networking in promoting and improving the quality of life of persons with disabilities
6. Support the establishment of self-help groups with capacity building and good governance for Disabled People Organizations (DPOs) at all levels.
7. Empower DPOs at all levels to promote effectively the protection of the rights of persons with disabilities and full participation in every process of the public policy for persons with disability and related fields.

Support necessary resources, knowledge as well as effective management for Thai DPOs at all levels.

Persons with disabilities can have potential and right to access public facilities, as well as welfare and assistance from the government including rehabilitation services through 1) medical procedures and treatment for disability, aid equipment, and communication accessibility. 2) Appropriate education in special schools or inclusive schools and alternatives or non-formal education. 3) Rehabilitation services in job ability, labor protection, measures for job opportunities and promote self-employment, new technology or assistance for job coaching. 4) Participation in social, economic and political activities, as well as accessibility to necessary services for persons with disabilities. 5) Accessibility to policy activities, development and public services, products that are essential for life, assistance in law and lawyer services. 6) Provide information, communications, and telecommunications services needed for all types of persons with disabilities. 7) Sign Language Interpreter (SLI) Services. 8) Navigating guides, animals, tools or other aid equipment related to disability or any accessible means of transportation with no charge. 9) Disability welfare or allowance services. 10) Improvement of living environment, personal assistant and other welfare services.

Empowering Persons with Disabilities Act B.E. 2550 (2007) and Revision 2 B.E. 2556 (2013), Section 23.

It is a fund for the Empowerment of Persons with Disabilities”. It will serve as the fund to utilize for the protection and empowerment of persons with disabilities. It also includes the promotion and operation of welfare services for persons with disabilities, rehabilitation, education and job creation for persons with disabilities, as well as the promotion and support for organizations related to persons with disabilities.

The fund shall be fairly and broadly allocated. The main mission is as follows:

1. Loan Service for Persons with Disabilities and Caregivers of Persons with Disabilities

The finances offered to support as loan to a job creation or expanding business for persons with disabilities will not exceed to 60,000 Thai baht per person. If someone wishes to borrow more, the committee will consider the possibilities cases for not more than 120,000 baht per person. Meanwhile, a self-help group could be considered to allow to borrow funds not exceeding 1 million Thai baht with a condition to pay back within 5 years by installment without interest.

In accordance with the Fund for the Promotion of Life Quality Improvement for Persons with Disabilities, 1995 – 2017 (B.E. 2538 – 2560), the loan services was offered to 156,672 cases, with the approved loan at 4,593,717,246 Thai baht. The assessment found that persons with disabilities, as borrowers, are satisfied in loan services. They utilized the loan for the self-employed engaged in retail product stores such as food, clothes, lottery and farmers. The results of implementation found that persons with disabilities could have job stability, self-employment promotion, income earned for families, improving their quality of life and security.

2. Supporting Projects on Improving Quality of Life of Persons with Disabilities

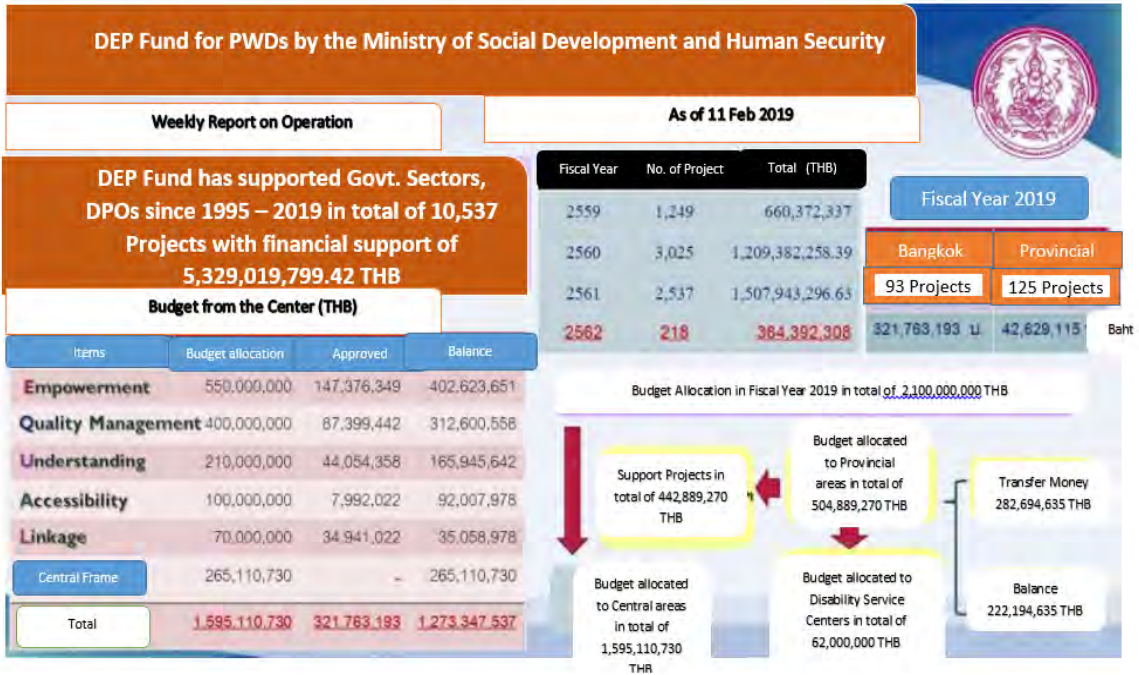
In order to develop the potential of PWDs through the operation of DPOs and other related agencies, reference was made to the annual report during 1995 - 2019 (B.E. 2538 – 2562), the government provided 10,537 development projects support to the DPOs & related government agencies with total amount of 5,329,109,799 Thai baht. Most of the activities are training projects on knowledge exchange about the rights of persons with disabilities, vocational training, promotion on job opportunities, providing facilities towards accessibility, supporting activities to persons with disabilities via disabled service centers, providing wages for Personal Assistants (PAs) and Sign Language Interpreters.

In addition, the evaluation recorded during B.E. 2538-2560 (1995- 2017) that most of the projects improving the quality of life of persons are blind, psychosocial disabilities, intellectual disability, physical and deaf, respectively.



Most of the DPOs who received financial support from the fund are relevant to associations/self-help groups of persons with disabilities, government agencies, and other associated business partners, respectively.

In addition, they could provide short-term and long-term benefits, and also sustainable improvement of the quality of life for persons with disabilities.



1.7 Cooperation with Networks on Disability and Development

There are 5 approaches to promote networks on disability development sustainably on the quality of life of persons with disabilities as follows:

- Networking and participatory approach for persons with disabilities among relevant government agencies, private sectors, civil society and relevant sectors by forming up a civil state mechanism and other forms. Also, the linkage of an active services for persons with disabilities is included.
- Promotion and support of the integration of issues on disability development into a 20-year national policy, strategy, programs, integrated funding between relevant government agencies and other related private sectors in a participatory way.
- Promotion on empowering the PWDs as a driving force on developing networks on disability across issues on the PWDs.

- Encouraging social enterprise for persons with disabilities and integrated cooperation with relevant to networks of persons with disabilities and others towards self-reliance.
- Integration and development of cooperation with the networks on disability development in sub-regional, regional and international level for improvement of the quality of life for PWDs.

The promotion standardization of the Thai DPOs have been promoting their capacity with the rights to:

- Propose the committee or office manager the improvement of benefits for PWDs
- Propose to relevant government agencies the promotion and empowerment for persons with disabilities to provide welfare services to persons with disabilities.
- Claim the rights for the PWDS.
- Provide assistance to persons with disabilities to access their resources according to the Act.
- Provide job and employment services for persons with disabilities through the Provident Fund.
- Provide friendly services for health promotion or organize activities on leisure, recreation, and sports for persons with disabilities supported by the government.
- Coordinate copyrighted works' protection to directly benefit persons with disabilities.
- Request the utilization of the government assets or other government property to promote and improve the quality of life of PWDS with no charge.

Department of Empowerment for Persons with Disabilities (DEP) supports the empowerment of the Disabled People Organizations in Thailand which in various forms are as follows:

- **Organization of the PWDs with legal entity status**

The organization is aimed to provide assistance, protection of the rights of members with disabilities in the organization



- **Organizations for the PWDS with legal entity status**

It is a group of people set up for providing assistance services related to various types of disability.

- **International Organizations for Persons with Disabilities in Thailand**

The organizations who have their missions and activities on disability development and cooperation with organizations in Thailand, budget and technical support. Some self- help groups are not legal entities. It is only a gathering of those who have mutual problems. There is no clear management system. They have their own goals and short-term plans. To promote, support and empower the DPOs and their networks in Thailand continuously, through 3 main issues as follows:

- The efficiency of the organization management
- Terms of services
- Standardized quality of services

During 2009 -2018, 514 organizations have been standardization-certified. Also, there are 425 organizations of PWDS, 65 organizations for PWDs and 25 organizations related to disability services.

1.8 Disability Organization is a National Organization to Improve the Quality of Life of Persons with Disabilities Act B.E. 2500 and Amended (Version 2) B.E. 2556

It consists of 7 organizations as follows:

1. Disabilities Thailand: DTH

Address: Asia-Pacific Development Center on Disability (APCD) Bldg. No. 255, Ratchawithi Road, Thung Phaya Thai District, Ratchathewi District, Bangkok 10400, Thailand

Tel: 02 -3544260 Fax: 02-3544261 Contact: disabilitiesth@gmail.com

2. Thailand Association of the Blind: TAB

Address: 85 / 1-3, Soi Bun Yu, Din Daeng Road, SamsenNai, Phayathai District, Bangkok 10400

Tel: 02-2476031 Fax: 02-2459846

3. National Association of the Deaf in Thailand (NADT)

Address: 144/9 Thitiporn Place, Phatthanakan Road, Suan Luang District, Bangkok 10260

Tel: 02-7171902 Fax: 02-7171904

4. Association of the Physically Handicapped of Thailand: APHT

Address: 73 / 7-8 SoiThepPrasarn, Tiwanon Road, TalatKhwanSubdistrict, Muang District, Nonthaburi 10110

Tel: 02-9510445-7 No. 102 Fax: 02-9510567

5. Association for Persons with Intellectual Disability (APID)

Address: 49/6 SoiRamintra 8 (WatTraiRattanaram), Bang Khen District, Bangkok 10220

Tel: 02-9719727 Fax: 02-5521606

6. Parent Association of Autistic Persons (Thai) Association of Parents for Autism (APTA)

Address: 140/47 Independence Road 39 Ban Chang Lo, Bangkok Noi District, Bangkok 10700

Tel: 02-4112899 Fax: 02-8661725

7. Association for Mental Disorders of Thailand-Association of the Mentally ill of Thailand

Address: Srithanya Hospital, Tiwanon Road, TaladKhwan, Nonthaburi Province

Tel: 02-5252630 Fax: 02-9689667

CHAPTER II**Public Policies Regarding Persons with Disabilities*****2.1 Public Policies of Persons with Disabilities on Short-Term and Long-Term and Plan of Action***

Thailand focuses on improving the quality of life for persons with disabilities by passing the Persons with Disabilities Empowerment Act B.E. 2550 (2007) and (Vol.2) B.E. 2556 (2013). There is disability-specific legislation that promotes the rights protection

of persons with disabilities and renders them various types of services in order to avoid unjust discrimination because of their physical impairment/ health conditions. This Act also determines the mechanism towards the implementation in the national level, monitors how persons with disabilities could access their rights appropriately, and defines the role of the DPOs, Disability Service Centre, job creation for persons with disabilities and personal assistants.

In addition, there is the 5th National Plan on Empowerment of Persons with Disabilities B.E. 2560 – 2564 (2017-2021) imposing the vision “Make the Right Real for Persons with Disabilities towards Independent Living in Sustainable Inclusive Society”. The Department of Empowerment for Persons with Disabilities (DEP) under the Ministry of Social Development and Human Security (MSDHS) is the government focal point accordingly.

Mission

1. Empower persons with disabilities to have their rights to access benefits and welfare services as well as support the Disabled People’s Organizations (DPOs) and relevant organizations to unlock their potential and strengthen cooperation to promote and improve the quality of life of persons with disabilities towards sustainability.
2. Reform the management system to make persons with disabilities be able to access their rights including rights protection of persons with disabilities and the elimination of discrimination against persons with disabilities in all forms.
3. Communicate with the society, provide knowledge, and enhance understanding in positive ways about persons with disabilities towards a peaceful and inclusive society.
4. Create a friendly environment, and develop new technology and public disability services which are accessible for persons with disabilities.
5. Promote and integrate networks on disability and development from all partners and stakeholders by encouraging social participation to improve the quality of life of persons with disabilities in a systematic and sustainable way.

