

**INTERNATIONAL STUDY
ON THE IMPLEMENTATION OF
THE UN CONVENTION ON THE RIGHTS
OF PERSONS WITH DISABILITIES**

ZERO PROJECT REPORT 2013

- Survey of 23 Social Indicators on the implementation of the UN Convention on the Rights of Persons with Disabilities in 55 countries
- Survey of 10 Social Indicators focusing on the employment of persons with disabilities in 82 countries
- 40 Innovative Practices that promote the employment of persons with disabilities
- 11 Innovative Policies that promote the employment of persons with disabilities

Authors:

Michael Fembek, Thomas H. Butcher, Ingrid Heindorf and Caroline Wallner-Mikl

in cooperation with 374 Persons with disabilities, experts and academics, NGOs, foundations and international organisations in 116 countries, and the World Future Council

Imprint

Authors: Michael Fembek, Thomas H. Butcher, Ingrid Heindorf und Caroline Wallner-Mikl

Copyright © November 2012 by the Essl Foundation

All rights reserved. Published 2012

Printed in Austria

Cover design and layout by Tino Ranftl, corporate.media

World maps by Grafikum, www.grafikum.com

For more information or reports online visit: www.zeroproject.org

For inquiries email: office@zeroproject.org

Essl Foundation

Michael Fembek

Aufeldstraße 17-23

3400 Klosterneuburg/Austria

**INTERNATIONAL STUDY
ON THE IMPLEMENTATION OF
THE UN CONVENTION ON THE RIGHTS
OF PERSONS WITH DISABILITIES**

ZERO PROJECT REPORT 2013

- Survey of 23 Social Indicators on the implementation of the UN Convention on the Rights of Persons with Disabilities in 55 countries
- Survey of 10 Social Indicators focusing on the employment of persons with disabilities in 82 countries
- 40 Innovative practices that promote the employment of persons with disabilities
- 11 Innovative Policies that promote the employment of persons with disabilities

List of Contents

The Zero Project Network	7
Preface by Martin Essl	12
Foreword by Barbara Murray	13
Executive Summary	14
All countries covered by the Zero Project Report	24
Zero Project Social Indicators – Worldmap	26
Zero Project Employment Indicators – Worldmap	28
Overview Innovative Practices – Worldmap	30
Overview Innovative Policies – Worldmap	32
About the Zero Project Report	34
Social Indicators: Outstanding Results	38
Implementation of the UN Convention on the Rights of Persons with Disabilities: A survey in 55 countries	39
23 Social Indicators in detail	42
Accessibility of new buildings	42
Legal timeframe for accessibility	45
Accessibility of public buses	48
Early warning system for national emergencies	51
Partial guardianship	54
Sign language in court	57
Financial support for inclusion in the community	60
Safeguards in institutions	63
Accessibility of government websites	66
Right to marry, have and raise children	69
Right to primary mainstream education	72
Alternative testing methods for students	75
Statistics on university graduates	78
Accessibility of medical practices	81
Accommodations in the workplace	84
State employment of persons with disabilities	87
Number of employees with disabilities increasing	90
Right to receive necessary support to vote	93
Statistics on disabled persons living in institutions	96
Official statistics about education and employment	99
State sponsorship of umbrella organisation	102
Designation of "focal points" within government	105
Accessibility of the convention from the state	108

Employment Indicators: Key Results	112
Disability and employment: A survey in 82 countries	113
10 Employment Indicators in detail	116
Protection from discrimination in hiring.....	116
Promotion of employment in the private sector.....	120
Promotion of self-employment or business ownership.....	124
Access to vocational and continuing training.....	128
Assistance to find employment.....	132
Remuneration for work.....	136
Equal employment rate.....	140
Quota for employment in the public sector.....	144
Rights of redress of grievances.....	148
Additional rules relating to dismissal.....	152
Innovative Practices: Key Results	156
Innovation in disability and employment: 40 Innovative Practices from across the world	157
40 Innovative Practices in detail	160
Post-secondary inclusion: a path to employment.....	160
Rotary employment partnership.....	161
Support in transition to adult life.....	162
Promoting micro-enterprises and entrepreneurship.....	163
Making microfinance inclusive.....	164
Personalised coaching in the workplace.....	165
Building disability-smart business.....	166
Training carers for the elderly.....	167
A co-working model of employment.....	168
Social enterprise for blind people.....	169
Disabled people leading career development.....	170
Blind women as experts in detecting breast cancer.....	171
Job support for persons with intellectual disabilities.....	172
An employment resource for the visually impaired.....	173
Help for Supported Employment services providers.....	174
A scalable assistive technology initiative.....	175
Developing work and employment opportunities.....	176
Broad integration of disabled persons in the labour market.....	177
Inclusion in a virtual organisation.....	178

Anti-stigma campaign.....	179
Integrated employment model.....	180
Support for students with disabilities.....	181
Promoting inclusive business.....	182
Economic and social inclusion.....	183
Inclusive care worker training.....	184
Livelihoods resource centres.....	185
Sustained advocacy for promoting equality.....	186
Jobs for persons with psychosocial disabilities.....	187
Youth transition programme.....	188
Helping disabled employees understand their rights.....	189
Employment of the hearing impaired.....	190
Personal development through employment.....	191
Supported internships.....	192
Labour integration in rural areas.....	193
Inclusive partnering with the post office.....	194
Equal employment opportunities.....	195
Gateway to employment.....	196
A new approach to labour inclusion.....	197
A personal network for persons with disabilities.....	198
Promoting an inclusive workplace.....	199
Innovative Policies: Key Facts.....	200
Innovation in disability and employment: 11 Innovative Policies from across the world.....	201
11 Innovative Policies in detail.....	204
Australia – One-stop-shop for employment services.....	204
Austria – The professionalisation of empowerment.....	206
Austria – The right to an inclusive apprenticeship.....	208
Canada – Ongoing support through a job trainer.....	210
Denmark – The right to youth education.....	212
Malaysia – Returning successfully to work.....	214
New Zealand – Equal employment conditions.....	216
Spain – Meaningful employment through support.....	218
Sweden – Building an inclusive labour market.....	220
United Kingdom – Effective employment services.....	222
United Kingdom- Individual placement and support.....	224

The Zero Project Network

The Zero Project relies on voluntary contributions from disability experts from all around the world. The Zero Project team is grateful to all persons with disabilities, DPOs and NGOs, academics and foundations, associations and supranational bodies, decision makers in administrations etc., a total of more than 360 persons, who have contributed to this year's Zero Project.

Social Indicators: Respondents to the survey (55 countries)

With the essential help of the respondents to our questionnaire from around the world, we have been able to increase the coverage of our survey from 36 countries (including California and New York State in the USA), to 55 countries (including California in the USA), and we were able to secure the invaluable assistance of respondents in 22 new countries (from Afghanistan to South Korea). With the significant help of Mr Joelson Dias and his team at Barbosa e Dias Advogados in Brasília, Brazil, as just the start this year, we have been able to add eight new countries in Latin America and the Caribbean.

_ Afghanistan Community Based Rehabilitation CBR Network (ACBRN), Muhammad Sadiq Mohibi	Afghanistan
_ Albanian Disability Rights Foundation (ADRF), Blerta Çani	Albania
_ CBM Australia, Christine Walton	Australia
_ Österr. Arbeitsgemeinschaft f. Rehabilitation, Christina Meierschitz	Austria
_ Centre pour l'égalité des chances et la lutte contre le racisme, Astrid Eichstäd	Belgium
_ Mozaik Foundation, Vesna Bajanski-Agic	Bosnia and Herzegovina
_ Barbosa e Dias Advogados, Joelson Dias	Brazil
_ Golfieri Reicher e Storto Advogados	Brazil
_ 3IN - Inclusão, Integridade e Independência	Brazil
_ I can too	Bulgaria
_ Fundación Rostros Nuevos, Catalina Dupré. S	Chile
_ Federación Colombiana de Organizaciones de Personas con Discapacidad Física (FECODIF), Carlos Adolfo Sánchez	Colombia
_ Association for Promoting Inclusion Subsidiary Zagreb, Marijana Janković	Croatia
_ Asistence o.s. Erik Čipera	Czech Republic
_ Danske Handicaporganisationer, Signe Højsteen	Denmark
_ ACOGIPRI de R.L., Eileen Girón Batres	El Salvador
_ Eesti Puuetega Inimeste Koja Kairit Numa	Estonia
_ Federation of Ethiopian National Associations of Persons with Disabilities (FENAPD), Teshome Deressa	Ethiopia
_ The Threshold Association/VIKE, Juha-Pekka Konttinen	Finland
_ Fondation de France, Catherine Agius	France
_ Diakonisches Werk der EKD e.V, Sylvia Brinkmann	Germany
_ COPDIGUA-ONG, Luis Beltrán Diego Raymundo	Guatemala
_ ROCAFAM, Ana María Canales de Munguía	Honduras
_ Foundation for Equal Rights, Erzsébet Szekeres	Hungary
_ SANCHAR, Tulika Das	India
_ CBR DTC Solo, Sunarman Sukamto	Indonesia
_ National University of Ireland, Galway, Charles O'Mahony	Ireland
_ Bizchut, Esther Sivan	Israel
_ Fondazione Banca del Monte di Lucca, Elizabeth Franchini	Italy
_ University of Pisa, Luca Fanucci	Italy
_ Hokusei Gakuken University, Jun Nakagawa	Japan

_ Kosovo Mental Disability Rights Initiative, Zamira Hyseni Duraku/Yllka Buzhala	Kosovo
_ Lebanese Physically Handicapped Union, Sylvana Lakkis	Lebanon
_ Center for Institutional Development-CIRa, Zoran Stojkovski	Macedonia
_ CBR Network Malaysia, Noor Yasmin Abdul Karim	Malaysia
_ Care Society, Shidhatha Shareef	Maldives
_ Disability Rights International, Sofía Galván and Roger Bill	Mexico
_ Fund for Active Citizenship - fAKT, Anica-Maja Boljevic]	Montenegro
_ The Leprosy Mission International (TLMI), Zaw Moe Aung	Myanmar
_ National CBR NETWORK, Prakash Wagle	Nepal
_ Equal Treatment Commission (ETC), Keirsten de Jongh	Netherlands
_ Femucadi, Sandra Lorena Darce Mendoza	Nicaragua
_ Stopp Diskrimineringen, Berit Vegheim	Norway
_ All Sanghar Handicaps' Association (ASHA), Ghulam Nabi Nizamani	Pakistan
_ Instituto para Democracia e Direitos Humanos da Pontificia Universidade Católica do Peru, Elizabeth Salmón	Peru
_ Fundação Calouste Gulbenkian, Helena Vaz da Silva	Portugal
_ Motivation	Romania
_ Disability Rights International, Dragana Ciric Milovanovic	Serbia
_ Republiková rada SZTP, Stefan Grajcar	Slovakia
_ Mateja Korošec, Center KORAK	Slovenia
_ Sungkyunkwan University Law School, JaeWon Kim	South Korea
_ Fundación ONCE, Lourdes Márquez de la Calleja	Spain
_ Sri Lanka Foundation for the Rehabilitation of the Disabled, Premadasa Dissanayake	Sri Lanka
_ Juris Humani, Annika Åkerberg	Sweden
_ Égalité Handicap, Caroline Hess-Klein	Switzerland
_ Türk Özürlüler Vakfi	Turkey
_ Leonard Cheshire Disability, Guy Parckar	UK
_ World Institute on Disability, Bruce Curtis	USA
_ DREDF	USA

Employment Indicators: Respondents to the survey (82 countries)

Experts from 82 different countries around the world, and from all five continents, completed our survey on the employment situation of persons with disabilities. The survey (which to our knowledge is the first ever of its kind) was carried out by Disabled People's International (DPI), a grassroots, cross-disability network with member organisations in over 110 countries, established to promote human rights of persons with disabilities through full participation, equalisation of opportunity and development. The Zero Project expresses its special thanks to Javed Abidi, DPI Chairperson, who agreed to collaborate on the survey, as well as his coordinating staff: Parul Ghosh (DPI Office), Saowalak Thongkuay (Asia Pacific), Rita Barbuto (Europe), Maria Isabel Farias-Exner (Latin America) and Leslie Emanuel (North America and the Caribbean), who all encouraged so many DPI members to take part.

Antigua & Barbuda Association of Persons with Disabilities - DPI Antigua & Barbuda, Ingrid Elliott	Antigua & Barbuda
_ ENCIDIS - DPI Argentina, Enrique Sarfati	Argentina
_ DPO Full Life - DPI Armenia, Suren Maghakyan	Armenia
_ Österreichische Arbeitsgemeinschaft für Rehabilitation, Christina Meierschitz	Austria

NETWORK AND ACKNOWLEDGEMENTS

- _ Union of Disabled People Organizations (UDPO) – DPI Azerbaijan, Davud Rehimli Azerbaijan
- _ Belarussian Society of Persons with Disabilities – DPI Belarus, Daniel Uladamirski Belarus
- _ Katholieke Vereniging Gehandicaptten vzw (KVG) – DPI Belgium, Herman Janssens Belgium
- _ Belizean Alliance of and for Persons with Diverse Abilities – DPI Belize, Jerome Flores Belize
- _ Federation des Associations des Personnes Handicapées du Benin – DPI Benin, Claudine Daizo Benin
- _ NCPDB – DPI Bulgaria, Morfi Skarlatov Bulgaria
- _ FEBAH – DPI Burkina Faso, Evelyne Hien Winkoun Burkina Faso
- _ Union des Personnes Handicapées du Burundi (UPHB)- DPI Burundi, Pierre Claver Seberege Burundi
- _ The Cambodian Disabled Peoples' Organization(CDPO) – DPI Cambodia, Ngim Saorath Cambodia
- _ Council of Canadians with Disabilities – DPI Canada, Laurie Beachell Canada
- _ Associaçao Caboverdana de Deficientes (ACD) – DPI Cape Verde, David Cardoso Cape Verde
- _ ANDDI – DPI Chile, Paulina Cavada Chile
- _ China Disabled Persons Federation (CDPF)- DPI China, You Liang China
- _ Cook Islands National Disability Council – DPI Cook Islands, Tuki Wright Cook Islands
- _ FAHCI – DPI Cote d'Ivoire, Djéréké Raphaël DOGO Cote d'Ivoire
- _ Asociación Cubana de Limitados Físicos Motores (ACLIFIM) – DPI Cuba, Mabel Ballesteros López Cuba
- _ Národní rada osob se zdravotním postižením – DPI Czech Republic, Veronika Půrová Czech Republic
- _ CICPH – DPI Democratic Republic of Congo, Innocent Zengba Democratic Republic of Congo
- _ Association of Persons with Disabilities, Inc. – DPI Dominica, Nathalie Murphy Dominica
- _ Federación Nacional de Discapacitados Dominicanos (FENADID) – DPI Dominican Republic, Magino Corporan Lorenzo Dominican Republic
- _ EFPD – DPI Ethiopia, Teshome Deressa Ethiopia
- _ KYNNYS – DPI Finland, Kalle Könkkölä Finland
- _ Groupement Français des Personnes Handicapées – DPI France, Jean-Luc Simon France
- _ The Gambia Federation of the Disabled – DPI Gambia, Isatou Sayang Gambia
- _ ZSL Erlangen – DPI Germany, Dinah Radtke Germany
- _ Paraplegics Association of Greece – DPI Greece, Sofoklis Alepis Greece
- _ Coordinadora de organizaciones de personas con discapacidad copdigua – DPI Guatemala, Luis Beltrán Diego Raymundo Guatemala
- _ FEGUIPAH – DPI Guinea Conakry, Alpha Boubacar Diop Guinea Conakry
- _ Guyana Coalition of Citizens with Disability (GCCD) – DPI Guyana, Julie Lewis Guyana
- _ National Associative Network for the Integration of Disabled Peoples – DPI Haiti, Marie Jessie Alexandre Muscadin Haiti
- _ DPI Honduras, Dayana Martinez Honduras
- _ MEOSZ – DPI Hungary, Eva Caesar Hungary
- _ DPI India, Javed Abidi India
- _ DPI Italia Onlus, Rita Barbuto Italy
- _ Combined Disabilities Association – DPI Jamaica, Gloria Goffe Jamaica
- _ University of Kobe, Ryoko Sakuraba Japan
- _ United Disabled Persons of Kenya UDPK – DPI Kenya, Joseph Njenga Kenya
- _ The Latvian Umbrella Body for Disability Organizations SUSTENTO – DPI Latvia, Gunta Anca Latvia
- _ Lesotho National Federation of the Disabled (LNFOD)- DPI Lesotho, Nkhasi Sefuthi Lesotho
- _ Polio Plus – movement against disability – DPI Macedonia, Elena Kocoska Macedonia
- _ Fedoma – DPI Malawi, Mussa Chiwaula Malawi
- _ Federation of Disabled Persons' Organizations Mauritius- DPI Mauritius, Jacques Limkee Mauritius
- _ Confederacion mexicana de limitados fisicos y representantes de deficientes mentales .a.c – DPI Mexico, Raul Hernandez Alcala Mexico
- _ National Federation of the Disabled – DPI Nepal, Shudarsan Subedi Nepal
- _ Disabled Persons Assembly Inc. (DPANZ) – DPI New Zealand, Rachel Noble New Zealand
- _ Organización de Revolucionarios Discapacitados, (ORD) – DPI Nicaragua, Wilber Torres Nicaragua
- _ Fédération Nigerienne des Personnes Handicapées (FNPH) – DPI Niger, Maiga Idriss Niger
- _ Joint National Association of Persons with Disabilities (JONAPWD) – DPI Nigeria, Danlami Basharu Nigeria
- _ Pakistan Disabled People Organization (PDPO) – DPI Pakistan, Mohd. Mobin Uddin Pakistan
- _ Asociacion Nacional de Personas Impedidas (ANPI) – DPI Panama, José Batista Panama
- _ Confederación Nacional de Discapacitados del Perú (CONFENADIP) – DPI Peru, Wilfredo Guzman Jara Peru
- _ KAMPI – DPI Philippines, Josephine de Vera Philippines
- _ Associação Portuguesa de Deficientes – DPI Portugal, Ana Maria Santos Portugal
- _ Federatia Organizatia Nationala a Persoanelor cu Handicap din Romania – DPI Romania, Silvia Ursu Romania
- _ All Russian Society of Disabled People – DPI Russia, Sergey RotgonRussia
- _ Disability Council Office: Rainbow of Love National Council of People with Disabilities in Samoa – DPI Samoa, Faatino Masunu Utumapu Samoa
- _ Fédération Sénégalaise des Associations de Personnes Handicapées – DPI Senegal, Yatma Fall Senegal
- _ National Organization of Persons with Disabilities of Serbia – DPI Serbia, Ivanka Jovanovic Serbia
- _ Disability Awareness Action Group – DPI Sierra Leone, Kabba Bangura Sierra Leone
- _ Disabled People's Association – DPI Singapore, Marissa Lee Medjeral Singapore
- _ Alliance of Organizations of Disabled Peoples Slovakia – DPI Slovakia, Ms Dekánková Slovakia
- _ Association for the Theory and Culture of Handicap YHD – DPI Slovenia, Elena Pečarič Slovenia
- _ Disabled People South Africa – DPI South Africa, Jabulane Blose South Africa
- _ COCEMFE – DPI Spain, Juan García Olmo Spain
- _ Sri Lanka Confederation of Organisations of the Handicapped People – DPI Sri Lanka, Charles Mendis Sri Lanka
- _ National Society of Persons with disabilities (NSPD) – DPI St. Vincent and the Grenadines, Patricia Cumberbatch St. Vincent and the Grenadines
- _ DPI St. Kitts and Nevis, Anthony Mills St. Kitts and Nevis
- _ National Council of Persons with Disabilities Incorporated- DPI St. Lucia, Krishna Satney St. Lucia
- _ AGILE Behinderten-Selbsthilfe Schweiz – DPI Switzerland, Barbara Marti Switzerland
- _ Shivyawata – DPI Tanzania, Novatus Rukwago Tanzania

_ Network of Music and Arts of Persons with Disability – DPI Thailand, Sawang Srisom	Thailand	_ EBU (European Blind Union) Gary May France	France
_ Disabled Persons' Organization (DPO) of The Bahamas-DPI The Bahamas, William E. Lightbourne	The Bahamas	_ Handicap International Herve Bernard France	
_ FETAPH – DPI Togo, Katatchom Palacbaw	Togo	_ Catholic University Eichstätt-Ingolstadt, Rainer Greca	Germany
_ Union Nationale des Aveugles de Tunisie – DPI Tunisia, Imed Eddine Chaker	Tunisia	_ Evangelische Fachhochschule RWL, Theresia Degener	Germany
_ National Assembly of People with Disabilities of Ukraine, Tetyana Perepelytsia	Ukraine	_ Judit Nothdurft Consulting, Judit Nothdurft	Germany
_ United Kingdom's Disabled People's Council (UKDPC) – DPI United Kingdom, Jaspal Dhan	United Kingdom	_ Landesarbeitsgemeinschaft (LAG) der Werkstätten für behinderte Menschen in Hessen e.V., Wolfgang Trunk	Germany
_ United States International Council on Disabilities – DPI USA, Andrea Shettle	USA	_ Sozialhelden e.V., Raul Krauthausen	Germany
_ Disability Promotion & Advocacy Association – DPI Vanuatu, Nelly Caleb	Vanuatu	_ University of Cologne, Mathilde Niehaus	Germany
_ Zambia Federation of the Disabled (ZAFOD) – DPI Zambia, Serah Brotherton	Zambia	_ New Life Psychiatric Rehabilitation Association (NLPRA), Sania Yau Sau-wai	Hong Kong
		_ Disabled Peoples' International, India, Javed Abidi	India
		_ Turning Point, Anirban Bhadra	India
		_ Individual with no affiliation, Marion Wilkinson	Ireland
		_ Kanchi.org, Killian Stokes	Ireland
		_ Dipartimento Salute Mentale AUSL Piacenza ITALY, Corrado Cappa	Italy
		_ The Nippon Foundation, Mr. Yasunobu Ishii	Japan
		_ Lebanese physical handicapped union (LPHU), Sylvana Lakkis	Lebanon
		_ Process Manager, Genashtim Innovative Learning Pte Ltd., Raj Kumar Selvaraj	Malaysia
		_ Univer-MOL Ltd., Dan Stirbu	Moldava
		_ People First NZ Inc.	New Zealand
		_ Delta centre, Anders Eriksen	Norway
		_ Pakistan Institute of Fashion and Design, Tanzila Khan	Pakistan
		_ Punlaka Regional Institute for Special People Inc., Daisy R. Hernandez	Philippines
		_ Tahanang Walang Hagdanan, Inc., Jocelyn Rosemarie Cris C. Garcia	Philippines
		_ Polish Disability Forum, Agata Budek	Poland
		_ CEFPI (Centro de Educação e Formação Profissional Integrada), Olga Figueiredo	Portugal
		_ The Regional Association for Adult Education Suceava/AREAS, Petru Vasile Gafiuc	Romania
		_ Center for persons with acquired brain injury Zarja, Danielle Jagodic	Slovenia
		_ The Secretariat of the African Decade of Persons with Disabilities, Thomas Ong'olo	South Africa
		_ Directorate General of Policies to Disability Support, Laura Diego Garcia	Spain
		_ HSO Skåne, Lars Gustavsson	Sweden
		_ The Swedish Institute for Disability Research, Berth Danermark	Sweden
		_ CRM Consulting Ltd., Kamile Canbay	Turkey
		_ Change, Philipa Bragman	United Kingdom
		_ Disability Rights UK, Liz Sayce	United Kingdom
		_ EASPD, Phil Madden	United Kingdom
		_ European Blind Union, Lord Colin Low	United Kingdom
		_ First Step Trust, Ronnie Wilson	United Kingdom
		_ Former President of the European Union of Supported Employment	Michael, John Evans
		_ United Kingdom	
		_ Inclusion International, Connie Laurin-Bowie	United Kingdom
		_ Leonard Cheshire Disability, Joe McMartin	United Kingdom
		_ Best Buddies International, Brooke Switzer	USA
		_ Greater Los Angeles Agency on Deafness, Inc. (GLAD), Jennifer Olson	USA
		_ Human Rights Watch, Medi Ssengooba	USA
		_ Trust for the Americas, Emily Charlemont	USA
		_ University of Oregon, Lauren Lindstrom	USA
		_ Center for Financial Inclusion at ACCION, Joshua Goldstein	USA

Innovative Practices: Nominators and Selection Committee

More than 71 experts from 30 countries took part in the Zero Project by nominating outstanding and Innovative Practices, and a total of around 120 nominations were submitted. We are particularly grateful to everyone who made the effort to fill in the quite demanding nomination form that constitutes the "base of the database". The Zero Project team also wants to thank the Ashoka Organisation, which helped to shape this process and, also, to add expertise to the selection committee.

18 experts joined the selection committee, who took their job of appraising all nominations very seriously, using various criteria and deciding upon the final list of 40 "most Innovative Practices."

a) Nominators of Innovative Practices

Unison NGO, Armen Alaverdyan	Armenia		
_ Berufsvorbereitungslehrgang Jobfit des Sonderpädagogischen Zentrums 2, Regine Gratzl	Austria		
_ Caritas Austria, Karl Eisenhardt	Austria		
_ Creativetime Austria, Chrysanth Grünangerl	Austria		
_ Diakonie Austria, Joanna Kinberger	Austria		
_ Diakonie Austria, Katharina Meichenitsch	Austria		
_ Erste Stiftung, Alina Serban	Austria		
_ Freier Sozialwissenschaftler – Lector at the Universities in Vienna and Innsbruck, Oliver Koenig	Austria		
_ Light for the World Austria, Klaus Minihuber, Eva Nittmann	Austria		
_ ÖZIV Bundessekretariat, Gernot Reinthaler	Austria		
_ pro mente OÖ, Michaela Keita-Kornfehl	Austria		
_ pro mente OÖ, Markus Sautner	Austria		
_ Verein RollOn Austria, Marianne Hengl	Austria		
_ Zentrum für Gebärdensprache und Hörbehindertenkommunikation der Universität Klagenfurt, Franz Dotter	Austria		
_ ENIL, Peter Lambreghts	Belgium		
_ F123 Consulting, Fernando H. F. Botelho	Brazil		
_ Supported Employment Network., Alexandre Prado Betti	Brazil		
_ Alberta Association for Community Living, Bruce Uditsky, Wendy McDonald	Canada		
_ McGill University, Kali Stull	Canada		
_ McGill University, Laura Kalef	Canada		
_ Member of the Committee on the Rights of Persons with Disabilities (CRPD) of the United Nations, Mohammad Tarawneh	Canada		
_ Association for promoting inclusion subsidiary Zagreb, Marijana Janković	Croatia		
		_ The Regional Association for Adult Education Suceava/AREAS, Petru Vasile Gafiuc	Romania
		_ Center for persons with acquired brain injury Zarja, Danielle Jagodic	Slovenia
		_ The Secretariat of the African Decade of Persons with Disabilities, Thomas Ong'olo	South Africa
		_ Directorate General of Policies to Disability Support, Laura Diego Garcia	Spain
		_ HSO Skåne, Lars Gustavsson	Sweden
		_ The Swedish Institute for Disability Research, Berth Danermark	Sweden
		_ CRM Consulting Ltd., Kamile Canbay	Turkey
		_ Change, Philipa Bragman	United Kingdom
		_ Disability Rights UK, Liz Sayce	United Kingdom
		_ EASPD, Phil Madden	United Kingdom
		_ European Blind Union, Lord Colin Low	United Kingdom
		_ First Step Trust, Ronnie Wilson	United Kingdom
		_ Former President of the European Union of Supported Employment	Michael, John Evans
		_ United Kingdom	
		_ Inclusion International, Connie Laurin-Bowie	United Kingdom
		_ Leonard Cheshire Disability, Joe McMartin	United Kingdom
		_ Best Buddies International, Brooke Switzer	USA
		_ Greater Los Angeles Agency on Deafness, Inc. (GLAD), Jennifer Olson	USA
		_ Human Rights Watch, Medi Ssengooba	USA
		_ Trust for the Americas, Emily Charlemont	USA
		_ University of Oregon, Lauren Lindstrom	USA
		_ Center for Financial Inclusion at ACCION, Joshua Goldstein	USA

b) Selection Committee of the Innovative Practices

Atempo, Klaus Candussi	Austria
_ FH St. Pölten, Monika Vyslouzil	Austria
_ Light for the World, Johannes Trimmel	Austria
_ Vienna University, Germain Weber	Austria
_ EFC European Foundation Center, Maria Orejas	Belgium
_ World Future Council, Ingrid Heindorf	Belgium
_ Association for promoting inclusion Subsidiary Zagreb, Lana Nacinovic	Croatia
_ HANDICAP INTERNATIONAL, Hervé Bernard	France
_ Tibor Haza, Erzsébet Szekres	Hungary
_ Kanchi, Caroline Casey	Ireland
_ Bartimeus Accessibility Foundation, Eric Vellemann	Netherlands
_ Maastricht University, Lisa Waddington	Netherlands
_ Ashoka, Nadine Freeman	Peru
_ UNDP, Europe and the Commonwealth of Independent States, Maria Lednova	Slovakia
_ ENIL European Network on Independent Living, Jamie Bolling	Spain
_ Uni St. Gallen, Miriam Baumgärtner	Switzerland

Innovative Policies:

Nominators, Interviewees and Scientific Advisory Board

In April 2012, as a first step, the Essl Foundation and the World Future Council reached out to employment experts, including members of the UN CRPD Committee, the International Disability Alliance, the International Labour Organization and many others. Thanks to them, the Zero Project team received 31 policy nominations from 26 countries from all around the world. In a second step, national policy experts were consulted in the process of evaluating all nominees, to prepare them for the selection by the Scientific Advisory Board. We are extremely grateful to everyone who shared his or her insights and knowledge with us. As the final step, in September 2012, the Zero Project's International Scientific Advisory Board selected and, after a passionate debate, agreed upon 11 "policy finalists", which come from nine different countries in Europe, Asia, America and Oceania. Without the Board's expertise, we could not have succeeded in this undertaking. We would like humbly and gratefully to acknowledge the precious support of every member of the Board.

a) Nominators of Innovative Policies

_ Australian Disability & Development Consortium, Christine Walton	Australia
_ Diakonie Austria, Katharina Meichenitsch	Austria
_ Empowerment-Center of the Independent Living Initiative of Upper Austria, Wolfgang Glaser	Austria
_ Fevlado vzw, Natalie Lefevre	Belgium
_ Canadian Association for Community Living, Michael Bach	Canada
_ Zagreb's City Office for Social Protection and Persons with Disabilities, Marinka Bakula Anđelić	Croatia
_ Landsforeningen LEV -The National Association for People with Learning Disability, Dan R. Schimmell	Denmark
_ Academic Network of European Disability Experts (ANED), Luule Sakkeus	Estonia
_ Council of Europ, Thorsten Afflerbach	France
_ Social Firms Europe CEFEC, Christiane Haerlin	Germany
_ World Future Council, Ingrid Heindorf	Germany
_ Social Firms Europe CEFEC and the Panhellenic Federation of KOISPE (POKOISPE), Athena Frangouli	Greece
_ Academic Network of European Disability experts (ANED), Gyulavári Tamás	Hungary

_ Former Centre For Disability Law and Policy, NUI Galway, Conor Newman	Ireland
_ National Disability Authority, Marion Wilkinson	Ireland
_ Italian Parliament – Camera dei Deputati, Amalia Schirru MP	Italy
_ DPI Italia Onlus, Rita Barbuto	Italy
_ Univer-Mol Ltd., Dan Stirbu	Moldova
_ Astri Research & Consultancy Group, Rienk Prins	Netherlands
_ University of Maastricht, Lisa Waddington	Netherlands
_ Norwegian University of Science & Technology, Jan Tøssebro	Norway
_ Slovak Disability Council, Katarina Selestiakova	Slovakia
_ The Secretariat of the African Decade of Persons with Disabilities, Thomas Ong'olo	South Africa
_ Directorate General of Policies to Disability Support, Ministry of Health, Laura Diego García	Spain
_ University of San Carlos III, Patricia Cuenca Gómez	Spain
_ International Labour Organization, Barbara Murray	Switzerland
_ International Social Security Association (ISSA), Hans-Horst Konkolewski	Switzerland
_ Disability Rights UK, Liz Sayce	United Kingdom
_ Leonard Cheshire Disability, Kayoko Tatsumi	United Kingdom
_ Munger, Tolles & Olson, LLP, † Charles Siegal	USA

b) Interviewees to Innovative Policies

Ability Technology, Graeme Smith	Australia
_ Australian Disability & Development Consortium, Christine Walton	Australia
_ Innov8 Consulting Group, Mark Bagshaw	Australia
_ Lista Consulting (Ithaca group), Margo Couldrey	Australia
_ Personnel Employment, Craig Harrison	Australia
_ South Australian Community Visitor Scheme, Maurice Corcoran	Australia
_ YouthWorX NT, Liz Reid	Australia
_ International Institute for Social Law & Policy, Marius Olivier	Australia/South Africa
_ Austrian Institute for SME Research, Eva Heckl	Austria
_ Center for Social Competence, University of Graz, Sebastian Ruppe	Austria
_ Diakonie Austria, Katharina Meichenitsch	Austria
_ Directorate Health and Social Affairs, Office of the Upper Austrian Government, Renate Hackl	Austria
_ Empowerment Center of the Independent Living Initiative of Upper Austria, Wolfgang Glaser	Austria
_ Federal Ministry of Economy, Family and Youth, Birgit Wenninger-Jost	Austria
_ Federal Ministry of Labour, Social Affairs and Consumer Protection, Hans-Georg Hofer	Austria
_ University of Applied Sciences St. Pölten, Helga Tiefenbacher	Austria
_ European Disability Forum, Donata Vivanti	Belgium
_ Flemish Agency for Persons with Disabilities, Jan Petersen	Belgium
_ Flemish Assistance Bureau for the Deaf (CAB), Dirk De Witte	Belgium
_ University of Ghent, Mieke van Herreweghe	Belgium
_ Canadian Association for Community Living, Don Gallant	Canada
_ Department of Advanced Education and Skills, Government of Newfoundland and Labrador, Ken O'Brien	Canada
_ Institute for Research and Development on Inclusion and Society, Cam Crawford	Canada
_ Croatian Union of Associations of Persons with Disabilities, Marica Mirić	Croatia
_ Faculty of Law, University of Zagreb, Zdravka Leutar	Croatia
_ Zagreb's City Office for Social Protection and Persons with Disabilities, Marinka Bakula Anđelić	Croatia

_ Danish Institute of Human Rights, Maria Ventegodt Liisberg	Denmark	_ Committee of Representatives of Persons with Disabilities (CERMI), Ana Sastre	Spain
_ IUP DPU/Aarhus University and Bielefeld University, Christian Christrup Kjeldsen	Denmark	_ Directorate General of Policies to Disability Support, Ministry of Health, Laura Diego Garcia	Spain
_ Ministry of Youth and Education, Jørgen Petersen	Denmark	_ University Carlos III of Madrid, Cristina Aragón Gómez	Spain
_ National Association for People with Learning Disability (LEV), Dan R Schimmell	Denmark	_ Drafting Committee of the National Policy on Disability, Padmani Mendis	Sri Lanka
_ Directorate of Social and Economic Affairs, Council of Europe, Thorsten Afflerbach	France	_ Leonard Cheshire Disability Resource Centre, Ali Zakky	Sri Lanka
_ BAG Integrationsfirmen, Bertold Sommer	Germany	_ National Secretariat for Persons with Disabilities, Ministry of Social Services, Calistus Jayamanne	Sri Lanka
_ Fachberatung für Arbeits- und Firmenprojekte (FAF), Peter Stadler	Germany	_ Ministry of Employment, Helle Ellehöj	Sweden
_ Faculty Social Work and Health, University of Göttingen, Gisela Hermes	Germany	_ Örebro University and Swedish Institute for Disability Research, Johanna Gustafsson	Sweden
_ Former Secretary of State of Rhineland-Palatinate, Richard Auernheimer	Germany	_ Riksdagen's Committee on the Labour Market, Elise Marie Donovan	Sweden
_ Social Firms Europe CEFEC, Christiane Haerlin	Germany	_ Social Insurance Agency, Hans Goine	Sweden
_ KoiSPE Diaplous, Attica Mental Health Unit, Dimitra Papadopoulou	Greece	_ Swedish Trade Union Confederation (LO), Sofie Rehnström	Sweden
_ Ministry of Health, Petros Yanoullatos	Greece	_ Leonard Cheshire Disability, Richard Mukaga	Uganda
_ Pan-Hellenic Union for the Psychosocial Rehabilitation and Professional Integration (PEPSAEE), Menelaos Theodoroulakis	Greece	_ Ministry of Gender, Labour and Social Development, Samson Masiga	Uganda
_ Campaigner, Suzy Byrne	Ireland	_ National Union of Disabled Persons, Edson Ngirabakunzi	Uganda
_ Centre for Disability Law & Policy, National University of Ireland, Eilionoir Flynn	Ireland	_ Cardiff University, Steve Beyer	United Kingdom
_ Department of Social Protection, Eoin O' Seaghdha	Ireland	_ Centre for Mental Health, Bob Grove	United Kingdom
_ Disabled People's International - Italy, Giampiero Griffo	Italy	_ Centre for Mental Health, Geoff Shepherd	United Kingdom
_ Faculty of Education, University of Genoa, Carlo Lepri	Italy	_ Department for Work and Pensions, Jillia James	United Kingdom
_ Italian Parliament's Labour Committee, Amalia Schirru	Italy	_ Disability Rights UK, Liz Sayce	United Kingdom
_ Malaysian Employers' Federation, Haji Shamsuddin Bardan	Malaysia	_ Equality 2025, Rachel Perkins	United Kingdom
_ Social Security Organisation (SOCO), Mohammed Azman Bin Aziz Mohammed	Malaysia	_ Review Panel to Access to Work, Mike Adams	United Kingdom
_ Department for Persons with Disabilities, Ministry of Labour, Social Protection and Family, Vasile Cusca	Moldova	_ South West London & St. George's Mental Health NHS Trust, Miles Rinaldi	United Kingdom
_ Ministry of Labour, Social Protection and Family, Paulina Tudos	Moldova	_ Civil Rights Law & Consulting, Michele Magar	USA
_ APE Research and Consultancy, Leo Aarts	Netherlands	_ Disability Rights Legal Center, Loyola Law School, Paula D. Pearlman	USA
_ Astri Research and Consultancy Group, Rienk Prins	Netherlands	_ Loyola Law School, Michael Waterstone	USA
_ Free University Amsterdam, Hans Bosselaar	Netherlands	_ National Center for Independent Living, Kelly Buckland	USA
_ Landelijke Cliëntenraad (National Patients Council), Branco Hagen	Netherlands	_ National Council on Disability, Joan Durocher	USA
_ UWV-Institute for Employee Benefits Schemes, Corine Peeters	Netherlands		
_ Human Rights Commission, Sue O' Shea	New Zealand	c) Members of the Scientific Advisory Board	
_ IHC New Zealand Inc. and Disabled Persons Assembly, Trish Grant	New Zealand	Essl Foundation, Michael Fembek	Austria
_ Fafo-Institute for Labour and Social Research, Inger Lise Skog Hansen	Norway	_ European Disability Forum, Javier Güemes	Belgium
_ Federation of Disability Organisations, Stian Oen	Norway	_ World Future Council, Ingrid Heindorf	Germany
_ Labour and Welfare Organisation, Kai Ringelien	Norway	_ Disabled Peoples' International, Javed Abidi	India
_ Institute for Labour and Family Research, Kvetoslava Repkova	Slovakia	_ Centre for Disability Law & Policy, National University of Ireland, Gerard Quinn	Ireland
_ Labour Market Policy Department, Ministry of Labour, Social Affairs and Family, Katarína Lanáková	Slovakia	_ Rehabilitation International, Anne Hawker	New Zealand
_ Slovak Disability Council, Branislav Mamojka	Slovakia	_ Secretariat of the African Decade of Persons with Disabilities, Thomas Ong'olo	South Africa
_ Commission for Conciliation, Mediation and Arbitration, Nerine Khan	South Africa	_ EFC Consortium of Foundations on Human Rights and Disability, Miguel Á. Cabra de Luna	Spain
_ Department of Labour, Nireesh Singh	South Africa	_ International Disability Alliance, Stefan Trömel	Spain
_ Disabled People South Africa, Siva Moodley	South Africa	_ Institute for Independent Living, Adolf Ratzka	Sweden
_ Secretariat of the African Decade of Persons with Disabilities, Thomas Ong'olo	South Africa	_ International Labour Organization, Barbara Murray	Switzerland
_ Association of Supported Employment (AESE), Fernando Bellver Silvan	Spain	_ Office of the High Commissioner for Human Rights, Stefano Sensi	Switzerland
_ Autonomous University of Barcelona, Ricardo Esteban Legarreta	Spain	_ Business Disability Forum, Susan Scott-Parker	United Kingdom
		_ University of Leeds, Anna Lawson	United Kingdom
		_ Cornell University, Susanne Marie Bruyère	USA
		_ Harvard University, Michael Stein	USA
		_ Munger, Tolles & Olson, † Charles Siegal	USA
		_ Organisation of American States, Pamela Molina Toledo	USA

Preface by Martin Essl

The mission of the Essl Foundation is to remove barriers, especially for disadvantaged persons, and to work for a more just and equal society.

In 2007, my wife Gerda and I established the Essl Foundation in order to consolidate our social activities under the auspices of a single organisation. As owners of the bauMax Group – a leading retailing group in the field of home improvement in nine countries between Austria, our home country, and Turkey, to the East – the Essl family, through the company, continues to be intimately involved in social affairs. For many years, employing persons with disabilities has shaped the company's culture, as has partnering with more than 180 Disabled People's Organisations in all the countries in which we are active.

The Essl Social Prize was the first major activity of the Essl Foundation. Established in 2007, it is awarded to distinguished social entrepreneurs who have proven their ability to create successful social enterprises from their visions for a better world.

The Zero Project is the second major project. Launched only in 2010, the Zero Project's vision of a world without barriers" is already more than a slogan. It is a vision with some very clear lines of sight to make that really happen:

Innovation: We are searching for innovation. We try to find the most outstanding "Innovative Practices" where persons, with or without disabilities, have developed new solutions from the "bottom up" to improve the lives of persons with disabilities.

Cooperation: The Zero Project is an innovation in itself. There has been nothing like this before: a growing network of experts, who voluntarily contribute their knowledge and expertise. All told, well over 350 persons have already actively participated with us in what we are doing. The Zero Project, however, is really only the platform for all the persons with disabilities and the experts themselves who evaluate, compare, select and comment, on a peer-to-peer-basis.

Sharing information: The Zero Project shares all its research freely – with the present report, on the website www.zero-project.org, and at its annual Zero Project Conference (in Vienna on February 18 and 19, 2013).

Staying focused, but remaining flexible: Whilst we always have our mission in mind, we also try to be as close as possible to the real needs of persons with disability. It turned out, for example, that, last year, an even more in-depth look at, and comparison of, our information was both asked

for and needed. Therefore, we decided to put one particular right from the UN CRPD at the heart of our work each year. We started with employment: social indicators, Innovative Practices and Innovative Policies, together with a special survey, are, this year, all focused on "employment and disability".

Sound scientific work and database: In 2011, we decided to enter into a long-term partnership with the World Future Council (WFC). The WFC provides invaluable expertise in selecting Innovative Policies. Here, and in all our work, we make every effort to supply a maximum of quality data and make evaluation and selection processes as comprehensive and transparent as possible.

I would like to thank all of those who have collaborated on this report, particularly Michael Fembek, who, together with his team of Tom Butcher, Ingrid Heindorf and Caroline Wallner-Mickl, authored the report. I am personally grateful to all of the persons concerned, scholarly advisors, interest representatives and NGOs, who, with their enormous commitment, have played such an important role in the realisation and development of the Zero Project, including Prof. Clemens Sedmak and Prof. Michael Meyer, to name just two. My sincere thanks are also owed to Bill Drayton, founder of Ashoka, who on a personal level, encouraged me to pursue the path embarked upon here, and to Jakob von Uexküll. I am especially grateful for the support that the Zero Project has, right from the start, received from Miguel Anguel Cabra de Luna and Maria Orejas at the European Foundation Centre. I also want to mention my special gratitude to Barbara Murray from the International Labour Organisation, who is an invaluable supporter of the Zero Project, Erwin Proell (governor of the country state of Lower Austria) and Willibald Cernko (CEO of Bank Austria) for their support of this year's Zero Project Conference in Austria.

Finally, I should like to dedicate this year's report to the memory of Charles Siegal (1946-2012), a wonderful man and true champion of persons with disabilities. He attended and spoke at our first conference in January, and we shared so many ideas and plans for the future. He is an inspiration to us all. He died on August 26, 2012.

Martin Essl
Founder and Chairman of the Essl Foundation,
December 2012

Foreword by Barbara Murray, ILO

Women and men with disabilities have demonstrated their willingness to work and their capacity to contribute effectively and productively in their places of employment. Yet many are prevented from making this contribution by a range of barriers which result in their underemployment, unemployment, or labour market inactivity. This entails significant social and economic losses and results in a terrible waste of potential, for the individuals themselves, their communities and the wider societies in which they live. Globally, the losses arising have been estimated at between 3 and 7 per cent of GDP in an International Labour Office (ILO) pilot study of ten low- and middle-income developing countries. Investment in more effective strategies for labour market inclusion can yield returns to society and be of benefit to everyone.

Renewed impetus has been given to advocacy of the right of persons with disabilities to decent and productive work, and employment in the open labour market, on an equal basis with others, is brought by the U.N. Convention on the Rights of Persons with Disabilities (CRPD), following the adoption of the ILO's Convention concerning the Vocational Rehabilitation and Employment of Disabled Persons (No. 159) in 1983. Whether people's disability dates from birth or an early age, or they acquired their disability in the course of their working lives, the CRPD requires States Parties to promote and protect this right by fostering a labour market and work environment that is open, inclusive and accessible to persons with disabilities who will have opportunities to freely choose or accept the jobs they perform.

This vision of an open and accessible labour market is now the guiding aim for the many countries that have ratified the UN Convention on the Rights of Persons with Disabilities. As these countries plan measures to give effect to this vision, opportunities for decent livelihoods will be opened up for the estimated 785 million persons with disabilities of working age in the world today.

The ILO welcomes the ESSL Foundation initiative to support persons with disabilities through the Zero Project that aims to remove barriers to their full participation in society, and particularly welcomes the focus on employment in 2012/13, which is very much in line with the ILO's own mandate.

Policy-makers and practitioners will be greatly informed by the examples of Innovative Practices in employment promotion described in the 2013 Zero Project Report. Set against the backdrop of survey findings from 82 countries and con-

sidered by an international team of experts to reflect the spirit and principles of the UN CRPD, these examples include a range of measures which have contributed in different ways to improving the employability and employment of persons with disabilities. Promoting skills development that effectively prepares people with disabilities for work in the open labour market; supporting job-seekers in finding jobs suited to their interests and abilities; transforming sheltered workshops; and enabling those who acquire disabilities in the course of their working lives to return to work are among the examples described. Some of the policies and practices featured cater to people with disabilities in general, while others focus on those with specific disabilities such as autism.

The conference planned to present and discuss these case studies in Vienna in February 2013 will provide an opportunity for building networks and further exchange on what needs to be done to improve employment opportunities for persons with disabilities around the world.

Barbara Murray
International Labour Organization
December 2012

Executive Summary

For many years, the Essl family, owners of the bauMax Group, have been involved in social affairs in their business lives as well as privately. In 2007, Martin and Gerda Essl established the Essl Foundation (Martin and Gerda Essl Sozialpreis Gemeinnützige Privatstiftung) in order to consolidate their social activities under one organisational roof. Since 2008, the Essl Social Prize, endowed with prize money of one million Euros, has been awarded each year to outstanding social entrepreneurs and their innovative projects. In 2010 the Zero Project was initiated as the second major project of the Essl Foundation, joined in 2011 by the World Future Council as a partner.

The Zero Project

The Zero Project (www.zeroproject.org) advocates the rights of persons with disabilities internationally. It creates platforms for sharing and developing models that clearly improve the daily lives and legal rights of persons with disabilities.

Each year, on December 3, the project's research work and findings are published as the Zero Project Report. All the research can be carried out and all results collected thanks to our network of persons with disabilities, DPOs and NGOs, academics and foundation staff, umbrella and supranational organisations, administrative staff, associations and other experts who voluntarily provide their expertise by responding to questionnaires, nominating practices and policies, adding expertise in the selection process and finally choosing the most innovative solutions. The Zero Project's network has grown constantly, with a total of 374 persons contributing to this year's research.

The follow-up and summarising were carried out by the team of the Essl Foundation and the World Future Council. Besides the present report, this year's research is also published in a German version directed at the Austrian community, which also includes a study from the research institute IHS analysing all available data in Austria on the employment of persons with disabilities. The complete research is also available at the Zero Project website (www.zeroproject.org). At the Zero Project Conference, scheduled for February 18 and 19, 2013, all Innovative Prac-

tices and Policies will be presented to, and discussed with, the members of the Zero Project network. In addition, it is planned, together with the World Future Council and the Permanent Mission of Austria to the United Nations Office at Geneva, to present the current results at a side event at the UN Human Rights Council in March 2013.

Three areas of activity

The Zero Project has identified three areas of activity:

1. Social Indicators that measure and compare the implementation of the CRPD: In addition to the social indicators used, in part, by Focal Points, independent monitoring mechanisms and shadow reports, the biggest need is seen in adding indicators that are based on examples and anecdotal evidence, and which can be easily researched and compared. The system of Zero Project Indicators contributes arguments to the discussion, helping to support those who work to implement the CRPD nationally or even regionally. Equally importantly, the data are based on how experts appraise the situation in their own countries. In the Zero Project Report of 2013, two sets of indicators are included:

- a. The "standard questionnaire", measuring the implementation of some of the most important rights (articles) of the UN CRPD. 23 indicators are defined, among them 20 that were part of the survey in 2010 ("Essl Social Index") and the Zero Project Report of 2012.
- b. The "employment questionnaire", measuring specifically the implementation of the employment rights under UN CRPD Article 27. Ten employment indicators have been defined and included in the Report for the first time.

2. Innovative Practices: The Zero Project's platform for Innovative Practices (until last year's report and conference called "Good Practices") helps decision-makers to improve both the implementation of the CRPD and the lives of persons with disabilities, and actively involves various kinds of stakeholders and experts who nominate, comment, appraise and evaluate Innovative Practices. Innovative Practices are mainly developed in a "bottom up" approach and

improve the situation of those with disabilities with new technologies, employment models etc. From this year's research 40 Innovative Practices have been selected by the Zero Project's network of experts and are presented in the report. All of them focus on employment of persons with disabilities, in line with this year's overall theme of "employment".

3. Innovative Policies: Containing promising elements and having achieved identifiable improvements on the ground, Innovative Policies point to a positive dynamic change that can be easily replicated in many countries around the world to advance the implementation of the UN CRPD. Being of either a regional or national nature, Innovative Policies are laws, regulations or programmes that overcome the conditions that act as barriers to the full exercise of employment rights by persons with disabilities, perform well in applying the Future Just Lawmaking Methodology adopted by the World Future Council, and were selected by the Scientific Advisory Board of the Zero Project.

Eleven Innovative Policies are presented in the report. They cover mostly overlooked areas, including apprenticeships, employment services and support for people with intellectual or psychosocial disabilities.

The Zero Project Social Indicators

The Zero Project Social Indicators (chapter 1: Social Indicators and chapter 2: Employment Indicators) are specifically aimed at rendering international differences transparent and tangible. Using key data, the Zero Project Social Indicators condense the overall picture in one country and, in doing so, help render it both transparent and comparable. This is reinforced by a simple optical traffic light colour code:

GREEN: in the respective country/province the problem addressed is satisfactorily solved

ORANGE: in the respective country/province the problem addressed is partially/sometimes solved

RED: in the respective country/province the problem addressed is not satisfactorily solved

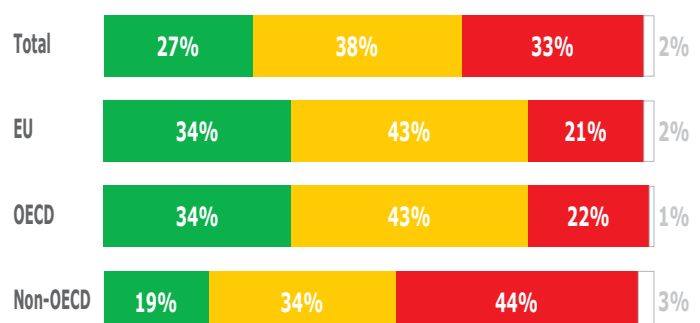
Social Indicators Survey

Various articles, specifically Articles 8-33, of the UN Convention serve to underpin the questions asked in the social indicators, which was conducted using questionnaires. The survey consisted of 23 questions and

was undertaken in 55 countries (please see map at the end of the executive summary for details and results). Here are some of the outstanding results:

- Perhaps not surprisingly in this economic climate, the question "Did the percentage of persons with disabilities employed increase in 2011?" got the most "red lights": 36 countries out of 55 answered negatively. Many persons with disabilities lost their jobs, funding for employment support was cut and most of the time employment policies for persons with disabilities have not been a priority.
- Another question with an extremely high percentage of "red lights" concerned statistics for persons with disabilities graduating from university: in most countries they are simply not available, making efficient policy-making in this field barely possible.
- Even very simple and inexpensive implementation of the UN CRPD is not undertaken in many countries. In only four countries is the official version of the UN CRPD available in an audio version, a sign language translation and a plain language version in all of the country's official languages.
- Relatively positively, however, experts from over 58% of countries confirmed that all newly constructed buildings to which there is public access are required by law to be accessible.
- In just over half of all countries, a child with disabilities has the right to receive free and compulsory primary education within the mainstream educational system. But as many of the comments and remarks testify, whether all the schools are accessible, or every child is actually able to exercise that right, is a very different matter.
- Finally, and specifically in relation to this year's theme of employment, when it comes to taking all necessary action on accommodations in the work-

Social Indicators Survey – Summary of answers



place for persons with disabilities, in only 11 responding countries did no such obligation on the part of employers exist.

- In total, only about 27% of all traffic lights chosen were “green”; in non-OECD countries the percentage is below 20%. A clear third of all traffic lights are “red”, and even in the more highly developed EU and OECD countries this figure is 21-22% (see chart).

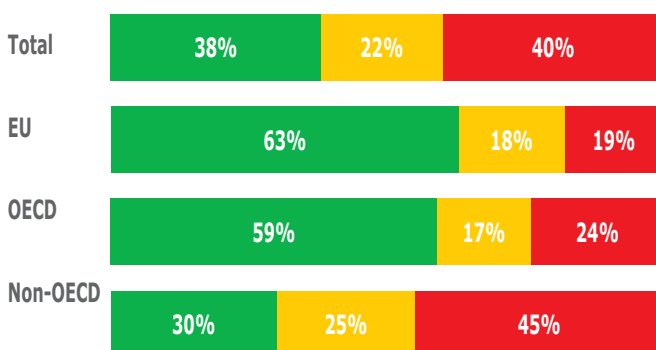
Employment Indicators Survey

Article 27 of the UN Convention (“Work and employment”) served as the basis from which to develop, in consultation with leading experts, the questions asked in our employment indicators. Like the social indicators, the employment indicators was conducted with questionnaires, using traffic lights and additional remarks as the main means of information.

The Zero Project Employment Indicators was undertaken in 82 countries and, with only a few exceptions, the questionnaires were completed by member organisations of the global network Disabled People’s International. The 10 questions covered:

1. Protection against discrimination in the process of hiring
2. Promotion of employment in the private sector
3. Opportunities for self-employment
4. Access to vocational and continuous training
5. Assistance to find jobs
6. Right to equal remuneration
7. Gap between the general employment rate and persons with disabilities in employment
8. Quota system in the public sector
9. Rights to redress grievances
10. Additional rules relating to the dismissal of persons with disabilities

Employment Indicators Survey – Summary of answers



Here are some of the most important results:

- Most strikingly only a tiny fraction of experts stated that the employment rate of persons with disabilities in their country differs 15% or less from the overall employment rate (question 7). Despite all the measures to promote the employment of persons with disabilities, in nearly all countries the rights as defined in UN CRPD Article 27 can barely be exercised.
- Promisingly, in almost half of the countries experts confirmed that the basic right to equal remuneration exists (question 6).
- In addition, in over 40% of countries persons with disabilities have the right to be protected against discrimination in the hiring process (question 1) and to redress grievances (question 9). However, unawareness about existing rights – not only among employers and government, but also among persons with disabilities themselves – is very often a key obstacle in translating those rights into action, especially when it comes to protection against discrimination in the hiring process (question 1).
- Quite positive is the variety and efficiency of measures to support employment in the private sector in some countries. However, most experts complained about the non-existence or inefficiency of policies supporting private sector employment, self-employment and assistance to find work (question 2, 3, 5).
- The lack of accessibility of workplaces, training facilities and public transport is often mentioned as one of the main reasons why measures to support the employment of persons with disabilities are highly inefficient (question 4 and 5).
- A quota system (which is not mandatory under the UN CRPD, but most often regarded as an efficient affirmative action) is in place for public sector employment in more than a third of the countries and in most cases appreciated by the experts.
- Not many countries (11%) received “green lights” from experts when they were asked about the existence of additional rules relating to the dismissal of persons with disabilities (question 10). However, a few experts considered those rules to be potentially counter-productive, as “over-protection” can also be an obstacle in the employment process.
- In general, 40% of all assessments by experts were “red lights”; in non-OECD countries it was up to 45% (see graph).

40 Innovative Practices

In this year's Zero Project Report, from the over 120 examples that were originally nominated, 40 Innovative Practices (2012: 25) have been published from around the world which, in keeping with this year's theme, relate specifically to persons with disabilities and employment. The selection process for "Innovative Practices" is a multistep approach, involving a network of experts at every step. The Zero Project team is grateful to the Ashoka Organisation, which helped the Zero Project team to shape this process and, also, to add expertise to the selection committee:

- First, the Zero Project team sought experts on employment and disability from around the world. About 200 experts were chosen.
- In a second stage, nominations were made on a form specially created for that purpose, which included basic facts about the nominated project. More than 120 nominations were received.
- A selection committee, consisting of a further 18 experts, evaluated the nominations, according to the following criteria: innovation, impact, chances of long-term growth and success and finally scalability.

Here are some of the most outstanding results:

1. Global outreach: One of the side events at the fifth session of the Conference of States Parties held at the UN in September 2012 was entitled "Voices from the Global South", and focused on the importance of those voices being heard. It is, therefore, very gratifying that the implementation of many of the practices has not been restricted to any particular global region. Whilst some practices have, so far, been implemented only in some individual countries in Latin America, for example, Brazil and Colombia, others have been implemented across the continent.

There are examples of practices in both Australia and New Zealand. One innovative practice's reach includes Bangladesh, China, India, Liberia, Pakistan and Uganda. Four other, separate practices have been implemented in India alone. The Middle East is represented with an example from Lebanon. In addition to practices from Canada, Europe, Scandinavia and the USA, practices in Eastern Europe, Bulgaria, the Czech Republic, Moldova and Poland are also represented. Then there are practices that, because they are Internet-based, transcend all geographical boundaries, becoming truly borderless.

2. Stunning variety. As gratifying as the breadth of their geographical implementation is, perhaps equally gratifying is the stunning variety of the examples and the issues they address. Individual disabilities addressed by specific practices include autism spectrum disorders, intellectual and developmental disabilities, psychosocial disabilities, sight impairment and blindness, and auditory impairment and deafness. Then there are other practices that address, without distinction, all persons with disabilities.

3. Going international: Some of these Innovative Practices have already gone international, so that, taken together, they are implemented in a further 25 countries across all continents. The following Innovative Practices have been implemented across borders:

- CHANGE
- Dialogue in the Dark
- Employment Toolkit
- Genashtim
- Inclusive Careworker Training
- Inclusive Post-Secondary Education
- Livelihood Resources Centres
- POETA
- Rotary Employment Partnership
- SEARCH
- Specialisterne
- Telenor

4. Decent work and employment: A significant proportion of the 40 Innovative Practices provide direct employment for persons with disabilities in workplaces that especially support their special skills. Among them are:

- CHANGE
- Discovering Hands
- Genashtim
- NLPRA
- Postpartnerschaft
- Sabooj
- Smart
- Specialisterne
- The Siro Group
- Wipro

Summary of Innovative Practices

Title	Organisation	Brief summary	Country of origin	Implemented in
Post-secondary inclusion: A path to employment	Alberta Association for Community Living (AACL)	The initiative develops inclusive post-secondary education opportunities for individuals with developmental disabilities, not least as an increasingly necessary precursor to obtaining meaningful employment.	Canada	Canada, Australia, Ireland
Rotary employment partnership	Alberta Association for Community Living	Engaging the business community to create employment for individuals with developmental disabilities.	Canada	Canada, Australia, New Zealand, USA
Support in transition to adult life	The Arc of the United States, Inc.	The School-to-Community Transition Initiative is improving the quality of transition planning and transition services by identifying successful programmes that can be replicated nationwide within The Arc's network of local and state chapters.	USA	USA
Promoting micro-enterprises and entrepreneurship	Assoc. for Rehabilitation under Nat. Trust Init. of Marketing (ARUNIM)	ARUNIM is a pioneering and path-breaking innovation for creating livelihoods through entrepreneurship, with a special focus on persons with developmental disabilities.	India	India
Making microfinance inclusive	Banco D-MIRO	The bank has created a microcredit product for persons with disabilities called Creer, which means "Believe". With the help of the product the bank has been very successful in providing financial services for persons with disabilities.	Ecuador	Ecuador
Personalised coaching in the workplace	Best Buddies Colombia	Providing individuals who have intellectual and developmental disabilities (IDD) with the opportunity to have personalised coaching in the workplace and become integrated in their place of employment.	Colombia	Colombia
Building disability-smart business	Business Disability Forum	Business Disability Forum promotes the economic and social inclusion of persons with disabilities by making it easier for corporations to employ and do business with disabled people.	UK	UK
Training carers for the elderly	Caritas Austria	The project "Carer for the Elderly" (HelferIn für alte Menschen) aims at training young persons with a disability or impairment, between the ages of 18 and 24, as in-patient care assistants in retirement or care homes, and at placing them in the primary job market.	Austria	Austria
A co-working model of employment	CHANGE Ltd.	CHANGE is an international human rights organisation led by disabled people that employs persons with learning disabilities. It promotes choice, independence and control for all people with learning disabilities. Through its innovative resources and by piloting new tools and ways of working, it influences policy and practice throughout the UK and across Europe.	United Kingdom	United Kingdom, Czech Republic, Moldavia, Bulgaria
Dialogue social enterprise	Dialogue in the Dark	Dialogue in the Dark is a unique platform for communication and close exchange, provoking a change in perspectives and, in the process, creating jobs worldwide for blind and differently-abled people.	Germany	Germany
Blind women as experts in detecting breast cancer	discovering hands®	discovering hands® uses the superior tactile perception of blind and visually impaired persons to improve palpatory diagnosis in the early detection of breast cancer.	Germany	Germany
Disabled people leading career development	Disability Rights UK/ Doing Careers Differently	A series of projects led by disabled people enable other disabled people not just to "get in" to work, but also to "get on" in their careers.	United Kingdom	United Kingdom

Title	Organisation	Brief summary	Country of origin	Implemented in
Job support for persons with intellectual disabilities	Centrum DZWONI	The aim of the initiative is to find places of work in the open labour market for persons with intellectual difficulties.	Poland	Poland
An employment resource for the visually impaired	European Blind Union (EBU)	The EBU job website informs visually impaired people, employers and policy makers across Europe about the huge range of jobs undertaken by visually impaired people. It is part of a range of work carried out by EBU to examine, promote, and facilitate the employment of blind and partially sighted people.	Europe	Europe
Help for Supported Employment services providers	European Union of Supported Employment	The European Supported Employment Toolkit is a practical guide aimed at providers of employment services for people with disabilities.	Europe	Europe, Australia, Argentina, Chile
A scalable assistive technology initiative	F123 Consulting	The F123 Initiative leverages investments made by thousands of individuals, companies, and governments in free and open source technologies to make internship, and consequently employment opportunities, available in small companies accessible to persons with disabilities.	Brazil	Brazil
Developing work and employment opportunities	First Step Trust/SMaRT business model	The Socially Minded and Responsible Trading™ (SMaRT) business model enables First Step Trust (FST) to develop work and employment opportunities for people for people with mental health conditions and other disabilities/disadvantages.	United Kingdom	United Kingdom
Integration of disabled persons in the labour market	Friends of Integration Association	The local and national campaigns (e.g. Sprawni w Pracy – "Able at Work") run by the Friends of Integration Association have drawn Polish society's attention to the situation of people with disabilities and their low level of employment.	Poland	Poland
Inclusion in a virtual organisation	Genasstim Innovative Learning Pte. Ltd.	Persons with disabilities work side-by-side with staff without disabilities, with no difference in pay rates and full equality. In addition, staff without disabilities report to managers with disabilities.	Singapore*	Malaysia, China, the Philippines
Anti-stigma campaign	Handisam & NSPH/Hjärnkoll	Hjärnkoll is a national anti-stigma campaign in Sweden run by 200 "ambassadors" – people with their own experience of mental illness.	Sweden	Sweden
Integrated employment model SPAGAT	IFS – Institut für Sozialdienste gemeinnützige GmbH	SPAGAT is a model for the integration of persons with severe disabilities into the employment world. SPAGAT supports, accompanies and finds work for such persons in the primary labour market.	Austria	Austria
Support for students with disabilities	Johannes Kepler University, Linz/ Institute Integriert Studieren	The Institute Integriert Studieren is a teaching and research facility at Johannes Kepler University in Upper Austria for accessibility and assisted technologies and a support centre for students with disabilities.	Austria	Austria
Promoting inclusive business	Kanchi/ Ability Awards	Through its Ability Awards, Kanchi aims to promote the disability business case and create a global business movement by engaging critical influence to drive positive societal change and economic empowerment for the one billion people living with a disability.	Ireland	Ireland, Spain
Economic and social inclusion	Lebanese Physical Handicapped Union/ Unlocking Potentials	The Unlocking Potentials programme contributes to improving the living conditions of persons with disabilities in Lebanon and supports them in accessing formal employment through vocational training; comprehensive support for jobseekers; providing job opportunities in public and private sectors; and a pilot scheme for income generation.	Lebanon	Lebanon

EXECUTIVE SUMMARY

Title	Organisation	Brief summary	Country of origin	Implemented in
Inclusive care worker training	Lebenshilfe Graz und Umgebung-Voitsberg	This project trains persons with learning disabilities as care workers and enables them to gain a professional foothold in the social sector.	Austria	Austria, Spain, Poland
Livelihoods resource centres	Leonard Cheshire Disability	Livelihood Resource Centres, as "one-stop-shops", provide training, career guidance and links between employees and employers.	United Kingdom*	Bangladesh, China, India, Philippines, Pakistan, Sri Lanka, Liberia, S. Leone, Tanzania, Uganda
Sustained advocacy for promoting equality	NCPEPD – National Centre	A pioneering, cross-disability (covering ALL disabilities) organisation that takes the policy advocacy route to address the issue of employment.	India	India
Jobs for persons with psychosocial disabilities	NLPRA – New Life Psychiatric Rehabilitation Association	Brings new life to people in recovery from mental illness through social enterprises.	China (Hong Kong)	China (Hong Kong)
Youth transition programme	Oregon Vocational Rehabilitation	The preparation of youth with disabilities for employment or career-related post-secondary education.	USA	USA
Helping disabled employees understand their rights	People First New Zealand Inc. Nga Tangata Tuatahi	The Easy Read Individual Employment Agreement assists all potential and employed workers understand what their rights and responsibilities are at work.	New Zealand	New Zealand
Employment of the hearing impaired	Sabooj	Employment of persons with hearing impairment in visual and graphical creation and production.	France	France
Personal development through employment	Samhall AB	Samhall is a state-owned Swedish company assigned to provide meaningful work that furthers the personal development of people with disabilities.	Sweden	Sweden
Supported internship	SEARCH	Project SEARCH is a unique, one-year, school-to-work programme for young people with intellectual and developmental disabilities.	USA	USA, UK, Canada, Australia
Labour integration in rural areas	The Siro Group	The integration in the workplace of the greatest number of people at risk of social exclusion, especially people with disabilities.	Spain	Spain
Inclusive partnering with the post office	Soziale Dienste der Kapuziner (SLW) Austria	The "Inclusive Postal Partnership" project makes it possible for persons with disabilities to participate in the general labour market.	Austria	Austria
Equal employment opportunities	Specialist People Foundation	Specialisterne is internationally recognised as the first and foremost example of how highly functioning people with autism can become effectively integrated in society and provide valuable, high quality services to their employers.	Denmark	Denmark, UK, Iceland, Austria, USA, Poland, Germany, Ireland, Canada, Singapore

Title	Organisation	Brief summary	Country of origin	Implemented in
Gateway to employment: opportunities not obstacles	Telenor Group/ Telenor Open Mind	Acting as a springboard into the workplace, the Telenor Open Mind programme offers an opportunity for people with reduced mobility, mental health, hearing or visual impairments to get into the workplace and develop the necessary skills and experiences to be successful at work.	Norway	Norway, Sweden, Pakistan, India
A new approach to labour inclusion	The Trust for the Americas - Organization of American States/POETA	Partnership in Opportunities for Employment through Technology in the Americas (POETA) accessible centres increase social inclusion and improve competitiveness by providing technology and job-readiness training to persons with disabilities.	Guatemala	Guatemala, Argentina, Brazil, Colombia, Costa Rica, Ecuador, El Salvador, Honduras, Mexico, Panama, Peru, Puerto Rico, Dominican Republic, Venezuela
A personal network	Tyze Personal Networks	Tyze Personal Networks is an online service that helps people to connect and collaborate in order to support individuals to achieve goals and realise dreams.	Canada	Canada, USA, UK, Australia
Promoting an inclusive workplace	Wipro Ltd.	The "implementation and governance mechanism" for the company's Equal Opportunity Policy.	India	India, USA, UK

Eleven Innovative Policies

In this year's report 11 Innovative Policies (2012: 8) are published that specifically concern the employment rights of persons with disabilities. The Zero Project's policy research followed three steps:

- In April 2012, the Essl Foundation and the World Future Council reached out to disability employment experts, including members of the UN CRPD Committee, the International Disability Alliance, the International Labour Organization and many others. Thanks to them, the Zero Project team received 31 policy nominations from 26 countries around the world.
- By September 2012, the World Future Council (WFC) had completed its policy research. Applying the WFC's Future Just Lawmaking Methodology, the researchers conducted interviews with representatives from governments, academia and non-governmental organisations about each of the policies and produced in-depth policy evaluation reports. The methodology is based on the seven principles for sustainable development law (2002 Johannesburg World Summit on Sustainable Development):
 1. Sustainable use of resources
 2. Equity and the eradication of poverty
 3. Precautionary approach to human health
 4. Public participation
 5. Governance and human security
 6. Integration
 7. Common but differentiated obligations

- As the final step, in September 2012, the Zero Project's International Scientific Advisory Board agreed upon 11 "policy finalists", which come from nine different countries in Europe, Asia, America and Oceania.

Promotion of the social model of disability

It is positive that most Innovative Policies address the environmental and social barriers that persons with disabilities face in the open labour market.

Rights-based

Promisingly, some policies, for example the Austrian Vocational Training Act, have established legal entitlements for persons with disabilities. Others, such as Malaysia's Return to Work Programme, still do not provide statutory benefits. If funding is scarce, or implementation depends on decentralised bodies, as is the case for the UK's Individual Placement and Support, then the spread of the policy throughout the country is problematic.

Based on mainstreaming

Some of the selected laws are of particular interest as they are based on mainstreaming, especially the Swedish Employment Protection Act.

About Innovative Policies

Innovative Policies contain promising elements, have achieved identifiable improvements on the ground, and point to a positive dynamic of change that can be easily replicated in many countries around the world to advance the implementation of the UN Convention on the Rights of Persons with Disabilities (UN CRPD). Like all innovations, some policies may, however, be incomplete or dependent on other developments to maximise their impact, and some policies, no matter how positive, may also contain elements of old thinking. Since the implementation of the UN CRPD is a work in progress for all countries, these elements are not excluded in the overall assessment of innovation, simply because they contain such elements of old thinking.

Consulting DPOs

Positively, eight policies were either the direct result of lobbying by, or of consultations with, disabled people's organisations.

Research-based

Most policies have been positively evaluated by experts and, for some, cost-benefit studies were carried out by the implementing organisations or by DPOs. For example, in the UK's Access to Work Programme, for every pound spent there is a net return of £1.48 to the Treasury.

Remarkable facts and achievements:

- The Danish Act on Secondary Education of Youth with Special Needs No. 564 of 6 June 2007 enables young people with special needs who are not able to complete mainstream education to attain personal, social and vocational competencies through a three-year youth education after primary and lower secondary education. In 2012, more than 5,000 people have already enrolled in youth education. Of the 1,300 young Danish people with disabilities who have completed youth education so far, 20% have found a job or attained further education.
- In order to make the vocational training system more accessible to many young people, the Austrian Vocational Training Act of 1969, as amended in

2003, in particular §8b-c, was further amended and the possibility of undertaking a prolonged or partial qualification was introduced. In 2011, 7,014 persons were undergoing mostly prolonged Inclusive Vocational Training, of whom about 20% had disabilities. About 61% were trained in companies and almost 70% of graduates with inclusive company-based vocational training were still employed after four years.

- The Australian JobAccess Programme of 2006 complements non-discrimination legislation and facilitates the removal of workplace barriers through advice and grants, while it offers to persons with disabilities the means and support to find or retain a job. In light of the impressive number of enquiries (120,000) and applications for funding (17,000) since 2006, and a 90% consumer satisfaction rate, the programme responded to a real need. Being highly replicable, JobAccess won a UN Public Service Award.
- Complementing the Equality Act 2010, the British Access to Work Programme of 1994 provides advice and support to people with disabilities and their employers to help them to overcome work-related obstacles resulting from disability. During 2009-2010, Access to Work supported 37,300 persons with disabilities, of whom 45% would be otherwise out of work. There is a net return to the Treasury of £1.48 for every £1 spent. In 2012, the British Government announced its intent to invest funds of £15 million.
- Recognising that supported employment is an effective means through which people with high support needs can obtain meaningful employment, Spain introduced the Royal Decree on Rules for the Supported Employment Programme No. 870 of 2 July 2007. Currently, about 500 job coaches assist about 5,000 persons with disabilities in the open labour market. Thanks to supported employment, during the period 1995-2008, 14,159 people with disabilities found employment.
- Comprising work analysis, job coaching and full-time support by a co-worker, the Job Trainer Supports Programme of 1986 of Newfoundland and Labrador, Canada, facilitates meaningful employment for people with intellectual disabilities that pays at least the minimum wage, in an integrated setting. In 2011, 1,075 people with intellectual disabilities were supported by a job trainer in integrated employment

settings and received competitive wages; many have successfully started their own businesses.

- In the UK the majority of mental health service clients do not receive help with finding paid work. Based on the rationale that everyone is capable of working in the open labour market, Individual Placement and Support (IPS) of 1998, unlike the traditional sequential rehabilitation approach, embeds employment specialists in clinical treatment teams so that clinical treatment and employment support occur in parallel. About 61% of people with psychosocial disabilities can successfully gain employment using IPS.
- New Zealand enacted in 2007 the Disabled Persons Employment Promotion Repeal Act No. 11 which revoked discriminatory provisions, under which operators of sheltered workshops were given a blanket exemption from minimum wage and holiday and sick leave legislation. As a result, the number of New Zealanders who were employed in segregated work environments decreased from 5,400 in 2001 to 1,202 in 2007. At the same time, the number of persons using employment services increased by more than 300%.
- According to the Swedish Employment Protection Act No. 80 of 1982, lesser capability because of illness or acquired disability is not an objective ground for dismissal and employers must make all reasonable efforts to retain the worker. As a result, Sweden's employment rate of persons with health problems or disability was at 62% (2010) and around 50% of those with reduced ability to work are in employment. In 2009, the absolute majority of employees requiring adaptation of working conditions received the help they needed.
- Providing for a comprehensive physical and vocational rehabilitation, Malaysia's Return to Work Programme of 2007 uses individual case management to assist employees to recover and return to employment. Since the programme's inception, 4,842 workers have returned to work. Of those who returned to work, 84% continued to work for the same employer (2010: 65%). The benefits far outweigh the costs by a 1.43:1 ratio.
- In 2008, Upper Austria established Peer Counselling as a profession under its Social Professions Act of 2008, in particular §§45-47. This step has been internationally unique. A Peer Counsellor has direct

experience of disability and gives advice to similarly affected people, in order to enable them to take control of their lives. The comprehensive qualification values the experience of different types of disabilities as a fundamental quality. Currently, 54 Counsellors are offering about 750 to 1,000 hours per week.

Looking ahead: The Zero Project in 2013

Financed by the Essl Foundation, the Zero Project will be able to continue to advance the implementation of the UN CRPD on a sustainable basis, together with the World Future Council, with whom the Essl Foundation has entered into a long-term partnership.

In its second year, 2012, the Zero Project was adapted and refined, based on the experiences of publishing its report, launching its website and organising its first conference in January 2012.

An annual topic, employment, was chosen for the first time, and Innovative Policies and Practices were centred around this topic. A further survey, specifically covering employment, was also added.

The conference in February 2013 will extend over two days instead of one, and will cover Innovative Practices on the same level as Innovative Policies.

The website will be transformed into an encyclopaedia-like database for the content of the Zero Project, open to everyone. The Zero Project has gained a great deal of visibility, due, not least, to the success of its first conference in January 2012 in Vienna, which was attended by 250 delegates from more than 30 countries. In addition, the Zero Project's findings on accessibility were presented in June 2012 in a brochure and at a joint conference with the World Future Council, Dr Ádám Kósa MEP (President of the Disability Intergroup of European Parliament) and the European Disability Forum. In March 2013, it is planned to present the Zero Project's current results at a side event in Geneva at the UN Human Rights Council, together with the World Future Council and the Permanent Mission of Austria to the United Nations Office at Geneva.

The Zero Project, together with its growing network of persons with disabilities, DPOs, NGOs, foundations, academics and decision-makers, will remain focused on its goal of breaking down barriers for persons with disabilities, in line with the rights promoted by the UN CRPD. But it will also remain flexible, ready to identify new tasks and goals.

All countries covered by the Zero Project Report

The overview includes all countries that are covered in at least one of the four chapters of the Zero Project (total: 116 countries)
 In addition, the status of the country towards the UN Convention on the rights of persons with disabilities (UN CRPD) is listed

Country	Country is covered by the Zero Project Social Indicators	Country is covered by the Zero Project Employment Indicators	Innovative Practices, found by the Zero Project, are originated or implemented in this country*	Innovative Policies, found by the Zero Project, are implemented in this country	Country has ratified or signed the UN CRPD
Austria	●	●	●●●●●◆	●●	●
Belgium	●	●			●
Bulgaria	●	●	◆		●
Czech Republic	●	●	◆		●
Denmark	●		●	●	●
Estonia	●				●
Finland	●	●			◆
France	●	●	●		●
Germany	●	●	●●◆		●
Greece		●			●
Hungary	●	●			●
Iceland			◆		◆
Ireland	●		●◆		◆
Italy	●	●			●
Latvia		●			●
Netherlands	●				◆
Poland			●●◆◆		●
Portugal	●	●			●
Romania	●	●			●
Slovakia	●	●			●
Slovenia	●	●			●
Spain	●	●	●◆◆	●	●
Sweden	●		●●◆	●	●
United Kingdom	●	●	●●●●●◆◆◆ ¹⁾	●●	●
European Union (EU)					
Switzerland	●	●			◆
Norway	●		●		◆
Albania	●				◆
Belarus		●			
Bosnia-Herzegovina	●				●
Croatia	●				●
Kosovo	●				
Macedonia	●	●			●
Moldova			◆		●
Montenegro	●				●
Russia		●			●
Serbia	●	●			●
Ukraine		●			●
Europe			●● ²⁾		
Europe (Non-EU)					
Canada		●	●●◆◆◆◆◆ ³⁾	●	●
United States	● ⁴⁾	●	●●◆◆◆◆◆ ⁵⁾		◆
Northern America					
Antigua and Barbuda		●			◆
Argentina		●	◆◆		●
Bahamas		●			●
Belize		●			●
Brazil	●		●◆		●
Chile	●	●	◆		●
Colombia	●		●◆		●
Costa Rica			◆		●
Cuba		●			●
Dominica		●			●
Dominican Republic		●	◆		●
Ecuador			●◆		●
El Salvador	●		◆		●
Guatemala	●	●	●		●
Guyana		●			◆
Haiti		●			●
Honduras	●	●	◆		●
Jamaica		●			●
Melico	●	●	◆		●
Nicaragua	●	●			●
Panama		●			●
Peru	●	●	◆		●
Puerto Rico			◆		●

OVERVIEW OF COUNTRIES

Country	Country is covered by the Zero Project Social Indicators	Country is covered by the Zero Project Employment Indicators	Innovative Practices, found by the Zero Project, are originated or implemented in the country*	Innovative Policies, found by the Zero Project, are implemented in this country	Country has ratified or signed the UN CRPD
St. Kitts and Nevis		●			
St. Lucia		●			❖
St. Vincent and the Grenadines		●			●
Venezuela			◆		
Latin America and the Caribbean					
Benin		●			●
Burkina Faso		●			●
Burundi		●			❖
Cap Verde		●			●
Congo		●			❖
Cote d'Ivoire		●			❖
Ethiopia	●	●			●
Gambia		●			●
Guinea		●			●
Kenya		●			●
Lesotho		●			●
Liberia			◆		●
Malawi		●			●
Mauritius		●			●
Niger		●			●
Nigeria		●			●
Senegal		●			●
Sierra Leone		●	◆		●
South Africa		●			●
Tanzania		●	◆		●
Togo		●			●
Tunisia		●			●
Uganda			◆		●
Zambia		●			●
Africa					
Afghanistan	●				●
Armenia		●			●
Australia	●		◆◆◆◆◆	●	●
Azerbaijan		●			●
Bangladesh			◆		❖
Cambodia		●			❖
China		●	●◆◆◆		●
India	●	●	●●●◆◆		●
Indonesia	●				●
Israel	●				●
Japan	●	●			❖
Lebanon	●		●		❖
Malaysia	●		◆	●	●
Maldives	●				●
Myanmar	●				●
Nepal	●	●			●
New Zealand		●	●◆	●	●
Pakistan	●	●	◆		●
Philippines		●	◆◆		●
Samoa		●			●
Singapore		●	●◆		●
South Korea	●				●
Sri Lanka	●	●	◆		❖
Thailand		●			●
Turkey	●				●
Vanuatu		●			●
Asia/Oceania					
Find more in chapter no.	1	2	3	4	
Pages in the report	38 to 111	112 to 155	156 to 199	200 to 225	

* "originate: the organisation that started the innovative practice/project/organisation is domiciled in this country; implement: innovative practice/project/organisation are implemented in this country, but the organisation behind it is domiciled in another country"

¹⁾ UK: SEARCH implemented in the UK in Scotland and England

²⁾ Europe: EBU Jobsite and Employment Toolkit operate throughout Europe

³⁾ Canada: Rotary Employment Partnership implemented in Canada in Ontario, Newfoundland and British Columbia

⁴⁾ USA: Questionnaire only for California

⁵⁾ "USA: Youth transition Programme implemented in the USA in Oregon, Arizona and Alabama. Specialisterne implemented in the USA in Delaware, Minnesota, Colorado and North Dakota."