Strategy of Equality – “EQUAL”

1. EMPOWERMENT – to empower both persons with disabilities and organizations for disability
2. QUALITY MANAGEMENT – to improve the quality of administration and to eliminate the discrimination to “Make the Right Real for Persons with Disabilities”



3. UNDERSTANDING – to encourage a better understanding and positive attitude towards persons with disabilities
4. ACCESSIBILITY – to provide an accessible environment and public health for everyone
5. LINKAGE – to provide an integrative network and inclusive sustainable development of quality of life of persons with disabilities

2.2 Public Policy Development in Line with Incheon Strategies “Make the Right Real” for Persons with Disabilities in Asia and Pacific Region, and Beijing Declaration

There are some implementations to impel Incheon Strategy by drafting the National Action Plan for Operationalizing the Incheon Strategy Indicators between the Department of Empowerment of Persons with Disabilities (DEP) under the Ministry of Social Development and Human Security (MSDHS) and the Economic and Social Committee of Asia and the Pacific (ESCAP). The main points are as follows:

- The Department of Empowerment for Persons with Disabilities (DEP) is the national focal point on collecting basic information used for the Incheon Strategy operationalizing indicators reporting the progress related to disability development activities.
- There are 11 agencies responsible for collecting data related to persons with disabilities for 41 main indicators according to 10 goals of Incheon Strategy as follows:
 - The Department of Civil Aviation
 - Department of Disaster Risk Reduction and Extenuation
 - Department of Empowerment for Persons with Disabilities (DEP)
 - Department of Women’s Affairs and Family Development
 - Office of the Election Commission of Thailand
 - Office of the Basic Education Commission (OBEC)
 - Department of Medical Services
 - Department of Skill Development
 - National Statistical Office
 - The Secretariat of the House of Representatives and the Senate

The implementation plans are as follows:

Goal 1: Reduce poverty and enhance work and employment prospects

The National Statistical Office conducts a survey of the socioeconomic conditions of households as well as disability data survey every 5 years. Moreover, the office also focuses on the employment rate of persons with disabilities compared to that of general population as well as the number of persons with disabilities participating in vocational training and employment promotion programs supported by the government in comparison with that of the general population.

Goal 2: Promote participation in political processes and decision-making

The Secretariat of the House of Representatives surveys the number of persons with disabilities working in the Parliament or other equivalent legislative organizations. The Department of Empowerment for Persons with Disabilities makes a survey on the figure of members who are representatives from different disabled groups playing a role in national collaboration on disability. The Department of Women’s Affairs and Family Development conducts a survey on representatives of persons with disabilities performing national collaboration on gender equality and empowerment of women. Office of the Election Commission of Thailand surveys the information about accessible election booths and other processes.

Goal 3: Enhance access to the physical environment, public transportation, knowledge, information and communication

The Department of Empowerment for Persons with Disabilities (DEP) surveys the accessible governmental agencies’ premises. The Ministry of Transport makes a survey on international airports’ premises which are accessible. Office of the National Broadcasting and Telecommunications Commission surveys the availability of sign language interpreters or subtitles displayed on daily news programs of public TV channels. The Digital Ministry for Economy and Society carries out a survey on accessible documents or public websites to meet universal standards.

Goal 4: Strengthen social protection

National Health Security Office surveys the number of persons with disabilities who are in healthcare program supported by the government in comparison with general population. The Department of Empowerment for Persons with Disabilities surveys the number of persons with disabilities under the social protection program. This also includes social insurance, other social service programs, services or programs supported by the government, and personal assistants and peer counselling that will enable persons with disabilities to live independently in the community.

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Goal 5: Expand early intervention and education of children with disabilities

The Ministry of Public Health surveys the number of children with disabilities who received some assistances in the early intervention. The Ministry of Education surveys the number of children with disabilities enrolling in both primary and secondary schools in line with special and inclusive education programs.

Goal 6: Ensure gender equality and women's empowerment

Department of Women's Affairs and Family Development carries out surveys on the promotion of participation of women and female children with disabilities in the national action plan concerning gender equality and women's empowerment. The Secretariat of the House of Representatives and the Senate makes a survey on the number of women with disabilities working in the parliament or other equivalent legislative organizations. The Ministry of Public Health and National Statistical Office conducts a survey on the number of women and female children with disabilities who are able to access reproduction health and sexual wellbeing services supported by either government or community compared with general women and female children. Department of Women's Affairs and Family Development also surveys the programs initiated by the government and relevant agencies working towards the elimination of violence and abuse, sexual harassment, and commercial sexual exploitation against women and female children with disabilities.

Goal 7: Ensure disability-inclusive disaster risk reduction and management

The Department of Disaster Risk Reduction and Prevention under Ministry of the Interior and the Department of Empowerment for Persons with Disabilities survey on disability-inclusive disaster risk reduction action plan. This also includes providing training programs relevant officers can use to provide assistance for persons with disabilities encountering disaster, and providing accessible shelter and risk reduction procedures.

Goal 8: Improve the reliability and comparability of disability data

National Statistical Office surveys on the prevalence of disabilities based on the international definition for functional classifications on disability which could be classified by age, gender, nationality, and socioeconomic status.

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

The Department of Empowerment for Persons with Disabilities (DEP) conducts a survey on national laws stipulating any discrimination against persons with disabilities to protect the rights of persons with disabilities.



Goal 10: Advance subregional, regional and interregional cooperation

The Economic and Social Committee of Asia and the Pacific (ESCAP) and other relevant agencies survey the number of statisticians in the Asia-Pacific region who have been trained about statistics on persons with disabilities, especially on the international standard for the functional classification on work, disability and healthcare.

2.3 Social Welfare for Persons with Disabilities such as Systematic Benefits, Disability Allowance, Vocational Training, and Healthcare Services

According to Section 20 of the Empowerment of Persons with Disabilities Act, B.E. 2550 (2007), and amended the version No. 2, B.E. 2556 (2013), persons with disabilities have the right to access and utilize public facilities including welfare services and other support from the state as follows:

- 1) Rehabilitation services using medical procedure** includes expenses on medical treatments, equipment, assistive devices, and media facilitating development to rehabilitate physiological, mental, emotional, social, behavioural, intellectual, and learning aspects, or to enhance their capabilities, as stipulated by the Minister of Public Health. Committee under the National Health Security Office gives an importance to the rehabilitation of persons with disabilities and has allocated the budget particularly for persons with disabilities to fully access services on rehabilitation and assistive devices since 2003. The rights of persons with disabilities include the right to receive rehabilitation services within and outside service centers such as physical therapy, speech and language rehabilitation, psychotherapy, behaviour therapy, hearing restoration, seeing rehabilitation, and stimulation on assistive device development according to disability types (e.g. white cane training for seeing rehabilitation training).
- 2) Education in accordance** with national education law or national education plan covers education in special educational institutes, general educational institutes, alternative education or non-formal education. This will be supported by relevant agencies in charge of providing facilities, media, services and any other educational assistance for persons with disabilities, as appropriate.

Education management for persons with disabilities in accordance with the Education Management for Persons with Disabilities Act B.E. 2551 (2008) indicates that persons with disabilities have the right to access education as follows:

- 1) Persons with disabilities can receive education free of charge from birth or from the time disability is first diagnosed in their lives. They will also access technology, facilities, media, services and other educational assistance;

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- 2) Persons with disabilities have the right to choose educational services, institutions, educational systems, and types regarding their abilities, interests, aptitudes and special needs;
- 3) Persons with disabilities have the right to get standardized education and good quality education. Curriculums, learning processes, educational assessments should be designed to be suitable for each type of disabilities that persons with disabilities may have.

The types of education stipulated in the Education Management for Persons with Disabilities Act 2008 (B.E.2551) could be classified as follows:

- 1) Disability-specific educational institution means either public or private educational institutes, which provides education specifically for persons with disabilities in the form of boarding schools, day schools and homeschool services.
- 2) Special education center means public educational institutions which provide non-formal education or informal education for persons with disabilities from birth or from the time disability is firstly diagnosed in their lives. This includes the institutes that provide trainings for caregivers of persons with disabilities, teachers, other people and the communities. The provision of media, technology, facilities and other services and assistance are also considered as the main responsibilities according to the ministerial regulations.
- 3) Disability-specific learning center means educational institutions that specifically provide non-formal education or informal education for persons with disabilities, for example, non-formal education agencies, families, and communities.

The Ministry of Education through the Office of Special Education Administration has established schools providing education specifically for persons with disabilities divided into:

- 19 schools for persons with intellectual disabilities; 3 schools for persons with physical disabilities; 21 schools for persons with hearing disabilities; 2 schools for persons with visual impairments; and 3 special/inclusive schools which are in a total number of 48 schools
- 51 social welfare school for the disadvantaged, the poor, or those who are disadvantaged
- 77 special education centers for all types of persons with disabilities



3) Vocational Capacity Rehabilitation includes standard services, labor protection, measures for employment opportunity, promotion of self-employment, media services, technological facilities and other assistances to support work and occupation of persons with disabilities.

According to the Ministry of Labour’s Announcement about criteria, procedures and conditions for the rehabilitation related to standard service jobs, labor protection, measures for employability and promotion of self-employment, media services, facilities, technology, and other assistances for the work and occupation of persons with disabilities on 13 March 2012 (B.E. 2555)

Article 1: Persons with disabilities can access and gain the benefits from measures for employment as well as promotion of self-employment, media services, facilities, technology or other assistances for their work and occupation as follows:

- Provide appropriate job placement services and appropriate recruitment. This includes the registration of recruitment of persons with disabilities, employment follow-up, and specialised officers providing the mentioned services.
- Provide advice on employment and self-employment as appropriate regarding the potential of persons with disabilities.
- Provide vocational trainings and self-employment demonstration as appropriate regarding the potential of persons with disabilities.
- Provide information center on careers and vacancies for persons with disabilities in particular. This center also performs the role of information registration center for job seekers with disabilities providing information for government agencies, employers or persons with disabilities.
- Provide on-the-job training programs for persons with disabilities.
- Provide media services and facilities for work for persons with disabilities by lending them tools, equipment, facilities for work as appropriate. Persons with disabilities who wish to request those services can make enquiries for the services from the Department of Employment, Center for Persons with Disabilities Occupational Promotion, Development Division, Job Placement Service System either at Bangkok Employment Office or Provincial Employment Office.

Article 2: Persons with disabilities are able to participate in the development program to enhance their potential for further professional work or self-employment as appropriate regarding their disabilities. Meanwhile, persons with disabilities should be ready for various development programs in cooperation with others.

Persons with disabilities who want to develop some job skills to enhance their potential for further professional work or for self-employment can apply for those services at the Department of Skill Development, Department of Skill Development in Bangkok or Centre of Skill Development in each province.

Article 3: Persons with disabilities who are employees under the Labour Protection Act shall be protected under the provisions of such laws. Persons with disabilities can exercise their rights according to the labour protection act for employees with disabilities. They can claim or consult with the staff at the Department of Labour Protection and Welfare, or either local or regional focal points related to welfare and labor protection.

4) Full and Efficient Acceptance and Participation in Social, Economic and Political Activities on an equal basis with general people as well as in receiving various facilities and services according to the needs of persons with disabilities.

5) Assistance to Access to Policies, Plans, Projects, Activities. Development and public services, necessary products for living, legal assistance and provision of lawyers for legal cases shall be in accordance with the rules prescribed by the committee.

6) Information, Communication, Telecommunication Services, Information and Communication Technology, and Facilities for Communication for All Types of Persons with Disabilities, as well as public media from public or private sectors that receive financial support from the State according to the rules, procedures and conditions prescribed by the Minister of Information and Communication Technology in the Ministerial Regulations.

7) Sign Language Interpreter Services for Persons who are Deaf

According to the National Committee for the Empowerment for Persons with Disabilities related to sign language interpreters, 2009 (B.E. 2552), issued under Section 20 (7) of Empowerment for Persons with Disabilities Act, persons who are deaf have the right to access a sign language interpreter service in various cases such as having medical services, applying for their jobs, attending a seminar/meeting or delivering a lecture. The Department of Empowerment for Persons with Disabilities (DEP) through the Sub-Committee on Promotion and Development of Sign Language Interpreters has announced 492 officially registered sign language interpreters. There are 726 persons with deaf/hard of hearing (HoH) using the sign language interpreter service across 77 provinces (according to the information on 20 March 2012).

To submit a request form to use a sign language interpreter service in Bangkok, persons who are deaf/hard of hearing can submit the completed form at the Department of



Social Development and Welfare. For provincial areas, they can submit the request form at the Office of Social Development and Human Security in their province. Sign language interpreters will get their honorarium at a rate of not less than 300 Thai baht per hour, but not more than 500 Thai baht per hour. The honorarium can be up to 600 Thai baht per hour in case of providing services for meetings, seminars or trainings.