● included/country of origin of an innovative practice or policy/ has ratified the UN CRPD

❖ has signed, but not ratified the UN CRPD

◆ country where an innovative practice has been implemented

The Implementation of the UN Convention on the Rights of Persons with Disabilities

Zero Project Social Indicators

▶ p. 42-44

1 Accessibility of new buildings

AUT BEL BGR CZE DNK EST FIN FRA DEU HUN IRL
 ITA NLD PRT ROU SVK SVN ESP SWE GBR / ALB
 BIH HRV KOS MKD MNE NOR SRB CHE / USA/CA
 / BRA CHL COL SLV GTM HND MEX NIC PER / ETH
 / AFG AUS IND IDN ISR JPN LBN MYS MDV MMR
 NPL PAK KOR LKA TUR

▶ p. 45-47

2 Legal timeframe for accessibility

AUT BEL BGR CZE DNK EST FIN FRA DEU HUN IRL
 ITA NLD PRT ROU SVK SVN ESP SWE GBR / ALB
 BIH HRV KOS MKD MNE NOR SRB CHE / USA/CA
 / BRA CHL COL SLV GTM HND MEX NIC PER / ETH
 / AFG AUS IND IDN ISR JPN LBN MYS MDV MMR
 NPL PAK KOR LKA TUR

3 Accessibility of public buses

AUT BEL BGR CZE DNK EST FIN FRA DEU HUN IRL
 ITA NLD PRT ROU SVK SVN ESP SWE GBR / ALB
 BIH HRV KOS MKD MNE NOR SRB CHE / USA/CA
 / BRA CHL COL SLV GTM HND MEX NIC PER / ETH
 / AFG AUS IND IDN ISR JPN LBN MYS MDV MMR
 NPL PAK KOR LKA TUR

▶ p. 48-50

▶ p. 51-53

4 Early warning system for national emergencies

AUT BEL BGR CZE DNK EST FIN FRA DEU HUN IRL
 ITA NLD PRT ROU SVK SVN ESP SWE GBR / ALB
 BIH HRV KOS MKD MNE NOR SRB CHE / USA/CA
 / BRA CHL COL SLV GTM HND MEX NIC PER / ETH
 / AFG AUS IND IDN ISR JPN LBN MYS MDV MMR
 NPL PAK KOR LKA TUR

5 Partial guardianship

AUT BEL BGR CZE DNK EST FIN FRA DEU HUN IRL
 ITA NLD PRT ROU SVK SVN ESP SWE GBR / ALB
 BIH HRV KOS MKD MNE NOR SRB CHE / USA/CA
 / BRA CHL COL SLV GTM HND MEX NIC PER / ETH
 / AFG AUS IND IDN ISR JPN LBN MYS MDV MMR
 NPL PAK KOR LKA TUR

▶ p. 54-56

▶ p. 57-59

6 Sign language in court

AUT BEL BGR CZE DNK EST FIN FRA DEU HUN IRL
 ITA NLD PRT ROU SVK SVN ESP SWE GBR / ALB
 BIH HRV KOS MKD MNE NOR SRB CHE / USA/CA
 / BRA CHL COL SLV GTM HND MEX NIC PER / ETH
 / AFG AUS IND IDN ISR JPN LBN MYS MDV MMR
 NPL PAK KOR LKA TUR

7 Financial support for inclusion in the community

AUT BEL BGR CZE DNK EST FIN FRA DEU HUN IRL
 ITA NLD PRT ROU SVK SVN ESP SWE GBR / ALB
 BIH HRV KOS MKD MNE NOR SRB CHE / USA/CA
 / BRA CHL COL SLV GTM HND MEX NIC PER / ETH
 / AFG AUS IND IDN ISR JPN LBN MYS MDV MMR
 NPL PAK KOR LKA TUR

▶ p. 60-62

▶ p. 63-65

8 Safeguards in institutions

AUT BEL BGR CZE DNK EST FIN FRA DEU HUN IRL
 ITA NLD PRT ROU SVK SVN ESP SWE GBR / ALB
 BIH HRV KOS MKD MNE NOR SRB CHE / USA/CA
 / BRA CHL COL SLV GTM HND MEX NIC PER / ETH
 / AFG AUS IND IDN ISR JPN LBN MYS MDV MMR
 NPL PAK KOR LKA TUR

Key to map colours

- Covered by the Zero Project Standard Survey, has ratified the UN CRPD
- Covered by the Zero Project Standard Survey; has NOT ratified the UN CRPD
- NOT covered by the Zero Project Standard Survey

Key to questionnaire responses

- Yes
- Yes, with qualifications
- No
- Not answered



9 Accessibility of government websites

AUT BEL BGR CZE DNK EST FIN FRA DEU HUN IRL
ITA NLD PRT ROU SVK SVN ESP SWE GBR / ALB
BIH HRV KOS MKD MNE NOR SRB CHE / USA/CA
/ BRA CHL COL SLV GTM HND MEX NIC PER / ETH
/ AFG AUS IND IDN ISR JPN LBN MYS MDV MMR
NPL PAK KOR LKA TUR

▶ p. 66-68
▶ p. 75-77

12 Alternative testing methods for students

AUT BEL BGR CZE DNK EST FIN FRA DEU HUN IRL
ITA NLD PRT ROU SVK SVN ESP SWE GBR / ALB
BIH HRV KOS MKD MNE NOR SRB CHE / USA/CA
/ BRA CHL COL SLV GTM HND MEX NIC PER / ETH
/ AFG AUS IND IDN ISR JPN LBN MYS MDV MMR
NPL PAK KOR LKA TUR

▶ p. 84-86

15 Accommodations in the workplace

AUT BEL BGR CZE DNK EST FIN FRA DEU HUN IRL
ITA NLD PRT ROU SVK SVN ESP SWE GBR / ALB
BIH HRV KOS MKD MNE NOR SRB CHE / USA/CA
/ BRA CHL COL SLV GTM HND MEX NIC PER / ETH
/ AFG AUS IND IDN ISR JPN LBN MYS MDV MMR
NPL PAK KOR LKA TUR

18 Right to receive necessary support to vote

AUT BEL BGR CZE DNK EST FIN FRA DEU HUN IRL
ITA NLD PRT ROU SVK SVN ESP SWE GBR / ALB
BIH HRV KOS MKD MNE NOR SRB CHE / USA/CA
/ BRA CHL COL SLV GTM HND MEX NIC PER / ETH
/ AFG AUS IND IDN ISR JPN LBN MYS MDV MMR
NPL PAK KOR LKA TUR

▶ p. 93-95

20 Official statistics about education and employment

AUT BEL BGR CZE DNK EST FIN FRA DEU HUN IRL
ITA NLD PRT ROU SVK SVN ESP SWE GBR / ALB
BIH HRV KOS MKD MNE NOR SRB CHE / USA/CA
/ BRA CHL COL SLV GTM HND MEX NIC PER / ETH
/ AFG AUS IND IDN ISR JPN LBN MYS MDV MMR
NPL PAK KOR LKA TUR

▶ p. 99-101

22 Designation of 'focal points' within government

AUT BEL BGR CZE DNK EST FIN FRA DEU HUN IRL
ITA NLD PRT ROU SVK SVN ESP SWE GBR / ALB
BIH HRV KOS MKD MNE NOR SRB CHE / USA/CA
/ BRA CHL COL SLV GTM HND MEX NIC PER / ETH
/ AFG AUS IND IDN ISR JPN LBN MYS MDV MMR
NPL PAK KOR LKA TUR

▶ p. 105-107

10 Right to marry, have and raise children

AUT BEL BGR CZE DNK EST FIN FRA DEU HUN IRL
ITA NLD PRT ROU SVK SVN ESP SWE GBR / ALB
BIH HRV KOS MKD MNE NOR SRB CHE / USA/CA
/ BRA CHL COL SLV GTM HND MEX NIC PER / ETH
/ AFG AUS IND IDN ISR JPN LBN MYS MDV MMR
NPL PAK KOR LKA TUR

▶ p. 69-71

13 Statistics on university graduates

AUT BEL BGR CZE DNK EST FIN FRA DEU HUN IRL
ITA NLD PRT ROU SVK SVN ESP SWE GBR / ALB
BIH HRV KOS MKD MNE NOR SRB CHE / USA/CA
/ BRA CHL COL SLV GTM HND MEX NIC PER / ETH
/ AFG AUS IND IDN ISR JPN LBN MYS MDV MMR
NPL PAK KOR LKA TUR

▶ p. 78-80

16 State employment of persons with disabilities

AUT BEL BGR CZE DNK EST FIN FRA DEU HUN IRL
ITA NLD PRT ROU SVK SVN ESP SWE GBR / ALB
BIH HRV KOS MKD MNE NOR SRB CHE / USA/CA
/ BRA CHL COL SLV GTM HND MEX NIC PER / ETH
/ AFG AUS IND IDN ISR JPN LBN MYS MDV MMR
NPL PAK KOR LKA TUR

▶ p. 87-89

11 Right to primary mainstream education

AUT BEL BGR CZE DNK EST FIN FRA DEU HUN IRL
ITA NLD PRT ROU SVK SVN ESP SWE GBR / ALB
BIH HRV KOS MKD MNE NOR SRB CHE / USA/CA
/ BRA CHL COL SLV GTM HND MEX NIC PER / ETH
/ AFG AUS IND IDN ISR JPN LBN MYS MDV MMR
NPL PAK KOR LKA TUR

▶ p. 72-74

14 Accessibility of medical practices

AUT BEL BGR CZE DNK EST FIN FRA DEU HUN IRL
ITA NLD PRT ROU SVK SVN ESP SWE GBR / ALB
BIH HRV KOS MKD MNE NOR SRB CHE / USA/CA
/ BRA CHL COL SLV GTM HND MEX NIC PER / ETH
/ AFG AUS IND IDN ISR JPN LBN MYS MDV MMR
NPL PAK KOR LKA TUR

▶ p. 81-83

17 Number of employees with disabilities increasing

AUT BEL BGR CZE DNK EST FIN FRA DEU HUN IRL
ITA NLD PRT ROU SVK SVN ESP SWE GBR / ALB
BIH HRV KOS MKD MNE NOR SRB CHE / USA/CA
/ BRA CHL COL SLV GTM HND MEX NIC PER / ETH
/ AFG AUS IND IDN ISR JPN LBN MYS MDV MMR
NPL PAK KOR LKA TUR

▶ p. 90-92

19 Statistics on disabled persons living in institutions

AUT BEL BGR CZE DNK EST FIN FRA DEU HUN IRL
ITA NLD PRT ROU SVK SVN ESP SWE GBR / ALB
BIH HRV KOS MKD MNE NOR SRB CHE / USA/CA
/ BRA CHL COL SLV GTM HND MEX NIC PER / ETH
/ AFG AUS IND IDN ISR JPN LBN MYS MDV MMR
NPL PAK KOR LKA TUR

▶ p. 96-98

21 State sponsorship of umbrella organisation

AUT BEL BGR CZE DNK EST FIN FRA DEU HUN IRL
ITA NLD PRT ROU SVK SVN ESP SWE GBR / ALB
BIH HRV KOS MKD MNE NOR SRB CHE / USA/CA
/ BRA CHL COL SLV GTM HND MEX NIC PER / ETH
/ AFG AUS IND IDN ISR JPN LBN MYS MDV MMR
NPL PAK KOR LKA TUR

▶ p. 102-104

23 Accessibility of the convention from the state

AUT BEL BGR CZE DNK EST FIN FRA DEU HUN IRL
ITA NLD PRT ROU SVK SVN ESP SWE GBR / ALB
BIH HRV KOS MKD MNE NOR SRB CHE / USA/CA
/ BRA CHL COL SLV GTM HND MEX NIC PER / ETH
/ AFG AUS IND IDN ISR JPN LBN MYS MDV MMR
NPL PAK KOR LKA TUR

▶ p. 108-111

The Implementation of the UN Convention on the Rights of Persons with Disabilities

Zero Project Employment Indicators

► p. 116–119

1 Protection from discrimination in hiring

AUT BEL BGR CZE FIN FRA DEU GRC HUN ITA LVA
 PRT ROU SVK SVN ESP GBR / CHE ARM AZE BLR
 MKD RUS SRB UKR / CAN USA / ATG ARG BHS BLZ
 CHL CUB DMA DOM GTM GUY HTI HND JAM MEX
 NIC PAN PER KNA LCA VCT / BEN BFA BDI CPV
 COG CIV ETH GHB GIN KEN LSO MWI MUS NER
 NGA SEN SLE ZAF TZA TUR TUN ZMB / KHM CHN
 IND JPN NPL NZL PAK PHL WSM SGP LKA THA VUT

2 Promotion of employment in the private sector

AUT BEL BGR CZE FIN FRA DEU GRC HUN ITA LVA
 PRT ROU SVK SVN ESP GBR / CHE ARM AZE BLR
 MKD RUS SRB UKR / CAN USA / ATG ARG BHS BLZ
 CHL CUB DMA DOM GTM GUY HTI HND JAM MEX
 NIC PAN PER KNA LCA VCT / BEN BFA BDI CPV
 COG CIV ETH GHB GIN KEN LSO MWI MUS NER
 NGA SEN SLE ZAF TZA TUR TUN ZMB / KHM CHN
 IND JPN NPL NZL PAK PHL WSM SGP LKA THA VUT

► p. 120–123

3 Promotion of self-employment or business ownership

AUT BEL BGR CZE FIN FRA DEU GRC HUN ITA LVA
 PRT ROU SVK SVN ESP GBR / CHE ARM AZE BLR
 MKD RUS SRB UKR / CAN USA / ATG ARG BHS BLZ
 CHL CUB DMA DOM GTM GUY HTI HND JAM MEX
 NIC PAN PER KNA LCA VCT / BEN BFA BDI CPV
 COG CIV ETH GHB GIN KEN LSO MWI MUS NER
 NGA SEN SLE ZAF TZA TUR TUN ZMB / KHM CHN
 IND JPN NPL NZL PAK PHL WSM SGP LKA THA VUT

► p. 124–127

Key to map colours

- Covered by the Zero Project Standard Survey, has ratified the UN CRPD
- Covered by the Zero Project Standard Survey; has NOT ratified the UN CRPD
- NOT covered by the Zero Project Employment Indicators

Key to questionnaire responses

- Yes
- Yes, with qualifications
- No
- Not answered



4 Access to vocational and continuing training

AUT BEL BGR CZE FIN FRA DEU GRC HUN ITA LVA
PRT ROU SVK SVN ESP GBR / CHE ARM AZE BLR
MKD RUS SRB UKR / CAN USA / ATG ARG BHS BLZ
CHL CUB DMA DOM GTM GUY HTI HND JAM MEX
NIC PAN PER KNA LCA VCT / BEN BFA BDI CPV
COG CIV ETH GHB GIN KEN LSO MWI MUS NER
NGA SEN SLE ZAF TZA TUR TUN ZMB / KHM CHN
IND JPN NPL NZL PAK PHL WSM SGP LKA THA VUT

6 Equal remuneration for work

AUT BEL BGR CZE FIN FRA DEU GRC HUN ITA LVA
PRT ROU SVK SVN ESP GBR / CHE ARM AZE BLR
MKD RUS SRB UKR / CAN USA / ATG ARG BHS BLZ
CHL CUB DMA DOM GTM GUY HTI HND JAM MEX
NIC PAN PER KNA LCA VCT / BEN BFA BDI CPV
COG CIV ETH GHB GIN KEN LSO MWI MUS NER
NGA SEN SLE ZAF TZA TUR TUN ZMB / KHM CHN
IND JPN NPL NZL PAK PHL WSM SGP LKA THA VUT

5 Assistance to find employment

AUT BEL BGR CZE FIN FRA DEU GRC HUN ITA LVA
PRT ROU SVK SVN ESP GBR / CHE ARM AZE BLR
MKD RUS SRB UKR / CAN USA / ATG ARG BHS BLZ
CHL CUB DMA DOM GTM GUY HTI HND JAM MEX
NIC PAN PER KNA LCA VCT / BEN BFA BDI CPV
COG CIV ETH GHB GIN KEN LSO MWI MUS NER
NGA SEN SLE ZAF TZA TUR TUN ZMB / KHM CHN
IND JPN NPL NZL PAK PHL WSM SGP LKA THA VUT

8 Quota for employment in the public sector

AUT BEL BGR CZE FIN FRA DEU GRC HUN ITA LVA
PRT ROU SVK SVN ESP GBR / CHE ARM AZE BLR
MKD RUS SRB UKR / CAN USA / ATG ARG BHS BLZ
CHL CUB DMA DOM GTM GUY HTI HND JAM MEX
NIC PAN PER KNA LCA VCT / BEN BFA BDI CPV
COG CIV ETH GHB GIN KEN LSO MWI MUS NER
NGA SEN SLE ZAF TZA TUR TUN ZMB / KHM CHN
IND JPN NPL NZL PAK PHL WSM SGP LKA THA VUT

7 Difference in employment rate

AUT BEL BGR CZE FIN FRA DEU GRC HUN ITA LVA
PRT ROU SVK SVN ESP GBR / CHE ARM AZE BLR
MKD RUS SRB UKR / CAN USA / ATG ARG BHS BLZ
CHL CUB DMA DOM GTM GUY HTI HND JAM MEX
NIC PAN PER KNA LCA VCT / BEN BFA BDI CPV
COG CIV ETH GHB GIN KEN LSO MWI MUS NER
NGA SEN SLE ZAF TZA TUR TUN ZMB / KHM CHN
IND JPN NPL NZL PAK PHL WSM SGP LKA THA VUT

9 Rights of redress of grievances

AUT BEL BGR CZE FIN FRA DEU GRC HUN ITA LVA
PRT ROU SVK SVN ESP GBR / CHE ARM AZE BLR
MKD RUS SRB UKR / CAN USA / ATG ARG BHS BLZ
CHL CUB DMA DOM GTM GUY HTI HND JAM MEX
NIC PAN PER KNA LCA VCT / BEN BFA BDI CPV
COG CIV ETH GHB GIN KEN LSO MWI MUS NER
NGA SEN SLE ZAF TZA TUR TUN ZMB / KHM CHN
IND JPN NPL NZL PAK PHL WSM SGP LKA THA VUT

10 Additional rules relating to dismissal

AUT BEL BGR CZE FIN FRA DEU GRC HUN ITA LVA
PRT ROU SVK SVN ESP GBR / CHE ARM AZE BLR
MKD RUS SRB UKR / CAN USA / ATG ARG BHS BLZ
CHL CUB DMA DOM GTM GUY HTI HND JAM MEX
NIC PAN PER KNA LCA VCT / BEN BFA BDI CPV
COG CIV ETH GHB GIN KEN LSO MWI MUS NER
NGA SEN SLE ZAF TZA TUR TUN ZMB / KHM CHN
IND JPN NPL NZL PAK PHL WSM SGP LKA THA VUT



ICELAND
Equal employment opportunities

NORWAY
Gateway to employment: opportunities not obstacles

SCOTLAND
Supported internship

UNITED KINGDOM
Co-working model of employment
Livelihoods resource centres
Building disability-smart business
Developing work and employment opportunities
Disabled people leading career development
Equal employment opportunities
Personal network for persons with disabilities
Promoting an inclusive workplace
Supported internship

IRELAND
Promoting inclusive business
Equal employment opportunities
Post-secondary inclusion: a path to employment

FRANCE
Employment of the hearing impaired

SPAIN
Labour integration in rural areas
Inclusive care worker training
Promoting inclusive business

EUROPE
Help for supported employment services providers
Employment resource for the visually impaired

FRANCE
Employment of the hearing impaired

SPAIN
Labour integration in rural areas
Inclusive care worker training
Promoting inclusive business

BULGARIA
A co-working model of employment

CANADA
Personal network for persons with disabilities
Post-secondary inclusion: A path to employment
Rotary employment partnership
Equal employment opportunities
Supported internship

USA
Supported internship
Support in transition to adult life
Youth transition programme
Equal employment opportunities
Personal network for persons with disabilities
Promoting an inclusive workplace
Rotary employment partnership

MEXICO
New approach to labour inclusion

DOMINICAN REPUBLIC
New approach to labour inclusion

GUATEMALA
New approach to labour inclusion

HONDURAS
New approach to labour inclusion

COSTA RICA
New approach to labour inclusion

VENEZUELA
New approach to labour inclusion

EL SALVADOR
New approach to labour inclusion

PANAMA
New approach to labour inclusion

COLUMBIA
Personalised coaching in the workplace
New approach to labour inclusion

ECUADOR
Making microfinance inclusive
New approach to labour inclusion

BRAZIL
Scalable assistive technology initiative
New approach to labour inclusion

ARGENTINA
Help for supported employment services providers
New approach to labour inclusion

CHILE
Help for supported employment services providers

SIERRA LEONE
Livelihoods resource centres

LIBERIA
Livelihoods resource centres

UGANDA
Livelihoods resource centres

TANZANIA
Livelihoods resource centres

Zero Project: Overview of Innovative Practices



SWEDEN

- Anti-stigma campaign
- Personal development through employment
- Gateway to employment: opportunities not obstacles

GERMANY

- Blind women as experts in detecting breast cancer
- Dialogue social enterprise
- Equal employment opportunities

POLAND

- Broad Integration of disabled persons in the labour market
- Job support for persons with intellectual disabilities
- Equal employment opportunities
- Inclusive care worker training

AUSTRIA

- ← Inclusive care worker training
- Inclusive partnering with the post office
- Integrated employment model-SPAGAT
- Support for students with disabilities
- Training carers for the elderly
- Equal employment opportunities

INDIA

- ← Promoting an inclusive workplace
- Promoting micro-enterprises and entrepreneurship
- Sustained advocacy for promoting equality
- Gateway to employment: opportunities not obstacles
- Livelihoods resource centres

MOLDAVIA

- A co-working model of employment

CHINA

- Inclusion in a virtual organisation
- Livelihoods resource centres
- Jobs for persons with psychosocial disabilities

LEBANON

- Economic and social inclusion

PAKISTAN

- Gateway to employment: opportunities not obstacles
- Livelihoods resource centres

BANGLADESH

- Livelihoods resource centres

MALAYSIA

- Inclusion in a virtual organisation

THE PHILIPPINES

- Inclusion in a virtual organisation
- Livelihoods resource centres

SRI LANKA

- Livelihoods resource centres

SINGAPORE

- ← Inclusion in a virtual organisation
- Equal employment opportunities

AUSTRALIA

- Help for supported employment services providers
- Personal network for persons with disabilities
- Post-secondary inclusion: a path to employment
- Rotary employment partnership
- Supported internship

NEW ZEALAND

- Helping disabled employees understand their rights
- Rotary employment partnership

Countries

- Europe (EU)
- Europe (Non-EU)
- Northern America
- Latin America and Caribbean
- Africa
- Asia/Oceania

Innovative Practices

- originated
- ← originated and exported
- implemented
- ← originated and exported, but not implemented in country of origin

UNITED KINGDOM

▶ p. 222–223

The Access to Work Programme

of 1994

Complementing the Equality Act 2010, the Access to Work Programme of 1994 provides advice and support to people with disabilities and their employers to help them to overcome work-related obstacles resulting from disability. During 2009–2010, Access to Work supported 37,300 persons with disabilities, of whom 45% would be otherwise out of work. There is a net return to the Treasury of £1.48 for every £1 spent. In 2012, the British Government announced its intent to invest funds of £15 million.

UNITED KINGDOM

▶ p. 224–225

Individual Placement and Support

of 1998

The majority of mental health service clients do not receive help with finding paid work. Based on the rationale that everyone is capable of working in the open labour market, Individual Placement and Support (IPS), unlike the traditional sequential rehabilitation approach, embeds employment specialists in clinical treatment teams so that clinical treatment and employment support occur in parallel. About 61% of people with psychosocial disabilities can successfully gain employment using IPS.

SPAIN

▶ p. 118–119

The Royal Decree on Rules for the Supported Employment Programme

No. 870 of 2 July 2007

Recognising that supported employment is an effective means through which people with high support needs can obtain meaningful employment, Spain introduced in 2007 adequate rules for Supported Employment. Currently, about 500 job coaches assist about 5,000 persons with disabilities in the open labour market. Thanks to supported employment, during the period 1995–2008, 14,159 people with disabilities found employment. In 2011, the Decree was highlighted in a European Commission's report.

AUSTRIA

▶ p. 206–207

The Social Professions Act

of 2008, in particular §§45–47

In 2008, Upper Austria established Peer Counselling as a profession, under its Social Professions Act. This step has been internationally unique. A Peer Counsellor has a direct experience of disability and gives advice to equally affected people, in order to enable them to take control of their lives. The comprehensive qualification values the experience of different types of disabilities as a fundamental quality. Currently, 54 Counsellors are offering about 750 to 1,000 hours per week.

CANADA

▶ p. 210–211

The Job Trainer Supports Programme

of 1986

Comprising work analysis, job coaching and full-time support by a co-worker, the Job Trainer Supports Programme of Newfoundland and Labrador facilitates meaningful employment for people with intellectual disabilities that pays at least the minimum wage, in an integrated setting. In 2011, 1,075 people with intellectual disabilities were supported by a job trainer in integrated employment settings, received competitive wages and many have successfully started their own businesses.

AUSTRIA

▶ p. 208–209

The Vocational Training Act

of 1969, as amended in 2003, in particular §8b–c

In order to make the vocational training system more accessible to many youth, the Austrian Vocational Training Act was amended and the possibility of undertaking a prolonged or partial qualification was introduced. In 2011, 7,014 persons were undergoing mostly prolonged Inclusive Vocational Training, of whom about 20% had disabilities. About 61% were trained in companies and almost 70% of graduates with inclusive company-based vocational training were still employed after four years.

Zero Project: Overview Innovative Policies

SWEDEN

p. 220-221

The Employment Protection Act

No. 80 of 1982

According to the Swedish Act of 1982, lesser capability because of illness or acquired disability is not an objective ground for dismissal and employers must make all reasonable efforts to retain the worker. As a result, Sweden's employment rate of persons with health problems or disability was at 62% (2010) and around 50% of those with reduced ability to work are in employment. In 2009, the absolute majority of employees requiring adaptation of working conditions received the help they needed.

MALAYSIA

p. 214-215

The Return to Work Programme

of 2007

Providing for a comprehensive physical and vocational rehabilitation, Malaysia's Return to Work Programme of 2007 uses individual case management to assist employees to recover and return to employment. Since the programme's inception, 4,842 workers have returned to work. Of those who returned to work (2010: 65%), 84% continued to work for the same employer. The benefits outweigh by far the costs, by a 1.43:1 ratio. The programme is promoted by the International Social Security Association.

DENMARK

p. 212-213

The Act on Secondary Education of Youth with Special Needs

No. 564 of 6 June 2007

The Danish Act of 2007 enables youth with special needs who are not able to complete mainstream education, to attain personal, social and vocational competencies through a three-year youth education after primary and lower secondary education. In 2012, more than 5,000 people had already enrolled in youth education. Of the 1,300 Danish youth with disabilities who have completed youth education so far, 20% have found a job or attained further education.

NEW ZEALAND

p. 216-217

The Disabled Persons Employment Promotion Repeal Act

No. 11 of 2007

New Zealand enacted in 2007 the Disabled Persons Employment Promotion Repeal Act which revoked discriminatory provisions, under which operators of sheltered workshops were given a blanket exemption from minimum wage and holiday and sick leave legislation. As a result, the number of New Zealanders who were employed in segregated work environments, decreased from 5,400 in 2001 to 1,202 in 2007. At the same time, the number of persons using employment services increased by more than 300%.

AUSTRALIA







p. 204-205

The JobAccess Programme

of 2006

The Australian JobAccess Programme complements non-discrimination legislation and facilitates the removal of workplace barriers through advice and grants, while it offers to persons with disabilities the means and support to find or retain a job. In light of the impressive number of enquiries (120,000) and of applications for funding (17,000) since 2006, and a 90% consumer satisfaction rate, the programme responded to a real need. Being highly replicable, JobAccess won a UN Public Service Award.

Countries

-  Europe (EU)
-  Europe (Non-EU)
-  Northern America
-  Latin America and Caribbean
-  Africa
-  Asia/Oceania

About the Zero Project Report

The Martin and Gerda Essl Social Prize Private Non-profit Foundation (Essl Foundation) was established in March 2008. Its purposes, established in the deed of foundation, are to support people in need, promote public awareness about the necessity of support for people in need, and work scientifically to support the causes of people in need. In particular, persons with disabilities, social innovation and social entrepreneurship are all supported.

Since 2008, the Essl Foundation has launched various initiatives, the first and foremost being the Essl Social Prize for experienced social entrepreneurs to develop social innovations that benefit people in need. The Essl Foundation also supports Ashoka in Austria. In addition, it has established a group of foundations and philanthropists in Austria ("Sinnstifter") to promote the concepts of social innovation and venture philanthropy. The Essl Foundation is closely associated with the bauMax company, one of the biggest retail chains in Central and Eastern Europe specialising in home improvement materials and services. bauMax was founded in 1976, currently runs 160 markets in nine countries, and employs around 10,000 people.

The company has a strong ethical foundation, based on the Protestant Christian beliefs and ethics of its founding family. The support and employment of persons with disabilities is core to the business ethics of the bauMax group, but not just that: employing more than 250 persons with disabilities – with a focus on persons with intellectual disabilities – has proven to be a key factor in the corporate culture of bauMax and plays a significant part in its business strategy.

The support of persons with disabilities is, likewise, at the core of the activities of the Essl Foundation, together with the support of social innovation and social entrepreneurs. Since issues such as employment or accessibility are common to both the Essl Foundation and the bauMax group, they can be tackled together from both the philanthropic and the entrepreneurial sides.

The Zero Project

The Zero Project was launched on the basis of the "Essl Social Index", a pilot study to develop social indi-

cators. It was intended that the Essl Social Index should provide additional instruments, arguments and facts to reinforce existing supervisory, control and reporting mechanisms associated with the United Nations Convention on the Rights of Persons with Disabilities (UN CRPD). When the Essl Social Index Pilot Study was published in November 2010, it received considerable attention both in Austria and internationally. Based on an evaluation of the feedback received by the Essl Foundation, the decision was made to launch the Zero Project.

The three key aspects of the Zero Project

The present Zero Project Report is part of the Zero Project that was launched in 2011. The overarching mission of the Zero Project is to improve the living conditions of persons with disabilities – "for a world without barriers". It is creating platforms for sharing and developing models that clearly improve the daily lives and legal rights of persons with disabilities. Not least, it does this by including persons with disabilities themselves at various stages of the process of gathering data, processing information and selecting the most outstanding results.

At this time, the Zero Project has identified three areas of activity where platforms are – after intensive talks with various stakeholders and persons with disabilities – much needed and welcome:

1. Social Indicators that measure and compare the implementation of the CRPD. In addition to the social indicators used, in part, by focal points, independent (monitoring) mechanisms and shadow reports, the biggest need is seen in adding indicators that are based on examples and anecdotal evidence, and which can be easily researched and compared. The system of Zero Project Indicators contributes arguments to the discussion, helping to support those who work to implement the CRPD nationally or even regionally. Equally important, the data are based on how experts appraise the situation in their own countries. These respondents, many of them persons with disabilities themselves, or representing DPOs, are an integral part of the network activities of the Zero Project.

In the Zero Project Report of 2013, two sets of indicators are included:

- a) The "standard questionnaire", measuring the implementation of some of the most important rights (articles) of the UN CRPD. Twenty-three indicators are defined, among them 20 that were part of the survey in 2010 ("Essl Social Index") and the Zero Project Report of 2012.
 - b) The "employment questionnaire", measuring specifically the implementation of the employment rights under UN CRPD Article 27. Ten employment indicators have been defined and included in the Zero Report for the first time.
2. Innovative Practices: Innovative Practices (until last year's report and conference called "Good Practices"), in the first report of 2010 still a kind of by-product, turned out to be highly regarded by readers of the report, since they often provided them with proven solutions to existing problems. At the core of the Zero Project, now, is a platform for Innovative Practices that helps decision-makers both to improve the implementation of the CRPD and the lives of persons with disabilities, and actively to involve various kinds of stakeholders and experts who nominate, comment, appraise and evaluate Innovative Practices. They are – mainly in a "bottom up" approach – developed by persons with disabilities themselves, NGOs, entrepreneurs, academics etc., and improve the situation of those with disabilities with new technologies, new ways of communication or advocacy, education systems, removal of barriers, employment models etc.

In the 2012 Report, 25 Innovative Practices were presented covering many relevant aspects of the UN CRPD. In this year's report, 40 Innovative Practices have been nominated, appraised and selected by the Zero Project's network of experts, and are presented in the report. All of them focus on employment of persons with disabilities, in line with this year's overall theme of "employment".

3. Innovative Policies: Innovative Policies contain promising elements, have achieved identifiable improvements on the ground and point to a positive dynamic change that can be easily replicated in many countries around the world to advance the implementation of the UN CRPD. Being of either a regional or national nature, Innovative Policies are

laws, regulations or programmes that:

- _ reflect a holistic perspective
- _ overcome the social, legal, economic, political and environmental conditions that act as barriers to the full exercise of employment rights by persons with disabilities
- _ provide persons with disabilities with the opportunities to participate fully in society and with the adequate means to claim their rights
- _ perform well, applying the Future Just Lawmaking Methodology adopted by the World Future Council
- _ were selected by the International Scientific Advisory Board of the Zero Project as they can serve as examples to other countries or regions

In the 2012 Report, eight policies were presented covering important rights of the UN CRPD, such as the right to live in the community. This year we focused on Innovative Policies in the field of employment, and, out of 31 nominations, eleven of them have been chosen to be included in the report. The policies cover mostly overlooked areas, including apprenticeships, employment services and support for people with intellectual or psychosocial disabilities.

The three communication channels of the Zero Project

The Zero Project has established three communication channels to promote its key fields of activity:

1. The present Zero Project Report. It is published annually, and summarises all current results of the Zero Project. The Zero Project Report 2013 is based on research done between April and October 2012, and is divided into four chapters:
 - a) Social Indicators measuring the general implementation of the UN CRPD ("standard questionnaire")
 - b) Social Indicators measuring the implementation of the rights related to employment within the UN CRPD
 - c) Innovative Practices
 - d) Innovative Policies

There is also a German language version, consisting of the executive summary, the most important results from the Austrian point of view, and a special research report, done by the IHS, on employment of persons with disabilities in the nine Austrian federal states. In addition, a brochure will be available in

February 2013 on the occasion of the Zero Project Conference, containing the most interesting results of the Zero Project Report.

2. The Zero Project Website. This is a comprehensive database of all the results of the Zero Project, making it easy to search for Innovative Practices, Innovative Policies and results across more than 120 countries.
3. The Zero Project Conference. The second Zero Project Conference, which will be held in Vienna on February 18 and February 19, 2013, will concentrate on Innovative Practices and Innovative Policies. To research and select Innovative Policies, as well as to participate in organising the conference, the Zero Project has teamed up with the World Future Council, a foundation informing policy-makers about future just solutions and advising them on how to implement these, founded by Jakob von Uexküll.

Background on the Social Indicators

The Zero Project Social Indicators (chapter 1: Social Indicators and chapter 2: Employment Indicators) are specifically aimed at rendering international differences transparent and tangible. Using key data, the Zero Project Social Indicators condense the overall picture in each country and, in doing so, help render it both transparent and comparable. This is reinforced by a simple optical traffic light colour code:

GREEN: in the respective country/province the problem addressed is satisfactorily solved

ORANGE: in the respective country/province the problem addressed is partially/sometimes solved

RED: in the respective country/province the problem addressed is not satisfactorily solved

a. Social Indicators

Various articles, specifically Articles 8-33, of the UN Convention serve to underpin the questions asked in the social indicators, which was conducted using questionnaires in the spring and summer of 2012, by:

- Foundations (with strong support from the European Foundation Centre)
- DPOs, activist organisations and NGOs
- International networks of scientists and experts

The survey was undertaken in 55 countries, received contributions from 58 persons and organisations (see

list on p. 30f) and consisted of 23 questions (2012: 21 questions). The follow-up and summarising was carried out by the Essl Foundation.

b. Employment Indicators

Article 27 of the UN Convention ("Work and employment") served to underpin the questions asked in the employment indicators, which, like the social indicators, was conducted using questionnaires.

In consultation with leading experts, the Zero Project team developed ten questions that only cover employment issues. The questions, being constructed in a similar way as those from the social indicators, again use traffic lights and additional remarks as the main means of information.

The survey was carried out by Disabled People's International (DPI), a grassroots, cross-disability network with member organisations in over 110 countries, established to promote the human rights of persons with disabilities through full participation, equalisation of opportunity and development.

The survey was undertaken in 82 countries and, with only a few exceptions, the questionnaires were completed by respondents from the DPI Network. The follow-up and summarising was carried out by the Essl Foundation.

Background of the Innovative Practices Research and Selection Process

In this year's Zero Project Report, from the over 120 examples that were originally nominated, 40 Innovative Practices are published (2012: 25) from around the world which, in the context of this year's theme, relate specifically to persons with disabilities and employment. The selection process for "Innovative Practices" is a multistep approach, involving a network of experts at every step. The Zero Project team is grateful to the Ashoka Organisation that helped the Zero Project team to shape this process and, also, to add expertise to the selection committee:

- First, the Zero Project team sought experts on employment and disability from around the world. About 200 experts were selected: NGOs, academics, activists, consultants, authorities and international bodies, foundations etc.
- In a second stage, nominations were made on a form specially created for that purpose, which includes basic facts about the nominated project or

organisation. More than 120 nominations were received.

- A selection committee, consisting of a further 18 experts, evaluated the nominations according to the following criteria: innovation, impact, chances of long-term growth and success, and scalability.

Background of the Innovative Policy Research, Evaluation & Selection Process

In this year's report, from the over 30 nominations, 11 Innovative Policies are published (2012: 8) that concern persons with disabilities' employment rights.

The Zero Project's policy research followed three steps: firstly, a call for nominations was issued; secondly, qualitative research was carried out by the World Future Council; and thirdly, the International Scientific Advisory Board selected the most promising policies.

- In April 2012, the Essl Foundation and the World Future Council reached out to disability employment experts, including members of the UN CRPD Committee, the International Disability Alliance, the International Labour Organization and many others. Thanks to them, the Zero Project team received 31 policy nominations from 26 countries around the world.

By September 2012, the World Future Council (WFC) had researched 25 of the 31 nominations. Applying the WFC's Future Just Lawmaking Methodology, the researchers conducted interviews with representatives from governments, academia and non-governmental organisations about each of the policies and produced in-depth policy evaluation reports. The methodology is based on the seven principles for sustainable development law (2002 Johannesburg World Summit on Sustainable Development):

1. Sustainable use of resources
 2. Equity and the eradication of poverty
 3. Precautionary approach to human health
 4. Public participation
 5. Governance and human security
 6. Integration
 7. Common but differentiated obligations
- As the final step, in September 2012, the Zero Project's International Scientific Advisory Board agreed upon 11 "policy finalists", which come from nine different countries in Europe, Asia, America and

Oceania and which point to a positive dynamic of change that can be easily replicated in many countries to advance the implementation of the UN CRPD.

Long term perspectives

The Zero Project is dedicated to the implementation of the UN CRPD and improving the lives and legal rights of persons with disabilities. Financed by the Essl Foundation, the Zero Project will be able to continue its efforts in the future on a sustainable basis, together with the World Future Council, with whom it has entered into a long-term partnership, to promote the Zero Project.

In its second year, 2012, the Zero Project was adapted and refined, based on the experiences of publishing the report, launching its website and organising its first conference in January 2012. An annual topic, employment, was chosen for the first time, and Innovative Policies and Innovative Practices were centred around this topic. In addition, a further survey, specifically covering employment, was included. The conference in February 2013 will extend over two days instead of one, and will cover Innovative Practices on the same level as Innovative Policies. Furthermore, the website will be transformed into an encyclopedia-like database for the content of the Zero Project, open to everyone.

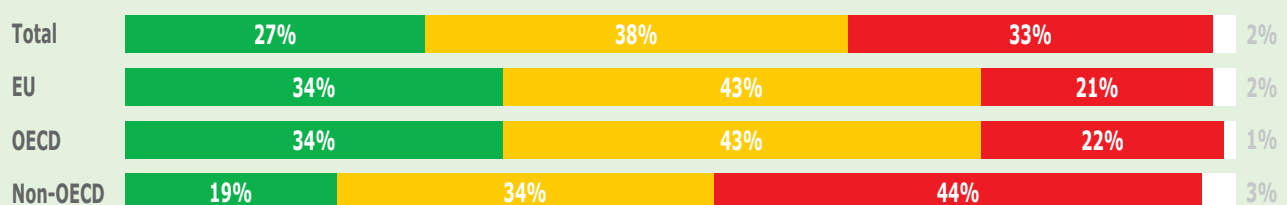
The Zero Project has gained a great deal of visibility, due, not least, to the success of its first conference in January 2012 in Vienna, which was attended by 250 delegates from more than 30 countries.

In addition, the Zero Project's findings on accessibility were presented in June 2012 in a brochure and at a joint conference of the World Future Council, Dr. Ádám Kósa MEP (President of the Disability Intergroup of the European Parliament) and the European Disability Forum. In March 2013, it is planned to present the Zero Project's current results at a side event in Geneva at the UN Human Rights Council, together with the World Future Council and the Permanent Mission of Austria to the United Nations Office at Geneva.

The Zero Project will remain focused on its goal of breaking down barriers for persons with disabilities, in line with the rights promoted by the UN CRPD, together with its growing network of persons with disabilities, DPOs, NGOs, foundations, academics and decision makers. But it will also remain flexible, ready to identify new tasks and goals.

OUTSTANDING RESULTS

- Perhaps not surprisingly in this economic climate, the question “Did the percentage of persons with disabilities employed increase in 2011?” got the most “red lights”: 36. In times of crisis, employment and employment policies for persons with disabilities do not have priority.
- Statistics for persons with disabilities graduating from university is another question with an extremely high percentage of “red lights”: in most countries they are simply not available, which makes efficient policy-making in this field barely possible.
- Even very simple and inexpensive implementations of the UN CRPD are not met by many countries: only in four countries is the official version of the UN CRPD available in an audio version, a sign language translation and a plain language version in all the country’s official languages.
- Quite positively, experts from just over 58% of countries confirmed that all newly constructed buildings to which there is public access are required by law to be accessible.
- And in just over half of all countries, a child with disabilities has the right to receive free and compulsory primary education within the mainstream educational system. But as many of the comments and remarks testify, whether all the schools are accessible, or every child is actually able to exercise that right, is a very different matter.
- Finally, and specifically in relation to this year’s theme of employment, when it comes to taking all necessary action on providing facilities in the workplace for persons with disabilities, in only 11 responding countries did no such obligation on the part of employers exist.
- In total, only about 27% of all traffic lights chosen were “green”; in non-OECD countries the figure is below 20%. A clear third of all traffic lights are “red”, and even in the more highly developed EU and OECD countries this figure is 21-22% (see graph).



IMPLEMENTATION OF THE UN CONVENTION ON THE RIGHTS OF PERSONS WITH DISABILITIES: A SURVEY IN 55 COUNTRIES

23 questions to experts in 55 countries, how the UN CRPD has been implemented,
covering key Articles and key rights

Introduction

The roots of the Zero Project (first launched as the “Essl Social Index” back in 2010) lie in social indicators designed to measure the implementation of the UN CRPD. The social indicators of the Zero Project are designed to complement work done by national monitoring bodies that assess the implementation of the UN CRPD and by others like ANED. The Zero Project questionnaire focuses on concrete implementations of the rights granted by the UN CRPD, asking questions of expert panels that can be answered by “Yes”, “Yes, with qualifications” or “No”, illustrated with a traffic light system and very often supplemented by additional remarks by the experts.

In this year’s Zero Project Report, with the essential help of the respondents to our questionnaire from around the world, we have been able to increase the coverage of our survey from 36 countries (including California and New York State in the USA), to 55 countries (including California in the USA).

Our new countries are: Norway, Brazil, Chile, Colombia, El Salvador, Guatemala, Honduras, Nicaragua, Peru, Ethiopia, Afghanistan, India, Indonesia, Japan, Lebanon, Malaysia, Maldives, Myanmar, Nepal, Pakistan, South Korea, Sri Lanka

Extended Geographical Coverage

Respondents from three countries/states, Canada, South Africa and New York State in the USA, were, sadly, unable to help us again this year, but we were able to secure the invaluable assistance of respondents in 22 new countries. Whilst Africa remains woefully under-represented, something that we shall be working very hard to remedy in next year’s survey, we are extremely pleased to have been able to add so many experts from new countries in both Latin America and the Caribbean, and in Asia/Oceania.

With the significant help of Mr. Joelson Dias and his team at Barbosa e Dias Advogados in Brasília, Brazil,

as just the start this year, we have been able to add eight new countries in the former regions. In the latter regions, we are particularly pleased to have been able to include much of South Asia, important countries in Southeast Asia, and both South Korea and Japan.

Extended Issue Coverage

For the second year in succession, we have maintained the core of 21 social indicators around which our questions are formulated in the questionnaire. In this year’s survey, however, two further questions have been added that, we trust, both address issues related to the expanding use of the Internet in our daily lives. The new question 9 deals with issue of local and national governments’ increasing use of the Internet in the provision of services, and whether the requirement for websites of local/national government to be universally accessible is enforced in national law, or guidelines, or some kind of legal obligation.

The new question 23 deals with the issue of whether, with the increasing opportunities offered by the Internet to disseminate information, an audio version, a sign language translation and a plain language version of the Convention are universally available on an official state website, in all the official languages of individual countries.

In a change from last year’s report, we found that the additional remarks given by the respondents should be made an integral part of the report. Therefore, many of the comments (in most cases edited, translated and/or shortened) can be found directly in this chapter. The full list of remarks and comments, un-translated and unabbreviated, can be found in the Annex of this chapter, which can be downloaded from the website of the Zero Report.

Some Dispiriting Findings

Reviewing some of the most dispiriting findings first, there were four questions that stood out as receiving a categorical “No” from over 58% of experts, with

one even slumping to nearly two-thirds of experts. Perhaps not surprisingly, both in this economic climate and/or because of the absence of figures, the worst results were for the question that asked: "Did the percentage of persons with disabilities employed increase in 2011?"

Another one of these four questions, again involving figures, was question 13 covering statistics for persons with disabilities graduating from university. Perhaps indicatively, in a third question (question 23 – one of the new ones), some 62% of countries responded with a definitive negative, signifying that none of the versions of the Convention was available, thereby rendering, in addition, and shockingly, the whole issue of official languages redundant. Finally, and perhaps one of the most egregious results in the whole survey, was the fact that, in 32 out of 55 countries surveyed, as far as the experts knew, the country's early warning system had not been designed to be universally accessible to any persons with disabilities.

Some Encouraging Answers

At the other end of the spectrum of responses, there were encouraging answers to questions relating to four specific articles: Art. 9 – Accessibility; Art. 12 – Equal recognition before the law; Art. 13 – Access to justice; and Art. 24 – Education. But, as always with issues of legislation (Art. 9 and Art. 24), what may be laid down in law often does not reflect the reality of what is happening in practice. That said, responses from very nearly 60% of countries confirmed that all newly constructed buildings to which there is public access are required by law to be accessible. And in half of all countries, a child with disabilities has the right to receive free and compulsory primary education within the mainstream educational system. But as many of the comments and remarks testify, whether all buildings are actually accessible, or every child is actually able to exercise that right, is a very different matter.

Finally, in 51% (28) of countries, sign language is an official language of the courts and persons with a hearing impairment have the right to a translator paid for by the state.

As important as categorical "Yes" and "No" answers are those entitled "Yes with qualifications". By categorising answers in this way, the emphasis is more on what has been done, and still needs to be done, rather than on what has not been done.

Highest Complexity of Issues

There are, interestingly, only four questions (Nos. 3, 7, 12, and 18) to which the number of qualified answers actually equals or exceeds the sum of all "Yes" and "No" answers for each of those questions. This reflects, perhaps, as much the multi-faceted aspect of what was asked – for example, the accessibility of public buses in states' capitals – as it does the complexity of the issues being addressed. However, the complexity of the issues associated with question 7, relating to entitlement to all the finance needed to support persons with disabilities living and being included in the community, is undoubtedly reflected in its receiving 39 out of 55 answers "Yes with qualifications" – the single largest number of replies, to any question, falling into one category. If nothing else, just the existence of answers in this category tells us that at least something has been done to address the issues they concern.

Finally, and specifically in relation to this year's theme of employment, when it comes to taking all necessary action on providing facilities in the workplace for persons with disabilities, in only 11 responding countries did no such obligation on the part of employers exist – "Yes" answers totalled 21 and "Yes with qualifications" 22. However, when it comes to the calculation and publication by governments of figures for persons with disabilities employed by the state, the number that do not is remarkably high – 20 out of 55. Being seen as an example is obviously not high on their agendas.

ACCESSIBILITY OF NEW BUILDINGS

1. Are all newly constructed buildings, to which there is public access, required by law to be accessible?

Relates to Convention Article

No. 9, Accessibility

Brief explanation of the article

To enable persons with disabilities to live independently and participate fully in all aspects of life, they must be ensured "access, on an equal basis with others, to the physical environment and to other facilities and services open or provided to the public, both in urban and rural areas." The Convention further calls for appropriate measures to develop, promulgate and monitor the implementation of minimum standards and guidelines for the accessibility of facilities and services open or provided to the public.

Brief explanation of the question

The review included three questions on the topic of universal accessibility and the absence of barriers. This question addresses the relatively simple and inexpensive measure of requiring (only) newly constructed buildings to feature universal accessibility. However, it intentionally includes not only "public buildings" (ministries, courts, etc.), but also buildings "to which there is public access", for example, supermarkets, cinemas, hotels and restaurants. It also asks directly about comprehensive accessibility to persons with all types of disabilities, since the vision-impaired tend to be given less consideration than persons with impaired mobility. An additional definition of universal accessibility, and the absence of barriers, was given by stating that "Accessibility should be based on widely known and respected sets of criteria. This ensures both that it meets the interest of all persons




with disabilities, and that it conforms to the highest standards."

Summary of results



























Perhaps reflecting the over-arching importance of accessibility in the built environment, of all the questions asked in this year's survey, this question garnered the most green traffic lights: just over 58% (32) all experts. And in the EU, in particular, there were no red traffic lights. In those countries in which a qualified "Yes" was given, the two most noted qualifications were: 1) not all forms of disability were addressed, the focus being so often solely on physical disabilities; and 2) lack of policing of the law, together with an absence of penalties for infringement. As noted last year, the existence of legislation certainly does not guarantee that it is always implemented.

Country overview

(Explanation of the traffic light system)

-  Yes. Legislation is in place and covers all newly constructed buildings to which there is public access and all disabilities.
-  Yes with qualifications. The legislation covers only certain newly constructed buildings or they are accessible only to persons with certain disabilities.
-  No.
There is no such legislation.

ACCESSIBILITY OF NEW BUILDINGS

Europe (EU)*		
Austria		There are legal provisions for federal buildings only and not all forms of disability are covered. Provincial buildings are not covered.
Belgium		Not all new public buildings have to be accessible... All adaptations that have to be made, are principally aimed to help those in wheelchairs...
Bulgaria		Not only new buildings, but also older buildings (especially public buildings, sports facilities, administrative buildings) are to be made accessible... Deadline: 2013
Czech Republic		
Denmark		
Estonia		
Finland		A building must ... also be suitable for people whose capacity to move or function is limited.
France		But technical exceptions will be made possible in the future in connection with the newly adopted law of June 28th, 2011.
Germany		
Hungary		The legislation has been available for a long time, but it is not always observed.
Ireland		The Disability Act 2005 requires all public bodies to ensure that their public buildings are, as far as practicable, made accessible to people with disabilities.
Italy		
Netherlands		In the Netherlands there is legislation for newly constructed buildings and for renovated buildings. Only provides for accessibility for people in wheelchairs.
Portugal		
Romania		They don't really check or don't really punish the companies that do not respect the regulations.
Slovakia		
Slovenia		
Spain		The main problem is that the regulation of accessibility remains unfulfilled very often.
Sweden		Deficiencies in the rules regarding accessibility for other disabilities have not been resolved.
United Kingdom		The UK has both building regulations that require new buildings to be developed to a certain standard, and anti-discrimination legislation...
Europe (Non-EU)		
Albania		
Bosnia-Herzegovina		Physical disabilities/administration and university buildings.
Croatia		Accessibility is mainly provided in the City of Zagreb, and all disabilities' needs are not covered equally...
Kosovo		New public buildings are being designed according to the Law on Construction...
Macedonia		The legislation regarding accessibility and standards for accessible building... both the old buildings and new constructed ones.
Montenegro		
Norway		
Serbia		In practice, however, the standards are rarely respected and it is unknown whether, and to what degree, investors are fined for the failures.
Switzerland		When a publicly accessible building or facility is created, it must be accessible.

* The Zero Report adopted the composition of macro geographical (continental) regions according to the Standard Country and Area Codes Classifications (M49) of the United Nations Statistics Division (revised 20 September 2011).

ACCESSIBILITY OF NEW BUILDINGS

Northern America		
USA – California		
Latin America and the Caribbean		
Brazil		All open spaces such as streets, avenues, squares, gardens and others intended for common use by citizens, as well as public building or toilets... shall comply...
Chile		
Colombia		Colombia has...accessibility legislation which covers both public and private buildings, new buildings and old including cinemas, supermarkets, etc.
El Salvador		
Guatemala		
Honduras		We have...the requirement that public buildings are accessible to the disabled, however this law is not enforced, with rare exceptions.
Mexico		An alternative report...found that pictorial signage for people with Autism spectrum disorder is often not provided...
Nicaragua		
Peru		The entire infrastructure for community use, public and private...shall include access to rooms or corridors and facilities for people with disabilities.
Africa		
Ethiopia		
Asia/Pacific		
Afghanistan		Overall there is weak implementation and consideration of physical accessibility.
Australia		
India		This is not uniform – most municipal corporations have accessibility (not explicitly) in their building by laws. No definite remedy/penal measures exist.
Indonesia		Legislation covers, for example, technical guidance on the accessibility of public building and environment and the "Accessibility of public building and environment."
Israel		The Equal Rights Commission can fine the owner of a building that isn't accessible and criminal charges can be brought against him or her.
Japan		If the designated or specially designated buildings meet the standards, the entities which own the buildings have subsidies and a tax reduction and so on.
Lebanon		Accessibility decree for minimum criteria has been only put into practice since less than a year and it requires more mechanisms of coordination...
Malaysia		
Maldives		Not all the buildings have accessibility measures currently. Building code is in draft stage, which has all building accessibility.
Myanmar		
Nepal		Very few in practice due to knowledge and resources. Government is working on accessibility guideline which is expected to be helpful for training all concerned.
Pakistan		Only Pakistan Accessibility Code drafted and presented as law, but no progress since 2008.
South Korea		Act on the prohibition of discrimination of disabled persons and remedies against infringement of their rights enacted on April 10, 2007.
Sri Lanka		Legislation on accessibility was enacted by parliament of Sri Lanka in 2007...Regulations cover all disabilities. All new buildings must be constructed with accessibility.
Turkey		

LEGAL TIMEFRAME FOR ACCESSIBILITY

2. Is there a legal time frame for all existing buildings to which there is public access to be made accessible to all those with disabilities? If "Yes", by when?

Relates to Convention Article

No. 9, Accessibility

Brief explanation of the article

See question 1.

Brief explanation of the question




This question asks whether deadlines exist by which all existing buildings with public access must be made accessible. This question was selected as an extension to question 1 because, without a deadline for existing buildings, it would take decades for general accessibility to be achieved.

Summary of results

The number of countries answering with a red light (25) outweighed, by far, those answering with a green (17). Some 12 countries answered with an orange light. It remains to be seen just how realistic, for those that have it, a target of 2015 really is. In Honduras, the target was 2009; it was not met. And in Japan "There is no time frame to alter the existing buildings to conform to the standards under the Barrier Free Act of 2006." As in the case of question 1, a number of respondents raised the issue that not all disabilities are covered. Issues of both implementation of the law and cases of exceptions to the law for certain buildings were also mentioned. For example, in the Netherlands, such a legal timeframe exists only for bus, metro and rail stations.

Country overview

(Explanation of the traffic light system)















-  Yes. All existing buildings to which there is public access are required by law, without exception, to be fully accessible to those with disabilities by 2015 – at the latest.
-  Yes with qualifications. Not all buildings are included. Or the law may apply only to the courts or public administration buildings. Or the law covers only certain disabilities.
-  No. There is no such legislation.

LEGAL TIMEFRAME FOR ACCESSIBILITY

Europe (EU)*		
Austria		The deadline is being extended on the whim of the government. It applies to architectural barriers, e.g. communicative accessibility is not covered.
Belgium		The laws regarding accessibility only count for those buildings that are newly constructed or are subject to substantial renovation...
Bulgaria		
Czech Republic		
Denmark		
Estonia		
Finland		When building permission is needed for major construction and repair, accessibility must be taken care of when possible.
France		Technical or architectural exceptions are possible.
Germany		
Hungary		The first deadline was fixed for 2010. Since then there have been several modifications and it has also been discussed to override the law.
Ireland		The building regulations apply to construction of new buildings after 1st January 2001 and any extension work or renovations carried out after this date.
Italy		In general, there is not a timeframe, but accessibility is required to be implemented only when the building undergoes restoration.
Netherlands		There is only a legal time frame for the accessibility of metro stations (January 1, 2015), bus stations (January 1 2020) and train stations (January 1 2020).
Portugal		
Romania		They still use the 'reasonable accessibility' standard – if a building is old and inaccessible and making it accessible is difficult, it's not mandatory to do it.
Slovakia		
Slovenia		It seems there is no such priority.
Spain		January 1, 2010 for new public spaces and new buildings...January 1, 2019 for those public spaces and existing urbanized buildings susceptible to reasonable accommodation.
Sweden		The main problem is that the laws are not always complied with. There are no new timeframe for when Sweden will be accessible.
United Kingdom		However the law does not require specific standards to be met, it requires whatever can 'reasonably' be done, to be done to make a building accessible.
Europe (Non-EU)		
Albania		
Bosnia-Herzegovina		No remarks/comments
Croatia		No remarks/comments
Kosovo		The Action Plan for People with Disabilities for the year 2009-2011 has planned many activities to improve access...which are not yet realized.
Macedonia		All public institutions to provide accessible entrance for people with disability by 2011 and by 2013 to be fully accessible.
Montenegro		2013
Norway		There is no timeframe for existing buildings
Serbia		There is not regulation mandating that all public institutions become accessible.
Switzerland		No legislation, no plans.

* The Zero Report adopted the composition of macro geographical (continental) regions according to the Standard Country and Area Codes Classifications (M49) of the United Nations Statistics Division (revised 20 September 2011).

LEGAL TIMEFRAME FOR ACCESSIBILITY

Northern America		
USA – California		
Latin America and the Caribbean		
Brazil		According to the Decree of Dec 2, 2004, the legal timeframe for public existing buildings was 36 months. In case of collective buildings, it was 48 months.
Chile		
Colombia		Currently a new law is pending providing for the making of a ten-year plan for accessibility for the whole country.
El Salvador		
Guatemala		
Honduras		According to Decree 160_2005: Equity Act and Integrated Development for Persons with Disabilities "buildings should be accessible in 2009", but has not been met.
Mexico		There are no specific timeframes mentioned in any legislation for when accessibility adaptations need to be finished.
Nicaragua		
Peru		The provision focuses primarily on issues of physical accessibility.
Africa		
Ethiopia		
Asia/Pacific		
Afghanistan		The LRBDP emphasizes accessibility issues, but still implementation is big challenge.
Australia		
India		Some state governments have declarations that include that all public buildings should be accessible, but there is no follow up/monitoring.
Indonesia		But the capacity of government to implement (law enforcement) is far from ideal.
Israel		Current legislation states that all public buildings open to the public must be made accessible by 2021 and private buildings by 2018.
Japan		There is no time frame to alter the existing buildings to conform to the standards under the Barrier Free Act of 2006.
Lebanon		This also requires criteria to be developed and issued in a decree and it has not happened yet.
Malaysia		There is legislation, but there is no enforcement or fines being imposed to the developer.
Maldives		Currently there is no legal framework. However, disability Council of Maldives will gazette a minimum accessibility standard as a regulation for service providing institutions.
Myanmar		
Nepal		
Pakistan		Nothing about existing buildings.
South Korea		Legal time frame: by April 11, 2013. Not all buildings are included. Small facilities are exempted.
Sri Lanka		Existing buildings must be made accessible by the year 2014. Specifications for construction accessible facilities conform to internationally accepted criteria.
Turkey		By 2015.

ACCESSIBILITY OF PUBLIC BUSES

3. Are all public buses in the state's capital accessible to all those with disabilities?

Relates to Convention Article

No. 9, Accessibility

Brief explanation of the article

To enable persons with disabilities to live independently and participate fully in all aspects of life, they must be ensured "access, on an equal basis with others, to the physical environment and to other facilities and services open or provided to the public, both in urban and rural areas." The Convention further calls for appropriate measures to develop, promulgate and monitor the implementation of minimum standards and guidelines for the accessibility of facilities and services open or provided to the public.

Brief explanation of the question

The bus system in the capital of a country (or province) was selected as an appropriate indicator for measuring the accessibility of a transportation system. Buses are a critical means of public transportation in all large cities (in contrast to tram lines and metro systems, which do not exist everywhere). In the interests of clarity and focus, it should be accepted that the question is intentionally restricted to the (typically better) transportation situation in larger cities. Accessibility options for the vision-impaired and persons with mental disabilities were also specifically included in the question.




Summary of results

In only five of the states surveyed (California, Israel, Nicaragua, Switzerland and the UK) were green lights given. Some 17 experts answered that none of the















state's capital's buses is accessible to those with disabilities. As with public buildings in questions 1 and 2, one of the major issues for those answering with qualifications was the lack of universality of access. Accessibility appeared focused predominantly on those persons with impaired mobility as opposed to persons with, for example, visual or auditory impairments. One of the most common remarks noted the lack of training received by drivers. As an extreme (or perhaps not), in Bosnia-Herzegovina, this has resulted in a person depending on "drivers' mood or knowledge to lower the bus."

Country overview

(Explanation of the traffic light system)

-  Yes. All such public buses are accessible to all those with disabilities. In particular, drivers are trained and each bus can carry two (2) wheelchairs.
-  Yes with qualifications. Some buses cannot carry two (2) wheelchairs, or some buses are not accessible to all those with disabilities, or drivers are not trained.
-  No. None of the state capital's buses is accessible to those with disabilities.

ACCESSIBILITY OF PUBLIC BUSES

Europe (EU)*		
Austria		Public transport in Vienna is accessible for walking-impaired persons; there are no acoustic signals for blind persons.
Belgium		Few buses are universally accessible.
Bulgaria		The number of buses that are available for people with disabilities is growing, but there are bus lines that are not or are only partially adapted.
Czech Republic		
Denmark		The buses are "floor" buses, but drivers are not allowed to unfold the ramp necessary to enter the bus. You cannot use the buses without bringing a personal assistant.
Estonia		Wheelchair users don't dare yet to use public transport, although some buses and some trams are made accessible.
Finland		In Helsinki almost all buses are accessible. More training about accessible issues and attitudes is needed for the bus drivers.
France		70% of bus stops in the State's capital are accessible.
Germany		
Hungary		
Ireland		According to Dublin Bus 88% of the Dublin Bus fleet is low floor wheelchair accessible and Dublin Bus anticipates that the total fleet will be accessible by 2012.
Italy		Drivers are not obliged to assist wheelchair users to get on/off the bus. In Rome, only 10% of bus stops are fully accessible to wheelchair users.
Netherlands		Most buses cannot carry two wheelchairs, but they can carry one. Drivers are not trained to help persons with disabilities.
Portugal		
Romania		Buses are sometimes so crowded that no driver could find/make place for the wheelchair user. The wheelchair user usually cannot enter or leave the bus without assistance.
Slovakia		Only a small number of buses (mostly new and in larger cities) are accessible for people with disabilities.
Slovenia		Some buses are too old and do not allow access to people with disabilities.
Spain		
Sweden		There are no official statistics/information concerning accessible buses. In Stockholm several measures have been taken in the buses but also in the bus stations.
United Kingdom		There are also still some reports of accessibility being let down by a lack of training or, for example, ramps up to buses not being operable.
Europe (Non-EU)		
Albania		
Bosnia-Herzegovina		They are accessible, but a person depends on drivers' mood or knowledge to lower the bus.
Croatia		Still some buses are not accessible to people with disabilities; drivers are not trained, they are just "recommended" to help.
Kosovo		In the survey done by the Office for Good Governance, Prism Research and UNDP, 51% of 667 respondents faced difficulties...
Macedonia		The public buses in the capital city have been accessible since 2011.
Montenegro		
Norway		Bus drivers are not trained. Wheelchair users are not able to enter and leave buses without assistance. Not all buses have voice calls or a display.
Serbia		Only several new electric trams.
Switzerland		Most buses and trams from the city of Bern are accessible to people with disabilities.

* The Zero Report adopted the composition of macro geographical (continental) regions according to the Standard Country and Area Codes Classifications (M49) of the United Nations Statistics Division (revised 20 September 2011).

ACCESSIBILITY OF PUBLIC BUSES

Northern America		
USA – California		
Latin America and the Caribbean		
Brazil		When rendered accessible, buses are mostly accessible to persons with a physical disability, but not necessarily to blind and deaf persons. Not all drivers are trained...
Chile		
Colombia		Not all public transport is accessible and when they meet the public regulations, people do not respect these spaces. Drivers are not trained...
El Salvador		
Guatemala		
Honduras		There is not a single bus accessible to PCD.
Mexico		The reality in the Federal District is that many public buses/metro cars are not accessible (alternative report, para 50).
Nicaragua		
Peru		The public transport system consists of private and informal enterprises that do not respect, and that create barriers for, people with disabilities.
Africa		
Ethiopia		
Asia/Pacific		
Afghanistan		There are no accessible buses.
Australia		The compliance timetable allows between 5 to 30 years for existing facilities to be made compliant.
India		Certain buses in the National capital and a few in some state capitals are accessible (India is a federal state) - in a limited manner.
Indonesia		Only public buses rapid transits (BRT) which are accessible for wheelchair users due to the buses having their own shelter to drop and get on board for passengers.
Israel		80% of buses in Jerusalem are currently fully accessible and the process will be completed by 2014.
Japan		The Barrier Free Amendment Act of 2011...mandates bus companies to train their employees to ensure convenience and safety of customers with disabilities.
Lebanon		
Malaysia		
Maldives		Public transportation was introduced very recently in the Maldives and yet there are no accessibility measures assured in the transport system.
Myanmar		
Nepal		
Pakistan		Nothing in consideration
South Korea		Currently 22% of the buses in the state's capital; in other cities, less than 10% of the buses - drivers are well-trained.
Sri Lanka		The bus crews are not trained to handle persons with disabilities.
Turkey		

EARLY WARNING SYSTEM FOR NATIONAL EMERGENCIES

4. In national emergencies, is the state's early warning system universally accessible?

Relates to Convention Article

No. 11, Situations of risk and humanitarian emergencies

Brief explanation of the article

The UN Convention contains a separate article on situations of risk and humanitarian emergencies, and includes rights to food and water, the right to protection from infectious diseases and the right to education. Since minorities as well as persons with disabilities are frequently “forgotten” during many catastrophes, this has also been included in the UN Convention as a separate point.

Brief explanation of the question

In the context of this survey, it is only possible to inquire about measures that are taken in the event of a national emergency. One particular requirement for all measures – in any country – is that the emergency alarm must also reach all persons with disabilities in good time (simultaneously). The siren alarms used in most countries are not sufficient to meet this criterion, particularly for the hearing impaired. The question also elicits an important answer should no such early warning system actually exist.




Summary of results

Not only is the figure of just three green lights truly alarming, but that fully 32 countries should reply that their early warning systems have not been designed to be universally accessible to any persons with disabilities is shameful. Nepal responded that there is “no early warning system even for non-disabled peo-






























ple” and Mexico that the national programme “does not contain specific information about emergency notifications for persons with disabilities”. From the 19 remaining countries that replied with qualifications, the biggest issue is that, whilst some disabilities are addressed, others certainly are not. In particular, the ineffectiveness of the use of sirens for persons with auditory disabilities was noted on a number of occasions.

Country overview

(Explanation of the traffic light system)

-  Yes. The state's early warning system is universally accessible to all those with disabilities.
-  Yes with qualifications. The early warning system is accessible only to those with certain disabilities – for example, hearing disabilities – or only at certain times of day.
-  No. The early warning system has not been designed to be universally accessible to any persons with disabilities.

EARLY WARNING SYSTEM FOR NATIONAL EMERGENCIES

Europe (EU)*		
Austria		Overall schemes seem to apply already, but emergency measures are not being considered in federal buildings for people with disabilities.
Belgium		There are provisions in place to inform people with hearing disabilities via SMS in case of an emergency (national report CRPD 2011 page 18)
Bulgaria		
Czech Republic		
Denmark		Not universally accessible and all persons are not reached.
Estonia		
Finland		There is no SMS-warning system or services for persons with hearing disabilities. There is a plan for SMS-warning system to be achieved by 2015...
France		
Germany		
Hungary		
Ireland		The government committee charged with planning for a national emergency have indicated they will keep people informed through TV and radio announcements.
Italy		Signalling emergencies is performed by radio or TV announcements (subtitled on screen as main importance news)...
Netherlands		The early warning system in the Netherlands consists of sirens.
Portugal		
Romania		
Slovakia		
Slovenia		
Spain		
Sweden		No decision has been taken and there is no timeframe for when there will be more accessible solutions for persons with various disabilities.
United Kingdom		This is covered in legislation.
Europe (Non-EU)		
Albania		
Bosnia-Herzegovina		UN agencies are advocating for this.
Croatia		There is a unique warning system, but not accessible for people with hearing disabilities (siren alarm).
Kosovo		
Macedonia		There is no such regulation for people with disabilities.
Montenegro		
Norway		Few specific guidelines that tell how this should be addressed.
Serbia		
Switzerland		No, but a solution is currently still under construction.

* The Zero Report adopted the composition of macro geographical (continental) regions according to the Standard Country and Area Codes Classifications (M49) of the United Nations Statistics Division (revised 20 September 2011).

EARLY WARNING SYSTEM FOR NATIONAL EMERGENCIES

Northern America		
USA – California		
Latin America and the Caribbean		
Brazil		In some Brazilian States, in case of national emergencies, the state's early warning is still limited to a sound system (siren).
Chile		
Colombia		The early warning system is not designed to be accessible to anyone with disabilities.
El Salvador		
Guatemala		
Honduras		There are some recommendations for the care of PCD, but no social conscience and economic resources.
Mexico		The national programme does not contain specific information about emergency notifications for persons with disabilities.
Nicaragua		
Peru		
Africa		
Ethiopia		
Asia/Pacific		
Afghanistan		
Australia		The warning systems are available by siren, SMS, radio, TV, Media and community consultations. Sign interpreters used most times.
India		Govt has made a policy – not practised universally.
Indonesia		But it only covers very small areas, particularly the high-risk areas affected by earthquake and tsunami, and volcano eruption.
Israel		This issue is not yet anchored in legislation but people with hearing impairment receive special beepers in times of crisis.
Japan		Deaf people complain that the audible emergency information was not available to persons with hearing impairment in the earthquake on March 11, 2011...
Lebanon		The state has no emergency plan.
Malaysia		
Maldives		According to national emergency plan, warning system is through mobile SMS and TV, channels, which doesn't cover universal accessibility.
Myanmar		
Nepal		There is no early warning system even for non-disabled people.
Pakistan		
South Korea		
Sri Lanka		The early warning system is not accessible to persons with disabilities
Turkey		

PARTIAL GUARDIANSHIP

5. Does the law provide for the possibility of partial guardianship?

Relates to Convention Article

No. 12, Equal recognition before the law;

No. 13, Access to justice

Brief explanation of the article

Article 12 is one of the most heavily discussed articles in the Convention. Many experts and commentaries note a paradigm shift from the principle of “substituted decision-making” to “supported decision-making”. In other words, persons with disabilities should, in future, be supported in making their decisions, rather than having their decisions made for them. This is a prerequisite for fully enjoying many other rights that are firmly anchored within the Convention. The consensus among experts is that implementation of this change has wide-ranging consequences for many established systems of “disempowerment” and “guardianship”. However, experts warn that many states are not aware of this broad scope, believing that the established systems already fulfil the requirements of Article 12.

Brief explanation of the question

Guardianship should only ever protect and assist persons with disabilities. It should never remove freedom of choice unnecessarily. Plenary (that is, covering all delegable legal rights and powers), as opposed to partial guardianship, for example, removes any freedom of choice. Limited partial guardianship, on the other hand, still permits temporary limitation of choice or guardianship only in certain matters; for example, of property. The question is, therefore, formulated simply to ascertain whether this possibility exists, without addressing how this option is implemented in practice.





As such, the question does not examine the extent to which support is favoured over substitution.

Summary of results



Although it is comforting to see that in some 22 countries (40% of responses) partial guardianship is available, there still remained 19 countries (around a third of responses) where guardianship is only plenary. The remarks from two countries giving a red light stood out in particular: Germany (“This question cannot be answered because it is not compatible with the German Guardianship law.”) and Ireland (“Ireland operates an antiquated system of wardship under the Regulation of Lunacy Act 1871.”) Even comments from two countries marking greens give pause for thought: Hungary (“Currently, the problem is that the person concerned is at the mercy of the official trustees or the clerk in the guardianship authority.”) and Denmark (“Guardians often do not know the person they are assisting and the most extensive kind of guardianship removes the right to vote.”)

Country overview

(Explanation of the traffic light system)

-  Yes. Partial guardianship is available to cover a wide range of different circumstances. For example, temporary guardianship, guardianship only of property, etc.
-  Yes with qualifications. Partial guardianship is possible only in a limited number of circumstances. For example, there is no possibility of guardianship of property.
-  No.
-  Only plenary guardianship is possible.

PARTIAL GUARDIANSHIP

Europe (EU)*		
Austria		Decision support systems do not exist. A change in the guardianship law is being scheduled no earlier than 2013.
Belgium		
Bulgaria		
Czech Republic		
Denmark		Guardians often do not know the person they are assisting and the most extensive kind of guardianship removes the right to vote.
Estonia		
Finland		In future, supported a decision-making system should be developed. In Finland CRPD ratification group and Ministries are examining different kinds of solutions.
France		
Germany		This question cannot be answered because it is not compatible with the German Guardianship law.
Hungary		Currently, the problem is that the person concerned is at the mercy of the official trustees or the clerk in the guardianship authority.
Ireland		Ireland operates an antiquated system of wardship under the Regulation of Lunacy Act 1871.
Italy		
Netherlands		According to Dutch law the court can decide if guardianship is needed. There are 3 types of guardianship.
Portugal		
Romania		
Slovakia		
Slovenia		
Spain		
Sweden		Because a medical report is required, a person with intellectual disabilities risks having an administrator longer than necessary.
United Kingdom		
Europe (Non-EU)		
Albania		
Bosnia-Herzegovina		
Croatia		Partial guardianship is regulated by the Family Law.
Kosovo		The Family Law offers regulations about the guardianship of people who have been deprived of their capacity to act.
Macedonia		The guardianship is available through the legislation for people without legal capacity and cannot be partial. It can be only full guardianship. Also the same one needs to be enhanced according to CRPD.
Montenegro		
Norway		New Guardianship Act 2012.
Serbia		It is available in law, yet in practice, it is rarely used (only in 6% of all cases of legal capacity deprivation).
Switzerland		In the new Law on the Protection of Adults, guardianship will also enable a partial or selective restriction of legal capacity, also with legal representation.

* The Zero Report adopted the composition of macro geographical (continental) regions according to the Standard Country and Area Codes Classifications (M49) of the United Nations Statistics Division (revised 20 September 2011).

PARTIAL GUARDIANSHIP

Northern America		
USA – California		
Latin America and the Caribbean		
Brazil		However, persons with intellectual and psychosocial disabilities regularly face limitations to fully exercise their legal...
Chile		
Colombia		
El Salvador		
Guatemala		
Honduras		Support for PCD in the legal system does not exist.
Mexico		Under the Federal District law, only plenary guardianship is possible. Guardians may be appointed for minors or for people who are deemed 'personally incapable'.
Nicaragua		
Peru		Persons with absolute incapacity and persons with relative incapacity may be declared incapable and be appointed a curator as the protector and guardian.
Africa		
Ethiopia		
Asia/Pacific		
Afghanistan		
Australia		Australian guardianship law is the key regulatory mechanism for protecting the health of young persons, adults with disabilities and the elderly.
India		
Indonesia		There is no specific legal framework and supporting policy regarding guardianship for persons with disabilities in Indonesia.
Israel		92% of persons with guardians are under full guardianship. Judges and others do not know how to make use of or request partial guardianship arrangements.
Japan		Although Japanese Civil Law has provisions about guardianship, it has only plenary guardianship...
Lebanon		Guardianship is allowed and not prohibited according to the Lebanese law.
Malaysia		
Maldives		
Myanmar		But law has been drafted.
Nepal		The provision of guardianship is made in Mental Health Act only and available for them only.
Pakistan		People with Disabilities are always dependent on family members or others. No freedom of choice is there.
South Korea		On February 18, 2011, the Civil Act was amended to adopt an "adult guardianship system", allowing partial guardianship. The amendment will be effective on July 1, 2013.
Sri Lanka		Partial guardianship is possible especially in the case of children and persons with intellectual disabilities.
Turkey		

SIGN LANGUAGE IN COURT

6. Is sign language an officially recognised language in the courts?

Relates to Convention Article

No. 12, Equal recognition before the law;
No. 13, Access to justice

Brief explanation of the article

These articles involve ensuring that persons with disabilities have equal access to justice. With respect to the courts, participation within the judicial system should be as effective and direct as possible in all roles.

Brief explanation of the question

Persons with hearing impairments only enjoy equal access to justice if sign language is an officially court-recognised language; otherwise, for example, interpreters may not be automatically permitted, or the court may not cover the costs for interpreters. This question was selected primarily because it permits the implementation of this point to be very clearly determined.

Summary of results

It may be gratifying to see that in 28 out of 55 countries surveyed, sign language is an official language of the courts and persons with a hearing impairment have the right to a translator paid for by the state. But that still leaves 14 countries in which sign language users in the courts are discriminated against in various ways, and a further 13 in which their situation is absolutely egregious. In looking to the future, it is important to remember that, as the respondent in Serbia notes, there are both civil and criminal court proceedings. And, perhaps as a corollary to this,

countries might take a lead from Japan: 'In case of a jury with impairment, court hires a sign interpreter and pays for the cost.'

Country overview

(Explanation of the traffic light system)

-  Yes. Sign language is an official language of the courts and persons with a hearing impairment have the right to a translator paid for by the state.
-  Yes with qualifications. Sign language is only officially recognised in some courts, or those with a hearing impairment do not have the right to a translator, or a translator is not paid for by the state, or only by custom are translators made available and paid for by the state.
-  No. Sign language is not recognised in the courts, those with a hearing impairment have the right neither to a translator nor for any translator to be paid for by the state and translators are, even by custom, neither made available nor paid for by the state.

SIGN LANGUAGE IN COURT

Europe (EU)*		
Austria		
Belgium		In all regions and communities of Belgium sign language is recognised. People with hearing disabilities can ask for a translator as a form of reasonable accommodation.
Bulgaria		Sign language is officially recognized in all courts; the cost of the translators is not covered by the state.
Czech Republic		
Denmark		All recognition of sign language is by custom.
Estonia		
Finland		If the translator is not paid for by the state court translator/interpreter could be paid on grounds of the Law of interpretation for the persons with disabilities.
France		But the State doesn't pay for the intervention of a translator for a hearing-impaired witness during an inquiry.
Germany		
Hungary		As far as we know there are not enough sign language interpreters available.
Ireland		Ireland does not recognise ISL (Irish Sign Language) as an official language.
Italy		
Netherlands		Sign language is not recognized in the Netherlands. Therefore there is no legal right to a sign language translator in court.
Portugal		
Romania		There are very few sign language translators and, even though is mandatory to assign such a translator during a trial, in some cases it is not possible and it is not done.
Slovakia		
Slovenia		
Spain		
Sweden		The Administrative Court Procedure Act and The Code of Judicial Procedure stipulate that an (sign language) interpreter should be used when needed.
United Kingdom		Courts should provide sign language interpretation, although there are still problems for jurors who require a sign language interpreter.
Europe (Non-EU)		
Albania		
Bosnia-Herzegovina		
Croatia		
Kosovo		
Macedonia		The sign language is recognised as an official language and, in courts, people with hearing impairment have the right to a translator.
Montenegro		
Norway		
Serbia		The Criminal law defines this right. It is unclear what the situation is in non-criminal proceedings. There are nine permanent court interpreters for sign language.
Switzerland		Sign language is not recognized in the Federal Constitution as an official language.

* The Zero Report adopted the composition of macro geographical (continental) regions according to the Standard Country and Area Codes Classifications (M49) of the United Nations Statistics Division (revised 20 September 2011).

SIGN LANGUAGE IN COURT

Northern America		
USA – California		
Latin America and the Caribbean		
Brazil		According to Law nº 10,436 of April 24th, 2002, Brazilian Sign Language (LIBRAS) was legally recognized as a manner of communication and expression.
Chile		
Colombia		This law is binding in the courts of Colombia and is effective.
El Salvador		
Guatemala		
Honduras		
Mexico		A number of provisions suggest a strong right to sign language interpretation, but it is not clear that the state actually pays for the necessary interpretation services.
Nicaragua		
Peru		
Africa		
Ethiopia		
Asia/Pacific		
Afghanistan		There is no official sign language in the country.
Australia		
India		There has been a recent verdict by the Supreme Court to accept PWHI as valid witnesses with appropriate support.
Indonesia		
Israel		Sign language is recognized as an official language and the state is obliged to provide a translator for persons with hearing impairment who request this accommodation.
Japan		In case of a jury with impairment, court hires a sign interpreter and pays for the cost.
Lebanon		
Malaysia		
Maldives		Sign language interpretation is recognized in the courts whenever required.
Myanmar		But law has been drafted.
Nepal		
Pakistan		Also there is no classification of people who are deaf, hard of hearing, deafened or late-deafened.
South Korea		
Sri Lanka		Qualified and certified sign language interpreters paid by the state are provided when needed by deaf people in courts.
Turkey		

FINANCIAL SUPPORT FOR INCLUSION IN THE COMMUNITY

7. Are all those with disabilities legally entitled to all the finance needed to support their living and inclusion in the community?

Relates to Convention Article

No. 19, Living independently and being included in the community

Brief explanation of the article

Persons with disabilities must have the same options for participating in the community as other persons. The necessary conditions and structures for this must be established. It must be ensured that persons with disabilities can choose their place and manner of residence, as well as with whom they wish to live, on an equal basis with others. In order to realise this, personal assistance must be made available that supports living within the community and helps prevent isolation and segregation. Such assistance must be offered by organisations with close community ties and must also be accessible to all persons with disabilities.

Brief explanation of the question




If the government legally mandates or organises personal assistance services, the question remains whether these are affordable for persons with disabilities and whether they are offered to all such persons. Many NGOs and affected persons have noted here the situation of persons with mental disabilities, since they require more specialised – and frequently also more expensive – assistance services. This question refers both to the extent of the finance to which persons with disabilities are legally entitled, and to who actually is entitled to such finance.

Summary of results

The vast majority of countries – 39 (71%) – responded that such finance, although mandated by law, is either not available to all, or is limited in extent. In only four countries (Germany, Italy, Slovakia and Sweden) was there legal entitlement to all the necessary finance. In only 10 countries were no persons with disabilities legally entitled to any such finance. One of the most common qualifications amongst those answering with a yellow light was the existence of particular criteria that had to be satisfied to enable persons to receive support – entitlement was not universal. By whom finance is provided sometimes matters a great deal; for example, in Finland (“Local municipalities have a lot of different kind of law interpretations which are not promoting inclusion.”)

Country overview

(Explanation of the traffic light system)

-  Yes. All persons with disabilities are legally entitled to receive all the finance needed to support their living independently and being included in the community.
-  Yes with qualifications. Such finance, although mandated by law, is either not available to all, or is limited in extent
-  No. No person with disabilities is legally entitled to any such financial support.