Sign language interpreter services for persons who are deaf/hard of hearing in various cases as follows:

1. The use of medical services and public health
2. Job application or coordination for work
3. Complaint, accusation, witness in the inquiry officials level or other officials under other laws.
4. Attending meetings, seminars or training as well as delivering a lecture arranged by an organization where participants with deaf/hard of hearing will join.
5. Contacting with government agencies to receive public services as follows:
 - Official registration process on Identification Card (ID) or other identity cards in accordance with the law, preparation for any contractual juristic act or any approval/permission.
 - Legal assistance provision for testimonies to officials and for settling disputes.
 - Request for other public services to meet the basic needs of the persons with disabilities and their family members

8) Rights for Persons with Disabilities to Bring Guide Dogs, Guiding Equipment or Assistive Devices with them in any vehicles or any public places for travel benefits, and right to access public facilities with the exemption from additional payment for service charges, fees and additional rental fees for such guide dogs, tools, equipment or assistive devices. This also includes the right to waive tax for persons with disabilities and their caregivers:

- Persons with disabilities with income waive of 190,000 Thai baht, no tax is required.
- Caregivers of persons with disabilities get a deduction of 60,000 baht per person.
- Employers who hire employees with disabilities are entitled to tax deduction 2 times of the income.

- Employers who hire employees with disabilities more than 60 % of all employees and employ persons with disabilities over 180 days are entitled to tax deductions 3 times of the income.

9) Welfare for Persons with Disabilities according to the Ministry of Interior Regulations on criteria for payment of disability allowance for persons with disabilities of the local administrative organizations, 2010 (B.E. 2553) and No. 2, 2016 (B.E. 2559), allows the local administrative organizations to register eligible persons with disabilities to receive disability allowance. Only persons with disabilities registered according to the law on the Persons with Disabilities Empowerment Act can personally apply for a disability allowance at their domicile administrative organization. After approval, the persons with disabilities have the right to get disability allowance in the next month.

10) Modification of Housing Environment, Provision of Personal Assistants or Any Other Welfare Services according to the criteria and procedures prescribed in the regulations of the National Committee for the Empowerment for Persons with Disabilities Regulation on the modification of housing environment for persons with disabilities, provision of personal assistants, assistance to uncared persons with disabilities or the rights of caregivers of persons with disabilities.

- **Personal assistants**

According to the National Committee for the Empowerment for Persons with Disabilities Regulation on the modification of housing environment for persons with disabilities, provision of personal assistants, assistance to uncared persons with disabilities or the rights of caregivers of persons with disabilities 2009 (B.E. 2552) in line with Section 20 (10) of the Persons with Disabilities Empowerment Act 2007 (B.E. 2550) indicates the right protection of uncared persons with disabilities or persons with disabilities who have caregivers but incapable of taking care of them are entitled to rights such as financial support or other supportive tools, provision of adoptive family, or provision of personal assistants. Personal Assistants will get the honorarium of 50 Thai baht hour and the working hour is 6 hours per day or not more than 180 hours per month according to the regulations.

- **The modification of housing environment for persons with disabilities**

According to the National Committee for the Empowerment for Persons with Disabilities Regulation on the modification of housing environment for persons with disabilities, provision of personal assistants, assistance to uncared persons with disabilities, or the rights of caregivers of persons with disabilities 2009 (B.E. 2552) in line with Section 20 (10) of the Persons with Disabilities Empowerment Act 2007 (B.E. 2550) stipulates that persons with disabilities will receive the modification of



housing environment by having their accommodations modified, renovated and built such as the modifications of houses and toilets and the installation of devices for more accessibility.

- **Elimination of unfair discrimination against people with disabilities**

In accordance with the National Committee for the Empowerment for Persons with Disabilities Regulation, on principles and approaches to request and diagnosis on the manner of unfair discrimination to persons with disabilities in 2009 (B.E. 2552), issued under Section 16 of the Empowerment for Persons with Disabilities Act 2007 (B.E. 2550), it states that the victims of any discriminations can file the petition. The petition can also be made by caregivers (in case of young persons with disabilities, incompetent persons, persons with severe disabilities), by disability organizations or other people authorized by persons with disabilities.

- **Legal assistance and provision of lawyers for the plea of persons with disabilities**

According to the National Committee for the Empowerment for Persons with Disabilities Regulation on legal assistance and provision of lawyers for the plea of persons with disabilities 2009 (B.E. 2552), issued under Section 20 (5) of the Empowerment for Persons with Disabilities Act 2007 (B.E. 2550), it states that persons with disabilities shall receive a variety of legal assistances such as legal counselling, legal education, preparation of contractual juristic acts and provision of lawyers.

- **Provision of professional loan services from the Fund to promote and improve the quality life of persons with disabilities**

The Fund for Promotion and Development of the Quality of Life of Persons with Disabilities was established according to Section 23 of the Persons with Disabilities Empowerment Act 2007 (B.E. 2550) as a financial support for protection and development of the quality of life of persons with disabilities, welfare work for persons with disabilities, the rehabilitation for persons with disabilities, education and employment of persons with disabilities. This Fund is to support of disability organizations' operation and to be allocated as professional loan or business expansion of persons with disabilities or their caregivers. The loan will be granted from 60,000-120,000 Thai baht per person. In case of group loan, 1 million Thai baht will be granted per group and allowed for a 5-year instalment without interest.

- **Professional skills training for persons with disabilities**

There are 9 centers for professional skills training for persons with disabilities to develop their capabilities and prepare them for future employment in various fields such as tailors and industrial sewing machine skills, electronic technicians, leather

workers, electricians, computer technicians, motorcycle repairmen, hairdressers and barbers. This includes training persons with disabilities to work in the fields of arts, handicrafts, traditional massager, agriculture, mushroom cultivation and artificial art. Additionally, persons with disabilities are encouraged to receive formal education in primary and secondary levels.

Rehabilitation Centre on Labour with Disabilities (Pathum Thani province) under the Department of Public Welfare arranges the following courses:

1) Work Preparation program focuses on the rehabilitation to have persons with disabilities trained and adapted to go back to work effectively in the same workplace. It also prepares specific training plans for individual rehabilitation trainees by considering the nature of the work that persons with disabilities had been trained before, by the requirement of employees with disabilities, or by the demand of employers for the new positions.

2) Vocational Training is professional skills training by focusing on the development of expertise and skills of persons with disabilities to be able to work independently or work in a new workplace.

- **Welfare protection and rehabilitation for persons with disabilities**

There are 11 welfare protection and rehabilitation centers which provide welfare services for persons with disabilities. There are also 2 service centers for persons with autism and 9 capacity-building and occupation centers for persons with disabilities. These 22 centers provide the four necessities of life, leisure and recreation activities, medical rehabilitation, education, vocational training, and social skill development as well as preparing physical and mental strength for persons with disabilities to be self-reliant and proudly live in a society.

They provide such services according to the groups of persons with disabilities as follows:

- Welfare Protection and Development for Children with Disabilities
- Welfare Protection and Development for Adults with disabilities
- Welfare Protection and Development for Persons with Psychosocial Disabilities
- Service Centre for Persons with Autism

- **Relief for family members of persons with disabilities**

This welfare is given to persons with disabilities to firstly alleviate their troubles. Not only is the financial support granted to persons with disabilities for rehabilitation



enabling them to help themselves, but it also brings morale for persons with disabilities and their families. The grant is 2,000 Thai baht/person/time and not more than 3 times/person/year.

2.4 Local Policies on Employment and Partnership with Private Sectors or Business Partners

The government has established a civil society working group (E6) to monitor and report the progress of civil society policies and implementing activities for the society. The working group consists of the Minister of Social Development and Human Security (MSDHS) as the leader of the government sector team, the Chairman of the Thai Chamber of Commerce Private as the leader of private sector team, and the manager of the Thai Health Promotion Foundation (Thai Health) as the leader of the civil society team.

Civil society operation focuses on the collaboration to solve social problems by selecting the familiar scope of work that can be extended for sustainability. Thai Health is responsible for coordinating work between the government agencies, private sectors and civil society sectors. These three sectors are in collaboration with Thai Health to compel health promotion issues to develop a model in issue/area levels to extend results, such as employment of persons with disabilities. In response to addressing social problems that affect Thai people's health, ways to increase the choices of financial systems in the form of Social Investment Bonds (SIBs) was proposed by using funds raised from the private sectors to implement social projects. The government sectors will pay back the capital and the yield upon investment for investors, according to the conditions.

The operation of private sectors focuses on sustainable development instead of social welfare support, which does not help build long-term strengthening, especially the promotion of income generation and employment of persons with disabilities by changing from sending money to the Fund (Section 34), employment for the persons with disabilities (Section 33) and career promotion (Section 35). In this first phase (from December 2016 to February 2017) a group of companies in the working group already hired 7,576 persons with disabilities which is higher than the target of 7,155 and will continue to expand its success with the network companies outside the state group by hiring 16,000 persons with disabilities in 2018 to be able to the announced intention.

In addition, it also gives importance to strengthening the social enterprise of persons with disabilities by creating job market opportunities, developing an effective and competent management system which will lead to 6 pilot projects on the development of social enterprises for persons with disabilities as follows:



- 1) Social enterprises on call center services by persons with disabilities
- 2) Social enterprises on wheelchair and other assistive devices for persons with disabilities
- 3) Social enterprises on media printing by persons with autism
- 4) Social enterprises on processing community products and agricultural products by persons with disabilities
- 5) Social enterprises on bakery and beverages by persons with disabilities
- 6) Social enterprises on coffee shop managed by persons with disabilities which helps persons with disabilities have income and sustainable job

The Ministry of Social Development and Human Security (MSDHS) defines an action plan to compel the civil society working group for society (E6). There are some issues about promoting employment and income generation of persons with disabilities and compelling the employment of persons with disabilities to the target of 68,000 in line with Section 33 and 35 of the Persons with Disabilities Empowerment Act 2007 (B.E. 2550) in private, public and civil society sectors:

According to the data on the employment of persons with disabilities on 24 September 2018, there are 64,485 persons with disabilities who have to be employed. However, 36,971 persons with disabilities are employed under Section 33 (57.33 %). The levy was sent to the Fund for Promotion and Development of the Quality of Life of Persons with Disabilities instead of employing 14,537 persons with disabilities (22.54%) in accordance with Section 34. The levy contributes the total of 1,617 million Thai baht. There are 12,544 persons with disabilities/caregivers of persons with disabilities receiving the concession under Section 35 (19.45%). Those comply with Section 33, 34 and 35 contribute 64,052 people (99.32). There are 13,275 establishments which have to comply with the law. However, 11,655 establishments fully comply with the law (87.79%), 136 establishments partially comply with the law (1.02%) and 1,484 establishments do not comply with the law (11.18%).

In terms of the employment of persons with disabilities in public sectors, there are 12,500 persons with disabilities who have to be employed. According to the result, those comply with Section 33 represent 6,522 people (52.17%). 3,878 people (31.02%) comply with Section 35 and 10,400 people (83.19%) comply with both Section 33 and 35.

According to the Persons with Disabilities Empowerment Act 2007 (B.E. 2550) and amended (No. 2) 2013 (B.E. 2556), Section 34 stipulates that employers or business



owners who do not wish to employ persons with disabilities in line with Section 33 shall send the levy to the Fund for Promotion and Development of the Quality of Life of Persons with Disabilities accordingly. Any employers or business owners who either employ persons with disabilities or send the levy to the Fund are entitled to tax deduction with the ratio of the employment of persons with disabilities expenses prescribed by laws.

Regarding Section 38, employers or business owners who employ persons with disabilities more than 60% of total employees at establishments with a period of employment exceeding 180 days in the year are entitled to any available tax exemption in that tax year as required by law.

The government has the policy to promote and improve the quality of life of persons with disabilities to be better and self-reliant. By imposing tax measures to support the promotion and development of the quality life of persons with disabilities. The Cabinet resolution on Tuesday, 16 November 2010, approved the tax measures for the development of the quality life of persons with disabilities as follows:

- ***Tax measures for persons with disabilities***

Individual income tax exemption for assessable income are available for persons with disabilities with registered ID cards for persons with disabilities in accordance with the law on the promotion and development of the quality life of persons with disabilities. They shall be residents of Thailand and are not over 65 years of age in the tax year. The eligible will receive the exemption quota not exceeding 190,000 Thai baht in each tax year.

- ***Tax measures for caregivers of persons with disabilities***

In case any taxpayers support persons with disabilities (their parents, spouse, legitimate child, adopted child of taxpayer, parents or legitimate child of the taxpayer's spouse, or other persons with disabilities having taxpayer as caregivers) according to the Persons with Disabilities Empowerment Act, those taxpayers are able to bring the support expenses to be calculated for individual income tax exemption (supporting persons with disabilities) to the maximum of 60,000 Thai baht.

- ***Tax measures for business owners and other private sectors supporting the development of quality of life for persons with disabilities***

1) Employers who employ persons with disabilities in accordance with the criteria set by the Director-General of the Revenue Department are entitled to tax exemption with the ratio of 100% of the expense paid on the employment of employees with disabilities.