FINANCIAL SUPPORT FOR INCLUSION IN THE COMMUNITY

Europe (EU)*		
Austria		Varies from state to state. In this regard persons with learning disabilities are being disadvantaged in almost every federal state.
Belgium		There is no legal "right" to a certain level of support. All support and personal budget schemes cope with long waiting lists.
Bulgaria		There is no legal framework to ensure such support.
Czech Republic		
Denmark		No specific groups are excluded, but in some instances resources are limited in a way which makes it questionable whether you actually can live independently...
Estonia		
Finland		Disabled Services Act and other legislation are quite clear that necessary support should be provided to persons with disabilities. In practice the situation is not clear.
France		Such finance includes transport, home and technical assistance, but it doesn't cover all needs and is limited to severe disabilities.
Germany		The financial support is dependent on the legal definition of "considerable disability". In addition, the granted support is dependent on income and wealth.
Hungary		The amount of this financial support is very low, therefore it does not allow independent living.
Ireland		
Italy		
Netherlands		There is such finance, but temporarily it is not possible to make use of this financial support, because the budget limit for this year has been reached.
Portugal		
Romania		Finances are very limited for people with disabilities in Romania
Slovakia		
Slovenia		
Spain		
Sweden		
United Kingdom		Support is available for many people to support independence and community living, but funding will not always be sufficient to ensure genuine equality of opportunity.
Europe (Non-EU)		
Albania		
Bosnia-Herzegovina		Those that have the disability assessed to 90% or 100%.
Croatia		Such finance is limited. The amount is not enough to cover needs of the person.
Kosovo		
Macedonia		In most cases it depends of the degree of handicap.
Montenegro		
Norway		Not all, but randomly selected are entitled to personal assistance to live independently – and the rest receive more or less random assistance in their home.
Serbia		It is limited in extent (insufficient for independent living); linked to realization of other rights and applied selectively...
Switzerland		There is a legal entitlement to financial support for participation in community life.

* The Zero Report adopted the composition of macro geographical (continental) regions according to the Standard Country and Area Codes Classifications (M49) of the United Nations Statistics Division (revised 20 September 2011).

FINANCIAL SUPPORT FOR INCLUSION IN THE COMMUNITY

Northern America		
USA – California		
Latin America and the Caribbean		
Brazil		Such financial support is not available to all persons with disabilities.
Chile		
Colombia		The independent living concept is not yet implemented in Colombia, much less provides funding to make this a reality for persons with disabilities. There is no legislation.
El Salvador		
Guatemala		
Honduras		Most of PCD are dependent on their families. A small number of PCD are independent.
Mexico		But there is no entitlement to funding for the adaptation of homes or for personal assistance that may be necessary for some people with disabilities.
Nicaragua		
Peru		
Africa		
Ethiopia		
Asia/Pacific		
Afghanistan		There is financial support provided by government to only war-related disabilities in the country...
Australia		
India		
Indonesia		As in Vienna, blind persons are excluded, even prohibited, from having their own bank accounts being regarded as incapable of being responsible for the bank account.
Israel		Such finance is limited to certain disabilities and is not mandated by law.
Japan		Municipal governments provide transportation assistance and additional services to the services provided by the national government.
Lebanon		Financing of independent living and community integration for persons with disabilities in Lebanon is very contradictory.
Malaysia		
Maldives		Disability Act obliges the state to provide MVR 2,000 for those who get registered in the national register and also provides some of the assistive devices for free.
Myanmar		
Nepal		Government provides very small amount as social security to limited number of persons with disability.
Pakistan		Some unorganized social security system is there but not specific for people with disabilities.
South Korea		The government provides "severely" disabled persons with personal assistant service, and lends money to "low-income" persons with disabilities for independent living.
Sri Lanka		Rs. 3,000.00 is given monthly to about 1% of people with disabilities in Sri Lanka. The number is limited due to budgetary constraints. This is not a legal entitlement.
Turkey		

SAFEGUARDS IN INSTITUTIONS

8. Do safeguards exist to ensure that, when persons with disabilities in institutions have the choice as to whether to stay or to leave, they stay only under their own volition?

Relates to Convention Article

No. 19, Living independently and being included in the community

Brief explanation of the article

See question 7. An important part of this right to self-determination consists of persons with disabilities having the option to select and choose freely their place of residence and not being required to live in a particular domestic arrangement.

Brief explanation of the question

In practice, the largest impediment in many countries to free selection of place of residence and living arrangements is that persons with disabilities live more or less compulsorily in facilities ("institutions", "homes" etc.) and no true freedom of choice exists for persons with disabilities. The safeguards mentioned in the question could take the form, for example, of regularly informing persons with disabilities that they have the freedom to choose whether or not to remain at a facility. (In evaluating the response, it should be noted that some of the NGOs undertaking the review might also be operators of facilities for persons with disabilities.)




Summary of results

In just 12 of the 55 countries surveyed, where persons with disabilities living in institutions had the freedom to stay or to leave, were they always given the choice as to whether to leave or to stay. In 36% of the countries (20), institutions were not screened and persons with disabilities were unable to exercise this
























freedom of choice. Some examples of these last are particularly noteworthy: Israel ("There are no such safeguards in place. The authorities would claim that persons with disabilities have the choice to leave institutions but in practice this is not the case."), Indonesia ("All things are assessed, analysed, and decided by professional in the institution.") and Mexico ("So-called 'voluntary commitment' is often not voluntary, and persons with disabilities are manipulated by family into committing themselves.")

Country overview

(Explanation of the traffic light system)

-  Yes. Every institution is, for example, screened annually by an independent body. Persons with disabilities are always given the choice as to whether to stay or to leave.
-  Yes with qualifications. Institutions may not be screened, or persons with disabilities in the institutions may not be told they can choose whether to stay or to leave.
-  No. Institutions are not screened and persons with disabilities therein are given no choice as to whether to stay or to leave – even if they have the right to do so.

SAFEGUARDS IN INSTITUTIONS

Europe (EU)*		
Austria		According to the OPKAT Implementation Act, the Ombudsman has the possibility to examine institutions after article 16, paragraph 3 of the CRPD.
Belgium		
Bulgaria		
Czech Republic		
Denmark		There are a very limited number of places where you can choose to live on your own.
Estonia		But it depends on the degree of disability and understanding.
Finland		In practice persons with disabilities have no freedom of choice.
France		Disabled persons are informed of their freedom to choose, but safeguards are very limited.
Germany		
Hungary		
Ireland		There is a move towards independent living and policy is geared in this direction. However, there are no formal safeguards.
Italy		
Netherlands		In the Netherlands it is possible to opt for a voluntary stay in an institution. Institutions are screened by the Dutch inspection for healthcare.
Portugal		
Romania		Mental health institutions are famous for the lack of choices for their residents and constantly receive bad reports from independent national or international auditors.
Slovakia		
Slovenia		
Spain		
Sweden		In Sweden, we do not have institutions for persons with disabilities.
United Kingdom		Any residential accommodation will be covered by regulatory frameworks.
Europe (Non-EU)		
Albania		
Bosnia-Herzegovina		Centres for Social Work have this mandate, but they are overloaded with work and usually it takes too much time to fulfil a person's need/request.
Croatia		Lately persons with disabilities are given choice as to whether to stay or to leave. It depends on legal capacity of the person with disability.
Kosovo		
Macedonia		There is legal framework, but wide implementation is not provided yet.
Montenegro		
Norway		People of all ages are forced into institutions, and institutions are not screened.
Serbia		
Switzerland		Institutions are reviewed, there are supervisors. But the focus of the review is not on the voluntary nature of the stay.

* The Zero Report adopted the composition of macro geographical (continental) regions according to the Standard Country and Area Codes Classifications (M49) of the United Nations Statistics Division (revised 20 September 2011).

SAFEGUARDS IN INSTITUTIONS

Northern America		
USA – California		
Latin America and the Caribbean		
Brazil		However, involuntary psychiatric hospitalizations are still very common, without informed consent.
Chile		
Colombia		The government does not control the institutions that support people with disabilities.
El Salvador		
Guatemala		
Honduras		
Mexico		So-called "voluntary commitment" is often not voluntary, and persons with disabilities are manipulated by family into committing themselves.
Nicaragua		
Peru		
Africa		
Ethiopia		
Asia/Pacific		
Afghanistan		
Australia		There is a Community Visitors Scheme that works in most States.
India		
Indonesia		All things are assessed, analysed, and decided by a professional in the institution.
Israel		There are no such safeguards in place. The authorities would claim that persons with disabilities have the choice to leave institutions but in practice this is not the case.
Japan		However, institution usually is not screened annually by an independent body to ascertain his/her choice.
Lebanon		
Malaysia		
Maldives		
Myanmar		
Nepal		
Pakistan		Such institutions are just like jails in Pakistan.
South Korea		In reality, there still exist many large-size institutions, and they are not properly screened, and the persons thereof can hardly exercise their freedom of choice...
Sri Lanka		All institutions are not screened annually. Persons with disabilities are free to leave the institution on their own volition but they are not informed about this.
Turkey		

ACCESSIBILITY OF GOVERNMENT WEBSITES

9. Is the requirement for the websites of local/national government to be universally accessible enforced in national law, or guidelines, or some kind of legal obligation?

Relates to Convention Article

No. 21, Freedom of expression and opinion, and access to information

Brief explanation of the article

Amongst other things, State Parties need to provide "information intended for the general public to persons with disabilities in accessible formats and technologies appropriate to different kinds of disabilities in a timely manner and without additional cost."

Brief explanation of the question

Universal accessibility of the websites of local/national government is required when a country signs/ratifies the Convention. Are the websites accessible? As the use of the Internet by governments for the provision of services becomes more widespread, it becomes increasingly important that their websites are universally accessible. Can users complain about the (in)accessibility of websites? (For example, are legal actions possible?)




Summary of results

Whilst the Internet and the services, particularly government services, offered on it continue to expand, once again persons with disabilities are getting left behind. In nearly half (47%) of those countries surveyed there is no local legal enforcement and/or there are no sanctions covering the inaccessibility of government websites. For example, in Japan "There is no legal requirement to make websites of national and municipal governments universally accessible to persons with disabilities." Whilst in India "There is a pol-





icy for all government websites to be accessible – mainly Central Govt. ones – most state gov't and local bodies' websites are not accessible..." In just nine countries are legal provisions and enforcements/sanctions in place.

Country overview

(Explanation of the traffic light system)


-  Yes. Legal provisions and enforcements/sanctions are in place.
-  Yes with qualifications. Legal provisions exist, but are not enforced, or there is no way to address website owners when a site is not accessible.
-  No. There is no local legal enforcement and/or there are no sanctions on inaccessibility.

ACCESSIBILITY OF GOVERNMENT WEBSITES

Europe (EU)*		
Austria		Mostly.
Belgium		
Bulgaria		The public debate is getting more intense and there are already sites that are accessible – but that is only because of a personal initiative.
Czech Republic		
Denmark		
Estonia		
Finland		
France		Legal obligations exist but there is no centralised way to ensure that local authorities' websites are accessible.
Germany		
Hungary		
Ireland		
Italy		
Netherlands		
Portugal		
Romania		
Slovakia		
Slovenia		
Spain		
Sweden		Despite the fact that national authorities have the obligation to make their websites accessible; there is no way to address website owners when a site is not accessible.
United Kingdom		Website accessibility is covered by general accessibility provisions within anti-discrimination legislation...
Europe (Non-EU)		
Albania		
Bosnia-Herzegovina		
Croatia		Accessibility is provided for some websites, and other are still in process.
Kosovo		
Macedonia		The universal accessibility of web sites of institutions and private subjects isn't regulated at all.
Montenegro		
Norway		
Serbia		Provisions are not enforced.
Switzerland		There are rules for the websites of the federal government. Because of federalism, there are no technical standard guidelines, which could be applicable in all cantons.

* The Zero Report adopted the composition of macro geographical (continental) regions according to the Standard Country and Area Codes Classifications (M49) of the United Nations Statistics Division (revised 20 September 2011).

ACCESSIBILITY OF GOVERNMENT WEBSITES

Northern America		
USA – California		
Latin America and the Caribbean		
Brazil		Not all websites are already fully accessible.
Chile		
Colombia		Legal provisions exist but are not always enforced. Some TV channels in some of its programs are accessible.
El Salvador		
Guatemala		
Honduras		No access.
Mexico		A government guide for the development of new websites of the federal public administration (2007) also exists but has no binding effect.
Nicaragua		
Peru		
Africa		
Ethiopia		
Asia/Pacific		
Afghanistan		
Australia		
India		There is a policy for all government websites to be accessible – mainly Central Govt. ones – most state govt and local bodies’ websites are not accessible..
Indonesia		The web on public information managed by government and private are not accessible at all.
Israel		
Japan		There is no legal requirement to make websites of national and municipal governments universally accessible to persons with disabilities.
Lebanon		Local disability law includes very general rules/provisions that necessitate the accessibility of websites and information sources...
Malaysia		
Maldives		
Myanmar		
Nepal		
Pakistan		
South Korea		Aggrieved parties can take legal actions under the Act.
Sri Lanka		
Turkey		

RIGHT TO MARRY, HAVE AND RAISE CHILDREN

10. Do persons with disabilities have the same rights as others to marry, have children and raise those children?

Relates to Convention Article

No. 23, Respect for home and the family

Brief explanation of the article

Persons with disabilities are entitled to the same rights as all other persons with regard to marriage, family, parenthood and partnerships. They have the right to enter into marriage and to start a family. It must be ensured that they may freely and responsibly decide the number of children they will have, and that they have access to information and education on matters of reproduction and family planning. Persons with disabilities have the right to retain their fertility on an equal basis with others. It should be noted regarding this article that these rights should differ in no way from the rights of all other persons, and that they are already included in the UN Universal Declaration of Human Rights.

Brief explanation of the question

The question looks only at restrictions to these rights, and does not address the obligation set forth in the Convention to strengthen these rights through various means. The questionnaire contains the remark that restrictions, in violation of human rights, may consist of persons with disabilities being sterilised against their will, or in marriage being prohibited for "health reasons".




Summary of results

Although answers to this question produced just four red lights and 25 greens, just two of the exceptions in the reds were particularly egregious: Australia ("Non-






























therapeutic sterilisation of people with disability remains an ongoing practice and impacts most significantly on the rights of women and girls with disability.") and Peru ("Persons suffering from chronic mental disease (though they may have lucid intervals) as well as deaf-mute, blind-deaf and blind-mute people... cannot celebrate marriage.") Sterilisation still remains a serious issue, noted particularly in France, Spain and Mexico. In Ireland, the 200-year-old Marriage of Lunatics Act 1811 still imposes certain statutory restrictions, and in the Netherlands "In some cases of parents with mental health problems the government will keep a close eye on how things go."

Country overview

(Explanation of the traffic light system)





-  Yes. The rights of those with disabilities are in no way different from the rights of anybody else with regard to any, and all, of these.
-  Yes with qualifications. The rights of those with disabilities differ from the rights of anybody else with regard to one or two of these.
-  No. The rights of those with disabilities differ from the rights of anybody else with regard to all of these.

RIGHT TO MARRY, HAVE AND RAISE CHILDREN

Europe (EU)*		
Austria		Regarding the law there is little difference, but in practice there are hardly equal opportunities to have a family and home.
Belgium		Not all persons with disabilities have the right to marry under current legislation (e.g. minorité prolongée).
Bulgaria		People with disabilities have the same rights as everyone else when it comes to marriage and children.
Czech Republic		
Denmark		In reality families who are dependent on help are scrutinised and held under surveillance in exercising their parenthood.
Estonia		They can't marry only if they have partial guardianship.
Finland		If persons with disabilities want to adopt a child that is almost impossible.
France		Sterilisation is forbidden, but there are exceptions. The judge has to validate the decision.
Germany		
Hungary		
Ireland		However, there is a statutory restriction on the right to marry for persons the subject of a wardship order under the Marriage of Lunatics Act 1811.
Italy		
Netherlands		But in some cases of parents with mental health problems the government will keep a close eye on how things go.
Portugal		
Romania		
Slovakia		
Slovenia		People with great mental disorders are not allowed to get married or a judge has to be asked permission.
Spain		It is necessary to amend the Criminal Code to eliminate the decriminalization of sterilization without consent of the disabled person.
Sweden		
United Kingdom		Rights for equal treatment are enshrined in this area.
Europe (Non-EU)		
Albania		
Bosnia-Herzegovina		Persons with mental disabilities need acceptance/permission by the guardian.
Croatia		People with intellectual disabilities are in some cases deprived of legal capacity which means they lose the rights for making any kind of decisions...
Kosovo		
Macedonia		Persons with disabilities have the same rights to marry, except persons with moderate intellectual disabilities, and persons with severe hereditary diseases in the family.
Montenegro		Some persons with disabilities have no right to marriage, because their legal guardians are parents also after the age of 18, so they cannot decide on their own.
Norway		Yes. New Guardianship Act 2012.
Serbia		Laws prevent persons under guardianship (most persons with intellectual and/or psychosocial disabilities) from marrying and from having, raising or adopting children.
Switzerland		

* The Zero Report adopted the composition of macro geographical (continental) regions according to the Standard Country and Area Codes Classifications (M49) of the United Nations Statistics Division (revised 20 September 2011).

RIGHT TO MARRY, HAVE AND RAISE CHILDREN

Northern America		
USA – California		
Latin America and the Caribbean		
Brazil		Persons with intellectual disabilities do not have the same rights as persons without disabilities to marry, to have children...
Chile		
Colombia		The right exists but is often the family which precludes certain persons with severe disabilities to exercise these rights.
El Salvador		
Guatemala		
Honduras		They are the same rights, but not applied equally.
Mexico		Persons with disabilities do not have the same rights as "anybody else" in terms of the right to choose or not to choose sterilization...
Nicaragua		
Peru		Persons suffering from chronic mental disease (though they may have lucid intervals) as well as deaf-mute, blind-deaf and blind-mute people... cannot celebrate marriage.
Africa		
Ethiopia		
Asia/Pacific		
Afghanistan		Women with disabilities face multiple discrimination and ignorance, in practice difficult for persons with disabilities to marry and find their love.
Australia		Non-therapeutic sterilisation of people with disability remains an ongoing practice and impacts most significantly on the rights of women and girls with disability.
India		
Indonesia		persons with disabilities have the same rights as others to marry, have children, and raise those children with or without support of their family/neighbours.
Israel		persons with disabilities are not prevented by law from marrying and having and raising children, but the state does not provide encouragement or support that would facilitate this.
Japan		
Lebanon		
Malaysia		persons with disabilities in Malaysia can marry if guardians/parents consent.
Maldives		There are many attitudinal barriers within the community which result in people with disability not being able to enjoy marriage and having children.
Myanmar		
Nepal		No law prohibits a person with disability from marrying, but social acceptance is very low.
Pakistan		Mostly men and rich people with disabilities marry easily. There is no concept of marriages of people with intellectual or developmental disabilities.
South Korea		
Sri Lanka		This right is guaranteed by the Constitution of Sri Lanka for all citizens.
Turkey		

RIGHT TO PRIMARY MAINSTREAM EDUCATION

11. Does a child with disabilities have the right to receive free and compulsory primary education within the mainstream educational system?

Relates to Convention Article

No. 24, Education

Brief explanation of the article

States Parties shall ensure an inclusive education system at all levels and lifelong learning. In particular, they shall ensure that persons with disabilities can access an inclusive, quality and free primary education and secondary education on an equal basis with others in the communities in which they live. The right to an inclusive education is explicitly established, rather than a "good education at 'special schools'".

Brief explanation of the question

Persons with disabilities must not be excluded from the general education system, whether at the primary or subsequent levels. All necessary support must be provided to ensure complete and efficient inclusion. Since there is a fundamental organisational distinction in Austria and most other countries between primary school and the other levels of education, primary education, in particular, was singled out in this question. The question asks whether every child has the right to an inclusive education.




Summary of results

In just over half (28) of the countries surveyed, a right to such education does exist, whilst in 22 other countries, only children with certain difficulties have a right and others must attend special schools. The existence of this right, however, as so often, does not mean that such education exists in reality; for example, in France ("The legal framework is not always

respected. About 13,000 children are excluded both from mainstream education and from institutions.") and Brazil ("However, not all public schools and teachers are already prepared to put inclusive education in practice.") Amongst the other problems cited in achieving inclusion are lack of resources and attitudinal issues; for example, in Romania ("In some mainstream schools, parents of 'normal' children protest against the idea of having their kids in the same class with a disabled, 'ugly and sick' or 'HIV positive' kid.")

Country overview

(Explanation of the traffic light system)

-  Yes. Every child with a disability has the right to receive free and compulsory primary education within the mainstream educational system.
-  Yes with qualifications. Only children with certain disabilities have such a right, others must attend special schools, or the right is restricted only to certain schools in an area, or children can go to any school, but at that school are required to attend special, separate, classes.
-  No. No child with a disability has the right to receive free and compulsory primary education within the mainstream educational system.

RIGHT TO PRIMARY MAINSTREAM EDUCATION

Europe (EU)*		
Austria		And in terms of inclusion, this right does not apply to all children.
Belgium		When the provision of reasonable adaptations is not possible, a pupil can be refused in general education.
Bulgaria		In the recently ratified Action Plan of the Ministry of Social Affairs concrete steps for the school inclusion are defined.
Czech Republic		They have the right but many schools try to avoid it.
Denmark		Children with disabilities have remarkably lower achievements than children without disabilities.
Estonia		The right exists, but in reality there are not enough specialists to teach children with severe disabilities.
Finland		Instead of special schools some children are placed in special classes. The number of the children placed in segregated education has increased in recent years.
France		The legal framework is not always respected. About 13,000 children are excluded both from mainstream education and from institutions.
Germany		
Hungary		
Ireland		Every child has a constitutional right to free primary education up to the age of 18. However, in practice may not be applied across all mainstream education.
Italy		
Netherlands		Children with disabilities are still often not accepted at regular schools because of their handicap.
Portugal		
Romania		In some mainstream schools, parents of "normal" children protest against the idea of having their kids in the same class with a disabled, "ugly and sick" or "HIV+" kid.
Slovakia		
Slovenia		
Spain		But there are a lot of measures that must be taken in order to get the inclusive education as a reality (accessibility, resources, coordination among the entities...)
Sweden		Sweden has recently passed a new education act that covers all school forms.
United Kingdom		The quality of provision can be variable and disabled children's educational attainment levels remain below that for non-disabled children.
Europe (Non-EU)		
Albania		
Bosnia-Herzegovina		But numerous psychological, physical and sociological barriers as well as a lack of capacities within the schools to meet the needs of each child exist.
Croatia		Recently trying to change the situation by introducing the teaching assistants to assist students with disabilities...
Kosovo		Number of children with special needs attending education still represents only a fraction of the overall children with special needs in the country.
Macedonia		But there are no conditions for quality education to all people with disabilities.
Montenegro		
Norway		Still, pupils can be placed to an another accessible school or for special education in another class.
Serbia		The new law is explicit in guaranteeing every child with disability, regardless of its type and level to enrol into regular kindergarten and primary school.
Switzerland		A right to instruction in a mainstream school (in contrast to a special school) does not exist.

* The Zero Report adopted the composition of macro geographical (continental) regions according to the Standard Country and Area Codes Classifications (M49) of the United Nations Statistics Division (revised 20 September 2011).

RIGHT TO PRIMARY MAINSTREAM EDUCATION

Northern America		
USA – California		
Latin America and the Caribbean		
Brazil		However, not all public schools and teachers are already prepared to put inclusive education in practice.
Chile		
Colombia		Only children with certain disabilities have the right, others must attend special schools, especially in cases of cerebral palsy, autism and others of that order.
El Salvador		
Guatemala		
Honduras		The inclusion in regular schools is very little, depends more on the attitude of the teacher than on national policy.
Mexico		Many public or non-specialized educational institutions may refuse to accept children with disabilities, claiming to not have the resources to educate the child.
Nicaragua		
Peru		
Africa		
Ethiopia		
Asia/Pacific		
Afghanistan		But there are problems and challenges in professional teachers and facilities as well physical barriers in accessing to school and education centres.
Australia		Yes. Although there are no legal barriers there are examples of attitudinal [barriers] and policy preventing people attending schools.
India		
Indonesia		But the integrated and inclusive schools are not effectively and seriously supported by government.
Israel		In practice funds and support services allocated to inclusive education are insufficient to meet the needs of children with complex disabilities...
Japan		Children with disabilities and their parents, thus, do not have the right to choose a school they attend.
Lebanon		
Malaysia		There are special schools being set up to address to the needs of persons with disabilities. The government is trying very hard to make it inclusive.
Maldives		Significant challenges also lie in the provision of education for children with special needs.
Myanmar		
Nepal		As most of the schools are not accessible and teachers are not trained the actual implementation of law is very minimal.
Pakistan		In Pakistan Special Education is dominant and limited, with very low quality...
South Korea		
Sri Lanka		Policy in Sri Lanka is inclusive education. Due to inadequate infrastructure and facilities it is not practically happening at present.
Turkey		

ALTERNATIVE TESTING METHODS FOR STUDENTS

12. Do university students with disabilities have access to alternative testing methods?

Relates to Convention Article

No. 24, Education

Brief explanation of the article

The right to an inclusive education also includes the right to a university education (and vocational education). In order to realise this right, various preconditions and access options must be established. An earlier committee listed the following "4 As":

- Availability
- Accessibility
- Acceptability
- Adaptability – flexible so as to adapt to the needs of changing societies. (1) CESCR, General Comment 13, The right to education, Article 13, para 6.

Brief explanation of the question

The question refers only to university students as a representative group. It asks whether the testing methods utilised are accessible to persons with various types of disabilities and whether alternative testing methods to written and oral tests are offered. For some students with disabilities, these may, for example, include their not having to sit exams, but having their performance tested alternatively through course work, participation, assignments, etc. The question refers only to "access to" and not to "the right to" alternative testing methods.




Summary of results

Despite the fact that in 13 countries, at all universities, students with disabilities have access to alterna-

tive testing methods, figures of 13 for the countries where in not even one university is there access to alternative testing methods, and 28 where their availability is restricted to certain universities, disabilities, or both, are disappointing. But even in those countries where methods do exist everywhere, there can still be some discriminatory provisos; for example, Ireland ("Unfortunately when reasonable accommodations are provided to a student in State exams the reasonable accommodations are flagged on the transcript.") In the UK, where such methods are also provided, "Some disputes still arise about the exact legal protection that people enjoy when it comes to examinations."

Country overview

(Explanation of the traffic light system)












-  Yes. At all universities, students with disabilities have access to alternative testing methods.
-  Yes with qualifications. There is access only at some universities, or the choice of alternative testing methods is restricted to persons with certain disabilities.
-  No. At not one university is there access to alternative testing methods.

ALTERNATIVE TESTING METHODS FOR STUDENTS

Europe (EU)*		
Austria		
Belgium		Almost all institutions for higher education and universities provide a service that helps students with disabilities to identify support needs...
Bulgaria		There are currently also discussed measures to support the opportunities for distance learning for people with disabilities.
Czech Republic		
Denmark		
Estonia		
Finland		In some cases there are some limitations.
France		
Germany		
Hungary		
Ireland		Unfortunately when reasonable accommodations are provided to a student in State exams the reasonable accommodations are flagged on the transcript.
Italy		All universities have an office for students with disabilities, entitled to solve any possible problem and choose a personal tutor for students with disabilities.
Netherlands		It depends. In some cases it is allowed. In others it is not.
Portugal		
Romania		Usually the only measures being taken are those proposed in ESF Funded projects, by NGOs or Universities - for example, e-learning modules and e-testing solutions.
Slovakia		
Slovenia		Alternative testing methods depend upon the resources of each university, as well as financial and material.
Spain		
Sweden		For instance students with disabilities can receive the test in braille, have oral testings, longer time etc.
United Kingdom		Some disputes still arise about the exact legal protection that people enjoy when it comes to examinations.
Europe (Non-EU)		
Albania		
Bosnia-Herzegovina		
Croatia		There is not covered for all students and all disabilities;
Kosovo		Mostly good, but there are exceptions.
Macedonia		
Montenegro		
Norway		
Serbia		The issue is not fully regulated by the statute; it is only recommended that universities modify testing methods for the students with disabilities.
Switzerland		

* The Zero Report adopted the composition of macro geographical (continental) regions according to the Standard Country and Area Codes Classifications (M49) of the United Nations Statistics Division (revised 20 September 2011).

ALTERNATIVE TESTING METHODS FOR STUDENTS

Northern America		
USA – California		
Latin America and the Caribbean		
Brazil		There is access only at some public universities. Most of them, there is no choice of alternative testing methods to persons with disabilities.
Chile		
Colombia		Access is only [available in] very few universities. The choice of alternative test methods is limited to only people with a disability.
El Salvador		
Guatemala		
Honduras		
Mexico		
Nicaragua		
Peru		
Africa		
Ethiopia		
Asia/Pacific		
Afghanistan		But overall in higher education there are problems of accessible testing and physical accessibility challenges.
Australia		There are still cases where in practice this is not occurring but there are mechanisms to address this.
India		The local universities do not have such provisions – not aware of any university with such provisions.
Indonesia		So far, there is no university in Indonesia that offers their students with disability an alternative testing method.
Israel		The right of students with learning disabilities to alternative testing methods is anchored in legislation.
Japan		Not all of the universities have alternative testing methods for students and applicants with disabilities.
Lebanon		
Malaysia		
Maldives		
Myanmar		
Nepal		Blind students can have a writer but for others the decision is made by the head of the examination centre.
Pakistan		Most of students with disabilities refused to appear in the test because of disabilities except students with visual disabilities, and a writer provided in the test.
South Korea		A very few universities, mostly at the department of special education and/or social welfare, provide alternative testing methods like course work assignments.
Sri Lanka		Facilities are available for visually impaired to use Braille in most universities.
Turkey		

STATISTICS ON UNIVERSITY GRADUATES

13. Are official statistics published covering the number of persons with disabilities who graduate from university?

Relates to Convention Article

No. 24, Education,
No. 31, Statistics and data collection

Brief explanation of the article

According to Article 24, persons with disabilities must have equal access to general tertiary education, vocational training, adult education and lifelong learning. Reasonable accommodation must be provided to ensure this.

Brief explanation of the question

From the combination of these two articles, it can be concluded that official statistics should include information on the percentage of persons with disabilities among graduates of higher education programmes, since this is the only way in which the success of an inclusive education policy can be measured. Whilst the definition of a disability can play an important role in this context, by asking only whether statistics are available, the phrasing of the question makes this irrelevant.

It is possible to evaluate the successful implementation of an inclusive educational policy by means of long-term analysis, regardless of the selected definitions (e.g. self-assessment by the students), as long as these definitions are not changed.




Summary of results

It is truly astonishing that in only four countries (Bulgaria, Czech Republic, UK and South Korea) out of the 55 surveyed, are official figures published annually, within the year, covering the number of persons with




























disabilities who graduate from university. Thirty-three countries responded that no such figures are officially published, or are even available. Explanations for this state of affairs, when given, ranged from Belgium's response ("Such data are not officially available, partly because of the lack of common understanding on what is to be understood under student with disability") to Serbia's ("The Ministry of Education states this is due to the autonomy of universities.") The comment from Sweden was one of the most pertinent: "The exact number of students with disabilities who graduate is unclear. The existence of disabilities among those who graduate is unclear."

Country overview

(Explanation of the traffic light system)














-  Yes. These figures are published officially annually within the year.
-  Yes with qualifications. These figures are published, but maybe not officially, or annually, or within the year.
-  No. No such statistics are officially published or even available.

STATISTICS ON UNIVERSITY GRADUATES

Europe (EU)*		
Austria		
Belgium		Such data are not officially available, partly because of the lack of common understanding on what is to be understood under "student with disability".
Bulgaria		The figures are not published annually.
Czech Republic		
Denmark		
Estonia		This question was not answered.
Finland		
France		
Germany		
Hungary		
Ireland		Yes, the Census provides statistics on persons with a disability who attained a 3rd level qualification after completing 2 or more years of study.
Italy		There are some old figures but they take into consideration university and high school degree together.
Netherlands		
Portugal		
Romania		
Slovakia		
Slovenia		
Spain		
Sweden		The exact number of students with disabilities who graduate is unclear. The existence of disabilities among those who graduate is unclear.
United Kingdom		Survey data are published in this area.
Europe (Non-EU)		
Albania		
Bosnia-Herzegovina		
Croatia		We already know that the number we officially have is not correct completely, because some students don't want to identify [themselves];
Kosovo		
Macedonia		
Montenegro		
Norway		
Serbia		The Ministry of Education states this is due to the autonomy of universities.
Switzerland		

* The Zero Report adopted the composition of macro geographical (continental) regions according to the Standard Country and Area Codes Classifications (M49) of the United Nations Statistics Division (revised 20 September 2011).

STATISTICS ON UNIVERSITY GRADUATES

Northern America		
USA – California		
Latin America and the Caribbean		
Brazil		
Chile		
Colombia		There are no official statistics on this topic. Students with disabilities have expressed interest in these publications.
El Salvador		
Guatemala		
Honduras		The SED has a statistic of students with disabilities who graduate.
Mexico		
Nicaragua		
Peru		
Africa		
Ethiopia		
Asia/Pacific		
Afghanistan		
Australia		Most universities have a Disability Action Plan and it is in their best interest to report as this relates to their funding.
India		
Indonesia		
Israel		
Japan		
Lebanon		
Malaysia		
Maldives		
Myanmar		
Nepal		
Pakistan		There is no data of people with disabilities... except National Census 1998. That is also rejected by all stakeholders in the country including Government itself.
South Korea		The Ministry of Education, Science and Technology publishes such statistics annually.
Sri Lanka		
Turkey		

ACCESSIBILITY OF MEDICAL PRACTICES

14. Are all medical practices required by law to be accessible to persons with all types of disability?

Relates to Convention Article

No. 25, Health;

No. 26, Habilitation and rehabilitation

Brief explanation of the article

In the context of the rights of persons with disabilities, the right to health is predicated on accessibility. Without accessibility, any such right is severely compromised. Rehabilitation is a complex process of which the medical process is only part. Participation and inclusion in the community, together with all aspects of society, are vital for rehabilitation's success.

Brief explanation of the question

Access to medical practices is of vital importance in terms of both the right to health, and participation and inclusion in the community. Accessibility should cover not only physical access, say, to a building, but also access to the medical services themselves. For example, is sign language translation available for those persons who may be deaf?




Summary of results

In 15 (27%) of the countries surveyed, there was no legal requirement for medical practices to be accessible to those with any type of disability. In just under half the countries, there were either exceptions or the criteria were ineffective. From comments made by a number of respondents from these 26 countries, one of the most noted issues was that there might be physical accessibility, but accessibility for persons with, for example, hearing impairments or learning




disabilities is notably absent; for example, Austria ("Sign Language is not a criterion, and there are massive problems also for people with learning difficulties.") and the UK (a more general example) ("Most medical practices (although not all) will be physically accessible, but many will not offer a full range of accessible equipment etc.")

Country overview

(Explanation of the traffic light system)

-  Yes. All medical practices are required by law to be accessible, using generally accepted criteria, for example, those of "universal access", to persons with all types of disability by 2015.
-  Yes with qualifications. For example, only newly built medical practices are required to be accessible, or only some medical practices have this obligation, or the criteria are ineffective, or practices are accessible only to persons with certain disabilities.
-  No.
No such legislation exists.

ACCESSIBILITY OF MEDICAL PRACTICES

Europe (EU)*		
Austria		Sign Language is not a criterion, and there are massive problems also for people with learning difficulties.
Belgium		In reality not all medical practices are accessible. Specialised accommodations of hospitals are evidently fully accessible.
Bulgaria		
Czech Republic		
Denmark		Physical accessibility is not implemented and reasonable accommodation is not provided in communication with persons with learning disabilities.
Estonia		In the countryside the accessibility is not everywhere provided.
Finland		Please look answer to question 1.
France		
Germany		
Hungary		
Ireland		
Italy		
Netherlands		There is no date by which full accessibility has to be provided.
Portugal		
Romania		As said before, the Social Inspection is not doing its work and inaccessible buildings are declared "OK" for medical use.
Slovakia		
Slovenia		
Spain		
Sweden		
United Kingdom		Most medical practices (although not all) will be physically accessible, but many will not offer a full range of accessible equipment etc.
Europe (Non-EU)		
Albania		
Bosnia-Herzegovina		
Croatia		
Kosovo		Rights and duties of all the patients in the health-care sector have been determined through a law.
Macedonia		In practice people with disability are facing with totally not accessible health care and rehabilitation and discrimination.
Montenegro		
Norway		
Serbia		
Switzerland		At the federal level the rules mentioned in the section on accessibility apply. The cantons are free to enact additional or more specific regulations.

* The Zero Report adopted the composition of macro geographical (continental) regions according to the Standard Country and Area Codes Classifications (M49) of the United Nations Statistics Division (revised 20 September 2011).

ACCESSIBILITY OF MEDICAL PRACTICES

Northern America		
USA – California		
Latin America and the Caribbean		
Brazil		However, not all basic health services respect accessibility rules and ensure professionals are able to provide services to persons with disabilities.
Chile		
Colombia		Many hospitals and clinics do not have full accessibility and accessible health services. In the case of hearing there is not always necessary assistance.
El Salvador		
Guatemala		
Honduras		By law there it should be taken good care of, but in practice is not met.
Mexico		The laws do not present strict obligations on the state or federal governments.
Nicaragua		
Peru		
Africa		
Ethiopia		
Asia/Pacific		
Afghanistan		
Australia		Presently only new buildings have to comply with accessible standards but there is a timetable for compliance.
India		There is a draft health policy which does mention accessibility, decision making process etc. – still a draft.
Indonesia		The available inclusive health services, insurance, and facilities are only in the cities/regencies where there are NGOs/DPOs doing advocacy.
Israel		General obligations to make services accessible to persons with disabilities include health services.
Japan		Some hospitals have arranged the interpreters for patients with hearing impairment despite no legal requirement.
Lebanon		The disability law recognizes the need for ensuring all medical centres should be accessible for persons with disabilities.
Malaysia		
Maldives		There is no General Health legislation present at the moment.
Myanmar		
Nepal		
Pakistan		Only some big hospitals have these facilities in metropolitan cities.
South Korea		
Sri Lanka		All medical practices are physically accessible but services such as sign language translation are not available.
Turkey		

ACCOMMODATIONS IN THE WORKPLACE

15. Does the state oblige employers to take the necessary action on accommodations made in the work place for all employees with disabilities?

Relates to Convention Article

No. 27, Work and employment

Brief explanation of the article

As with Articles 25 and 26, accessibility is at the heart of Article 27 covering the employment of persons with disabilities. While no specific references are made in the article to the provision of either personal assistance or special equipment, it requires "States Parties" to "(e)nsure that reasonable accommodation is provided to persons with disabilities in the workplace". In addition, with regard to both work and employment, non-discrimination is also a major issue..

Brief explanation of the question

For employees with disabilities both to work, and to work effectively for their employers, such accommodations will need to be made in the workplace. Obliging such action on the part of employers should go a long way not only to ensuring both, but also to ensuring that persons with disabilities are properly included in the workforce. It is important for employers to realise that such action should be active, and not just reactive.




Summary of results

Although predicated on the employers actually having disabled employees, it is, perhaps, cause for hope that just 11 countries noted that no such legal obligation on the part of employers exists. In nearly equal numbers, 21 and 22 respectively, of countries, there was a blanket obligation, and a blanket obligation "with holes". Accommodations can be gratifyingly

holistic, for example, UK ("Employers are required to take action with regards to physical accessibility as well as the accessibility of practices and procedures.") or more minimal, for example, Serbia ("The law requires reasonable accommodation to be made.") Some countries will actually participate in the costs of accommodation, for example, Belgium, Ireland and Israel.

Country overview

(Explanation of the traffic light system)



























-  Yes. Employers are obliged to take the necessary action on accommodations made in the work place for all employees with disabilities.
-  Yes with qualifications. The action that needs to be taken may be limited, or certain disabilities may be excluded etc., or only for a certain number of disabled employees, etc.
-  No.
No such obligation exists.

ACCOMMODATIONS IN THE WORKPLACE

Europe (EU)*		
Austria		
Belgium		Employers can get subsidies to make the workplace accessible and make reasonable adaptations within the professional context.
Bulgaria		
Czech Republic		
Denmark		
Estonia		The idea of employing people with disability is not really yet reality in Estonia. The laws may exist, but society has not accepted different people yet.
Finland		
France		The employers' obligations: the medical supervision is reinforced; the employers are obliged to adapt the workplace or to shift the worker in case of difficulties.
Germany		Companies have the option to avoid this obligation by paying an "equalisation levy".
Hungary		Companies and businesses with over 25 employees are obliged to employ 5% of its total workforce to people with reduced work capacity.
Ireland		While no actual right exists, there are grants to employers available by state agency responsible for getting people with disabilities into employment and training.
Italy		
Netherlands		Any accommodation that is asked for by the employee needs to be realised by the employer, with the exception of accommodations that are an unreasonable burden...
Portugal		
Romania		If the employer proves that it is not possible to make the workplace accessible within reasonable expenses, he is not obliged to do it.
Slovakia		
Slovenia		There is either not enough money or a lack of interest when it comes to understanding the limitations of a disability.
Spain		
Sweden		A person who feels that he or she has been discriminated against can report the case to The Equality Ombudsman, DO.
United Kingdom		Employers are required to take action with regards to physical accessibility as well as the accessibility of practices and procedures.
Europe (Non-EU)		
Albania		
Bosnia-Herzegovina		
Croatia		There is no service that monitors and supervises how the process of adaptation or training is going on.
Kosovo		
Macedonia		
Montenegro		Employers rarely employ a persons with disabilities because they have a choice: to employ, or to make payment into the Fund for employment and professional rehabilitation of PWD
Norway		
Serbia		The law requires reasonable accommodation to be made.
Switzerland		

* The Zero Report adopted the composition of macro geographical (continental) regions according to the Standard Country and Area Codes Classifications (M49) of the United Nations Statistics Division (revised 20 September 2011).