2) Employers who employ persons with disabilities in line with the criteria set by the Director-General of the Revenue Department and have employed persons with disabilities in the proportion of 60 % or more of the total number of employees are entitled to tax exemption with the ratio of 100% of the expenses paid on the employment of employees with disabilities. This is an additional benefit from Article 1 for employers or business owners.

3) Employers or business owners who do not hire persons with disabilities but choose to send the levy to the Fund are entitled to tax deduction regarding the amount of levy sent to the Fund.

4) Any establishments or private sectors providing welfare for persons with disabilities in accordance with Section 20 of the Persons with Disabilities Empowerment Act 2007 (B.E.2550), following the criteria approved by the Director-General of the Revenue Department, are able to bring the expenses to be calculated for tax deduction.

CHAPTER III

Facilities & Accessibility for Persons with Disabilities

3.1 Laws, Plans, Policies Related to Disability

Empowerment of Persons with Disabilities Act B.E. 2550 (2007) and amended (No. 2) B.E. 2556 (2013), Section 19, Section 37, Minister of Social Development and Human Security, Minister of Transport and Minister of Interior shall issue Ministerial Regulations to prescribe aspects, specifications or the provision of equipment, facilities or services in the buildings, places, vehicles, transportation services and other public services to ascertain that they can be accessed and utilized by persons with disabilities.

Owners of buildings, establishments, vehicles, transportation services or other public service providers who provide equipment, facilities or services as prescribed in Paragraph 1 shall be eligible for a tax deduction or exemption at a certain percent of the amount incurred from such expenditure, as prescribed by law.

The Ministry of Social Development and Human Security, Notification of Ministerial Regulations determines the characteristics in the provision of equipment, facilities or services related to accessibility in buildings or public services for persons with disabilities and for them to be able to access and use those buildings and facilities in 2012.

Buildings and facilities belonging to government agencies, private organizations or other organizations provide equipment facilities for person with disabilities to access



in any way which includes seats for persons or parking lot, wheelchairs, surface ramps, toilet for persons with disabilities, elevator for persons with disabilities, notification of warning for persons with visual disabilities and persons with hearing impairment.

Provide a list of equipment manuals, facilities or services that correspond to special needs of each type of persons with disabilities as a reference for government organizations, private organizations or any other organizations to use.

Officers or persons in charge are trained regarding special needs of each type of disabilities and persons with disabilities are also trained regarding equipment and facilities to be accessed according to each special need.

The Ministry of the Interior issued a Ministerial Regulation B.E. 2548 (2005) regarding the provision of facilities in the building states that buildings must provide facilities for persons with disabilities or disabilities and the elderly in areas that are open to the general public:

(1) Hospitals, nursing homes, public health centers, health centers, government buildings, state enterprises, state organizations established under the law, educational institutions, libraries and state museums, and train stations, bus stations, and piers with area of more than 300 square meter opened to the public.

(2) Office of the theater, hotels, auditoriums, stadiums, shopping centers, shopping malls of

various types in any area of the building that is open to the general public for more than 2,000 square meters. The buildings must have the following details:

(1) Symbol of disability

(2) Sign showing the path to facilities for persons with disabilities or disabilities and seniors

(3) Symbols or letters showing the type of facilities

If the floor level in the building or floor level inside the building and outside the building or the floor level of the exterior corridor has different levels of over 20mm. The ramp or elevator between each floor must not be over 45 degrees.

The elevator for the persons with disabilities and the elderly must have a width of not less than 1,100 mm and not less than 1,400 mm. The door of the elevator must be at least 900 mm with different surface texture at the entrance. It must have lift control buttons, emergency notification buttons and a button to call the elevator.

Stairs for persons with disabilities and elderly must have a net width of not less than 1,500 mm and includes a resting balcony for every vertical distance of not more than



2,000 mm and also must have rails on both sides. There should be a sign showing the direction, position or floor number of the building that persons with visual impairment and elderly located on the way up and down the stairs connecting the floor of the building.

Provide parking spaces for persons with disabilities and elderly. There should be at least one disability parking spot for a parking lot that can accommodate at least 10 cars. Parking lots that can accommodate 101 cars or more must have at least 2 disability parking spot. Parking for persons with disabilities must be arranged as close to the entrance of the building as possible. At least 1 toilet for persons with disabilities and elderly persons must be present at the station. The toilet must be large enough for persons with disabilities to rotate the wheelchair with a diameter of at least 1,500 mm. The door of the toilet room is opened to the outside at least 90 degrees.

Ministry of Transport Ministerial Regulations: Determination of characteristics or providing equipment Facilities or services in buildings, places, vehicles and transportation services for the disabled to be able to access and use in 2013;

Equipment or facilities in buildings, locations, vehicles, and transportation services must be stable, strong and safe to enable persons with disabilities to access and use in accordance with the needs of each type of disabilities.

Vehicles provide equipment facilities or services for persons with disabilities able to access and use such as:

- (1) A car used to transport passengers in transit type and not in accordance with the law on land transportation
- (2) Public cars and service cars under the law on cars
- (3) Trains under the law on rail and highway arrangement
- (4) Electric trains under the law on mass rapid transit of Thailand
- (5) Passenger boats in accordance with the law on navigation in Thai territorial waters
- (6) Transport aircraft under the law on air navigation Vehicles used to transport passengers to have facilities or services for persons with disabilities to be able to access and use any one of the benefits such as:
 - (1) Car doors for persons with disabilities
 - (2) Equipment for bringing persons with disabilities or wheelchair lift equipment
 - (3) Up and down the car ramp



- (4) Parking space for wheelchairs or wheelchair storage equipment for persons with disabilities
- (5) Signs showing equipment or facilities for persons with disabilities
- (6) Guide to assisting persons with disabilities in each category for car care personnel
- (7) Translation guide or sign language signs for car staff to communicate with persons with disabilities.

Passenger transport stations provide equipment, facilities or services for persons with disabilities. They can access and use any one of the benefits such as:

- (1) Doors for persons with disabilities
- (2) Seats for persons with disabilities or areas for wheelchairs for persons with disabilities
- (3) Ramps
- (4) Stairs and handrails for persons with disabilities
- (5) Different surfaces for persons with visual disabilities
- (6) Bus ticket sales channels for persons with disabilities and ticket storage for persons with disabilities
- (7) Equipment for bringing persons with disabilities or wheelchairs persons with disabilities up and down from the car.

According to the Cabinet's resolution on May 19, 2009, the government agencies surveyed and prepared facilities for persons with disabilities to access. The hospital has provided complete facilities according to the Ministerial Regulations 2005 issued under the Building Control Act 1979 and as amended.

It requires the provision of facilities in the building for persons with disabilities or disabilities and seniors and the government agencies such as the City Hall District Office, the work of the local government organization educational institutions and police station to prepare basic facilities for persons with disabilities, including ramps, bathrooms, parking spaces, signs and symbols, and data services within 2011.

Survey results as of September 2011, government offices built in accordance with the cabinet resolution of 6 categories, including 830 hospitals, comprised of 75 city halls, 876 district offices, 50 district offices, 7,852 local administrative organizations, 31,884 educational institutions and 1,457 police stations, or a total of 43,024 places. It appears that only 8,116 places have facilities for persons with disabilities.

3.2 The Concept of Environmental Arrangement Accessible for All

“Environment” may be tangible, such as buildings, locations, roads, but also includes information communication services and knowledge, as well as the concept of environmental management. The concept is based on 3 principles: Design principles as the basis for Inclusive Design or Design for All or Universal Design (UD). The principles of the Convention on the Rights of Persons with Disabilities define it as products and services that can be used by a big group of people without needing to change for any use by specific person. The human rights emphasize the freedom of communication which includes persons with disabilities, elderly, and local tribes speaking different languages.

Access and use of facilities (Accessibility) consist of 3 dimensions, including 1) universal and friendly design or Universal Design (UD) as the main principle used to cover all and is ideal; 2) The provision of facilities or facilities technology, Convenient or Assistive Technology (AT), is an ad-hoc principle or only individuals, both UD and AT must always go together in both universal and fair design and accessibility; 3) A reasonable assistance or Reasonable Accommodation (RA) is rational assistance. Providers and recipients are sufficiently supportive, regardless of the situation. There should be a standard for access and use. Standard accessibility is defined as a common principle.

3.3 Proposal for Organizing the Public Environment for Everyone’s Access and Use (Accessibility)

Committee on Disability Affairs for Children, Youth, Women, the Elderly, persons with disabilities and the underprivileged during the National Legislative Assembly in July 2016 indicates that there are 10 key issues as follow:

1. A driving strategy on Accessibility for All Act with four factors: a) Understanding with persons who have the power to support; 2) Encourage persons with disabilities, the elderly and civil society to have the power; 3) Supporting the operational department or government and private sectors enforcing laws related to accessibility; 4) Propose additional penalties to officials, entrepreneurs, and persons who do not comply with the law in order to enforce the law more effectively.

2. Accessibility dimension to cover all aspects with four areas: a) Goods or daily products; b) Equipment and tools, such as mobile phones, computers and televisions; c) Public environment, buildings, places and houses; d) Infrastructure such as city plan, transportation system, transportation, telecommunication systems, and more. In each dimension, there will be measures and expectations for achievement in evaluation, accessibility, and usefulness. (Accessibility Impact Assessment)



3. Amendments to the laws related to accessibility with 5 important issues: a) The concept of accessibility is not only the issue for persons with disabilities, but also involves everyone in the society; b) Increasing participation in listening to comments from users, organization of service users, and professional organizations; c) Establish an independent auditor to monitor and evaluate the project's implementation, from the source to the destination; d) Add content to be comprehensive, universal and modern; and 5) Arrange the budget system to be sufficiently adequate and quickly disbursed.

4. Provision on the Accessibility law to be a main law with 6 issues for implementation: a) Collection and integrating important principles on accessibility from all existing laws; b) Add mechanisms for monitoring, evaluating, and determining penalties such as education, occupation, medication; c) Accessibility in all dimensions with a dedicated standard supervision unit; d) Establishing a mechanism for monitoring the standards to be in line with the needs of each type of the persons with disabilities; e) Accessibility Impact Assessment (AIA) and determination of penalties; f) Establish an integrated system for each legal provision.

5. Drafting new laws by applying the principles, concepts, and essence of accessibility provided in only one specific law

6. Comparison of the foreign law on accessibility, especially the draft guidelines which can be divided into 2 types: a) Guidelines according to the draft law on access and use of the European Union where the standard can be changed every 5 years, b) Guidelines for the provision of a single AAA, such as the case of Singapore law.

7. Integration of laws regarding Accessibility with 2 important issues: a) Add a principle on accessibility to all relevant laws to complete all the contexts along with drafting laws to determine the department in charge of implementation; b) Add AAA in acts related to employment or material management to achieve efficiency and effectiveness and can be checked taking into account access and use increase the process of observers in the procurement process at every step.

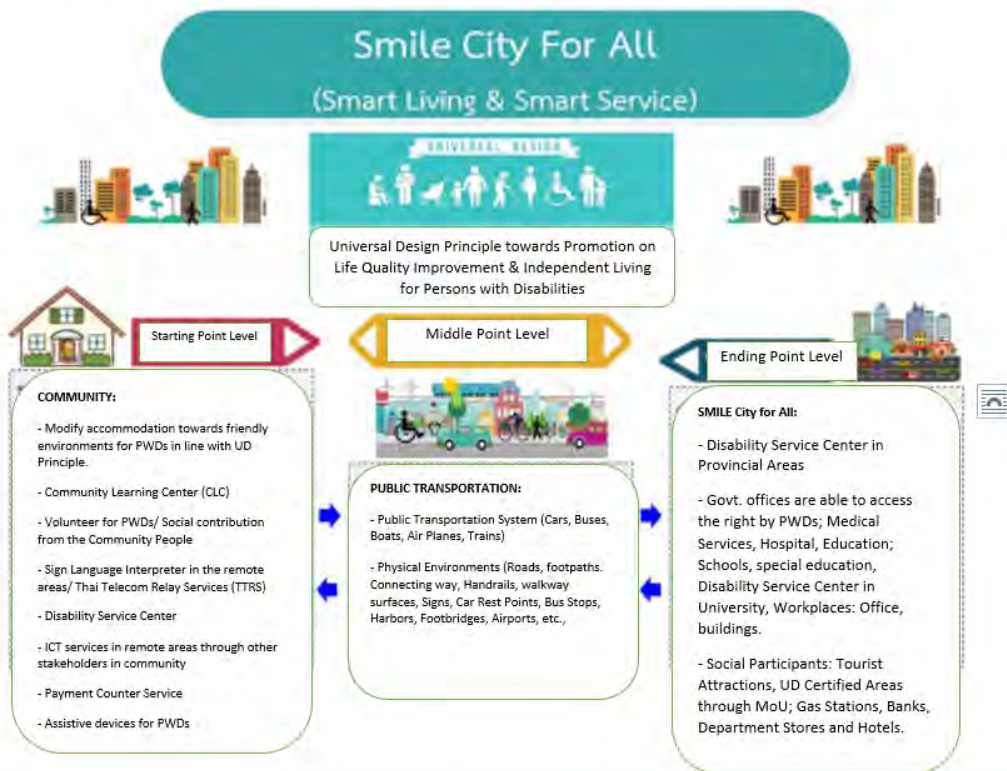
8. The guidelines to prepare AAA with 2 processes: a) Propose to improve the law on procurement. It is a law that prevents or initiates supply-side standards; b) Improves laws that increase the power of inspection for persons or the needs of the persons (Demand side), such as consumer protection laws.

9. Provide a law on accessibility standards for all by specifying laws that define the central standard requiring that relevant agencies that use the state budget to implement any project must consider access standards and can remain used according to this law.

10. Pushing for filling accessibility in the national strategy for 20 years and the next national economic and social development plan will cause integration of a variety of laws, government agencies and is the beginning of various policy sets in the country’s administration.

Smile City for All, by the Ministry of Social Development and Human Security’s request to access to social services for persons with disabilities, is an urgent policy that must be driven to see concrete results. It must be integrated with different organizations to drive the arrangement of facilities in building government offices, hospitals, and public areas, and more.

Also, everyone in society must access information and participate in social activities. The goal is to enable persons with disabilities to leave home, participate in social activities and live a free and happy life in the society.



CHAPTER IV

Disability Inclusive Business (DIB)

Persons with disabilities should be empowered and gain job opportunities. Both employees and entrepreneurs can generate income for themselves and their families without any barrier in the society. Apart from relying on themselves, other sectors such as government sectors, state enterprises, private sectors and other people should be responsible to support persons with disabilities to be able to work with their full capacity and to promote them to participate in developing their society. There is a strategy on disability and development, called “Incheon Strategy to Make the Right Real for Persons with Disabilities in Asia and the Pacific 2013 to 2022”, including empowering persons with disabilities and promoting job opportunities for them as part of its goal.

“Incheon Strategy: Make the Right Real” is approved by the high-ranking government officials meeting including the Thai government. This meeting is under the ASEAN and Pacific Decade of Persons with Disabilities, 2013-2022, conducted by Asia-Pacific Economic and Social Commission (ESCAP) in Incheon, Republic of Korea in 2012. The goals of the strategy are to promote the work of persons with disabilities, such as reducing poverty, and increasing job or employment opportunities.

This strategy requires persons with disabilities and their families to be able to rely on themselves and independently live without poverty and participate in the economic system of their society. The appropriate approaches consist of suitable job, education, training and so on which will help persons with disabilities to sustain their jobs. Persons with disabilities should be protected with the right to work accordance with their capabilities. To achieve the goals, the government and related sectors should prepare appropriate environment for such. That is, promoting the labor market for persons with disabilities such as increasing work and employment opportunities for working age persons with disabilities who are in the working age group, can work and want to work, as well as promoting the social participation in capacity-building training programs for their work and employment promotion programs supported by the government fund. These government’s support will help persons with disabilities and their families to rely on themselves. They can participate in economic and social aspects and can contribute to the progress of their community and their country further.

According to the results of the implementation of the 4th National Plan on Empowerment of Persons with Disabilities (2012-2016) related to promote persons with disabilities to work, we found that there were more than 32,500 persons with



disabilities working in companies, and 3,846 persons with disabilities working for the government. The government fund gave persons with disabilities and personal assistants the loan, which has no interest, to support their independent occupations. And the maximum rate of the loan was raised from 40,000 baht to 60,000 baht per person. This will be considered case by case. However, in some case, the maximum rate can be 120,000 baht per person to help persons with disabilities work accordingly.

Nowadays, Thailand has the 5th National Plan on Empowerment of Persons with Disabilities (2017-2021) in line with the Convention on the Rights of Person with Disabilities, Incheon Strategy: Make the Right Real and the Persons with Disabilities Empowerment Act (2007) and the Amended No. 2 (2013). The plan defines that “Persons with disabilities have their own right to access and independently live in their society sustainably” under the Equal Strategy (EQUAL) which is to promote their participation and cooperation of all sectors, including the public, private and civil society sectors in order to enable persons with disabilities to maintain their human dignity and promote equal access to facilities in accordance with their rights.

The Equal Strategies are related to promote the Disability-Inclusive Business (DIB) as follows: 1) Empower persons with disabilities and their disabled organizations to reach their potentials and strength (Empowerment); 2) Develop quality of life and eliminate discrimination to enable their rights to access (Quality Management); 3) Enhance understanding and positive attitude to persons with disabilities and their disabilities (Understanding); 4) Create a public environment and services where everyone can access and use (Accessibility); and 5) Promote the integration of networks and create participation to improve the quality of life for persons with disabilities in a sustainable way (Linkage). These strategies will protect the rights of persons with disabilities to access facilities.

4.1 Businesses Run by Persons with Disabilities

There is some information based on data from Department of Empowerment of Persons with Disabilities showing that there were some persons with disabilities who were able to run their own businesses and got loans from the Empowerment of Persons with Disabilities Fund in 2016 (as of 30 Sep 2016). In Bangkok, 546 persons with disabilities, totaling 24,478,000 baht and in provincial parts 15,884 persons with disabilities totaling 573,691,089 baht. They had various occupations including agriculture, 7,902 persons with disabilities, amount 285 million baht; commerce, 5,701 persons with disabilities, 207 million baht; mechanic and service, 2,227 persons with disabilities, 81 million baht; lottery agent, 580 persons with disabilities, 22 million baht; and computer technique, 19 persons with disabilities. The total cost of 16,430 persons with disabilities was 598 million baht.



The survey on Disability-Inclusive Business conducted by Workability Thailand (WTH) cooperating with Workability Asia, the Ministry of Labor, the Department of Employment and the Department of Empowerment found that there were the businesses both run by persons with disabilities themselves and by their personal assistants or families.

The example of the companies run by persons with disabilities is Siam Nissin Company Limited.

Siam Nissin Co., Ltd. has executives with disabilities. They employ more than 60 percent of persons with disabilities and also provide facilities for persons with disabilities to be able to travel to work by themselves. This company sells friendly equipment to persons with disabilities and elderly, such as wheelchairs, lifts, cushions, ramps, etc.

The company has a mission to be a dealer to sell the friendly equipment to persons with disabilities and elderly. They also promote the development of professional skills in the way of hiring Persons with Disabilities to work in the company and promote the education through educational institutions for persons with disabilities. The result of this operation is that the company has been selling the equipment to persons with disabilities from accidents of 300 people per year, most of them are with physically disabilities and wheelchair users, to promote persons with disabilities to have better lives without any barriers. There are branch offices which distributes products in Bangkok and many provinces according to the needs of persons with disabilities in various regions.

In addition, many businesses run by personal assistants or families of persons with intellectual disabilities who have to rely on their caregivers. There are suitable jobs for these persons with disabilities in screen printing factories operated by the Association on Innovations for persons with Intellectual Disabilities under the support of private and government sectors.

4.2 Employment of Persons with Disabilities in Private Sectors

According to the Empowerment for persons with Disabilities Act, 2007, Section 33, 34 and 35. Persons with disabilities have their rights to access to the job promotion of government or other stakeholders through the act. Private and public stakeholders shall employ a person with disability per 100 employees.

- Section 33 is to promote and develop the life quality of persons with disabilities, the employers, business owners and public agencies who have more than 100 staff shall employ a person with disability per one hundred employees in a suitable workplace.



- Section 34 is to give any employers a choice in case they don't want to employ or recruit persons with disabilities in their companies in accordance with Section 33, they shall make contribution to the fund pursuant to Section 24.
- Section 35 is to help any public agencies which don't want to choose Sections 33 and 34, they shall provide goods and services for persons with disabilities in workplaces.

Regarding the employment of persons with disabilities in 2018, there are 63,778 persons with disabilities employed in companies (97%); 10,256 persons with disabilities employed by public agencies (82.05%). 176,620 persons with disabilities and their personal assistants received professional loans without interest in the amount of 5,507,744,605 baht. The Department of Empowerment for Persons with Disabilities is the central agency tasked to disseminate news and information about the recruitment of various agencies to persons with disabilities and develop their capacities in cooperation with both private and public sectors. Though these opportunities, they could apply for jobs and the agencies could arrange job coaches for them. Job Coach is a system of work guiding and developing potentials, of persons with disabilities in terms of work. This system is used in cooperation with government agencies, private sectors and other stakeholders.

It is not only the Ministry of Social Development and Human Security (MSDHS) that responds to such public policies. Private sectors, as well, act as business partners in supporting the career and employment of persons with disabilities. For example, they hire persons with disabilities to work in established businesses, including True Coffee, Yamazaki, Yim-Su, etc., but the Ministry of Labour, Rajasuda College, Mahidol University, Rajamangala University of Technology Rattanakosin, and the WORKABILITY THAILAND forum also respond to the mission in the establishment of the Incubation Center on Business Innovation and Inclusive Employment for Persons with Disabilities (The Cube) in order to drive the business partners to support persons with disabilities' work in the business fields according to their suitable job employment. Moreover, H&M has hired persons with disabilities in various sub-branches in Thailand. H&M is a global leading company which has promoted persons with disabilities to work in the sales staff position in the sub-branches. The compensation rates and welfare are the same as non-disabled people, at the beginning the company will provide scholarships to persons with disabilities. After the training, the company will provide persons with disabilities the opportunities to be interns, in a shop assistant position, in Central World branch for 1 month. Whenever persons with disabilities have enough experience they can work full-time in a staff position.



4.3 Branding and Development for the Products of Persons with Disabilities

The Ministry of Social Development and Human Security (MSDHS) has public policies to help workers who are in a shortage of valuable work. “Valuable work” means work that can meet the needs of human life. Human life needs include opportunity and income, rights, voice, recognition, family stability personal development, fairness and gender equality. For this reason, the ministry and the related agencies both public and private sectors have trained and developed the capacities of persons with disabilities through, for example, the Cube Project and Buy Social Thailand Project.

The Cube Project of the Ministry of Labour and Parties recognizes the importance of developing potentials and life quality of workers with disabilities together with promoting High Value Job. The Ministry has provided a job guidance and training to persons with disabilities. One interesting program for the development of products of persons with disabilities is “Product Development & Design for Entrepreneurs with Disabilities.” The objective is to improve the quality of the products of persons with disabilities to be accepted in the labor market in the way of promoting design innovation and work processes which will give job opportunities to persons with disabilities in local communities.

Meanwhile the project of Buy Social Thailand, which was established in 2015 by NOSE Corporation as a social enterprise in order to promote the marketing mechanism of the social enterprise networks which link the public, private and social sectors in creating shared values in the economic and social systems through the purchase of social products. It also strengthens social enterprise networks and support as a mechanism to solve problems and develop society sustainably. This project is an agency to distribute the good quality products, produced by persons with disabilities, farmers and social enterprises, to social and private sectors. They will control products’ quality standards, including controlling the standard of delivery, service, reducing the risk of purchasing and aiming to design, develop, and add value to products and services, which is to create maximum benefits for customers. In developing the abilities of persons with disabilities and their group, they designed the program of development potentials and skills. In addition, they develop the market for purchasing of products for the society in the way of raising awareness, campaigning and strengthening the relationships with their alliances including creating the fairness for manufacturers who are persons with disabilities and disadvantaged people.



4.4 Training and Policies on Disability-Inclusive Business

Government agencies, private sectors and social sectors have regularly organized training programs for persons with disabilities and they have a variety of work skills to train persons with disabilities. Persons with disabilities will receive the training in the appropriate way including Thailand Job Coach Project, a network of job guidance and training for Thai persons with disabilities; Buy Social Thailand Project, supporting marketing for social enterprise networks and the Cube, the Incubation Center on Business Innovation and Inclusive Employment for persons with disabilities. They prepared a career guidance program for persons with disabilities and their families to have knowledge and understanding on occupations, labor market information, training resources and funding sources. Persons with disabilities and families will be able to apply knowledge in consideration into planning, making a decision to choose a career by themselves which suits their personality, skills and attitude. Then persons with disabilities or their families are able to work and make their own income. The activity of the project is to invite speakers who are knowledgeable and successful in their careers, to give inspiration on occupation, career information and how to make preparations before entering a career. Moreover, the project organizes occupational promotion activities appropriate with the type of disabilities.

In addition to vocational trainings for the persons with disabilities that will benefit to the businesses and their job employment, the government has also issued legislation that gives benefits to persons with disabilities and private employers as follows:

4.5 Tax Incentives Related to Persons with Disabilities

Tax benefits for employers

Job payment for persons with disabilities: Employer or owner of the establishment, which accepts persons with disabilities to work, is entitled to exemption from income tax in the amount of one hundred percent of the expenditure in the employment of persons with disabilities under Section 3 of the Royal Decree (No. 499) 2010.