ACCOMMODATIONS IN THE WORKPLACE

Northern America		
USA – California		
Latin America and the Caribbean		
Brazil		Companies with 100 (one hundred) or more employees are required to hire people with disabilities, in a percentage that varies from 2% to 5%.
Chile		
Colombia		Neither public nor private employers are by law obliged to make available jobs.
El Salvador		
Guatemala		
Honduras		The law requires every company to have a certain number of PCD employed but it is not satisfied.
Mexico		
Nicaragua		
Peru		
Africa		
Ethiopia		
Asia/Pacific		
Afghanistan		The LRBDP emphasizes on accessibility, but such employers obligation is not implemented,
Australia		
India		The private and unorganised sector has no legal obligation to employ disabled people.
Indonesia		This quota is not effective since there is no sanctions mechanism for a punishment for those companies that do not comply with the rules.
Israel		The state participates in the cost of adaptations made by employers to meet the needs of persons with disabilities.
Japan		Japanese government officially declared that antidiscrimination law for persons with disabilities will be enacted until 2013.
Lebanon		A certain number of employers of the private sector have been responsive toward integrating employees with disabilities into their workplace.
Malaysia		
Maldives		
Myanmar		
Nepal		
Pakistan		Although there is 2% job quota system in public and private sector by law but unfortunately no implementation in both sectors.
South Korea		Very small-size workplaces are, however, exempted, and persons with intellectual disabilities are having difficulties to get a job.
Sri Lanka		Legally all work places need to be physically accessible by 2014. No other obligation exists.
Turkey		

STATE EMPLOYMENT OF PERSONS WITH DISABILITIES

16. Is the number of persons with disabilities employed by the state both calculated and published?

Relates to Convention Article

No. 27, Work and employment

Brief explanation of the article

As with Articles 25 and 26, accessibility is at the heart of Article 27 covering the employment of persons with disabilities. While no specific references are made in the article to the provision of either personal assistance or special equipment, it requires "States Parties" to "(e)nsure that reasonable accommodation is provided to persons with disabilities in the workplace". In addition, with regard to both work and employment, non-discrimination is also a major issue.

Brief explanation of the question

This question is only about the availability of these figures, not about the figures and percentages themselves. That said, the figure itself will, of course, be important.




Summary of results

It is perhaps illustrative of governmental attitudes in general that of the 55 countries surveyed, only 12 (23%) actually officially publish such a figure annually, together with some description covering in which state bodies these persons are employed. In 20 of the remaining countries, no such figure is either calculated or published. At the two extremes are Japan ("Ministry of Health, Labour and Welfare annually publishes the numbers and percentages of employees with disabilities both in public and private sectors.") and Macedonia ("The state doesn't have statistic data for people with disability at all.") Perhaps the com-

ment from France sums up the reality: "The data are scattered." Or maybe the figures are there, but governments just do not want to publish them.

Country overview

(Explanation of the traffic light system)




-  Yes. The figure is published annually in an official publication, together with some description covering in which state bodies these persons are employed.
-  Yes with qualifications. Such a figure may be calculated, but is not published, or it is not an official figure, or it is only published either irregularly or every, say, five years.
-  No. Such a figure is neither calculated nor published.

STATE EMPLOYMENT OF PERSONS WITH DISABILITIES

Europe (EU)*		
Austria		
Belgium		There is no comprehensive data set for all branches of government, but figures for the Flemish government where the situation doesn't improve.
Bulgaria		
Czech Republic		
Denmark		
Estonia		There are statistics on the website of the social ministry.
Finland		
France		The data are scattered.
Germany		
Hungary		
Ireland		The statistics from the most recent census 2011 will provide detailed information on the employment of persons with disabilities.
Italy		The Law 9 March 2006, imposes to Public Administrations to communicate to the "Dipartimento della Funzione Pubblica" the situation on the employment of disabled people.
Netherlands		
Portugal		
Romania		
Slovakia		
Slovenia		
Spain		
Sweden		The survey for 2011 to be presented in spring 2012 has been postponed. The report will be presented in the spring 2013.
United Kingdom		Regular labour force figures are published, including records of the numbers of disabled people in employment.
Europe (Non-EU)		
Albania		
Bosnia-Herzegovina		
Croatia		
Kosovo		
Macedonia		The state doesn't have statistic data for people with disability at all.
Montenegro		All institutions or employers have their own data, but they are not in one place, and are not published regularly.
Norway		
Serbia		
Switzerland		

* The Zero Report adopted the composition of macro geographical (continental) regions according to the Standard Country and Area Codes Classifications (M49) of the United Nations Statistics Division (revised 20 September 2011).

STATE EMPLOYMENT OF PERSONS WITH DISABILITIES

Northern America		
USA – California		
Latin America and the Caribbean		
Brazil		
Chile		
Colombia		
El Salvador		
Guatemala		
Honduras		There is a table for employees of PCD, but not published, almost alone we are working in the area know it.
Mexico		There are no such statistics in the National Study of Occupation and Employment published by the National Institute of Statistics and Geography (INEGI) every trimester.
Nicaragua		
Peru		
Africa		
Ethiopia		
Asia/Pacific		
Afghanistan		
Australia		
India		Such figures are generally not published – if questions are raised by lawmakers then some figures are quoted (once in a while).
Indonesia		
Israel		The Civil Service in Israel is obliged to publish an annual report on the percentage of employees with disabilities. So far one partial report was published in 2007.
Japan		Ministry of Health, Labour and Welfare annually publishes the numbers and percentages of employees with disabilities both in public and private sectors.
Lebanon		
Malaysia		
Maldives		
Myanmar		
Nepal		
Pakistan		
South Korea		
Sri Lanka		Figures are neither calculated nor published.
Turkey		

NUMBER OF EMPLOYEES WITH DISABILITIES INCREASING

17. Did the percentage of persons with disabilities employed increase in calendar year 2011?

Relates to Convention Article

No. 27, Work and employment

Brief explanation of the article

As with Articles 25 and 26, accessibility is at the heart of Article 27 covering the employment of persons with disabilities. While no specific references are made in the article to the provision of either personal assistance or special equipment, it requires "States Parties" to "(e)nsure that reasonable accommodation is provided to persons with disabilities in the workplace". In addition, with regard to both work and employment, non-discrimination is also a major issue.

Brief explanation of the question

This question refers to the results of disability policies and of Article 27. Since the percentage of employees with disabilities remains below the percentage of other employees in every country of the world, every increase in the percentage can be considered an advance.

The question refers only to employment in companies that are required by law to employ persons with disabilities. The answer is "No" if no figures are available. Without figures it is impossible to know if persons with disabilities are, in fact, being employed as required.




Summary of results

Dealing as they do only with employment in companies that are required by law to employ persons with disabilities, the answers to this question are truly disappointing, if not entirely surprising, especially in the






























current economic climate: in 65% (36) of countries, either the percentage has decreased or no figures are available. As noted last year, the absence of available figures alone is a matter of grave concern, especially in those countries where there are legal requirements regarding the employment of persons with disabilities. Only seven countries answered with a green light, of which one was South Korea: "According to the statistics by the Ministry of Employment and Labour, the percentage in 2011 was 2.28%, which was 0.04% increase from the previous year."

Country overview

(Explanation of the traffic light system)


















-  Yes. The percentage increased, or the percentage has not increased because all companies required by law to employ persons with disabilities already do so.
-  Yes with qualifications.
The percentage remained the same.
-  No. The percentage decreased or no figures are available.

NUMBER OF EMPLOYEES WITH DISABILITIES INCREASING

Europe (EU)*		
Austria		The number of unemployed has increased.
Belgium		
Bulgaria		The employment of people with disabilities is not mandatory.
Czech Republic		
Denmark		
Estonia		
Finland		No relevant information!
France		
Germany		
Hungary		
Ireland		This question will be answered once the CSO publishes the findings of the 2011 census. A specific disability Report is expected to be published in 2012.
Italy		No figures available.
Netherlands		Companies in the Netherlands are not required by law to employ persons with disabilities.
Portugal		
Romania		
Slovakia		No figures available.
Slovenia		
Spain		
Sweden		Sweden does not have any laws that require companies to employ persons with disabilities. There are no statistics for 2011.
United Kingdom		The percentage of disabled people of working age in employment is published, and currently stands at around 50% in the UK.
Europe (Non-EU)		
Albania		
Bosnia-Herzegovina		
Croatia		
Kosovo		There was a slight increase of 1.8% of people with disabilities registering in comparison to a year before.
Macedonia		Still haven't been published any data on this issue by the State Statistical Office for year 2011.
Montenegro		
Norway		
Serbia		
Switzerland		

* The Zero Report adopted the composition of macro geographical (continental) regions according to the Standard Country and Area Codes Classifications (M49) of the United Nations Statistics Division (revised 20 September 2011).

NUMBER OF EMPLOYEES WITH DISABILITIES INCREASING

Northern America		
USA – California		
Latin America and the Caribbean		
Brazil		That means that Brazil experienced in the last years a reduction of the number of workers with disabilities.
Chile		
Colombia		No figures are available
El Salvador		It has increased in the past three years.
Guatemala		
Honduras		Secretary of Labor did a study, but has not published the data.
Mexico		No official quotas exist which mandate companies by law to employ persons with disabilities so this statistic cannot exist.
Nicaragua		
Peru		
Africa		
Ethiopia		
Asia/Pacific		
Afghanistan		There is not any figure to show the decrease and increase of persons with disability employment.
Australia		Unknown.
India		No authentic figures are available.
Indonesia		There are data of persons with disabilities working in companies only in 7 regencies/cities, whereas there are total 500 regencies/cities in Indonesia.
Israel		No figures are available.
Japan		The percentages of persons with disabilities employed remain the same level in the quota system. While the percentages in 2010 are 1.68%, those in 2011 are 1.65%.
Lebanon		
Malaysia		
Maldives		
Myanmar		
Nepal		No such figures available.
Pakistan		May be decreased.
South Korea		According to the statistics by the Ministry of Employment and Labour, the percentage in 2011 was 2.28%, which was 0.04% increase from the previous year.
Sri Lanka		Percentage may have increased due to activities by NGOs but figures are not available.
Turkey		

RIGHT TO RECEIVE NECESSARY SUPPORT TO VOTE

18. Do persons with disabilities have the right to receive all the necessary support to vote, in secret, in elections for parliament?

Relates to Convention Article

No. 29, Participation in political and public life

Brief explanation of the article

In its two sections, in addition to the principle of accessibility and the use of “assistive and new technologies”, this article addresses, specifically, both the right to vote, in secret, with assistance from a person of choice, and full and effective general political participation.

Brief explanation of the question

This question is predicated both on the right to vote and on every voter's inalienable right to vote secretly. The question only refers to parliamentary elections. This was mentioned in the questionnaire. The question also refers to assistive devices as some states have either already introduced, or are considering the introduction of, for example, Braille ballots or templates to enable blind persons to vote in true secrecy.




Summary of results

It is comforting that, in only seven of the countries surveyed, no such right to support exists. However, that just over half of all countries answered “Yes with qualifications” remains of signal concern. (Nineteen countries answered with a green.) Problems facing voters included those in Denmark (“You have to vote on paper, and if you need assistance to do that you have to have an official, not an assistant by your own choice.”) and India (“The support for secretly voting varies especially for persons with psychosocial/intellectual disabilities.”) However, more positively in Fin-

land: “Any voter with disability can request voting at home with out any documents...Voters can have own assistant or voting assistant provided by municipality.”

Country overview

(Explanation of the traffic light system)

-  Yes. Any voter with a disability receives all necessary support to vote in secret.
-  Yes with qualifications. Transport may not be free, or personal assistance may be limited, or a Braille ballot or template may not be available, or a voter may not be able to vote freely or secretly in his or her institution.
-  No. No such right exists, or, perhaps, a medical practitioner has prevented a person from voting by declaring him or her incompetent.

RIGHT TO RECEIVE NECESSARY SUPPORT TO VOTE

Europe (EU)*		
Austria		
Belgium		The Belgian electoral code obliges the existence of wheelchair-accessible polling stations.
Bulgaria		Transportation is not free, not all people with disabilities have personal assistants and the ballots are not available in Braille.
Czech Republic		
Denmark		You have to vote on paper, and if you need assistance to do that you have to have an official, not an assistant by your own choice.
Estonia		All persons with disabilities get all necessary support to vote (home voting, e-voting etc.)
Finland		Any voter with disability can request voting at home with out any documents...Voters can have own assistant or voting assistant provided by municipality.
France		
Germany		
Hungary		
Ireland		If a presiding officer considers that a person does not have the capacity to vote they may refuse a person access to vote.
Italy		
Netherlands		People with intellectual disabilities do not have the right to be assisted when they bring out their vote.
Portugal		
Romania		
Slovakia		
Slovenia		
Spain		It has been approved in 2011, the regulation on basic conditions for the participation of people with disabilities in political and electoral processes.
Sweden		With the present system, it is still not possible for a person who has problems with reading or writing, to vote for a chosen candidate without asking for help.
United Kingdom		Adjustments are made to support disabled people to vote, although research suggests that far from all polling stations are fully accessible.
Europe (Non-EU)		
Albania		
Bosnia-Herzegovina		
Croatia		Templates on Braille are not available.
Kosovo		
Macedonia		People with disabilities in hospitals and residential institutions are excluded from this opportunity.
Montenegro		
Norway		In Norway the law is in accordance with Art 29 A) iii.
Serbia		Persons without legal capacity have no right to vote...Persons in institutions cannot exercise their voting rights.
Switzerland		

* The Zero Report adopted the composition of macro geographical (continental) regions according to the Standard Country and Area Codes Classifications (M49) of the United Nations Statistics Division (revised 20 September 2011).

RIGHT TO RECEIVE NECESSARY SUPPORT TO VOTE

Northern America		
USA – California		
Latin America and the Caribbean		
Brazil		Although in theory persons with disabilities have guaranteed their political rights, their participation in political life is still a challenge to be overcome.
Chile		
Colombia		Any voter with a disability receives all necessary support to vote in secret.
El Salvador		There is a Braille ballot and in some cases there is personal assistance.
Guatemala		
Honduras		In the last elections (2010) there were ballots in Braille and in major cities, there was also training for people who would be at polling stations...
Mexico		It is unlikely that the necessary support is provided to allow people in institutions to leave and vote.
Nicaragua		
Peru		But persons with disabilities, especially those with mental and intellectual disabilities, have been not allowed to vote if they are under interdiction.
Africa		
Ethiopia		
Asia/Pacific		
Afghanistan		By law and election regulation persons with disabilities can vote but there is a problem of accessibility in the physical environment, sign language and Braille text.
Australia		Supports are in place but these are not at all Ballot booths.
India		The support for secretly voting varies especially for persons with psychosocial/intellectual disabilities.
Indonesia		The election authorities pay attention to the equal rights of persons with disabilities for presidential, parliament, and local election.
Israel		Persons with sight impairment are permitted to enter the polling booth with a companion.
Japan		In practice, there are not enough measures to ensure that persons with disabilities exercise the right to vote.
Lebanon		Voters with disabilities still suffer the lack of major and essential accommodation...
Malaysia		Ballot papers are not being Brailled. Persons with disabilities are assisted.
Maldives		
Myanmar		
Nepal		There is legal provision, however, due to lack of accessibility in the voting many persons with disabilities do not participate in the election.
Pakistan		No such concept is in Pakistan.
South Korea		Mostly, a Braille ballot or template may not be available; free and secret voting may not be possible because either a family member or an assistant is accompanied.
Sri Lanka		Blind persons are allowed to take a person whom they prefer with them to mark the ballot paper according to the blind persons' wishes.
Turkey		

STATISTICS ON DISABLED PERSONS LIVING IN INSTITUTIONS

19. Are official statistics published annually covering, at the minimum, the number, age group, sex, and care provided to all those persons with disabilities living in institutions?

Relates to Convention Article

No. 31, Statistics and data collection

Brief explanation of the article

Article 31 explicitly states: "States Parties undertake to collect appropriate information, including statistical and research data, to enable them to formulate and implement policies to give effect to the present Convention."

This is remarkable, since "(t)here is no precedent for such a provision in core human rights treaties" (Schulze), and the creation of tools to assist the assessment of the Convention's implementation is absolutely necessary.

Besides data protection, one of the major obstacles to the full implementation of this article is the lack of commonly used definitions of impairments and disabilities. The risk of an inaccurate picture is high. For example, if the definition of impairment or disability is very narrow, this has a significant effect on the outcome.

Brief explanation of the question

This question refers only to official statistics and only to "institutions". The official figures need to cover all kind of "institutions" where persons with disabilities live. These will include old persons' homes, prisons, "asylums for old persons and adult invalids", "asylums for children-invalids", "boarding schools for orphans", secure facilities, "centres for placement and rehabilitation", "psychiatric institutions", sheltered accommodation, residential homes, residential educational facilities etc. This question was chosen since "institu-




tions" are at the heart of any political decision-making. A lack of trusted or available information on this sensitive issue would be a major obstacle to good governance. The term "asylum" may, quite understandably, be found by many to be offensive, and burdened with history. The term is, however, still in use in a number of states and has, therefore, been included in the (not exhaustive) list of kinds of institution.

Summary of results

In only nine out of 55 countries is such information published both annually and officially: Estonia, Hungary, Ireland, Kosovo, Norway, Switzerland, Nicaragua and Australia. In 23 countries, no such statistics are officially published. Therefore, in some 46 countries, arguably vital information is not available. In the UK "Some figures are published in this area, but generally only when funding is provided directly by the state." and in Serbia "No such data exist for psychiatric institutions."

Country overview

(Explanation of the traffic light system)

-  Yes. All this information is to be found in a single official publication published on an annual basis and figures are no older than one year.
-  Yes with qualifications. Some of these figures are not published. Figures are not published annually, or are over a year old when published, or figures cover only selected institutions.
-  No. No such statistics are officially published.

STATISTICS ON DISABLED PERSONS LIVING IN INSTITUTIONS

Europe (EU)*		
Austria		
Belgium		There is no comprehensive data set available on this issue.
Bulgaria		The numbers are not published regularly, and do not include all the mentioned criteria.
Czech Republic		
Denmark		
Estonia		
Finland		
France		
Germany		
Hungary		
Ireland		
Italy		The only available data (not easy to find clearly) are given from the census that takes place every 10 years.
Netherlands		
Portugal		
Romania		
Slovakia		
Slovenia		
Spain		
Sweden		Many people, quite unnecessarily, are deprived of their freedom because of inadequate care and support.
United Kingdom		Some figures are published in this area, but generally only when funding is provided directly by the state.
Europe (Non-EU)		
Albania		
Bosnia-Herzegovina		
Croatia		
Kosovo		
Macedonia		
Montenegro		
Norway		
Serbia		No such data exist for psychiatric institutions.
Switzerland		Likely available by canton.

* The Zero Report adopted the composition of macro geographical (continental) regions according to the Standard Country and Area Codes Classifications (M49) of the United Nations Statistics Division (revised 20 September 2011).

STATISTICS ON DISABLED PERSONS LIVING IN INSTITUTIONS

Northern America		
USA – California		
Latin America and the Caribbean		
Brazil		There is no national specific publication dealing with data regarding persons with disabilities.
Chile		
Colombia		No such statistics.
El Salvador		
Guatemala		
Honduras		Lack of such statistics.
Mexico		
Nicaragua		
Peru		There has not been a specific census about persons with disabilities. There is a census, however, scheduled for this year.
Africa		
Ethiopia		
Asia/Pacific		
Afghanistan		
Australia		
India		At times the nodal ministry (Social Justice & Empowerment) does have some data in their website (usually back dated).
Indonesia		There is no comprehensive data statistic on disability annually published in Indonesia as the reference for disability related policies of development.
Israel		No such figures are available...The last available figures are from 2007 and they only state the number of people living in institutions.
Japan		White Paper of Criminals and Annual Statistic of Corrections reveal the estimated numbers and percentages of offenders with disabilities in prisons.
Lebanon		8,000 persons with disability are in residential institutions for different services. 70% are below the age 17. This information is published annually.
Malaysia		
Maldives		
Myanmar		
Nepal		
Pakistan		Never.
South Korea		The government conducts such survey every three years. Not all institutions mentioned in the question may be covered by the survey.
Sri Lanka		
Turkey		

OFFICIAL STATISTICS ABOUT EDUCATION AND EMPLOYMENT

20. Are official statistics about the education and employment of persons with disabilities published at least every 10 years?

Relates to Convention Article

No. 31, Statistics and data collection

Brief explanation of the article

See question 19

Brief explanation of the question




This question was chosen because a sustainable effort at inclusion has to result in rising percentages of both graduates and employees with disabilities. This question refers only to whether such statistics are published or not, and to their quality. It does not refer to what the statistics actually tell us about one state in contrast with another. That is, it simply asks whether such statistics are collected and, if so, what is their quality?

Summary of results

In the last 10 years, at least some work has been done in trying to gather these important data, with 71% (39) of countries producing some sort of picture. But there are still 15 countries in which no official study has ever been undertaken. Countries like Belgium ("There is no common understanding on issues like 'what is a disability'") and Finland ("Definition of disability is one challenge.") face a significant problem before they even start. And Sri Lanka is probably not alone: "Due to inadequate training of enumerators the figures are inaccurate." There was both a wide variety of timeframes quoted and apparent linkages between these data and those collected in national censuses.

Country overview

(Explanation of the traffic light system)

-  Yes. In the last 10 years, at least one official study has been undertaken, and the results published, that provides a clear picture of both the education and employment of persons with disabilities.
-  Yes with qualifications. Only certain figures are available, or figures are older than 10 years, or figures are open to interpretation.
-  No. No such official study has ever been undertaken.

OFFICIAL STATISTICS ABOUT EDUCATION AND EMPLOYMENT

Europe (EU)*		
Austria		
Belgium		There is no common understanding on issues like "what is a disability".
Bulgaria		
Czech Republic		
Denmark		
Estonia		
Finland		There are some statistics made by Research Centers, but little official data. Definition of disability is one challenge.
France		Figures are open to interpretation.
Germany		
Hungary		
Ireland		The CSO is scheduled to publish a full Report on disability arising from the 2011 census later this year.
Italy		Certain figures are given from the census that takes place every 10 years.
Netherlands		
Portugal		The data presented reflect the 2001 Census data on education and employment.
Romania		Statistics about education are hardly available.
Slovakia		
Slovenia		
Spain		
Sweden		
United Kingdom		Figures are regularly published in this area, generally based on broad-based survey data.
Europe (Non-EU)		
Albania		
Bosnia-Herzegovina		
Croatia		
Kosovo		
Macedonia		
Montenegro		
Norway		
Serbia		Last year's census asked a question about disability status for the first time (together with education and employment), which might open space for such statistics.
Switzerland		There are currently no official statistics providing information on the education and employment of all persons with disabilities.

* The Zero Report adopted the composition of macro geographical (continental) regions according to the Standard Country and Area Codes Classifications (M49) of the United Nations Statistics Division (revised 20 September 2011).

OFFICIAL STATISTICS ABOUT EDUCATION AND EMPLOYMENT

Northern America		
USA – California		
Latin America and the Caribbean		
Brazil		There is still not enough information that allows a clear and accurate picture of the situation of persons with disabilities in the country.
Chile		
Colombia		Only some numbers are available and these only in the case of education
El Salvador		
Guatemala		
Honduras		The only official statistical information was made in 2002, a survey of households from the National Institute of Statistics.
Mexico		The National Census is conducted every ten years and since 2000 has produced some statistics about people with disabilities and their education and employment.
Nicaragua		
Peru		
Africa		
Ethiopia		
Asia/Pacific		
Afghanistan		There is no such comprehensive study, but NDSA done on 2005 and provides a lot of information on disability in the country.
Australia		This is a thorough publication but it is only collected every 5 years.
India		Figures on enrolment in mainstream education are available (both from state gov't and central gov't). Employment...no regular data is available.
Indonesia		
Israel		Figures concerning employment are published by the Commission for Equal Rights of Persons with Disabilities. No such figures are published concerning education.
Japan		
Lebanon		
Malaysia		Statistics are available but not published.
Maldives		
Myanmar		
Nepal		
Pakistan		
South Korea		
Sri Lanka		Due to inadequate training of enumerators the figures are inaccurate.
Turkey		

STATE SPONSORSHIP OF UMBRELLA ORGANISATION

21. Is there an umbrella organisation representing, at minimum, 50% of all those associations for persons with disabilities, that receives directly basic state funding?

Relates to Convention Article

No. 32, International cooperation

Brief explanation of the article

The Convention requires all states to “undertake appropriate and effective measures” to cooperate internationally and “as appropriate, in partnership with relevant international and regional organisations and civil society, in particular organisations of persons with disabilities”. Measures will include the facilitation of, and support for, capacity building through, for example, the exchange and sharing of experience, information and best practices or the provision of technical and economic assistance.

Brief explanation of the question

International cooperation, lobbying and representation can be at its best when there is a well-equipped umbrella organisation that represents as many NGOs as possible.




Summary of results

In 36% of the countries surveyed, there was an umbrella organisation both representing over 50% of all those associations for persons with disabilities and receiving basic state funding directly. In a further 36% (20) of countries, such organisations may exist, but either are not representative in this way, or do not receive funding directly from the state. Comments from some countries indicated that issues might exist concerning “representation”, for example, UK (“There is not a single, representative body quite as described in the question, although there are many large organ-

isations...”) and Italy (“There are different national level associations but (as per our knowledge) no one represents over 50% of persons with disabilities.”) In a number of countries such organisations do exist but there is no state funding.

Country overview

(Explanation of the traffic light system)

























-  Yes. Such an organisation exists, represents over 50% of all those associations for persons with disabilities and directly receives basic state funding.
-  Yes with qualifications. Such an organisation exists, but, for example, does not either represent over 50% of all those associations for persons with disabilities or directly receive basic state funding.
-  No. No such organisation exists that represents over 50% and directly receives basic state funding.

STATE SPONSORSHIP OF UMBRELLA ORGANISATION

Europe (EU)*		
Austria		
Belgium		The Belgian Disability Forum is an NGO gathering 19 Belgian organisations representative of persons with disabilities.
Bulgaria		State Agency for Persons with Disabilities.
Czech Republic		
Denmark		
Estonia		Estonian Chamber of person with Disabilities (www.epikoda.ee), an organisation for people with disabilities.
Finland		
France		
Germany		
Hungary		
Ireland		
Italy		There are different national level associations but (as per our knowledge) no one represents over 50% of persons with disabilities.
Netherlands		There is an umbrella organisation called the CG-Raad that receives state funding, but this year the funding has been cut dramatically.
Portugal		
Romania		
Slovakia		No basic state funding exists in relation to the umbrella organisation in Slovakia.
Slovenia		
Spain		
Sweden		
United Kingdom		There is not a single, representative body quite as described in the question, although there are many large organisations...
Europe (Non-EU)		
Albania		
Bosnia-Herzegovina		War veterans, persons with hearing disabilities and persons with paraplegia.
Croatia		There are several umbrella organizations which cover different disabilities and they receive state funding.
Kosovo		
Macedonia		Such an organisation exists and the same one is "legacy" from the previous system.
Montenegro		
Norway		
Serbia		A number of organizations and individuals however do not feel adequately represented by the national umbrella organization.
Switzerland		DOK is a federation of umbrella organizations on private aid and self-help for disabled persons in the form of a simple enterprise. It is run from one office.

* The Zero Report adopted the composition of macro geographical (continental) regions according to the Standard Country and Area Codes Classifications (M49) of the United Nations Statistics Division (revised 20 September 2011).

STATE SPONSORSHIP OF UMBRELLA ORGANISATION

Northern America		
USA – California		
Latin America and the Caribbean		
Brazil		However, there is not a private umbrella organization that today represents 50% of all associations for persons with disabilities in the country.
Chile		
Colombia		The government does not provide core funding for civil society organizations of disability, which makes very difficult the existence of these organizations.
El Salvador		There is a National Council that represents both private and governmental organizations, it receives basic state funding. There is no other.
Guatemala		
Honduras		
Mexico		
Nicaragua		
Peru		CONFENADIP...is the largest organization for persons with disabilities. However it does not represent 50% of the organizations and does not receive state funding.
Africa		
Ethiopia		
Asia/Pacific		
Afghanistan		There is no government funding on disability programs except providing financial assistance to war-related disabilities.
Australia		
India		
Indonesia		There are some national DPOs and many local DPOs and self-help organizations of persons with disabilities at grassroots level, but they do not receive directly basic state funding.
Israel		
Japan		There seems no organisation which represents more than 50% of persons with disabilities and receives directly basic state funding.
Lebanon		Funding for NGOs or institutions is only provided for those that provide direct services for persons with disabilities, but not for being a human rights organization.
Malaysia		
Maldives		
Myanmar		
Nepal		National Federation of the Disabled Nepal receives direct financial support from the government.
Pakistan		Yes, an organization exists but is very dormant and not receiving any funds from anywhere.
South Korea		Korea Federation of Organizations of the Disabled.
Sri Lanka		DOJF is an umbrella organization with 23 member organizations representing all categories of disabilities...but does not receive any state funding.
Turkey		

DESIGNATION OF "FOCAL POINTS" WITHIN GOVERNMENT

22. If the state has signed, or ratified, the Convention, has it designated "focal points" within government to address matters relating to the Convention's implementation?

Relates to Convention Article

No. 33, National implementation and monitoring

Brief explanation of the article

The article envisages that within each State Party there will be three different bodies to implement and monitor the Convention: "focal points" within government; a coordination mechanism within government; and an independent mechanism based on the Paris Principles.

This is a unique provision, vis-à-vis implementation, in such a treaty. With regard to "focal points" in particular, they require that "every State Party's administration shall include a body that sees to the legal and practical implementation of the Convention's rights" (Schulze).

The article also requires that "Civil society, in particular persons with disabilities and their representative organisations, shall be involved and participate fully in the monitoring process."

Brief explanation of the question




For those states that have ratified the Convention, in line with Article 33, Paragraph 1, "State Parties" need to designate one or more "focal points" within government "for matters relating to the implementation" of the Convention. In addition, in line with the other two paragraphs in this article, there needs not only to be "independent mechanisms" to "promote, protect and monitor" its implementation, but "civil society" also needs to be involved and participate "fully" in the monitoring process.

Summary of results





























Respondents were split nearly equally between those answering with a green light (15) and with a red light (15). Another 23 replied "Yes with qualifications". The designation of focal points was not, however, predicated on ratification. And whilst the likes of Ireland and the Netherlands, signatories both, had no focal points, Norway, also a signatory, had. Of those giving a yellow, examples of the qualifications are, from Brazil, "However, so far it has not been defined or established a national monitoring body according to the Paris Principles" and Serbia, "The focal point has been designated – Ministry of Human and Minority Rights, which does not fulfil the criteria set out in Art.33." There was encouraging news from Montenegro that "There has been a positive change regarding civil society participation."

Country overview

(Explanation of the traffic light system)

-  Yes. There are "focal points", they are effective and civil society is fully involved.
-  Yes with qualifications. There are "focal points", but, for example, civil society does not participate "fully" in monitoring the state's implementation of the convention.
-  No. State parties have not yet designated one "focal point" within government for such matters or the State has not signed the convention.

DESIGNATION OF "FOCAL POINTS" WITHIN GOVERNMENT

Europe (EU)*		
Austria		
Belgium		Belgium complies with the obligations laid down in article 33.
Bulgaria		
Czech Republic		
Denmark		
Estonia		Persons with disabilities are fully involved in the monitoring through independent mechanism to promote, protect and monitoring.
Finland		Finland has signed but not yet ratified the Convention.
France		
Germany		
Hungary		
Ireland		The Government has signed but not yet ratified the UN Convention on the Rights of Persons with Disabilities.
Italy		
Netherlands		The Netherlands has signed, but not ratified the convention yet. It has not yet designated a focal point.
Portugal		
Romania		
Slovakia		
Slovenia		
Spain		
Sweden		The Swedish government has appointed a focal point in the Ministry of Health and Social Affairs. The focal point works directly for the minister.
United Kingdom		The Office for Disability Issues within the Department for Work and Pensions has been designated.
Europe (Non-EU)		
Albania		
Bosnia-Herzegovina		Depends on political party in power.
Croatia		
Kosovo		
Macedonia		
Montenegro		There has been a positive change regarding civil society participation.
Norway		Focal point addressed, Norway has not ratified CRPD.
Serbia		The focal point has been designated – Ministry of Human and Minority Rights, which does not fulfil the criteria set out in Art.33.
Switzerland		The convention has not been signed yet.

* The Zero Report adopted the composition of macro geographical (continental) regions according to the Standard Country and Area Codes Classifications (M49) of the United Nations Statistics Division (revised 20 September 2011).

DESIGNATION OF "FOCAL POINTS" WITHIN GOVERNMENT

Northern America		
USA – California		
Latin America and the Caribbean		
Brazil		However, so far it has not been defined or established a national monitoring body according to the Paris Principles.
Chile		
Colombia		There are points of contact, but civil society does not participate "fully" in monitoring the implementation of state of the convention.
El Salvador		
Guatemala		
Honduras		The State of Honduras ratified the Convention, but there is no monitoring of compliance.
Mexico		At the national level, no action has been taken with regards to creating or implementing monitoring mechanisms.
Nicaragua		
Peru		There has been participation in civil society but it does not have the force for full monitoring of state measures.
Africa		
Ethiopia		
Asia/Pacific		
Afghanistan		
Australia		Human Rights Commission.
India		
Indonesia		There is only a focal point on disability i.e. in social affairs ministry. The other ministries do not have focal point on disability.
Israel		The Commission for Equal Rights has been appointed to conduct some monitoring, but there is no participation of civil society and civil society organizations.
Japan		However, the government has not yet decided which entity implements monitoring and what monitoring processes it takes.
Lebanon		
Malaysia		
Maldives		Disability mandate lies in newly established ministry, "Ministry of Gender and Human Rights" and has developed a unit with the ministry to work on disability agenda.
Myanmar		
Nepal		
Pakistan		No. Pakistan has ratified CRPD but there is still no system or focal point established.
South Korea		The Bureau of Policy for Persons with Disabilities at the Ministry of Health and Welfare has been designated as the focal point.
Sri Lanka		UNCPRD has been signed but not ratified. No focal point exists.
Turkey		

ACCESSIBILITY OF THE CONVENTION FROM THE STATE

23. Is an audio version, a sign language translation and a plain language version of the Convention universally available on an official state website, in all official languages of the country?

Relates to Convention Article

No. 49 Accessible format;
2 Definitions

Brief explanation of the article

Article 49 requires that text of the present Convention shall be made available in accessible formats. Article 2 defines "communication" as including languages, display of text, Braille, tactile communication, large print, accessible multimedia as well as written, audio, plain language, human-reader and augmentative and alternative modes, means and formats of communication, including accessible information and communication technology.

Brief explanation of the question

This question asks whether, in each of the countries surveyed, the Convention is accessible in all the official languages of that country in just three accessible formats. Plain language has to include symbols and pictures for easier understanding.




Summary of results

Since every country surveyed (excluding USA-California, Kosovo, Switzerland and Afghanistan) has either signed or ratified the Convention, it is absolutely astonishing to find that, in 34 of them (some 62%) neither an audio version, nor a sign language translation, nor a plain language version of the Convention is universally available on an official state website in all the official languages of those countries. Just four countries answered with a green light. Some countries have some versions, some have oth-

ers, and some do not have them in the official languages. The question is: "Why?"

Country overview

(Explanation of the traffic light system)

-  Yes. An audio version, a sign language translation and a plain language version of the Convention are universally available on an official state website, in all official languages of the country.
-  Yes with qualifications. Only one or two of the three are available on an official website, or not in all official languages.
-  No. None is available on an official state website, or the State has not signed the Convention.

ACCESSIBILITY OF THE CONVENTION FROM THE STATE

Europe (EU)*		
Austria		
Belgium		An official easy-to-read version in all official languages is not available either, nor sign language versions.
Bulgaria		The state has ratified the Convention, but it is not present on an official government website.
Czech Republic		
Denmark		
Estonia		
Finland		Only plain language version is available on official state website (Ministry of social affairs and Health Finland).
France		
Germany		
Hungary		
Ireland		
Italy		Not found any translation in Italian sign language.
Netherlands		It is not available in a plain language or audio version, nor is it available in sign language on an official state website.
Portugal		
Romania		
Slovakia		None is available on an official state website.
Slovenia		
Spain		
Sweden		The convention has not been translated into the five national minorities' languages of Sweden.
United Kingdom		The Convention is available online in Easy Read format online, and additional formats may be available on request, but are not universally available online.
Europe (Non-EU)		
Albania		
Bosnia-Herzegovina		
Croatia		
Kosovo		
Macedonia		The Convention is signed but there is no web site yet.
Montenegro		The State has signed the Convention, but none is available in...
Norway		
Serbia		Only full and simple (plain language) version of the Convention is available at the website of the Ministry of Human and Minority Rights.
Switzerland		The convention has not been signed yet.

* The Zero Report adopted the composition of macro geographical (continental) regions according to the Standard Country and Area Codes Classifications (M49) of the United Nations Statistics Division (revised 20 September 2011).

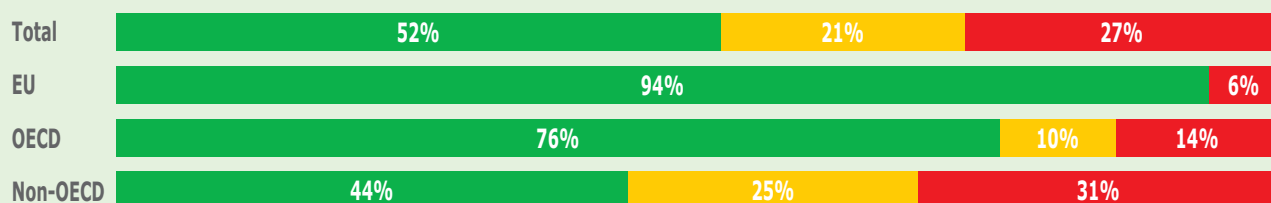
ACCESSIBILITY OF THE CONVENTION FROM THE STATE

Northern America		
USA – California		
Latin America and the Caribbean		
Brazil		There is an audio version available at the website of the Chamber of Representatives.
Chile		
Colombia		Only one or two of the three are available on an official website.
El Salvador		El Salvador was the number 8th country in signing the Convention though.
Guatemala		
Honduras		
Mexico		A plain language version of the CRPD is available...but no sign language version is available on the CONADIS website.
Nicaragua		
Peru		
Africa		
Ethiopia		
Asia/Pacific		
Afghanistan		
Australia		
India		Some provisions are there for PWVI 0 – not in sign language (official Govt website). India has signed and ratified the convention.
Indonesia		There is none of the three available in an official language in Indonesia.
Israel		A plain language version of the Convention is being prepared by the Equal Rights Commission in Hebrew and Arabic. To date no other versions are available.
Japan		There is no official audio version of the UNCRPD available to persons with visual impairment or no plain text version accessible to persons with disabilities.
Lebanon		
Malaysia		
Maldives		
Myanmar		
Nepal		Plain language and audio version is available but no sign language translation.
Pakistan		Some unofficial translation in Urdu language is available in print and published at web.
South Korea		Currently, only Korean and English written language versions are available on the official state website.
Sri Lanka		State has signed the convention but not available on an official website.
Turkey		



KEY RESULTS

- As the most striking feature, only a tiny fraction of experts stated that the employment rate of persons with disabilities in their country differs only 15 percent or less from the overall employment rate (question 7). Despite all the measures to promote the employment of persons with disabilities, in nearly all countries in the survey the rights as defined in UN CRPD Art. 27 can barely be exercised.
- In general, a striking 40 percent of all assessments by experts were “red lights”, and in non-OECD-countries it was up to 45 percent (see graph).
- Comparatively positive is the fact that in nearly half of the countries in the survey, experts confirmed that the basic right for equal remuneration exists (question 6).
- Also in over 40 percent of countries persons with disabilities have the right to be protected against discrimination in the hiring process (question 1) and to redress grievances (question 9). However, unawareness about existing rights – not only among employers and government, but also among the persons with disabilities themselves – is very often a key obstacle in translating those rights into action.
- The variety and efficiency of measures to support employment in the private sector in some countries is quite positive (question 2).
- A quota system (which is not mandatory in the UN CRPD but most often regarded as an efficient affirmative action) is in place in more than a third of the countries in the survey and in most cases appreciated by the experts.
- The lack of accessibility of work places, training facilities and public transport is often mentioned as one of the main reasons why measures to support the employment of persons with disabilities are highly inefficient (question 4 and 5).
- Not many countries (11%) received “green lights” from experts when they were asked about additional rules relating to the dismissal of persons with disabilities (question 10). However, some experts considered those rules to be potentially counterproductive.



DISABILITY AND EMPLOYMENT: A SURVEY IN 82 COUNTRIES

10 questions answered, thanks to Disabled People's International,
by experts in 82 countries on how the UN CRPD has been implemented,
with a special focus on employment and Article 27

Outstanding results

This chapter contains the results of a questionnaire on “employment and disability”. It was filled in by experts from 82 different countries around the world, from all five continents. To the knowledge of the Zero Project Team, this is the first time ever that an effort like this has been undertaken.

The survey was planned and organised by DPI (Disabled Peoples International), a grassroots, cross-disability network with member organisations in over 110 countries, established to promote the human rights of disabled people through full participation, equalisation of opportunity and development. The Zero Project wants to express its special thanks to Javed Abidi, DPI Chairperson, who agreed to organise the survey and encouraged DPI members to take part in such big numbers (a participation rate of approximately 75 percent!)

The questionnaire

The Zero Project Team developed a questionnaire with 10 questions that cover only employment issues of persons with disabilities, as an additional survey to the social indicators of the Zero Project, since this year’s report has its focus on employment. The questions are designed in such a way as to indicate if and how the UN CRPD is already implemented in the countries that have ratified the UN CRPD, most of the issues being part of Art. 27 of the UN CRPD. Most of the questions are shaped in such a way as to ask for the actual implementation of individual rights stated in the UN CRPD. In particular:

Question 1: Non-discrimination in the process of hiring (Art. 27, 1.a.)

Question 2: Promotion of employment in the private sector (Art. 27, 1)

Question 3: Opportunities for self-employment (Art. 27, 1.f.)

Question 4: Access to vocational and continuous training (Art. 27, 1.d.)

Question 5: Assistance to find and keep jobs (Art. 27, 1.e.)

Question 6: Right to equal remuneration (Art. 27, 1.b.)

Question 9: Right to redress of grievances (Art. 27, 1.b.)

Question 7 asks about the impact of policies and not measures, i.e. it addresses the gap in the unemployment rate between persons with disabilities and persons without disability.

Question 8 highlights how one form of affirmative action, which is not mentioned in the UN CRPD but is very often used and considered to be effective, is implemented and also how it is regarded, i.e. a quota system in employment.

Question 10 finally asks about another kind of affirmative action: additional rules related to the dismissal of persons with disabilities.

Exactly in line with the “Standard questionnaire” of the Zero Project, questions were asked in such a way that the experts could answer with “Yes”, “Yes with qualifications....” or “No” and illustrate their answer with traffic lights, “yes” corresponding with a green light, “Yes with qualifications” corresponding with orange and “no” corresponding with a red light. The experts were also encouraged to comment on their answers, which many of them did. Selected remarks by the experts, which in some cases have been translated or edited, can be found in this chapter; the complete and untranslated answers can be found in the “Annex to the employment

questionnaire”, as a download on the Zero Project website.