This means that the employer or the owner of the establishment can bring the wages of persons with disabilities to deduct 2 times as additional expenses. In this case, the actual wage paid is 120,000 baht, and can be considered as expenditure up to 240,000 baht, even if paying the wages of persons with disabilities is only 120,000 baht.

As a result, the government has helped pay wages for workers with disabilities in the form of tax benefits. What is the rate of employer or owner of the establishment? With benefit as a percentage of that tax rate In general, the company partners pay tax at the rate of 30 percent. This means that the government has helped pay wages in the form of 30 percent tax, equivalent to $120,000 * 30/100 = 36,000$ baht,



indicating that the employer or the owner of the actual payment establishment pay only 84,000 baht.

Expenses for providing equipment, facilities or service to employees with disabilities: Employers and entrepreneurs have the right to income tax exemption at the amount of one hundred percent of the expenditure in providing equipment. Facilities or such services to employees with disabilities.

This means that the government has helped to pay for welfare benefits for employees with disabilities in the form of tax benefits. What is the rate of employer or owner of the establishment benefit as a percentage of that tax rate?

There are more than 60 percent of all employees with disabilities: Article 38 of the Empowerment of Persons with Disabilities Act, 2007 specifies that “Employers or owners of enterprises that hire people with disabilities to do more than 60 percent of the employees in that establishment with a period of employment exceeding 180 days in any tax year have the right to be exempt from income tax in that tax year as required by law.”

This means that employers or owners of enterprises that employ more than 60 percent of workers with disability have the right to deduct wages 3 times of actual expenses. If employing a person with disability 100,000 baht / person / year, it is entitled to deduct up to 300,000 baht / person / year. If employing a large number of persons with disabilities, it is believed that the employer or the owner of the establishment will not have the profit for paying any tax.

Other benefits under Section 39, Paragraph 2 of the Empowerment for Persons with Disabilities Act, 2007, stipulates that “in the case that the state or government agency will consider giving concessions, investment promotion, award of honor, insignia award or any other benefits to any employer or establishment. The information published under paragraph one shall also be used for consideration.

Tax benefits for persons with disabilities and caregivers

Persons with disabilities will have disability ID cards according to the Ministerial Regulation No. 281 (B.E. 2554), Book 128, Part 32, Government Gazette, May 9, 2011, issued under the Revenue Code regarding the exemption of income tax for persons with disabilities, not exceeding 65 years of age in the tax year, received only for the portion not exceeding 190,000 baht in that tax year. This causes persons with disabilities to have more money left, as well as to be able to register to receive a disability allowance of 500 baht per month for living at the local administrative organization where persons with disabilities has the residence registration. In addition, persons with disabilities also receive tax benefits in accordance with the Revenue Code Amendment Act (No. 37) B.E. 2552.



Tax benefits for private sectors

According to the Royal Decree issued under the Revenue Code on Revenue Exemption (Issue 519) B.E. 2554 regarding tax exemptions for individuals or juristic people donating to persons with disabilities entitles them to receive 100 percent of the benefits under Section 20.

4.6 Cooperation with the Business Sectors in the Target Community

The survey of Workability Thailand found that most persons with disabilities continue to engage in general employment and agriculture in more numbers than as private employees or government service/state enterprise. Therefore, cooperating with the business sectors in the community to work together to develop a disability-inclusive society is very important, which means the promotion of and support for all persons with disabilities. These support may be in the form of promotion of training for persons with disabilities to develop the skills necessary for their careers or in the form of promotion of employment persons with disabilities. Businesses that perform this function may be a private business sector or social enterprise, which is a group that takes care of persons with disabilities or group run by persons with disabilities themselves.

One example of employment in the community is the employment of the Thai Bankers' Association together with the Thai Red Cross and the Social Innovation Foundation Implementing a contract for employment services for persons with disabilities in the Office of the Red Cross, in 76 provinces and 240 Red Cross branches nationwide, and a total of 668 in the regular staff positions.

And another example is promoting the persons with disabilities' occupations by Rayong Province Agricultural Product Association supported by the Department of Empowerment for persons with Disabilities, the Ministry of Labour and Gold Company. This association has established the Centre for Learning and Ecotourism, The Cube Shop @ Rayong, at Learning Centre for Persons with Disabilities and Families (Goat Raising Self-Help Group) in line with the Sufficiency Economy Project of the Royal Project, Rayong Province since 2017 to enhance their own potentials and their caregivers. They will have business capabilities to sustainably find the solutions, improving the quality of life, and strengthen capacities. These will let the persons with disabilities to have jobs, strengthen network and stable income from animal husbandry and other agriculture, coffee franchises as well as other products such as soap, lotion and goat milk, etc.



4.7 Public Policies on Disability-Inclusive Business by Persons with Disabilities and Businessmen with Disabilities

Fund for the Empowerment of Persons with Disabilities is a fund to support the development of the quality of life of persons with disabilities to be strong, sustainable, thorough and fair, established under the Persons with Disabilities Empowerment Act, in developing the quality life of persons with disabilities in 2007, Section 23. A fund is established to be called “Fund for the Empowerment of Persons with Disabilities” as a fund for spending on protection and development of their capacity along with their education and occupation including promoting and supporting the operations of organizations related to persons with disabilities by allocating it fairly and thoroughly, providing services to the persons with disabilities as follows:

1) Professional Loan Service is a service for the persons with disabilities and their caregivers for a career or business expansion, for both individuals (not more than 60,000 baht per person) and each group (not more than 1 million baht per group), repayable within 5 years without interest. They can borrow more than the limit to be considered on a case-to-case basis without exceeding 120,000 baht.

2) Supporting the project to promote and develop the quality of life of persons with disabilities, according to the National Committee on Empowerment for Persons with Disabilities. This is regarding the approval of payment for promotion and development of the quality of life of persons with disabilities and the preparation of financial status reports and management of the Fund for Empowerment for Persons with Disabilities B.E. 2552.

3) Promotion of persons with disabilities to encourage persons with disabilities to have job and enough income for living, reduce the burden of society and develop persons with disabilities to have a better quality of life, as well as being able to live in society with human dignity. Regarding the approval of the fund for the fiscal year 2018, there were 14,000 loan services in the amount of 1,100 million baht and approval of project support for the year 2019 with 15,000 loan services for 1,500 million baht. In addition to government agencies that support funding sources for persons with disabilities, there are also agencies like Small and Medium Enterprise Development Bank of Thailand (Small and Medium Enterprise Development Bank of Thailand: SME Development Bank) to help promote and develop small SMEs entrepreneurs, including persons with disabilities, groups of persons with disabilities and social enterprise to create and distribute income to entrepreneurs in the community thoroughly that will bring about the strength of the overall economy and the economic foundation of Thailand Including supporting tourism, communal tourism, business related tourism and various processed agricultural products.



4.8 Partnership with Business Sectors, Quotas, Social Services and Network System

In response to the government's policy of developing disability-inclusive communities in the country, especially the Empowerment of Persons with Disabilities Act, 2007, which protects the rights of persons with disabilities that they provide employment for the persons with disabilities in the ratio of 1:100 in various agencies, both public, private and social sectors, including entrepreneurs with disabilities and entrepreneurs who are able to hire the persons with disabilities as employees. They must be carried out together to achieve success alongside public policy.

One of the most important work/employment goals is to raise awareness among all sectors in the society. Let each sector share and be generous with persons with disabilities and develop their cooperation in being a civil state between government and private sectors. The cooperation between business and society for persons with disabilities will offer an opportunity to develop a disability inclusive society and ensure to : "Leave No One Behind." When persons with disabilities and their self-help group are strong, they will be able to strengthen the community and each other.

CHAPTER V

Hometown Improvement through Disability-Inclusive Communities Model

5.1 Disabled People Organizations (DPOs) and Roles in Community Development as Their Hometowns

Nakhon Pathom Center for Independent Living (NCIL) was chosen as the model DPO group for ASEAN Hometown Improvement through Disability-Inclusive Communities Model Project by the Asia-Pacific Development Center on Disability (APCD) under the Patronage of Her Royal Highness Princess Maha Chakri Sirindhorn and the Provincial Department of Empowerment for Persons with Disabilities to become a Hometown Improvement Model in Thailand. They operate the business in their hometown and supported by APCD in cooperation with the Japan-ASEAN Integration Fund (JAIF). The project selects a self-help group's model for persons with disabilities in 8 target countries in the ASEAN region. The goal of the project is to develop hometowns in communities for all persons with disabilities, elderly, pregnant and the disadvantaged people, who have the right to access resources and services like other people in their communities.



NCIL is also a center for DPOs where most members have physical disabilities, including those with severe cases. Mr. Theerawat Sripathomsawat who has severe physical disabilities, is the president and founder of the center which was established in 20017. At present, they have 7 network groups of persons with disabilities. Each group consists of 4-5 members. The mission of NCIL is to provide information and empower other persons with disabilities. The members are encouraged to manage their own lives, make decisions for themselves (Independent living - IL) and, at the same time, rely on others as necessary, as well as strengthen their networks among other members with disabilities. The process of their capacity-development to be self-reliant is through Peer Counselling and social skills trainings. When persons with disabilities go through these empowering processes, they will be able to come out into society and be ready to help others.

In order to achieve such goals, in changing their lives and be self-reliant, the center has set up a learning center to produce Vermicompost, with the goal of developing their potential. Even those with severe disabilities, the members can join to study, learn and train all about running a business. In addition, persons with disabilities who come here to train will also have creative ideas on how to plan their own lives. From running their own businesses in their respective hometowns and working for their income, they will gain more confidence, and will be able to go out to society and pursue their own careers in the future.

In addition to the center playing a role in the community in terms of strengthening the capacity of persons with disabilities, there are also many campaigns and support for the disability movement's work in term of rights protection. Both private and social rights, such as receiving appropriate support from the community and creating an environment where persons with disabilities can access and utilize resources and services in communities. It will enable persons with disabilities to show their potential in creating jobs, and employment through business in their hometown. As they participate in a part of their hometown development. They will be able to live happily in the community and develop it. Therefore, NCIL plays an important role in promoting the improvement of "hometowns."

5.2 Capacity Development on Disability-Inclusive Business to Be Highlighted in the Community

NCIL established an earthworm learning center to produce organic vermicompost as a tool to develop the potential of members with disabilities to achieve their mission. They are determined to be successful in their vermicomposting business. The reason for choosing the organic vermicompost business as a tool of the center was, initially, people in the group were interested in having a clean, non-organic

vegetable garden in their own land, as it is safe for health and also to the environment, ensures a clean community, and is livable. They have studied until they succeeded in producing enough for persons with disabilities in the producer group to use in their own vegetable garden. Later, the network was at production capacity, with raw materials, such as cow dung, ready to produce ample amount of fertilizer to be sold to the community under the brand name Farm D. The product caught the attention of nature and tree lovers who are open to using environmentally friendly products.. The product received the organic fertilizers certification from the Department of Agriculture Development under the Ministry of Agriculture and Cooperatives. They can legally sell at Thai Watsadu Glossary Department Store and Global House Department Store, a huge difference to their initial sales in the community stores previously. In addition, vermicompost fertilizer is still the fertilizer of choice for general plants, as well as cactus planting.

The self-help group of persons with disabilities has an advantage of having basic knowledge in soil and vermicompost fertilizer meant specifically for common plants and special fertilizer for cactus plants and all this without having to buy planting materials from abroad. The center can continue to develop its cactus farm, which is very suitable for persons with disabilities, elderly, and other people in the community. The planting can be done in the people's own houses and doesn't take much space, as it could easily be tended to on the table, for instance. They can also use the soil they produced themselves. In addition to the reduction of costs for their gardens, they can also have beautiful cactuses and sell them. Persons with disabilities and other people in the communities can earn their own income this way. Farm D, where cactuses are sold together with vermicompost fertilizer and soil, also attracts customers and tourists to visit.

5.3 Good Practices

As the center is a self-help group of persons with disabilities, which is chosen to be a model of hometown improvement through disability-inclusive communities in order to encourage communities to be barrier-free. Besides, the center is supported by the society via donations or activities. Their networks should be strengthened and persons with disabilities be made aware of their potentials and make efforts to help themselves. They can go out to do their errands, relying on others less, and benefit the community. When persons with disabilities are strong, their networks will be strong. They can support the society sustainably. At the group level, the center also has a duty to share some information and knowledge about independent living concept and the rights of persons with disabilities, promote social participation to make a suitable environment for persons with disabilities and be able to access public facilities and work.



What the center wants to emphasize is that their practices cause the real changes to the society in accordance with their objectives through their strong commitment. Therefore, the center has used this business model to empower friends with disabilities towards the improvement of hometowns through disability-inclusive community model for all.

5.4 Lessons Learned and Challenges

To promote hometown improvement through model disability-inclusive communities, people should be aware of all people in the community. Not only persons with disabilities are aware of their rights and try to strengthen themselves and their self-help groups. They also have positive attitudes towards every aspects of society, the other relevant stakeholders in the community, government agencies and various service agencies of the community must be aware of the rights of people with disabilities to be able to access resources and services in their community. We should have a positive attitude towards persons with disabilities because persons with disabilities can do and can be self-reliant and contribute to the society. Persons with disabilities are able to do their work in accordance with their potentials, and create an atmosphere where everyone can rely on each other with the intention of developing society together..

However, persons with disabilities want to rely on themselves and yet, we also cannot deny the fact that they have some limitations, which make access to resources and services in the community harder. Therefore, people in the community should consider the benefits for persons with disabilities and help promote a barrier-free society. Then persons with disabilities will be able to access resources, such as having a business market for persons with disabilities who are willing to create products for the community. The community also needs to provide funding sources and support to persons with disabilities in operating businesses, as well as having agencies who can provide technical advice on running a business, investments, accounting, and monitoring, etc. to ensure sustainable work for self-help groups.

CHAPTER VI

Partnership Development with ASEAN Countries

6.1 Participation in International Conferences Organized by the Government, DPOs and Other Partners

The Ministry of Social Development and Human Security (MSDHS) through the Department of Empowerment of Persons with Disabilities as representative, government focal points of Thailand in collaboration with other government agencies, the private sectors and the Disabled Organization (DPOs) of Thailand, work together to implement the public policy on disability development in accordance with the ASEAN Member States' commitment through the Convention on the Rights of Persons with Disabilities (CRPD) at the community level, national level, and regional level. It consists of the implementation of the Sustainable Development Agenda in 2030, which has a public policy about “No One Left Behind” through the Incheon Strategy to “Make the Right Real” for Persons with Disabilities in the Asia and Pacific countries. Its purpose is to promote the participation of persons with disabilities in every aspect by reducing various barriers along with the ASEAN Landscape signed into the Bali Declaration” on Strengthening the Role and Participation of Persons with Disabilities in the ASEAN Community. It was announced the ASEAN Disability Development Decade of 2011 – 2020 (10 Years) will promote equal rights and opportunities for persons with disabilities in ASEAN region and the endorsement of the “ASEAN Master Plan in 2025” and to integrate the rights of persons with disabilities. The cooperation and operations are as follows:

(1) Regional meetings in cooperation with government organizations and NGOs on disability development in order to create mutual communication and strengthen cooperation between the public and private sectors. They have a discussion on the issue of empowering persons with disabilities in various public policies and operational plans of actions to create an ASEAN community with representatives from the public sector, private sector, and other stakeholders from 10 ASEAN member countries. They also established a network of persons with disabilities and the public sector at the ASEAN Disability Forum.

(2) ASEAN Workshop on CRPD's “An Inclusive and Accessible Society for All: Employability and Employment” to share international policies on the promotion and development of the quality of life of persons with disabilities, promote the employment of persons with disabilities, and promote the collaboration of organizations for persons



with disabilities both in government and nongovernment sectors. Representatives from government organizations and non-government organizations working in the field of disability in 10 ASEAN member states to encourage “decent work for all” policy which includes support on vocational training, increased opportunity of persons with disabilities employment, encouragement of corporate social responsibility (CSR) to promote the employment of persons with disabilities, and establishment of social entrepreneurs for persons with disabilities.

6.2 Sharing Experiences with Organizations Related to Labor, Environment, Social Services, and ASEAN inter-Governmental Council on Human Rights

The Ministry of Social Development and Human Security through the Department for Empowerment of Persons with Disabilities along with other government agencies, private sectors, and DPOs attended meetings with organizations in ASEAN to learn and share experiences on education, public health, labor, environment, and social services, and ASEAN inter-governmental council on human rights to support the participation in becoming a stakeholder of the cooperation, for example, public-private-people partnership (PPPP), workshop on social entrepreneurship, and CSR for coverage and sustainability such as:

ASEAN workshop on “Networking of ASEAN Entrepreneur Specialist” to exchange ideas and experiences on social enterprise for persons with disabilities in ASEAN countries and to advocate the network of social enterprise for persons with disabilities. Representatives from government sites, social enterprises, and organizations related to disability from 10 ASEAN member countries have established a network of specialists on entrepreneurship. Thailand, as the main advocate in the establishment of the networks, was the chairman of the network for 2 years with a mission to host international forums in order to improve the work of the network. Also, Thailand has introduced the social enterprise network in the name of Thai Social Enterprise for Empowering the Disabled Association (THAI-SEED) which is aimed to prepare and build capacity in entrepreneurship.

Meeting on Regional Masterplan of Action to Promote the Rights of Persons with Disabilities in the ASEAN Community 2025 with senior officers on ASEAN social services, representatives from International Council on Human Rights, representatives from the International Council on Children and Women, and officers from ASEAN Secretariat with the main focus on drafting the ASEAN Enabling Masterplan 2025: Mainstreaming the Rights of Persons with Disabilities. This is to link the rights of persons with disabilities under the three pillars of the ASEAN community, namely the ASEAN Political-Security Community Program) ASEAN Economic Community, AEC, and ASEAN Socio-Cultural Community (ASCC)

Thailand



(3) Meeting of ASEAN Economic Community (AEC) between government and civil society, social welfare and development; “Implementation of the ASEAN 2025 Master Plan for the Integration of the Rights of Persons with Disabilities” 2025: Mainstreaming the Rights of Persons with Disabilities; Civil society participation in driving the ASEAN 2025 Master Plan for the Development of Disability & Potential Funding for further projects such as education, health, occupation, social services and environmental adjustment; Persons with disabilities are able to live with everyone in society and require some indicators to monitor the implementation of the Master Plan 2025, the determination of ASEAN disability standards in raising awareness and providing technical advice for the protection of the rights of persons with disabilities.

6.3 Partnership with Parties in Participatory Development in the Community

Ministry of Social Development and Human Security (MSDHS) through the Department of Empowerment for Persons with Disabilities in collaboration with government agencies, the private sectors and the DPOs of Thailand attended to exchange knowledge, and experiences of learning sessions in workshop at various levels.

Partnership on Community-Based Inclusive Development (CBID)

- Attending the 1st Asia-Pacific Community-Based Rehabilitation (CBR) in Bangkok, Thailand in 2009; the 2nd Asia-Pacific CBR in Manila, Philippines in 2011; and the 3rd Asia-Pacific CBR in Tokyo, Japan in 2015
- Attending the 1st CBR World Congress in Akra, India in 2012; and 2nd CBR World Congress in Kuala Lumpur, Malaysia in 2016
- The preparatory meeting for the 4th Asia-Pacific Community-Based Inclusive Development (CBID) Congress “Sustainable Social Development and Economic Growth through Community-based Inclusive Development (CBID)” held on 2nd-3rd July 2019 at Shangri-la Hotel Ulaanbaatar, Mongolia

Collaborations with APCD

- Support collaboration and networking, international workshop and information management
- Promote Disability-Inclusive Business (DIB) and trainings of 60+ Plus Projects
- Support Skills Development Training for Persons with Disabilities: Employability in Food Business with Thai Yamazaki Co., Ltd.



- Support the training of 60+ Plus Chocolatier and Chocolate by Mark Rin
- Support the sales of 60+ Plus Bakery and Chocolatier in other places e.g. The United Nations (Thailand) and Ministry of Foreign Affairs
- Support job trainings for persons with disabilities for Thai Yamazaki, Café Amazon, Grand Hyatt Hotel and Dunkin' Donut
- Support the Project on Hotel Service & Employment Training for Thai Persons with Disabilities to work in the hotel business, which received support from the fund to promote and improve the quality of life of persons with disabilities.

CHAPTER VII

Planning for the Future

7.1 Trends on Disability and Development in the Future

Thailand has focused on trends on disability and development in the quality of life of Persons with Disabilities through the Empowerment of Persons with Disabilities Act B.E. 2550 (2007) and amended (No. 2) B.E. 2556 (2013). This Act has some important principles to determine some legislations related to benefits of persons with disabilities and the protection of their rights to prevent undeserved discrimination because of their physical condition/health. This resulted in the establishment of the Office of National Promotion and Development of the Quality of Life of the Persons with Disabilities (later renamed as “the Department of Empowerment for Persons with Disabilities (DEP)” as the government focal point of disability and development in Thailand in accordance with the Ministerial Regulation to operate under the Ministry of Social Development and Human Security, 2016). In addition, this Act serves as a mechanism to drive implementations in the national level such as the National Committee for the Department of Empowerment for Persons with Disabilities which has the Prime Minister acting as the chairman. The Department works as a policy maker, and impels action plans to improve the quality of life of persons with disabilities in Thailand and relevant responsibilities about data collection and analysis on the quality of life situation of persons with disabilities. There is also an action plan on the development of the quality of life of persons with disabilities, the 5th edited version 2007 – 2021 (B.E. 2553 – 2564), related to legislations, the National Disability Public Policy Framework, and international obligations, e.g. the Sustainable Development Goals (SDG) 2015 – 2030, the Convention on the Rights of Persons with Disabilities (CRPD), Incheon Strategy: Make the Right Real under the Asian and Pacific Decade



Persons with Disabilities 2013-2022, the Sendai Operation Framework for Disaster Risk Reduction 2015-2030, ASEAN Enabling Master Plan 2025: Mainstreaming the Rights of Persons with Disabilities.

The Department of Empowerment for Persons with Disabilities has an action plan from 2017 to 2021 under the vision “Every person with disabilities has their potential towards Independent Living and happy inclusive society”. For fiscal year 2019, the implementation plan is in line with the strategic plan of the Ministry of Social Development and Human Security (MSDHS) from 2017 to 2021 (B.E. 2560 – 2564), with an amended version on March 2018. The Ministry’s vision is to become the leader of the society in Thailand and ASEAN countries towards a quality society. In 2019, there are 13 Flagship Projects to be implemented. According to the Persons with Disabilities Database, there are more than 2 million persons with disabilities and the majority of persons with disabilities demand accessibility in terms of information and social welfare benefits/services in various fields such as career, employment, education, healthcare, etc. Therefore, the Department of Empowerment of Persons with Disabilities has integrated the essential projects under the Ministry of Social Development and Human Security into practice by imposing the vision of “Transparency, Equality and the Quality of Life of Persons with Disabilities Towards International Human Rights”. As a result, there are 9 projects running by DEP.

7.2 Administration Concept

To drive the development of the quality of life of persons with disabilities comprises of 2 concepts which are capacity building and barrier-free society to empower persons with disabilities to live in the society happily and equally as others in line with the 5th National Plan on Empowerment of Persons with Disabilities. These concepts lead to 9 projects run by DEP under the vision “Empowerment and Barrier-Free on the Rights and Welfare for Persons with Disabilities through Sustainability” as can be seen in the following diagram:



CHAPTER VIII

Conclusion

Since the introduction of Persons with Disabilities Empowerment Act B.E. 2550 (2007) and amended (No. 2) B.E. 2556 (2013), the empowerment of persons with disabilities in Thailand has had continuous developments according to their rights. This Act stipulates some policies and provides mechanisms to protect the rights of persons with disabilities. Moreover, persons with disabilities are able to enjoy all the benefits from their rights, social welfare, public accessible facilities, and other assistance from the state.

8.1 Current Situation of Persons with Disabilities and Challenges

There are some social barriers of persons with disabilities:

- Persons with disabilities may lack self-esteem and think that they do not have the ability to do activities or participate in any matters of society
- Families may feel shameful of having family members with disabilities, so they do not support their family members with disabilities to attend any social participation
- Community members may have negative attitudes or irrational thoughts towards persons with disabilities, e.g. they are cursed or possessed by evil
- Physical disabilities might deter persons with disabilities to travel or enter some premises such as community sports fields or cinemas that are not accessible for them
- Gender inequality might lead to limitations in joining some social activities of women with disabilities. They are abused and discriminated. Women and children with disabilities might lack the opportunity to participate in social activities or decision-making processes.

8.2 SWOT Analysis on the Direction of the Development on Quality of Life of Persons with Disabilities

Situation of persons with disabilities are analyzed according to opportunity, threat, strength and weakness as follows:

Opportunity: There are some external factors seen as opportunity to the development on quality of life of persons with disabilities. This results from the global movement

on the development on quality of life of persons with disabilities, namely, the Convention on the Rights of Persons with Disabilities (CRPD), the Incheon Strategy: Make the Right Real, under the Asian and Pacific Decade Persons with Disabilities, the Sustainable Development Goals (SDG), the Sendai Operation Framework for Disaster Risk Reduction, as well as other international obligations related to the quality of life development of persons with disabilities. All of these impel Thailand to amend and enforce legislations and policies in line with the mainstream.