Details of the expert organisation that has filled in the questionnaire can be found in the expert network that is listed on page 30 ff.

Aggregated results

In this summary, the traffic lights have been counted and expressed in bar charts for each of the 10 questions, as was already done in the standard questionnaire. The traffic lights have been added to give totals for all 82 countries, but also for distinctive subgroups: EU, OECD (indicating the status in developed countries) and Non-OECD (indicating the status in the developing world).

From a statistical point of view it seems to be legitimate to aggregate data per question, as is done here. It is not legitimate to aggregate data on a country or regional basis, since data is based on expert panels where subjectivity is an inherent feature, and therefore country comparisons (and rankings) are inherently biased as well.

Ranking of all questions

Question No.	Brief Description	Percentage of green lights total
6	Right to equal remuneration	47
1	Anti-discrimination in hiring	43
9	Right to redress of grievances	42
4	Access to training	38
8	Quota system	34
2	Promotion of employment	27
5	Assistance to find and keep jobs	25
3	Opportunities for self-employment	22
7	Gap in employment rate	15
10	Additional rules for dismissal	11

For this list, questions have been ranked by the total number of green lights that have been given by

experts in 82 countries. The differences in the number of green lights given to each of the questions are quite significant: in nearly half of the countries, experts are sure that a right to equal remuneration (question 6) exists. Experts are also comparatively positive that anti-discrimination in hiring and the right to redress is a basic right in their own country.

On the other hand, as many experts have noted in their comments, these questions ask for the legal situation, not for practices, and those are two very different things in many countries.

At the bottom of the ranking, an interesting fact may be seen in that additional rules for dismissal exist in only very few countries (11 percent). However, some experts considered those rules to be potentially counterproductive, as this kind of extra-protection may be an obstacle in the hiring process.

Even more telling seems to be that the only question that asks about the impact and results of policies and rules is at the very bottom of the table: experts from most countries are more than sure that there is a huge employment gap, bigger than 15 percent, between persons with and without disabilities.

Biggest gaps between OECD and Non-OECD countries

Question No.	Brief Description	Percentage of red lights OECD	Percentage of red lights Non-OECD	Gap in red lights
2	Promotion of employment	10%	49%	39%
10	Additional rules for dismissal	38%	77%	39%
5	Assistance to find and keep jobs	14%	47%	33%
8	Quota system	33%	55%	22%
3	Opportunities for self-employment	10%	31%	21%
6	Right to equal remuneration	10%	30%	20%
9	Right to redress of grievances	14%	32%	18%
4	Access to training	5%	22%	17%
1	Anti-discrimination in hiring	14%	31%	17%
7	Gap in employment rate	85%	83%	-2%

PROTECTION FROM DISCRIMINATION IN HIRING

1. Are persons with disabilities protected against discrimination on the basis of disability in conditions of hiring?

Brief explanation of the question

There is a clear obligation for every state that has ratified the CRPD to look at the conditions of hiring and recruitment and check for discrimination (obvious or hidden) against persons with disabilities (Article 27, 1.a.). Non-discrimination in the hiring process has to be safeguarded and thus has to be considered as a fundamental right of any person seeking any employment.

In the countries of the EU, the Employment Equality Directive (2000/78) prohibits direct and indirect discrimination with regard to employment, including recruitment.

The rider to the question asked: "If possible, please comment also on the effectiveness of such legislation and describe whether, in your country, any reports are available from such organisations as Disability Discrimination Commissions, Equality Commissions, Ombuds Institutes etc. In addition, what remedies exist if the law is contravened?"

Summary of results

42 countries, a little more than 50%, answered with "Yes" and gave green lights. This is one of the most encouraging results, even more since it is supported by the fact that there is a lot going on in this field; experts from several countries explained that their regulation has only recently been enforced or that a new regulation has been drafted and is in the making (e.g. Bahamas, Haiti, Jamaica, St. Lucia, Benin, Guinea and Nigeria).

Still, as in many other fields of the implementation of the CRPD, according to the experts anti-discrimination

does not work at all in practice. Thus, experts in many countries only allotted "yellow" or even "red", although a regulation is in place. So, in theory, even more countries have anti-discrimination laws regulating the hiring process.




The basic discrepancy between theory (regulation) and practice is either disregard by all people involved (as in Latvia), or even ignorance whereby nobody, not even the persons with disability and their assistants (if there are any), knows about his or her rights.

Some experts stress that discrimination starts with accessibility issues. In some countries persons with disabilities are not allowed to register in the employment processes (Czech Republic), because they are under guardianship (Serbia) or because they lack "certificates of health or fitness" (Burundi).

Experts from Argentina point out issues of anti-corruption and access to justice. The experts from Panama state that regulations such as anti-discrimination laws are only another instrument of "favouritism" on the part of the authorities.

Country overview

(Explanation of the traffic light system)

-  Yes. Legislation is in place and covers all types of both disability and employment.
-  Yes with qualifications. The legislation only exists for certain disabilities or covers only certain types of employment.
-  No. There is no such legislation.

PROTECTION FROM DISCRIMINATION IN HIRING

Europe (EU)*		
Austria	●	Yes, Behinderteneinstellungsgesetz. Still the unemployment rate is very high (more than 50% above average); also the average length is 132 weeks (80 on average for all employees).
Belgium	●	
Bulgaria	●	
Czech Republic	●	Yes, Act 198/2009 Coll. covers all disabilities. But the Act on Employment 435/2004 Coll. does not allow persons in the III. level of disability to register as job applicants.
Finland	●	Legally and in principle yes, but how do you show that discrimination is a problem?
France	●	All information on the French legal framework is presented in EMPLOI ET HANDICAP: LE CADRE LEGAL.
Germany	●	Yes, the General Act on Equal Treatment; persons discriminated against may assert claims to compensation or damages.
Greece	●	
Hungary	●	Act CXXV of 2003 on Equal Treatment and Promotion of Equal Opportunities; also an Ombudsman exists and is basically "functioning". Article 23 encourages affirmative action.
Italy	●	Yes, European directive 78/2000 that protects against the discrimination of persons with disabilities in recruitment, employment, career is in place. But general knowledge is very low.
Latvia	●	Legislation is in place but there are a lot of gaps – which means that employers can find many reasons to refuse the job.
Portugal	●	In August 2006, Portuguese Parliament approved a law that prohibits discrimination on grounds of disability. The impact is limited, often reduced to placing job ads.
Romania	●	"National Council Against Discrimination" oversees legislation and implementation. Public warnings and financial penalties are in place.
Slovakia	●	Yes, good legislation. However the implementation has gaps and needs improvements.
Slovenia	●	Vocational Rehabilitation and Employment of Disabled Persons Act. The protection in practice is not very efficient (this is the case for any discrimination in employment).
Spain	●	No legislation. Although non-discrimination of people is under the Spanish Constitution, in practice there is no control of companies about discriminatory practices for persons with disabilities.
United Kingdom	●	
Europe (Non-EU)		
Belarus	●	The Belarusian legislation prohibits discrimination in employment, but disability is not specified as a ground for discrimination in this law.
Macedonia	●	Persons with disability's right to employment is regulated (Law on Employment of Person with disability). There is lack of knowledge and within the Commission and all institutions.
Russia	●	
Serbia	●	Legislation prohibits all forms of discrimination, but in fact everyone under guardianship (Family Code, primarily persons with intellectual disabilities) cannot enter labour contract.
Switzerland	●	There is no legislation to protect the rights of PAD in the employment process. In theory there are some provisions in the "Obligationenrecht", but until today there is no jurisdiction.
Ukraine	●	Comprehensive legislation is in place guaranteeing the disabled equal rights in employment; however, the government generally does not enforce these laws.
Northern America		
Canada	●	Canada's Charter of Rights and Freedoms protects Canadians from discrimination on the basis of "physical or mental disability".
United States	●	The ADA of 1990 and the Rehabilitation Act have relevance in certain contexts and there are other policies, programs etc. Still the impact is mixed; unemployment rates remain high.

* The Zero Report adopted the composition of macro geographical (continental) regions according to the Standard Country and Area Codes Classifications (M49) of the United Nations Statistics Division (revised 20 September 2011).

PROTECTION FROM DISCRIMINATION IN HIRING

Latin America and the Caribbean		
Antigua and Barbuda		
Argentina		There is some protection but not for all persons with disabilities, only those who know about their rights and have access to justice; in Argentina this doesn't even hit the 1% mark.
Bahamas		Draft legislation is in place (see Bahamas Government's Official Website). Equal rights to employment are included. The Government of The Bahamas is committed to passing the disability bill by June 2013.
Belize		Belize has no protection, no legislation, and no recourse for discrimination regarding hiring. Ombudsman office is not accessible to wheelchairs.
Chile		
Cuba		Yes. In the Republic's Constitution, every citizen's rights are equal and no discrimination is allowed for any cause. No discrimination is tolerated because of a person's disability when hiring.
Dominica		Under the Constitution, provision is made for the protection of every one including PWD. However, in practice there is visible discrimination against persons with disabilities.
Dominican Republic		The high rate of school exclusion decreases the possibilities of access to work for people with disabilities.
Guatemala		Actually in our country there is progress creating legislation for persons with disabilities in the work; however this process is very slow.
Guyana		Yes, according to the Persons with Disability Act 2010. But it is not yet implemented because there is no policy on disability in the Ministry of Labour.
Haiti		The Parliament and the Senators just voted for the legislation with regard to the full integration of the persons with disabilities.
Honduras		Yes, the legislation exists; however it is not applied in many cases, for it is widely unknown. The same law also makes penalties applicable, but only a few complaints are made in court.
Jamaica		Only a very general legislation so far. But a document designed to protect the rights of PWD including employment has been drafted and should pass into law by March 2013.
Mexico		There do exist some authorities that defend the rights of the disabled, like the council against discrimination or the human rights commission.
Nicaragua		These rights are covered by Act 763, which decrees the right to work for persons with disabilities on equal terms. But its application is still limited because it only came into force recently.
Panama		The authorities which are responsible for these policies do not know about them or are not interested. They are just for decoration and well known for their favouritism.
Peru		International and national standards exist, but in practice they are not met and therefore there is no protection.
St. Kitts and Nevis		
St. Lucia		NCPD Inc. has submitted a National Policy to the government of St. Lucia that is pending approval.
St. Vincent/Grenadines		There is no National policy on Persons with Disabilities in St. Vincent and the Grenadines
Africa		
Benin		No specific legislation. In December 2011, the Government adopted a policy but it has not yet been implemented. The UN CRPD to protect disabled people is currently in ratifying.
Burkina Faso		Legislation exists but it is not applicable. Not all forms of employment are covered; e.g. jobs in the education or in the health care sector are not. Still physical criteria like poor eyesight may exclude applicants.
Burundi		Legislation exists since 2005 (Art 22 of Constitution) to prohibit discrimination. Still there is nearly no formal implementation. A "certificate of fitness" is still required in many cases, being a clear discrimination.
Cap Verde		
Congo		Compared to the past, when the "certificate of physical aptitude" made it impossible for persons with disabilities to get a job, it now also considers existing competencies, since the year 2000.
Cote d'Ivoire		Two Laws (98-594 and 98-591) define the rights of persons with disabilities. In practice the legislation has very little because of the lack of directives for administration.
Ethiopia		
Gambia		
Guinea		Legislation was adopted but has not yet been enacted and in force.

PROTECTION FROM DISCRIMINATION IN HIRING

Africa		
Kenya		The Kenya Persons with disabilities Act of 2003 in its Section 12[1] states clearly that no employer shall deny a person with any disability an employment opportunity on grounds of disability.
Lesotho		There is no law, either Labour Code or Public Service Act [that] specifically provides for disability as a ground of discrimination.
Malawi		Legislation has just been enacted and is yet to be implemented.
Mauritius		Yes, but not implemented.
Niger		
Nigeria		It is hoped that the Lagos State legislation will become implementable very soon as the office on disability was only recently inaugurated.
Senegal		Admittedly, for certain jobs, discriminatory decrees are imposed.
Sierra Leone		
South Africa		
Tanzania		The provisions that prohibit discrimination are provided for in the Constitution of the United Republic of Tanzania Article 11, Labour Law, Section 33, The Persons with Disabilities Act, 2010.
Togo		There is a law, but no implementation. For example, sensorial disabled persons do not have the same chances of employment as persons with other physical disabilities.
Tunisia		It should not be any discrimination, in theory but in practice the legislation is not respected.
Zambia		The Draft Constitution of Zambia and the draft Persons with Disabilities Bill and covers all types of disabilities.
Asia/Oceania		
Armenia		There are specific programs from the state, for example a program of professional rehabilitation, for idled entrepreneurs, for employers, for salaries supports. But it doesn't work.
Azerbaijan		Although the law prohibits discrimination in the hiring process, they mainly provide legal safeguards by providing a quota. Rejection from hiring because of disability is also forbidden.
Cambodia		There is a law but in reality the government has no budget to implement it and to create awareness to the law yet, so persons with disabilities still face many problems.
China		
India		The Disability Act, 1995, provides the right to employment only to persons with certain disabilities and provides reservation for them only in certain "identified" jobs in only the Public Sector.
Japan		In Japan, there is no such legislation prohibiting discrimination on the grounds of disability in employment.
Nepal		We have a policy but not for all types of disability.
New Zealand		While the legislation is present there are major issues related to disabilities in employment. Our CRPD monitoring report highlighted access to work as one of the most critical issues.
Pakistan		Legislation helps to overcome the discrimination issues but without social awareness among the community it's difficult to protect persons with disabilities against discrimination.
Philippines		
Samoa		Samoa has no specific legislation on employment and persons with disabilities.
Singapore		The Singapore Government tends to take the stance that anti-discrimination legislation could make the labour market more rigid and hence less competitive.
Sri Lanka		The real problem is inaccessibility and if PWD can reach the work place in time and produce equal output it may be successful. There is also a general problem of unemployment.
Thailand		The legislation is there but does not have any penalty on those violating the law.
Vanuatu		There may be a legislation in the future, but at the moment, no.

PROMOTION OF EMPLOYMENT IN THE PRIVATE SECTOR

2. Does the state promote the employment of persons with disabilities in the private sector?

Brief explanation of the question

The active promotion of the employment of persons with disabilities is already mentioned in the CRPD:

Article 27, Para 1 states that the work environment has to be "open, inclusive and accessible to persons with disabilities". State Parties must safeguard and promote the realisation of this right.

The ILO has developed comprehensive instruments with respect to the work-related rights of persons with disabilities, including measures to design and adapt workplaces and work premises.

The Employment Equality Directive of the European Union (2000/78) imposes a requirement to make a reasonable accommodation in favour of individuals with a disability (Art. 5).

ANED has developed a set of qualitative and quantitative criteria that includes accessibility of the workplace, state policies that actively promote employment and career advancement of persons with disabilities, and the usage of personal assistance and special equipment at work. The rider to the question was: "Please detail any such promotional programmes and policies in your country that you deem particularly effective. Likewise, any which have failed in their aims or are not appropriate."

Summary of results

The programmes that are most used are:

- Grants to make the workplace accessible
- Payback (partial) to the employer of the cost of assistive devices or adaptations in the workplace
- Grants if the disabled person has a reduction of productivity caused by the disability

- Discounts from/credit of income tax or in social security for employers (sometimes also employees)




A country with extraordinary programmes is Japan. In the Annex of the Zero Project Report several of these programmes are described in detail, for example the job coach, where three types of support are possible. The biggest problem in the EU is obviously the cut-backs in welfare systems in general that also affect grants and subsidies in this context (e.g. Czech Republic).

It becomes very clear that many grants, benefits and tax deductions exist in laws or other policies but are not used in practice. Experts from Finland, Portugal, Slovenia, Macedonia, India, Peru, Cote d'Ivoire, and Lesotho complain about that fact.

The expert from Latvia mentions a programme that seems to be especially inefficient, where all persons with disabilities lose their job after the period of state support.

Country overview

(Explanation of the traffic light system)

-  Yes. Appropriate promotional programmes and policies exist.
-  Yes with qualifications. Promotional programmes and policies exist, but either they are not all appropriate, or they cover only certain disabilities or types of employment.
-  No. Either no promotional programs and policies exist, or, if they do, none is appropriate.

PROMOTION OF EMPLOYMENT IN THE PRIVATE SECTOR


























Europe (EU)*		
Austria	●	Different programs in place: subsidies for employees and employers who provide employment and reasonable accommodation, accessible workplaces etc.
Belgium	●	Grants to ensure accessibility, cover the cost of assistive devices or adaptations in the workplace (paid back to the employer) and grants for PWD for reduction in productivity.
Bulgaria	●	Government covers minimum wage and social insurance costs for 12 months if employment is longer than 12 months, if employment agency is used.
Czech Republic	●	Discount from income tax, contribution to establishment and operation of sheltered workplace and to works of public benefit. Support was reduced by a third recently.
Finland	●	Support to salary, arrangements at workplace, personal assistance, supported employment, rehabilitation etc. Still employment is very difficult.
France	●	Details of incentives for hiring disabled workers on website.
Germany	●	Collecting and use of the equalisation charge and financing the support of employers. Technical advice and financial services, e.g. for designing disabled-friendly workplaces
Greece	●	The law that promotes employment includes not only persons with disabilities but also families with three or more children.
Hungary	●	There are programs for adapting the workplace but the sources are limited and distributed according to very strict rules. Same applies to assistance services.
Italy	●	Yes, but in the last years the number of persons with disabilities employed dropped about 30%.
Latvia	●	There is a special programme of subsidised working places for persons with disabilities. But this programme is only one or two years. Mostly all PWD lose employment again after that period.
Portugal	●	Financial support for employers to eliminate physical barriers in workplace and for adaptation, also social security cost is cheaper. But in total incentives are not effective.
Romania	●	Subsidies are not attractive for employers for hiring persons with disabilities: in 2009 only 71 employers applied for subsidy; in 2010, 218 employers and in 2011 233.
Slovakia	●	
Slovenia	●	Supportive employment, disability enterprises, vocational rehabilitation. Main problem: financial incentives are too low. Bureaucracy and slowness is a big problem.
Spain	●	Grant to the company € 3,907 (for a permanent contract, bonus in the social security, tax deduction, subsidy for adaption, special incentives for trainings contracts etc.
United Kingdom	●	Access to Work might pay support worker, equipment or cost of getting to work, also communicator costs. Access to direct payments to employ their own personal assistants.
Europe (Non-EU)		
Belarus	●	
Macedonia	●	Special conditions and benefits for PWD employed in sheltered company, tax credits, tax exemptions from salary contributions. Problem: not implemented in practice.
Russia	●	
Serbia	●	Full tax exemptions on wages and social insurance for newly employed persons with disabilities for 3 years. 12 month minimum wage as a grant. Up to €2,000 for adaptations.
Switzerland	●	Appropriate promotional programmes and policies exist. Programmes are managed mostly by NGOs or by organisations of employers. Either subsidies or financing of programmes.
Ukraine	●	The State Employment Service of Ukraine organises professional training, retraining and in-plant training programs for persons with disabilities.
Northern America		
Canada	●	At federal and provincial levels promotional programs, wage subsidies, support for disability accommodation and accessibility. Tax deduction for disability accommodation.
United States	●	Tax credits and others provide incentives for the private sector to employ persons with disabilities, make their locations and services more accessible, etc.

* The Zero Report adopted the composition of macro geographical (continental) regions according to the Standard Country and Area Codes Classifications (M49) of the United Nations Statistics Division (revised 20 September 2011).

PROMOTION OF EMPLOYMENT IN THE PRIVATE SECTOR

Latin America and the Caribbean		
Antigua and Barbuda	●	
Argentina	●	Right now nothing is established. Invitations to government departments to show them employment programs have led to no action so far.
Bahamas	●	
Belize	●	Hiring has to be personally advocated for PWD or it will not happen.
Chile	●	
Cuba	●	
Dominica	●	There's promotion but not by the state; it is done by the local Association of Persons with Disabilities.
Dominican Republic	●	
Guatemala	●	In generally no. However, the Ministry of Labor has a section which is dedicated to look for employment for persons with disabilities; however it is not very efficient.
Guyana	●	Nothing that directly focuses on persons with disabilities.
Haiti	●	There are promotional programmes to sensitise the private sector like awards in public for their participation in some field, e .g. accessibility in workplace.
Honduras	●	
Jamaica	●	Public education of potential employers with physical supervisory support that is gradually reduced. There are however no grants or incentives.
Mexico	●	Although the convention and the federal laws mention the facilities for employment, this is not carried out, due to bad decisions of public policies and lack of money.
Nicaragua	●	These rights are covered by Act 763, which decrees the right to work for PWD on equal terms. But its application is still limited after entering into force only recently.
Panama	●	The authorities which are responsible for these policies do not know about them or are not interested. They are just for decoration and well known for their favouritism.
Peru	●	Clear employment policies for PWD: the policies are about employing these people in general working programs; tax deductions exist but not used in practice.
St. Kitts and Nevis	●	
St. Lucia	●	
St. Vincent/Grenadines	●	Hard to get employed whether you are qualified or unqualified, because PWD are seen as "high risks". Even most insurance companies refuse to insure PWD, especially wheelchair users.
Africa		
Benin	●	There are not many PWD with a qualification and the few who own a diploma have difficulties finding a job in either the private or the public sector.
Burkina Faso	●	
Burundi	●	The government does not take initiatives to encourage private employers to hire people with disabilities.
Cap Verde	●	
Congo	●	Several projects and programs exist, but the planned actions have only a modest success and some crooked makers, resistant to change and maintaining the status quo.
Cote d'Ivoire	●	Appendix tax laws Finance 2007, 2008, 2009 and 2010 provides tax exemptions for companies hiring PWD. This measure has unfortunately not been successful in practice.
Ethiopia	●	No such promotional programs and policies, but would be very important, such as promotion of accessibility of the workplace or tax incentives.
Gambia	●	
Guinea	●	

PROMOTION OF EMPLOYMENT IN THE PRIVATE SECTOR

Africa		
Kenya		Incentives and tax waivers to employers who hire PWD and provide reasonable accommodation as well as adapting working environment. Also tax waivers for PWD.
Lesotho		There is National Disability and Rehabilitation Policy for PWD which states that people with disabilities are entitled to work. But the Policy has not yet been implemented.
Malawi		Placement department exists which promotes employment of PWD in the private sector but now there are no tax incentives or subsidies. Waiting for the new law and its implementation.
Mauritius		
Niger		But not implemented.
Nigeria		If Nigerian with Disabilities law exists, these programmes will be taken care of.
Senegal		
Sierra Leone		
South Africa		
Tanzania		Policies exist but there is a delay in implementation. The persons with disabilities Act guidelines are expected to give a focus on the implementation.
Togo		
Tunisia		Promotion through advantages given to private sector in the field of fiscality.
Zambia		Assistive devices are sometimes given for free through the Agency for Persons with Disabilities.
Asia/Oceania		
Armenia		Employers are not motivated and the procedure is too complicated and doesn't work properly.
Azerbaijan		
Cambodia		
China		
India		Government adds payment to the employer's contribution for the first three years, as an incentive. Problem: this scheme has not yielded the desired result.
Japan		"Trial Employment for Disabled People" supports employers after 3-month trial period. Also, grant for Job Coaches and for work/welfare facilities and equipment.
Nepal		
New Zealand		Workbridge provides funds for adaptations or to enable access within the work environment. Several employment agencies to support persons with disabilities.
Pakistan		In Pakistan only higher educated persons with disabilities have an opportunity but skilled PWD have none; policy for recruitment from private sector does not cover all disabilities.
Philippines		There must be a full implementation of the said state.
Samoa		
Singapore		The Government financially assists selected NGOs who deal with disability issues, in adaptation, accessibility and finding employment (funding up to \$100,000).
Sri Lanka		Only UN loan schemes are available as funding. Many actions are done by non-disabled activists because they use project money to their existence but nothing comes out of it.
Thailand		Incentives such as tax exemption or alternatives e.g. allocating a space for selling products or services (concessionaire), offering training, outsourcing PWD etc.
Vanuatu		Through the advocacy of DPA some companies employ PWD based on ILO conv. 159. But most PWD lack of education, no inclusive education, no Braille or sign language school.

PROMOTION OF SELF-EMPLOYMENT OR BUSINESS OWNERSHIP

3. For persons with disabilities, are opportunities for self-employment, entrepreneurship, the development of cooperatives, and starting one's own business promoted by the government?

Brief explanation of the question

Self-employment and starting one's own business is directly mentioned in the CRPD: Article 27, Para 1, Clause (f) demands that States Parties "Promote opportunities for self-employment, entrepreneurship, the development of cooperatives and starting one's own business."

The ILO mentions self-employment intensively, but also stresses the importance of cooperatives, microenterprise opportunities, and in particular, the need to facilitate access to subsidised credit and technical advice. In a context outside welfare states (and especially where the informal economy is predominant), funding to help start small businesses can provide an alternative to scarce formal employment. ANED suggests self-employment as a qualitative indicator to measure the implementation of the CRPD, self-employment being considered one of three dimensions of work besides public sector and private sector (in other definitions the informal sector is considered to be the "fourth dimension").

Summary of results

Self-employment is quite a clear approach to implementing the UN CPRD. Looking at the results and expert opinions, it becomes clear that there are a variety of solutions. In some countries, especially those with a socialist or communist tradition, self-employment in general is highly neglected (Belarus, Latvia, Romania, Ukraine, but also Guatemala, Peru and most of the African countries). In states with a highly developed welfare state, self-employment could face additional hurdles such as the loss of subsidies (for being unemployed or in a pension system).

On the other hand, in some other areas of the (developing) world with a high percentage of informal work, self-employment is considered to be superior, since employment is so scarce for everyone, with or without a disability. Various kinds of promotional methods are used:




- Subsidised loans are granted in India (very low acceptance rate)
- Preferential taxation (e.g. China)
- Technical expertise, as well as entrepreneurial and marketing skills
- Priority in the location of points of sale or protected fields of work (e.g. Cuba)

Still, it seems to be quite obvious that only a bundle of measures will be most efficient, tailored to the needs of persons with disabilities, which is only done in very few countries. The United Kingdom and Chile are quite advanced in this respect.

The experts from Vanuatu refer to a successful scheme of state-funded Training Centres that has already produced a number of successful micro-entrepreneurs.

Country overview

(Explanation of the traffic light system)

-  Yes. A wide range of opportunities exists and such opportunities are promoted.
-  Yes with qualifications. Either the range of opportunities is not wide, or such opportunities are not promoted.
-  No. Either no such opportunities exist, or none is promoted.

PROMOTION OF SELF-EMPLOYMENT OR BUSINESS OWNERSHIP

Europe (EU)*		
Austria		Support for self-employment and support for economic self-sufficiency; programmes to start enterprises exist.
Belgium		Yes but small range and limited success. Especially access to management services and entrepreneurial skill development is fully dependent on the goodwill of the promoter.
Bulgaria		No comprehensive policy, only stand-alone measures, e.g. interest rates of loans to start an enterprise are covered by the state programme.
Czech Republic		Contributions to the creation and operation of sheltered workplaces.
Finland		Some support is provided like tax relief. This is not working at the moment.
France		Details on the webpage of AGEFIPH (www.agefiph.fr/)
Germany		Programmes are not only for persons with disabilities, but also for everybody who wants to become self-employed.
Greece		Very few programmes. One is 50% takeover of the start capital of an enterprise for a persons with disabilities (up to €100,000). Bureaucracy and delays are a big hurdle.
Hungary		All forms of employment are usually supported (self-employment, entrepreneurship, cooperation etc...), sometimes with grants for starting an enterprise.
Italy		
Latvia		There is no support for persons with disabilities to start their own business.
Portugal		Until 2009, there were incentives, including a subsidy grants and a loan which may be repayable during 10 years. Currently there is no support.
Romania		Maybe such opportunities exist, but none is promoted.
Slovakia		
Slovenia		There are some grants but access to self-employment is hindered by discriminatory legislation provisions for certain groups (e.g. in case of self employment the state pension is "frozen").
Spain		There are aids to self-employment of people with disabilities: partial interest subsidy and subsidy for the production of fixed capital.
United Kingdom		Self-employed PWD can obtain support through the Access to Work scheme (see Q2) and the same schemes as non-disabled people, e.g. banking, loans, advice etc.
Europe (Non-EU)		
Belarus		The range of such opportunities is very narrow.
Macedonia		PWD have to go to a commission who will judge the workability, which will take at least 6 months. Not all professions are "open", a commission will decide if there is a need for a new "sheltered company".
Russia		No comments
Serbia		PWD receive subsidies from National Employment Service for starting one's own business, however is not used often in the times of economic crisis.
Switzerland		To our knowledge, no explicit promotion exists.
Ukraine		Entrepreneurial initiative is promoted by the flat payment of the unemployed assistance. Despite that, assistance is limited in funding, and inefficient.
Northern America		
Canada		Yes there is a Disabled Entrepreneurs Program that has been funded by the federal government for some years. These initiatives remain small.
United States		Government has run demonstration projects and technical assistance centers promoting the self-employment of persons with disabilities, 2006 to 2011.

* The Zero Report adopted the composition of macro geographical (continental) regions according to the Standard Country and Area Codes Classifications (M49) of the United Nations Statistics Division (revised 20 September 2011).

PROMOTION OF SELF-EMPLOYMENT OR BUSINESS OWNERSHIP

Latin America and the Caribbean		
Antigua and Barbuda	●	Yes, but you have to go after it, since the range of opportunity is not wide and it is not promoted.
Argentina	●	PWD or their relatives must take care of everything, and there is a lot of waiting in State offices, to achieve very little and in few cases (the majority by political influences).
Bahamas	●	The range of opportunities is not wide. Government grants are given to non-government organizations. Some of them focus on employment.
Belize	●	No opportunities exist and programs do not cater to persons with disabilities. It there is a class that is offered, often the building is inaccessible.
Chile	●	Self-management is encouraged not only for PWD, but also for everyone. Little enterprises led by PWD have been successful; some even export into foreign countries.
Cuba	●	Promotion through lowering the payment to the public purse, offering priority to the location of the points of sale and protecting this location in the localities.
Dominica	●	All opportunities for these things are initiated by the local Association. However, the State provides a small annual subvention to the local Association.
Dominican Republic	●	The elected president's program contains promotion for entrepreneurship, access to loans, development of the cooperatives and professional qualifications.
Guatemala	●	Generally no. However, in the Ministry of Labour there exists a section that devotes itself to look for employment for persons with disabilities; nevertheless it is very poor.
Guyana	●	No special priority – persons with disabilities have to be very in their strategies in order to get any support in the field of entrepreneurship.
Haiti	●	The state gives to persons with disabilities a grant to start their own business. Some other national or international NGOs support them after start-up period.
Honduras	●	Yes, the government promotes programs of self-employment.
Jamaica	●	Yes, but more emphasis needs to be placed on the approach for those embarking on self-employment/entrepreneurial activities.
Mexico	●	Not directly, but there exists a support called productive projects in which grants are given to form a business, but a lot of impractical requirements.
Nicaragua	●	Some state programs which consist of granting scholarships to PWD, covering training and equipment cost to create micro enterprises. Limited effectiveness so far.
Panama	●	The programs exist; however, PWD are not fully trained to become small businessmen, since donation is not the same as self-management and independence.
Peru	●	Most PWD are neither qualified nor do there exist any training programs for micro businesses, so labor programs do not reach them.
St. Kitts and Nevis	●	
St. Lucia	●	There is no policy that speaks about the equality of persons with disabilities but there is no discrimination to one starting their own business.
St. Vincent/Grenadines	●	Opportunities are given not through the state but through other organisations such as NSPD, NSOPB (National Society of & for the Blind) through grants.
Africa		
Benin	●	Nothing like that is promoted by the government.
Burkina Faso	●	The law provides tax relief to encourage self-employment of people with disabilities, but there doesn't exist any implementing legislation.
Burundi	●	Actually, there are no programs or visible measures adopted by the Government for the promotion of self-employment or entrepreneurship of disabled people.
Cap Verde	●	
Congo	●	No legislation. Currently, a programme "PAPTHA" for PWD has become dangerous. Assistance from the international community is needed as PWD are in danger of a new form of slavery.
Cote d'Ivoire	●	The government, through its specialized agencies, promotes self-employment and entrepreneurship: the AGEFOP and others provide training for entrepreneurship and self-employment.
Ethiopia	○	
Gambia	●	
Guinea	●	

PROMOTION OF SELF-EMPLOYMENT OR BUSINESS OWNERSHIP

Africa		
Kenya		The PWD Act creates a national development fund for PWD. The act also should create access to loans and other co-operative unions' services, mechanisms which are yet to be actualized.
Lesotho		This is a least developing country in which disability is regarded as stigma.
Malawi		Legislation has just been enacted and is yet to be implemented.
Mauritius		Very few have access
Niger		
Nigeria		Private agencies and non-governmental organisations are more involved in promoting self-employment.
Senegal		If such possibilities exist for everyone, they are not yet promoted to people with disabilities.
Sierra Leone		
South Africa		
Tanzania		Independent life for persons with disabilities is mostly promoted practically by non-government organisations especially disability organisations.
Togo		No comments.
Tunisia		Opportunities consist of projects financed by the government or loans granted by civil society.
Zambia		Yes but very limited and poorly funded. There is a national trust for the disabled for micro-credit provision and some centres for provision of entrepreneur skills.
Asia/Oceania		
Armenia		There is support for administrative process and legal registration, but no financial, commercial or technical support.
Azerbaijan		Providing concessional loans for development of entrepreneurship activities of persons with disabilities; creation of relevant specialized production areas for persons with disabilities.
Cambodia		Yes, some persons with disabilities have their own business but the government does not grant them tax exception yet.
China		Preferential taxation policy shall be applied to those disabled persons who open individual business according to law.
India		The National Handicapped Finance and Development Corporation (NHFDC) provides loans for persons with disabilities at a concessional rate of interest. Access is quite difficult, however.
Japan		The employment quota system facilitates home-based work by people with disabilities, considering the increase in the number of people with disabilities who work at home utilizing IT and other technologies.
Nepal		
New Zealand		Recently funds are available for "innovation" to encourage persons with disabilities to establish their own businesses. Grants are available to cover disability related expenses.
Pakistan		
Philippines		There is a need of livelihood skills training.
Samoa		Samoa has no specific legislation on employment and persons with disabilities.
Singapore		
Sri Lanka		Very small support: a PWD gets RS. 15,000/= (USD 113/=) per lifetime for self-employment. Developed countries should support these systems with loans.
Thailand		PDFL provides PWD [with] some interest-free loans (up to \$1,330) to start their own small business. However, the loan is still too low and no other management support is given.
Vanuatu		Training Centres exist to provide empowerment training for all. PWD have created income generating projects such as poultry, piggery, retail shop, kava bar owners etc.

ACCESS TO VOCATIONAL AND CONTINUING TRAINING

4. Do persons with disabilities have access to vocational and continuing training?

Brief explanation of the question

The right to vocational and continuing training can be found directly in the UN CRPD, Article 27, Para 1, Clause (d).

The ILO Convention on Rehabilitation and Vocational Training of persons with disabilities of 1983 was the only internationally binding multilateral treaty solely devoted to persons with disabilities, until the CRPD entered into force in 2007. The World Report on Disability of the WHO and the ILO of 2011 states that in OECD countries there is insufficient investment in rehabilitation and employment measures. In developing countries, on the other hand, vocational services tend to consist only of small programmes.

For EU countries, the employment equality Directive (2000/78) prohibits direct and indirect discrimination on the grounds of disability, also with regard to the access to vocational training. Vocational rehabilitation and vocational guidance and training are also part of the EU Disability Strategy 2010-2020.

Thus, the following additional remarks were made in the questionnaire: "For any such training to be of use to persons with disabilities, both the training and the access need to be 'effective'. In this last instance, for example, for access to be effective, financial support must be available when needed, [and] if such training is given away from the worksite, not only does transport need to be provided, but the location also needs to be accessible, (...)."

Summary of results

In all countries of the European Union, and also the OECD (with the exception of Switzerland), all experts

gave greens or at least yellows. Also the comments of the experts suggest that, in these countries, at least some kinds of regulations are in place.

This is very different from the developing countries.

There is one overwhelming problem in practice: accessibility. The buildings of vocational schools, schools, universities and other facilities are often inaccessible, as is most of the learning material.




In developing countries especially, the skills for which there is training should take into account the fact that most persons with disabilities will not find a job, even after training (mentioned, for example, by the expert from Nepal), and so there should be an emphasis on self-employment, as in Belize and St. Lucia.

Bad examples mention that the certificates of training for persons with disabilities are not highly regarded in the business community, as in Sri Lanka, where problems stem from a low level of inclusive education.

This is a clear violation of Article 27 of the UN CRPD.

Country overview

(Explanation of the traffic light system)

-  Yes. There is access to both vocational and continuing training.
-  Yes with qualifications. There is access only to either one or the other, but not both.
-  No. There is access to neither vocational nor continuing training.

ACCESS TO VOCATIONAL AND CONTINUING TRAINING

Europe (EU)*		
Austria		Several programmes, but most of them are effective only for persons with less serious disabilities.
Belgium		There is, but it is not guaranteed. If reasonable accommodations are refused by the promoter it is a lot of hassle to get access to justice.
Bulgaria		It is possible if there are programmes for vocational and continuing training available.
Czech Republic		There are various vocational and continuing trainings, also adapted for the needs of special education.
Finland		There are still too many vocational special schools.
France		
Germany		
Greece		Yes, but a big problem with accessibility of training facilities.
Hungary		Regulations are basically there but the lack of accessibility of most buildings in the country makes them ineffective.
Italy		There is access to both vocational and continuing training on the national law, but at regional level there is an inhomogeneous situation.
Latvia		Yes, but problems to be included in the mainstream vocational training programmes. There are two specialised centres which provide training to PWD paid by state.
Portugal		Although labour legislation requires employers to ensure vocational and professional training it is a fact that training facilities are not accessible for PWD.
Romania		Most training programs started to be accessible for PWD in the last 3 years, due to ESF funded projects. Training centres have set big targets, but there is a problem with accessibility.
Slovakia		Access to initial as well as to continuing vocational training is open also to PWD, which is guaranteed by the law (Act of Education No. 245/2008) and national legislation.
Slovenia		There is access to vocational training but not all groups of persons with disabilities are included, practice remains ambiguous.
Spain		In general, the access to both vocational and continuing training is the same as for the rest of candidates.
United Kingdom		All disabled employees have the right to access training. In addition there is residential training that helps long-term unemployed PWD secure and maintain jobs or self-employment.
Europe (Non-EU)		
Belarus		There is a lack of accessible educational institutions.
Macedonia		According to the Law for employment of persons with disability, they are entitled to obtain training in order to increase their employability. But in practice the situation is on a low level.
Russia		
Serbia		National Employment Service is providing vocational and continuing training to unemployed persons with disabilities who are registered at NES.
Switzerland		The regulation is very complicated and depends on the employer (state or private), not adequate for all situations and PWD (and legislation on cantonal level).
Ukraine		Funding is provided in the case of unemployment for active employment programs: information, counselling, career guidance services, vocational training and retraining, etc.
Northern America		
Canada		
United States		Through Vocational Rehabilitation, PWD have access to training and job preparation services as well as wrap around services for a short duration after obtaining employment (perhaps 90 days).

* The Zero Report adopted the composition of macro geographical (continental) regions according to the Standard Country and Area Codes Classifications (M49) of the United Nations Statistics Division (revised 20 September 2011).

ACCESS TO VOCATIONAL AND CONTINUING TRAINING

Latin America and the Caribbean		
Antigua and Barbuda	●	
Argentina	●	The question of the survey makes us realize how far away we are of that. This has nothing to do with the reality that we live in.
Bahamas	●	Training is available but limited to selected disabilities due to infrastructural barriers and lack of experts on disability in some specialized areas.
Belize	●	IT- VET offers accessible campus in Belize City. YWCA offers sewing, cooking and cosmetology classes to women who have special needs.
Chile	●	There is orientation and training of skills at the level of private organizations and some guidance from the Government; various skills are supported.
Cuba	●	
Dominica	●	
Dominican Republic	●	
Guatemala	●	
Guyana	●	Under the Ministry of Health, there is a vocational training centre that only targets persons with disabilities in the capital city of Georgetown and its people. No access outside that area.
Haiti	●	It depends on the training and also depends on the disability.
Honduras	●	No specific organization for this action; but there is the Vocational Training Institute which serves the entire population including persons with disabilities.
Jamaica	●	The Abilities Foundation can be recommended for its successful vocational training programme. It is accessible and students are instructed in modes conducive to their cognitive ability.
Mexico	●	
Nicaragua	●	
Panama	●	
Peru	●	Yes, there is an office for labour projection in the Department of Labour for persons with disabilities, but it has neither budget nor personnel qualified to evaluate and/or to train.
St. Kitts and Nevis	●	There are various vocational and continuing training programs but none is set up in such a way as to promote the full inclusion of persons with disabilities.
St. Lucia	●	There is continuing training for persons with disabilities provided by NCPD Inc. There are workshops done for honey production and carving that can assist persons with disabilities.
St. Vincent/Grenadines	●	The NSPD assisted in the area of vocational training on a small scale, mainly for girls, assisted with grants and volunteers.
Africa		
Benin	●	Access is not promoted or facilitated by the Government.
Burkina Faso	●	The law does not exclude PWD, but it does not support them to undergo continuous vocational training. E.g. wheelchairs and interpreter for the deaf are missing.
Burundi	●	No initiative exists. People who become disabled during employment work typically lose their job for lack of initiative of rehabilitation and vocational rehabilitation.
Cap Verde	●	
Congo	●	Some vocational centres are subsidized by the state to train PWD. Unfortunately, reclassification after the training is rare as when an educated PWD leaves the centre, it loses all financial support.
Cote d'Ivoire	●	Access to vocational or continuous training is basically free. Unfortunately there are all kinds of problems with accessibility: physical, education material and all others.
Ethiopia	●	Theoretically, there is but practically the accessibility is limited very much by the social, physical and other multiples of barriers.
Gambia	●	
Guinea	●	

ACCESS TO VOCATIONAL AND CONTINUING TRAINING

Africa		
Kenya		There are 14 vocational training centres in the country; there is a pressing need to improve their curriculum and facilities to match the job market and educate competent and skilled PWD.
Lesotho		People with disabilities get vocational training from their own unaccredited institutions.
Malawi		There are vocational training centres that have been set up to equip persons with disabilities with skills towards independence, but they do not get support.
Mauritius		Only a few benefits.
Niger		
Nigeria		Mostly non-governmental organisation that supports vocational training institution provides the most access to these trainings.
Senegal		Legally yes, but there are not always accompanying measures taken, in order to facilitate physical access to educational institutions and training.
Sierra Leone		
South Africa		
Tanzania		There are only three universities accessible to persons with disabilities out of almost 30 universities all over the country.
Togo		Regarding continuous vocational training, there are no specific programs for people with disabilities.
Tunisia		It is rather vocational training and not continuing.
Zambia		There is access to vocational training but since there is only one for the country at large, access is very limited.
Asia/Oceania		
Armenia		There are programs to support unemployed people, disabled or not, but it doesn't work, very few participants get a job after, especially disabled people.
Azerbaijan		Some training is currently done by NGOs. However, "Preparing and implementing of specialized vocational training for PWD" should be organized by the state (presidential order dated Nov. 2011).
Cambodia		Most service comes from NGOs; the government support is only technical to cooperate with NGOs or DPOs.
China		The government uses the employment guarantee fund (collected from companies that not meet the quota for employment of PWD) for vocational and continuing training for PWD.
India		There are only 20 Vocational Rehabilitation Centres (VRCs) for PWD in the entire country. They have not only been ineffective in terms of their reach, they have also not been able to meet industry needs.
Japan		There are 47 National Vocational Centers in total, in order to provide disabled people with vocational rehabilitation. The establishment of private service providers is also supported.
Nepal		There is access of vocational training but no opportunity of employment.
New Zealand		8 Good programmes are in place for those attending universities and other state-run training programmes. In other cases the student needs to access training funds from Workbridge (with limited time).
Pakistan		
Philippines		There are 4 vocational training centres. These centres offers short term different vocational courses for PWD like dressmaker, tailoring, canteen management, basic computer etc.
Samoa		
Singapore		Special Education schools in Singapore provide vocational training as well as day centres and rehabilitation centres. However, there is no continued training aimed at PWD.
Sri Lanka		Most PWD already face discrimination at general education level, leading only to lower vocational courses, conducted in separated VT institutions and having separate certificates too.
Thailand		There are some vocational training centres for people with disabilities but most of them do not provide vocational training that meets current market needs.
Vanuatu		PWD have the right to access education, training but the centres are not accessible for them. Ramps to buildings are missing, doors are not wide enough, lack of education etc.