In particular, the Convention on the Rights of Persons with Disabilities (CRPD) serves as a monitoring tool. Thailand has to submit the results of the implementation according to the CRPD having the Ministry of Social Development and Human Security (MSDHS) and the Department of Empowerment for Persons with Disabilities (DEP) act as the government focal point. There is also a report conducted by the National Human Rights Commission of Thailand, which serves as an independent monitoring mechanism in collaboration with civil society network on disability. The other report is undertaken by civil society as the third parallel report. These are all important mechanisms for the development on disability in Thailand driven by external factors and the global development movements that Thailand is following.

In addition, the Sustainable Development Goals (SDG) is an impactful external factor in the implementation on the quality of life development of persons with disabilities in Thailand. SDGs 2016-2030, which should be achieved in the next 15 years, consists of 17 goals and 169 targets. They serve as a guideline to develop the country imposing the vision of “No one is left behind” including persons with disabilities.

Threat: Currently, Thailand has encountered a number of transitions in many aspects. Political changes result in the draft of the new constitution and country-wide reformations. By this, persons with disabilities are more and more encouraged to participate in relevant public policy making. In addition, the National Development Framework stipulates the 20-year National Strategic Plan giving directions for the sustainable development of Thailand. Meanwhile, there is the 12th National Economic and Social Development Plan 2017-2021 (B.E. 2560-2564) promulgated under the 10 aspects of the National Strategic Plan in line with the development of the quality of life of persons with disabilities in every strategy.

Strength: Thailand has laws and policies regarding the development of the quality of life of persons with disabilities covering various dimensions such as Empowerment of Persons with Disabilities Act B.E. 2550 (2007) and amended (No. 2) B.E. 2556 (2013) and Education of Persons with Disabilities ACT B.E. 2551 (2008). There are also National Strategic Plan and other strategic plans in the provincial level to give



directions in the quality of life development of persons with disabilities. Some committees on the empowerment of persons with disabilities, sub-committees on empowerment of persons with disabilities in the provincial level, sectorial committee on disability types covering various work dimensions, disability service centers in provincial levels, general disability centers under the disabled organizations and local authority, and other organizations have been established. This is to facilitate persons with disabilities to access the service more easily. All of these are considered as strengths and the most important trigger for developing the quality of life of persons with disabilities in Thailand.

Weakness: There are some internal factors considered as weakness. The majority of persons with disabilities are poor which make for a lack of opportunity for regular capacity building and rehabilitation since disabilities are firstly diagnosed. They also miss the opportunity to receive proper education and encounter unemployment. Moreover, the environment and public services such as accommodations, premises, tourist attractions, transportation system and technology are not all accessible for persons with disabilities which prevent them from information access and social participation.

Considering the systematic aspect of the quality of life development of persons with disabilities, it should be integrated with other relevant agencies to alleviate the effectiveness of services. This is to make persons with disabilities capable of accessing the benefits from their rights, social welfare, other public services and assistance from the government. This includes improving the linkage of database of persons with disabilities among relevant organizations to be more effective as to be applied for further policy making and service provision in accordance with the needs of persons with disabilities. Additionally, the enforcement of laws and the promotion of good understanding about the benefits of persons with disabilities under relevant act or legislation are essential in the development on quality of life of persons with disabilities in Thailand for further efficient implementations.

Thailand



National Guidelines on Policy and Development for the ASEAN Hometown Improvement Project

Vietnam

Implementation of the Cooperation Program between the Vietnam National Committee on Persons with Disabilities (NCD) and the Asia-Pacific Development Center for Persons with Disabilities (APCD) on cooperation for period 2019-2022, NCD coordinated with APCD to organize a workshop on “Development of Disability Policies in Vietnam”, specifically:

1. Objectives

To complete the policy mechanism for Vietnamese people with disabilities to implement the United Nations Convention on the Rights of Persons with Disabilities and the Incheon Strategy on realizing the rights of PWDs in Asia-Pacific Ocean period 2012 - 2022.

2. Time: February 19th 2019

3. Location

National Assembly Guest House, No. 27 Tran Hung Dao, Hanoi, Vietnam.

4. Participants

- i. On the National Committee on Persons with Disabilities (NCD), including: Leaders of NCD, Chief of NCD Office, Representatives of some NCD members and the expert group of NCD.
- ii. On the Asia-Pacific Development Center for Persons with Disabilities (APCD), including: Mr. Piroon Laismit, Managing Director of APCD; APCD staff;
- iii. Guests include: Mr. Tanee Sangrat, Royal Thai Ambassador in Vietnam; Representatives of ministries, agencies and organizations at the central level; Representatives of organizations of people with disabilities at central level and representatives of some localities: Hanoi, Hai Duong, Ha Nam, Ninh Binh, Thai Binh and Da Nang; Representatives of several Departments of Labor - Invalids and Social Affairs in provinces/cities: Hanoi, Thai Nguyen, Bac Kan, Hai Duong.

5. Content

5.1. Mr. Le Tan Dung, Vice Chairman of NCD, Deputy Minister of Ministry of Labor, Invalids and Social Affairs delivered the opening speech: Affirming that Vietnam has about 6.2 million people with disabilities, accounting for 7.09% of the population over 2 years old are people with disabilities. With such a percentage of people with disabilities, Vietnam is one of the countries with a high proportion of people with

disabilities in the Asia-Pacific region and the world. Vietnam has ratified the United Nations Convention on the Rights of Persons with Disabilities and is committed to joining the Incheon Strategy on realizing the rights of people with disabilities in the Asia-Pacific region for the period 2013-2022 with the goal of helping people with disabilities in Vietnam to have a better life, having favorable conditions to implement the rights stipulated by law. The Vice Chairman of NCD also appreciated the cooperative initiative between NCD and APCD and believed that this cooperation would help Vietnam to have a common voice in the region and to create innovative initiatives and solutions to promote integration for people with disabilities.

5.2. Mr. Piroon Laismit, APCD Executive Director, said: He also appreciated the achievements and efforts that Vietnam has made for people with disabilities in the past year, especially the implementation of the Incheon Strategy, believing that in the future, Vietnam will make more efforts to create conditions for people with disabilities to exercise their rights and integrate into the community. As the leader of the APCD organization in the coming time, we will work closely with NCD to carry out activities to support people with disabilities in general and APCD's Memorandum of Understanding with NCD.

5.3. Ms. Dinh Thi Thuy, Deputy Chief of NCD Office, presented the draft report on Work on People with Disabilities in Vietnam

5.4. Discussion

5.4.1. There were over 20 delegates representing the ministries, departments and organizations of people with disabilities giving speeches at the hall.

5.4.2. The content of speeches and discussions focused on clarifying the reporting objectives, content needed to be included in the report, challenges and solutions in the coming time, as follows:

i. Good Evaluation: The delegates highly appreciated the draft to be a specific, clear, complete report, which was the first report where we approached models of ASEAN and international organizations, and the report mentioned fully from the legal basis, real situation and challenges for each field. In addition, the delegates also agreed to propose supplementing and completing some issues, specifically as follows:

ii. Incomplete Section and Suggestions:

Need to add the scenario to provide an overview of the document and the reader can know why this document was drafted? For whom to use? On what basis was this document drafted?

Add an overview of the situation of people with disabilities in Vietnam: Definition of disability, types of disabilities and disability levels.

The data in the report should clearly state the source.

Some challenges:

Supplement to the Labor and Employment Section: The Labor Code stipulates the ban on the use of workers with disabilities with reduced working capacity from 51% or more to work overtime, work at night, doing toxic and dangerous work are considered to be preeminent, but these regulations also have certain effects to limit employment opportunities of people with disabilities. In addition, low educational and technical qualifications are the reasons for significantly limiting the ability to access the labor market and employment opportunities of people with disabilities.

The section on the situation of the right empowerment focuses on a number of key challenges: Awareness of some officials working on people with disabilities and people are still limited, the self-inferiority mentality of people with disabilities leading to the lack of active participation; Resources for implementing capacity-building activities to promote empowerment are limited; conditions of infrastructure, equipment and machinery for people with disabilities are inadequate and difficult to access.

Section of establishment and development of organizations of people with disabilities: Recommendation to shorten the paragraph, the low level of subsidies is not the main challenge, but because people with disabilities live scattered, with most Vietnamese people with disabilities living in the countryside. Many organizations of people with disabilities are only organizations of a single type of disability, so the mobilization of capital resources is not diversified and abundant. Transportation is still one of the most difficult problems for people with disabilities, etc.

Social Services Section: Supplementing the facilities of many social support centers do not meet the requirements for nurturing, caring, educating, rehabilitating and providing services to social support beneficiaries. Most officials and employees have not yet trained in social work, especially in community-based rehabilitation, as well as the increasingly diverse needs of people with disabilities in the future. The social support centers mainly nurture and care for concentrated subjects, and have not implemented various types of services and supports at the social support facilities and there is a lack of consulting services and assistance for those who reintegrate into the community. Facilities and equipment are limited in numbers and outdated.

Accessibility Section: Supplementing transport infrastructure in big cities and urban areas has many limitations due to: narrow streets, sidewalks, which have not yet been renovated to fit the mobility of disabled people; Equipment to assist people with



disabilities have not been fully invested in public transport; Investment, conversion to low-floor vehicle requires high costs, limited training and guidance for managers and staff in supporting people with disabilities.

Recommendations to add solutions to all sections in the report are as follows:

Job Creation Section: Facilitating people with disabilities to have convenient access to preferential loans; Regulating the state agencies, organizations and enterprises are responsible for arranging a certain percentage of employees to be people with disabilities, suitable with the specific conditions of such agencies, organizations and enterprises; Research to amend the chapter of labor with disabilities in the Labor Code in accordance with the Law on Persons with Disabilities and reality.

Livelihood Support Section: Improving communication work on livelihood support for people with disabilities, especially in the form of marketing, introducing typical livelihood models of people with disabilities.

Empowerment Section: Facilitating people with disabilities and organizations of people with disabilities to participate in the development of policies, programs and projects related to people with disabilities, and sharing lessons learned when advocating ideas of people with disabilities.

Establishment and Development Section of Organizations of People with Disabilities: Developing models of contextual counseling, exemplary role, developing skills to meet individual requirements; Develop documents and organize training and professional experience training for organizations.

Social Services Section: Socializing service provision activities, encouraging domestic and foreign individuals and organizations to establish service providers; Improve the qualifications and professional skills of the staff and employees working at social support facilities; Upgrade facilities and equipment for public service establishments.

Business Enterprises Creating Jobs Section: Researching and amending regulations on enterprises with ratio of employees with disability from 30% or more to receive preferential policies towards reducing the ratio down, consider as between 15% -20%; Amending the stipulations on the responsibilities of employers to “regularly provide healthcare” for workers with disabilities; Research to amend the prohibition of employers using employees who are people with disabilities with working capacity decline of 51% or more to work overtime by stipulating what employers need to do when using workers with disabilities with decline working capacity from 51% or more to work overtime, etc.



Review the variety of models section in the document but these are more about models of vocational training in forms, not models of the Disabled People's Organisations (DPO) or play a leading role. There are also recommendations to summarize 03 operational models of DPOs of provinces / cities that have been implemented effectively in recent time, specifically:

- Employment support model through information technology training for people with disabilities implemented by the Hanoi Association of People with Disabilities;
- Model of improving disaster resilience through improved access to evacuation points and increase income made by Association of People with Disabilities of Quang Ngai Province;
- Model of livelihood support of the Association for the Development of People with Disabilities in Quang Binh province.
- Supplement the ASEAN cooperation section because there is not much cooperation activities in the report yet.

The orientation document section still too general and unclear about what needs to be done, specific recommendations, details, for example:

The developing policies and laws on people with disabilities section, specifically: Research on revising the chapter of workers with disabilities in the Labor Code (amended), Law on Education (amended), Law on Architecture, Law on Examination and Treatment (amended); Complete and issue a Circular regulating national standards for sign language and Braille for people with disabilities; Circular on vocational training for people with disabilities, etc...

Renovate communication work and improve propaganda and dissemination of international conventions on the rights of people with disabilities, policies and laws on people with disabilities in various forms, suitable to different targets; Research and implement solutions to improve the accessibility of information of people with disabilities; Promoting communication activities, attracting widespread attention and support in the society on the occasion of Vietnam's disability day (April 18th) and the International Day of People with Disabilities (December 3rd).

Develop programs and documents; Training to improve the capacity of staff, employees and collaborators assisting people with disabilities in the fields of health care, rehabilitation, vocational training, and education integration for people with disabilities, etc.

Issue technical documents related to access to construction works: Documents on inspection and supervision; Handbook on design guidelines for construction works; Working offices of state agencies; Railway stations, bus stations and wharves; Medical examination and treatment facilities; Education and vocational training establishments; Cultural and sports establishments; Hotels and condominiums; Roads and sidewalks, etc.

Continue to develop and implement livelihood models for people with disabilities; Models of vocational training associated with jobs in enterprises and production establishments; Models of vocational training associated with livelihoods for people with disabilities; Community-based rehabilitation model, etc.



Accessible for Persons with disAbilities



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