ASSISTANCE TO FIND EMPLOYMENT

5. Are persons with disabilities provided with assistance, by the state, to find employment?

Brief explanation of the question

The obligation to provide assistance to find employment is already mentioned in the UN CRPD, Article 27, Para 1, Clause (e).

Assistance in finding employment, which is effective, is a complex and sensitive issue which has already been taken into account in the other relevant documents. The "World Report on Disability" of the WHO and ILO mentions that the thinking behind the provisions of services to find employment is currently changing, from a model just to fit persons with disabilities into available job openings, to a model involving the skills and interests of the individual.

EU DG Justice places the "Finding and Keeping Jobs" for persons with disabilities as its top priority, based on the fact that they represent one sixth of the working population in the EU, but are almost twice as likely to be unemployed. The obligation is also anchored in the EU Lisbon Treaty on Growth and Jobs and in the European Employment Strategy (EES). Thus, the following additional remarks were included in the questionnaire: "(...) In the current economic conditions, if such assistance exists, it is particularly important that it is adequate. It could include, for example, the provision of transport to a local employment centre, notification of appropriate job opportunities, advice on skills training, a "liaison officer" at each employment centre for persons with disabilities etc."

Summary of results

There is a clear gap between the countries of the developed and the developing world, even bigger than in other related issues.




In general, assistance is often seen as a low priority issue. Experts from Finland state that even though support is available, within limits, it would not be very helpful if expanded because employers are not willing to hire persons with disabilities, not even the DPOs. Experts from Belgium or Azerbaijan add that although some programmes are in place, no improvement can be seen. The experts from Mexico even recommend focusing on employment opportunities, in order to "make persons with disabilities feel useful".

Other comments point out the fact that – in violation of the UN CRPD – assistance in finding employment is only given to persons with some kinds of disabilities, or for some types of employment (Slovenia, Tanzania and Thailand).

In a number of countries assistance is not given by public authorities, but by NGOs who receive state funds for their work. This tends to be seen as a good solution by the local experts, as in Canada or Macedonia.

Country overview

(Explanation of the traffic light system)

-  Yes. persons with disabilities are provided with assistance to find employment.
-  Yes with qualifications. Such assistance is provided either only to persons with certain disabilities, or only with certain types of employment.
-  No. No assistance is provided to persons with disabilities to find employment.

ASSISTANCE TO FIND EMPLOYMENT

Europe (EU)*		
Austria	●	There is support by the Austrian Employment Service (AMS) and Bundessozialamt. Support is given in the form of consulting, subsidies and assistance.
Belgium	●	Yes, but it is not adequate as the results are much lower than for non-disabled people. But there may be other causes also for long-term unemployment.
Bulgaria	●	There is assistance for all kind of employment.
Czech Republic	●	Yes, PWD are considered by Czech Act on Employment (Nr. 435/2004 Coll.) as persons needing higher attention in assistance to find employment. Individual action plans should be made.
Finland	●	Yes but limited; employment offices help also disabled job seekers. The problem is that employers do not hire PWD so easily. Even DPOs are careful.
France	●	All persons who have attained the status of being workers with disabilities benefit from employment assistance.
Germany	●	
Greece	●	
Hungary	●	Yes, from 2012 it will be even more highlighted, in order to reach 75% employment ratio in the EU 2020 program period. Part of the new "complex rehabilitation method".
Italy	●	In the national law 68/1999 PWD can inscribe in provincial list and receive support for employment, but the situation is very different from province to province.
Latvia	●	To find employment persons with disabilities should go to State Employment office, but there is not any special assistance organised for them.
Portugal	●	State contributes in providing prosthetics, orthotics etc., but with insufficient funding, and the funding has even decreased substantially now.
Romania	●	Only a few county-level Public Employment Agencies have a counsellor and the means to provide customized assistance for persons with disabilities.
Slovakia	●	Yes, measures supporting employment of persons with disabilities are variable and quite complex (Part 8 of Act on Employment Services 5/2004).
Slovenia	●	Existing assistance is adequate for it does provide a variety of services which a PWD can have access to. Still PWD cannot apply for every type of employment.
Spain	●	Yes, primarily through DPOs that receive state funding. Support includes access to custom integration pathways, active job search, training in social skills, etc.
United Kingdom	●	Yes, but depending on the region. E.g. in Northern Ireland, a range of pan-disability employment services and programmes are delivered.
Europe (Non-EU)		
Belarus	●	The framework of assistance exists; however, there are serious problems with its applicability and relevance.
Macedonia	●	The state through the Employment Service Agency is giving such assistance to some vulnerable groups; PWD in practice not. In practice assistance comes from some DPOs.
Russia	●	
Serbia	●	Under Law on Professional Rehabilitation and Employment of Persons with Disabilities, National Employment Service assists persons with disabilities to find job.
Switzerland	●	Yes, if they fulfil certain conditions, by our "invalidity insurance" and by private organizations funded by the state.
Ukraine	●	The fund of obligatory state social insurance of Ukraine in the case of unemployment provides such assistance. In practice not many are helped out of unemployment.
Northern America		
Canada	●	Yes, there are a variety of services offered by provincial governments and by NGOs funded by government. Employment rates are improving for some but many barriers continue to exist.
United States	●	Ticket to Work program of the Social Security Administration assists PWD in moving from receiving social security disability benefits exclusively into gainful employment.

* The Zero Report adopted the composition of macro geographical (continental) regions according to the Standard Country and Area Codes Classifications (M49) of the United Nations Statistics Division (revised 20 September 2011).

ASSISTANCE TO FIND EMPLOYMENT

Latin America and the Caribbean		
Antigua and Barbuda		Yes, but too limited.
Argentina		No assistance is provided to people with disabilities to find employment.
Bahamas		
Belize		
Chile		There is no support, like assistants, transport etc. On the contrary, one must demonstrate every day to be able to develop his/her skills and compete for the job.
Cuba		PWD are provided [with] help to find work in education and training to be able to work; these actions are carried out in national institutions and by NGOs.
Dominica		In general no, but the state provides a small subvention that assists the local Association in paying the existing staff.
Dominican Republic		No, but there are private institutions supported by the State that develop work programs and in many national institutions there exist offices for PWD.
Guatemala		
Guyana		No, but the PWD Act 2010 gives the Ministry of Labour the responsibility to compile and keep a relevant database of PWD that are eligible to be in the labour force.
Haiti		That assistance is promoted by the state, in the private business and in in public administration. For persons with certain disabilities, or for certain types of employment.
Honduras		
Jamaica		Yes, but this assistance is available on a limited scale through the government agency responsible for disability.
Mexico		No, there only exists monthly assistance to some (approx. \$45). Anyway, it is better to create opportunities and jobs for each type of disability to make PWD feel useful.
Nicaragua		
Panama		It has been misunderstood that a persons with disabilities is self-sufficient, which is why the authorities only produce papers and ink, while PWD are in poverty and desolation.
Peru		
St. Kitts and Nevis		There are various vocational and continuing training programs but none is set up in such a way as to promote the full inclusion of persons with disabilities.
St. Lucia		
St. Vincent/Grenadines		There is no assistance from government in the area of employment.
Africa		
Benin		People with disabilities do not receive any help from the government to find employment.
Burkina Faso		In Burkina Faso the authorities do not have opposed any refusal, but there are no assistance measures directly addressed to the person with a disability.
Burundi		
Cap Verde		
Congo		Apart from some subsidies which are granted to some training centres, help in finding employment does not exist.
Cote d'Ivoire		The Agency for Studies and Promotion of Employment conducted a study on the training needs and incorporation of PWD. The results are available but nothing changed so far.
Ethiopia		
Gambia		
Guinea		

ASSISTANCE TO FIND EMPLOYMENT

Africa		
Kenya		The persons with disabilities Act (sect. 17) requires that the National Council for PWD keeps records of qualifications of PWD and negotiates employment opportunities.
Lesotho		The government does not know much about employment of persons with disabilities and is also not willing to listen to the Disabled People's Organisations.
Malawi		There are no "liaison officers" at each employment centre apart from what is mentioned in question 2.
Mauritius		Yes, but only for a few.
Niger		
Nigeria		Assistance is given by the government but is very limited and could be improved upon.
Senegal		
Sierra Leone		
South Africa		
Tanzania		Assistance is provided only for certain types of employment, especially teaching. Accessibility to most offices and infrastructure is a challenge.
Togo		Persons with disabilities take the same qualifying examination for public service, but they're not given any specific aid in order to find a job.
Tunisia		Yes, assistance is provided by the ministry of employment.
Zambia		
Asia/Oceania		
Armenia		There are programs but they are not working well.
Azerbaijan		Provided by the district (city) employment centres (Ministry of Labour and Social Protection of Population). But due to lack of employment possibilities it is not effective enough.
Cambodia		There is no such service yet in Cambodia.
China		Employment service agencies for PWD (affiliated to China PWD Federation) shall provide free services for disabled persons, e.g. job information, vocational training, job-seeking guidance.
India		There are Special Employment Exchanges and Special Cells in Regular Exchanges which are supposed to assist people in finding employment in the Public Sector. But they are not effective.
Japan		The Public Employment Security Office facilitates the employment of PWD by matching job applications, but also inform on subsidies, set up joint interview meetings etc.
Nepal		
New Zealand		
Pakistan		
Philippines		Philippine Employment System Office (PESO) has branches nationwide to provide employment assistance to persons with disabilities.
Samoa		
Singapore		Employment assistance for PWD is co-ordinated by the Bizlink Centre Singapore Limited with the support of the Government and the National Council of Social Service.
Sri Lanka		Some financial assistance is given to PWD, if they are provided with a place and report to prepare about the business which shows its sustainability. But funds are not sufficient.
Thailand		The Ministry of Labour provides some assistance for PWD seeking employment, including a notification system for jobs and a job fair. But only some types of jobs are promoted.
Vanuatu		Some persons with disabilities seek assistance in the office for employment but otherwise most are shy to come out because of attitudinal barriers.

REMUNERATION FOR WORK

6. Are persons with disabilities legally entitled to receive, on an equal basis with others, remuneration for their work?

Brief explanation of the question

Equal remuneration is directly mentioned in Article 27, Para 1, Clause (b) of the UN CRPD, as "equal remuneration for work of equal value".

Payment below minimum wages, for example, is a clear violation of this right. Therefore, sheltered workshops, as they exist in many countries, are a controversial issue, not only in respect to the right to equal remuneration, but also to other rights defined in the UN CRPD. As the "World Report on Disability" of the WHO and the ILO remarks: "Sheltered workshops usually only pay symbolic wages (and normally only provide little social insurance, tend to segregate persons with disabilities, and are closer to the charity ethos than to employment rights as defined in the UN CRPD." The WHO and ILO report mentions that some countries, especially in Eastern Europe, "retain a protective view" towards employees with disabilities. This may lead to employers seeing workers with disabilities as more costly and less desirable.

A final point, made by the WHO and ILO about welfare states that provide a "social security net" for those who are not employed, is that, for persons with disabilities "it should pay to be in work".

The following remarks were therefore added to the question: "(...). Please indicate also: 1) whether, even if the entitlement exists in law, it actually exists in practice; and, 2) what remedies exist if the law is contravened. (...)."

Summary of results

More than half countries gave a "green light", a relatively high percentage compared to other questions.

Several experts from Africa make the point that their legislation does not allow any discrimination at all, regardless of current practices in this special field. On the other hand, many experts point out that the practice is in permanent violation of the laws.




Several experts explain that equal remuneration exists only in some fields, such as employment in the public sector (Sri Lanka). Hungary is, according to experts, on the other end of the spectrum, where minimum wages are most strictly adhered to.

Remuneration does not always come as a wage. In Romania, persons with severe disabilities get a tax allowance. In the Czech Republic, an employee with a disability is entitled to ask for additional loans, or there is a possibility that part of the wage of persons with disabilities is not paid in cash, but in vouchers (which is a problem when the persons with disabilities cannot make use of them).



Sheltered workplaces are mentioned several times as a severe problem in terms of payment and social insurance, as in Austria, France or Macedonia.

Country overview

(Explanation of the traffic light system)

-  Yes. Such a legal entitlement does exist.
-  Yes with qualifications. Such a legal entitlement exists only for certain disabilities and certain types of work.
-  No. Such a legal entitlement does not exist.

REMUNERATION FOR WORK

Europe (EU)*		
Austria		Yes, but most persons with disabilities work within sheltered workshops where they get only pocket money although their products and services can sometimes be sold at market prices.
Belgium		
Bulgaria		The right is there, but in practice it does not exist.
Czech Republic		Legislation exists, but it enables employers to remunerate PWD with lower wages; in the case of persons with severe disabilities it can be 75 percent lower.
Finland		
France		Workers with more severe disabilities, who work in specialized institutions of the "ESAT" type (Institutions and Services of Aid for Labour), are kept out of labour law, seen as beneficiaries not as workers.
Germany		Women sometimes receive unequal pay.
Greece		
Hungary		Regardless of the working capacity and capabilities everybody is entitled to receive at least the national minimum wage for his/her work.
Italy		Such a legal entitlement does exist.
Latvia		
Portugal		The adoption of a practice or measure by the employer which in the part of an employment relationship discriminates against an employee at his service is against the law (The Law 46/2006).
Romania		Legal entitlement exists; more than that, people with severe disabilities benefit from an income tax deduction. No statistics on average and minimum wages exist.
Slovakia		Act No. 365/2004 Coll. On Equal Treatment in Certain Areas and Protection against Discrimination protects that right.
Slovenia		Employer is bound to pay according to actual performance and then the state covers the remainder. If the law is violated one can seek legal protection.
Spain		For the same jobs and categories, there is no difference in the payment between people with and without disabilities.
United Kingdom		Under the Equality Act 2010 it would be illegal for a PWD not to receive remuneration on an equal level. However, often it can be difficult to prove that this is the case.
Europe (Non-EU)		
Belarus		The right to receive equal remuneration is declared by the state, but this is not the case in practice; the law is ambivalent. In our activity, we give priority to the assessment of the facts.
Macedonia		Macedonia has enacted a minimum wage but this is not incorporated in the special law for employment of PWD. In practice PWD are employed in sheltered companies, where lower wages are paid.
Russia		
Serbia		Labour Law and Law on Prevention of Discrimination against PWD prescribe mandatory provision of equal wage for equal work for all workers, including PWD.
Switzerland		Yes, if they fulfil certain conditions, by the "invalidity insurance" and by private organizations funded by the state.
Ukraine		Such a legal entitlement does exist according to the law.
Northern America		
Canada		Yes for the most part Canadians with disabilities who are employed get comparable salaries.
United States		Yes, according to the ADA. However, not in practice: the National Federation of the Blind has been fighting against laws that purportedly allow some employers to pay less than a minimum wage to PWD.

* The Zero Report adopted the composition of macro geographical (continental) regions according to the Standard Country and Area Codes Classifications (M49) of the United Nations Statistics Division (revised 20 September 2011).

REMUNERATION FOR WORK

Latin America and the Caribbean		
Antigua and Barbuda		Only certain PWD are entitled to such a benefit.
Argentina		It exists only for those who demand it. Laws are arranged that are not fulfilled and always harm the most vulnerable; not just PWD.
Bahamas		
Belize		
Chile		Sometimes it happens that PWD receive a lower salary for "special" conditions that the employer believes that PWD need, for example a parking lot near the entrance etc.
Cuba		Yes. In the centres for PWD, although PWD cannot comply with the standard work because of their own disability the labour group has accepted that they are paid equal.
Dominica		Yes, under the Constitution everyone is equal, but not in practice. Persons with disabilities are grossly discriminated against.
Dominican Republic		This is, however, not true in all cases.
Guatemala		In our constitution, equal rights are mentioned; nevertheless they are not implemented.
Guyana		It is stated in the Persons with Disabilities Act 2010 but it is not yet implemented.
Haiti		Equal pay for work. It also depends on the profile (intellect background) of the person.
Honduras		We understand that people that are placed in governmental institutions receive a salary equal to other people.
Jamaica		This law exists for everyone and not specifically related to PWD, but if PWD find that their rights are being violated then they can seek redress through the Ministry of Labour.
Mexico		If this right is enshrined in the Constitution and the law, there is no distinction made regarding the wage.
Nicaragua		
Panama		There is no law. If the state itself discriminates against someone. It is thought that the PWD should be thankful for the fact that he was given the opportunity of a job.
Peru		Such legal right exists only for certain disabilities and certain types of work. In practice and only in the private sector, discrimination and decrease of salaries may occur.
St. Kitts and Nevis		Even though no such law exists, there is a minimum wage law and people with disabilities also have the protection of the various labour laws.
St. Lucia		
St. Vincent/Grenadines		Only certain types of work, such as teachers, civil servants, etc.
Africa		
Benin		There does not exist any legal right and there's also discrimination because people think that people with disabilities do not have the capacity.
Burkina Faso		This right exists in public service but not in the private sector. This is because PWD are not very often employed in the private sector.
Burundi		If a PWD in Burundi manages to find work, she enjoys the same pay as those valid in the same position.
Cap Verde		
Congo		Yes Article 49 of Const (2006) is already in place, but regarding status, promotion and protection of PWD remains a draft. Moreover, there is no compensation due to disability.
Cote d'Ivoire		Convention No. 159 of the International Labour Organization (ILO) and its abovementioned decrees could be the lever of such a law. But in practice, it is not applied.
Ethiopia		
Gambia		
Guinea		

REMUNERATION FOR WORK

Africa		
Kenya		The employment Act deals explicitly with the whole issue of promotions, benefits and remuneration. The PWD Act in section 12 also prohibits discrimination against PWD in remuneration.
Lesotho		In Lesotho PWD are literally treated same as people with no disabilities regardless of the challenges facing employees with disabilities at workplaces.
Malawi		
Mauritius		
Niger		
Nigeria		Yes, it is not an issue in Nigeria.
Senegal		
Sierra Leone		
South Africa		
Tanzania		In some institutions transport allowance or support is provided to persons with disabilities.
Togo		This right exists as law, but it is not applied. Anyway, sometimes there may be discrimination for certain disabilities and certain types of work.
Tunisia		
Zambia		
Asia/Oceania		
Armenia		
Azerbaijan		The relevant national labour legislation does not allow any limitations. In spite of shortened working hours (36 hours in a week), they are paid equal to full time (40 hours in a week).
Cambodia		
China		No discrimination shall be practiced against PWD in promotion, payment, labor insurance, welfare or in other aspects (Art 13 of Regulation on Employment of PWD).
India		Such a legal entitlement specifically for persons with disabilities does not exist in The Disability Act 1995.
Japan		
Nepal		
New Zealand		There is an amendment to the Minimum Wages Act which allows exemptions for PWD to be paid lower than the minimum wage. Efforts are being made by the sector to have this eradicated.
Pakistan		
Philippines		
Samoa		
Singapore		
Sri Lanka		Yes if PWD get jobs in government sector where they get equal salary with equal status, etc. But the problem is all other discriminations and working opportunities.
Thailand		There is no mention in the legislation concerning remuneration.
Vanuatu		No legislation for persons with disabilities.

EQUAL EMPLOYMENT RATE

7. Is the difference between the general employment rate and the persons with disabilities in employment less than 15%?

Brief explanation of the question

This is the only question in this survey that looks at the results of policies and not at their existence or their nature. The UN CRPD does not define any results (e.g. figures, percentages) as goals. Marianne Schulze mentions in "Understanding the UN CRPD" that, on average, the unemployment rate is two to three times higher for persons with disabilities than for persons without disabilities. As the WHO and ILO report (2011) explains, this correlates highly with poverty rates. A WHO survey in 51 countries found that the employment rate for men with disabilities is 52.8% and for women is 19.6%, compared to 64.9% and 29.9% for the total population. This is a lot closer than the figures for all the other surveys undertaken recently: the OECD, in 27 of its member countries, calculated a 44% versus 75% employment rate. Employment rates and unemployment rates of persons with disabilities are burdened with the huge problem of data either because they are not collected, or because their quality is poor, lacking comparability (in many countries, unemployment is related to having been employed before), or because many different kinds of working relations exist, including sheltered workplaces. The following additional remarks were given in the questionnaire: "Please describe what figures, if any, are published covering the employment of persons with disabilities – whether in the public or private sectors (...)."

Summary of results

This question gets by far the most "red lights" of all questions, with the answer "we do not have any fig-

ures, but the difference is definitely much bigger than 15%" being the most common.




The only green lights come from the Czech Republic, Germany, Slovenia, Guyana, St. Vincent and the Grenadines, Benin, Cap Verde, Malawi, Samoa and Sri Lanka. Their expert opinion is, however, not supported by official data. Completing this list are Cuba and Jamaica, but the experts happen to award green lights to all other nine questions in this chapter as well.

Of course the lack of data is much complained about, with the experts from Macedonia adding another reason why data are not available: disability is still considered to be a medical issue, and data are collected only in this respect and never in relation to employment.




Notable exceptions where current and consistent data are available are Italy, Romania, Spain, United Kingdom, the USA and Japan.

Country overview

(Explanation of the traffic light system)

-  Yes. The difference is less than 15%.
-  Yes with qualifications. The difference is between 15% and 25%.
-  No. Either the difference is higher than 25% or no figures are available.

EQUAL EMPLOYMENT RATE

Europe (EU)*		
Austria		No data available.
Belgium		
Bulgaria		No, the difference between the general employment rate and the persons with disabilities is very big – only about 4% of all working persons.
Czech Republic		Not sure, but probably yes.
Finland		This is difficult to say because many PWD are on pension even [while] they look for job. They are not calculated as unemployed. But the number of disabled outside of labour force is high.
France		This question is explicitly discussed in Europe by the "Academic Network of European Disability" (ANED).
Germany		
Greece		
Hungary		Data of 2008 is available that shows that of the total population of 15-64 [year olds] there are 61.7% economically active, whereas among PWD it is only 27.5%.
Italy		In the ordinary labour market the general unemployment rate is 9.8%, for PWD the rate is 75.0%.
Latvia		There is not any statistic available on these issues, but our organisation has the feeling that the situation is even going worse, because of the economic crisis.
Portugal		There are no official data about the employment rate of persons with disabilities, only sectoral studies that only estimate employment rates.
Romania		Only 12% of people with disabilities in Romania have a job, compared to 58% of general population employment rate.
Slovakia		
Slovenia		
Spain		From official sources the employment rate of people with disability is 27.7% (men: 31.4%, women: 23.3%) and non-disabled people is 60.6% (men: 67.1%, women: 54.1%).
United Kingdom		In 2011, 48.8% of disabled people were in employment compared to 77.5% of non-disabled people. No conclusive data, if the employment rate is increasing or decreasing.
Europe (Non-EU)		
Belarus		The difference is much more than 25%. The unemployment rate among the PWD in general is about 80% reaching 95% among the persons with severe impairments.
Macedonia		According to the Agency for employment 2333 PWD are employed in sheltered companies. There is no data for others being employed, also since this is still treated as a medical issue.
Russia		
Serbia		According to World Bank and ILO (2006/07): employment rate for PWD was only 13%. Various NGOs calculated a number of 21%. After the introduction of a quota system in 2010 numbers increased slightly.
Switzerland		The difference is more than 25% for some groups, not for others (depending on the disability). No exact figures are available. Switzerland has a very low rate of "official" unemployment (3%).
Ukraine		According to the State Statistics Service of Ukraine the general employment rate was 58.6 % and employment rate of disabled people of working age is about 34% and increases.
Northern America		
Canada		The difference is about 25%. According to Statistics Canada in 2006 approx. 50% of PWD in working age were employed, compared to approx 75% of the total.
United States		The difference in the US is higher than 25%.

* The Zero Report adopted the composition of macro geographical (continental) regions according to the Standard Country and Area Codes Classifications (M49) of the United Nations Statistics Division (revised 20 September 2011).

EQUAL EMPLOYMENT RATE

Latin America and the Caribbean		
Antigua and Barbuda	●	
Argentina	●	No figures available. It is little judicious to ask this question; anyone who has a minimum of knowledge knows that we have not solved basic problems of people with disabilities in Latin America.
Bahamas	●	Figures exist but not released by the government as yet.
Belize	●	Belize Statistical Institute has not extrapolated statistics, even though a variety of stakeholders have requested this information.
Chile	●	Recently, the new census has been made and afterwards we will for sure know the percentages of PWD who are working, how many are unemployed, etc.
Cuba	●	Without current reference. Only when there is full employment, the unemployment rate is lower than 0.3%.
Dominica	●	For the last Population and Housing Census conducted in 2011, provision was made for the collection of this information. However, it has not been processed yet.
Dominican Republic	●	
Guatemala	●	In our country it is considered that in the sector of persons with disabilities representing 10%, approximately 2% have work activities.
Guyana	●	It seems less than 15% but there are no statistics to support this.
Haiti	●	Don't have any statistics on it.
Honduras	●	I do not know this type of information.
Jamaica	●	Yes, the difference is less than 15%.
Mexico	●	No figures available regarding disability, but the rate of unemployment is generally very high for Mexicans, both with and without disabilities, namely more than 25 per cent.
Nicaragua	●	
Panama	●	
Peru	●	No reliable data; we rely on the projection of the World Health Organization: between 10% and 15% of the population.
St. Kitts and Nevis	●	Never seen figures on this, don't even think these types of figures are collected.
St. Lucia	●	Currently working on census for Persons with Disabilities.
St. Vincent/Grenadines	●	Approximately 5%.
Africa		
Benin	●	We have no statistics on this point, but there are not only a few PWD that work in our country.
Burkina Faso	●	The figures are not available, but we are certain that the difference is greater than 25%, as PWD are marginalized on the issue of employment.
Burundi	●	No figures available.
Cap Verde	●	
Congo	●	We cannot speak of this difference without any statistics. Up to now, there is no clarification even to count PWD in Congo.
Cote d'Ivoire	●	In 2002 (survey "living standard of households") of about 153,443 active PWD approx. 49% were unemployed; more than 3 times higher than the national average (13%).
Ethiopia	●	
Gambia	●	No figures are available.
Guinea	●	No statistics available.

EQUAL EMPLOYMENT RATE

Africa		
Kenya		Whereas both the constitution and the persons with disabilities act set standards of at least 5% employment opportunities to be accorded to PWD, no accurate figures are available.
Lesotho		Living Conditions Study Among People with Disabilities shows that there are about 70% of PWD who are not employed.
Malawi		
Mauritius		
Niger		
Nigeria		No reliable statistics available but the estimated gap is very wide.
Senegal		
Sierra Leone		
South Africa		
Tanzania		PWD for a long time have had their employment in education sector, so their revolution of being trained in other sectors has faced a challenge of acceptability.
Togo		The lack of statistics in the topic of disability is one of the major challenges that developing countries have to face in general, particularly in Togo.
Tunisia		No true figures, even when it applies to the number of people with disabilities.
Zambia		Yes, the difference is most likely to be less than 15%. However, there are no figures available.
Asia/Oceania		
Armenia		The unemployed rate of disabled people is 2 or 3 time more than for non-disabled workers, and is nearly 100% for the severely disabled persons.
Azerbaijan		Due to lack of such statistical data, we unfortunately cannot answer to this question.
Cambodia		In Cambodia there is no specific research on this issue.
China		There is neither figure on general unemployment rate nor on unemployment of persons with disabilities.
India		The difference is quite high. No authentic figures are available.
Japan		Employment rate of PWD (aged 15-64) is high, estimated at 40.3% (43.0% physical disabilities, 52.6% intellectual disabilities and 17.3% mental disabilities). Total: approx. 71%.
Nepal		No figures are available. Personal estimate is only less than 1%.
New Zealand		
Pakistan		Since 1981 there is no national consensus in Pakistan.
Philippines		No figures are available.
Samoa		
Singapore		There are no national statistics available on the salary comparison between people with disabilities and people without disabilities in Singapore.
Sri Lanka		Sri Lanka has every type of PWD, amounting to about 12% as per the disability policy document. Income level per day of person is however lower than 1.5 USD.
Thailand		Less than 35% of PWD are in the work force. Even this could be too high, since the survey (2007) does not differentiate between labour market and self-employment.
Vanuatu		No data, but through our advocacy, PWD start to come out, e.g. a grasscutter did not get any payment from a residence owner until he got support in advocacy.

QUOTA FOR EMPLOYMENT IN THE PUBLIC SECTOR

8. Does a quota exist for providing employment to persons with disabilities in the public sector?

Brief explanation of the question

A quota system is not directly mentioned in the UN CRPD but it is an instrument that is recommended by different international organisations such as the ILO (Convention on Rehabilitation and Vocational Training for Persons with Disabilities of 1983), advocating “special positive measures”, which can also be named “positive discrimination” or “affirmative actions”.

Quotas can be put in place for the private sector as well as for the public sector (or even differently for social firms). Employers that do not meet the quota may face no consequences if these quotas are only recommendations, but they may be sanctioned with a compensation fee (and subsequently these payments could be dedicated to promoting the employability of persons with disability).

To get clear-cut answers, the Zero Project team decided to ask only for employment quotas in the public sector. These additional remarks have been added to the questionnaire: “(...). If a quota does exist, there should be transparency both as to whom it covers and what types of work it covers. (...) please provide details as to both its coverage and size.”

Summary of results

Employment quotas do exist in about 50% of all countries (and in most of the countries of the European Union), according to experts. In most of the countries the law does not differentiate between the public and the private sector.

Quotas are between 1% and 10%; in most cases smaller employers (with 20-25 employees or fewer) are exempted. There is great variety in the impact of




the quota. Experts from many countries complain that there is no impact at all, typically in developing countries. Also in this field a lack of data prevails.

A unique exception is the city of Belgrade, capital of Serbia, where according to the local experts, the quota is more than fulfilled and 20% more persons with disabilities are employed than the quota asks for. Experts from various other countries complain about some quite strange features associated with quotas: in Portugal, the quota in public employment is mostly filled with long-term employees who have got cancer, so a very small number of persons with disabilities from outside have been hired.

In India there are sub-quotas depending on the type of disability. In Azerbaijan, finally, a long list of employers are exempted from the quota, foremost “all public institutions”.

Country overview

(Explanation of the traffic light system)






























-  Yes. Such an employment quota exists.
-  Yes with qualifications. A quota exists only for either certain disabilities, or certain types of work.
-  No. No such employment quota exists.

QUOTA FOR EMPLOYMENT IN THE PUBLIC SECTOR

Europe (EU)*		
Austria		According to the law, for every 25 employees there is an obligation to employ one PWD, with a sanction of approx €345 per month for every PWD that is below the quota.
Belgium		Yes, but the quota isn't met in every service of the federal or regional government, or in the public administration as a whole.
Bulgaria		There is a quota, but it is of no use.
Czech Republic		Even the quota system is not very effective; employers with more than 25 employees are legally obliged (Act nr. 435/2004 Coll.) to employ at least 4% of PWD of the total number of employees.
Finland		Yes, but not liked by DPOs.
France		The Act of 1987 establishes a certain quota of recognized PWD (6%) in businesses with more than 20 employees.
Germany		Within a group of 20 employees, a minimum of 5% of these must be severely disabled.
Greece		
Hungary		Same system for the public and the private sector: 5% of the number of employees if more than 25 people employed. A rehabilitation contribution tax is levied on after every missing disabled employee.
Italy		Same as in the private sector (1 person in the companies from 16 to 35 employees, 2 persons from 36 to 49, 7% up 50 employees).
Latvia		There are still discussions on this issue but I do not think there will be any results reached.
Portugal		The quota of employment in the public sector is regulated by decree, but with no impact. A study of 2008 says that most of the PWD in public service are long-time employees that were later affected with cancer.
Romania		Employers "that have more than 50 employees are required to hire people with disabilities at a quota of at least 4% of the total number of employees".
Slovakia		Specific quota for employers with 20 or more employees (§63 Act of Employment Service), but the employers rather choose to pay the penalty.
Slovenia		Quotas for every employer with more than 20 employees, also taking into account the activity – in typical public sector employment is lower than in high-intensity private working sectors.
Spain		The booking fee of places for PWD in all levels of government is 5%.
United Kingdom		
Europe (Non-EU)		
Belarus		A quota system exists, but its implementation in practice is very problematic.
Macedonia		Since 2009 ministries, public companies and agencies have to employ at least three PWD. But old Macedonian quotation: "when God gives – when has take") this decision somehow has "disappeared" in practice.
Russia		
Serbia		Quota for all employers who have 20 or more employees. City of Belgrade has exceeded its quota by approx. 20%, i.e. Belgrade hires close to one fifth of PWD more than being obliged.
Switzerland		
Ukraine		Employers must allocate 4% of employment opportunities to persons with disabilities in public and private sector.
Northern America		
Canada		There is no quota system in Canada regarding employment and disability.
United States		Pres. Obama has issued an Executive Order calling upon the US federal government to be a "model employer" of PWD; it calls for an additional 100,000 PWD to be employed until July 2015.

* The Zero Report adopted the composition of macro geographical (continental) regions according to the Standard Country and Area Codes Classifications (M49) of the United Nations Statistics Division (revised 20 September 2011).

QUOTA FOR EMPLOYMENT IN THE PUBLIC SECTOR

Latin America and the Caribbean	
Antigua and Barbuda	
Argentina	
Bahamas	
Belize	
Chile	
Cuba	
Dominica	
Dominican Republic	 However, there exists a draft for a law in which a quota is considered.
Guatemala	
Guyana	
Haiti	 Any agricultural, service, commercial or industrial must have on its staff, PWD on the basis of their qualifications and skills for the tasks to be performed. The quota is well defined.
Honduras	 Not only in the public sector but also in the private sector according to the Law of Equity and Integral Development for persons with disabilities.
Jamaica	 Quota for a minimum of 5% of PWD to be awarded positions in government agencies and the private sector is encouraged to do likewise. The quota is not fully realized.
Mexico	 Yes, but very limited impact; the quota should be 1 per cent of the workforce, but this is not being fulfilled, because of the absence of accessibility, control of trade unions, the political ups and downs etc.
Nicaragua	 Yes, this type of employment quota exists, but it is still in its infancy. According to Law 763, any company with more than fifty workers must incorporate at least 2% of people with disabilities.
Panama	 For the State, disability is not a subject of priority, and even the responsible authorities are not of interest in such topics.
Peru	 Yes, quota is 3% of the total employment.
St. Kitts and Nevis	
St. Lucia	
St. Vincent/Grenadines	
Africa	
Benin	
Burkina Faso	 A quota exists, but the law that imposes it is not applied due to the lack of an enforcement decree. The implementing legislation has not been applied or enacted since April 2010.
Burundi	 No such quota exists. Burundi has not yet ratified the UN CRPD. Such a quota would be specified in the legislation implementing the Convention in the field of labor.
Cap Verde	
Congo	
Cote d'Ivoire	 In the absence of a national policy, the Government has authorized the special recruitment of PWD in the public service without any selection procedure. This has enabled more than 600 PWD.
Ethiopia	
Gambia	
Guinea	 It is mentioned in an act that has not yet been brought into force.

QUOTA FOR EMPLOYMENT IN THE PUBLIC SECTOR

Africa		
Kenya		Apart from the 5% principle introduced by the constitution, and the PWD Act, no other mechanisms have been put in place to ensure a quota system public sector employment.
Lesotho		Employment authorities in Lesotho are very reluctant in addressing employment for people with disabilities.
Malawi		
Mauritius		But not implemented at all.
Niger		
Nigeria		Very low awareness, therefore not implemented.
Senegal		
Sierra Leone		
South Africa		
Tanzania		This system is provided for by the new law of PWD which is yet to be implemented.
Togo		
Tunisia		The quota is 1%, both for public and private sector.
Zambia		Yes it exists, but not widely known.
Asia/Oceania		
Armenia		
Azerbaijan		There is quota, but also a "list of institutions not subjected to quota" (approved in 2005), like all public institutions, scientific and higher educational establishments, employers with less than 25 employees and others.
Cambodia		Provide 2% in public sector.
China		Regulation on Employment of PWD provides: "Article 8 Employing units shall employ a certain proportion of disabled persons in appropriate types of jobs and posts."
India		Clause 33: Every appropriate Government shall appoint not less than 3% for PWD of which 1% each shall be reserved for persons suffering from blindness, hearing impairment and other severe disabilities.
Japan		The obligation applies to private sector employers with 56 employees or more as well as national and local public bodies. Currently, the rates for ordinary private employers are 1.8% (2.1% for governments).
Nepal		5% reservation.
New Zealand		
Pakistan		
Philippines		RA 7277 states that at least 5% of employment.
Samoa		
Singapore		
Sri Lanka		As we have 3% reservation of employments but it is a problem to recruit such as how to categorise per cadres.
Thailand		The percentage is a little bit too low (1%). It could have been 2%.
Vanuatu		

RIGHTS OF REDRESS OF GRIEVANCES

9. Do persons with disabilities share, on an equal basis with others, rights of redress of grievances?

Brief explanation of the question

The redress of grievances is directly mentioned in the UN CRPD (Article. 27, Para 1, Clause (b)), as a method to protect the rights of persons with disabilities. The right of redress of grievances (discrimination) is the right to make a complaint to, or seek the assistance of, one's government, without fear of punishment or reprisals.

The EDF, in its analysis of the EU Council Directive 2000/78 (2010), sees "serious financial, procedural and informational barriers to seeking grievance after discrimination". In the same paper, the EDF also recommends giving adequate legal status to the organisations that represent victims of discrimination, allowing them to represent them before tribunals.

The following additional remarks were made in the questionnaire: "Grievances can cover many situations, for example: 1) Being forced to sit in a certain area of the cafeteria if in a wheelchair; 2) Being subject to verbal abuse from fellow workers; and, 3) Being passed over for promotion on the grounds of disability. If possible, please detail whether, for example, 'Ombudsmen', or 'Commissions', exist for this purpose, or whether 'Liaison Officers' in the workplace, acting as focal points for the redress of grievances of persons with disabilities, exist."

Summary of results

Fear of punishment is difficult to overcome, no matter what system is in place. This kind of remark is made by the experts in the Czech Republic and in New Zealand. In several countries, additional institutions like Councils or Ombudsmen are in place in order to

facilitate access to the right of redress in case of discrimination. In countries like Austria, France and Romania this seems to improve the situation. The USA, in particular, in its tradition of civil activism, seems to have a whole set of actors who can be addressed by persons with disabilities.




Experts from other countries report that a system of redress is in place that does not help the situation, as in Latvia, Burundi, and Mexico, where only a few cases have been brought forward in the last 10 years. In Nicaragua a special attorney is there to defend the rights of persons with disabilities.

Only a few experts (in Macedonia and Serbia) name trade unions, labour inspections and other employee's organisations that defend the rights of workers with disabilities as well as without. But it is quite obvious that the trust of persons with disabilities in these institutions is not overwhelming.




Peru mentions that especially in the factories belonging to the ministries, violation of worker's rights are completely ignored.

Country overview

(Explanation of the traffic light system)

-  Yes. All rights of redress are shared on an equal basis with others.
-  Yes with qualifications. Either only some rights are shared, or rights are not always shared on an equal basis with others.
-  No. Either no such rights are shared, or none is shared on an equal basis with others.

RIGHTS OF REDRESS OF GRIEVANCES

Europe (EU)*		
Austria		Victims can go to court, based on the anti-discrimination laws (BEinstG or BGStG) after going through a process of mediation.
Belgium		
Bulgaria		
Czech Republic		Despite improvements, there are a lot of inaccessible environments. CNDC considers bullying in employment the most serious problem, also the fear of punishment for a complaint.
Finland		Disabled workers are like others. Sometimes fellow workers can be difficult but it is illegal.
France		There exists a counsel for the defence of these rights.
Germany		
Greece		
Hungary		Some law suits that created precedents, but most of them related to accessibility (see Act CXXV of 2003 on Equal Treatment and Promotion of Equal Opportunities).
Italy		All rights of redress are shared on an equal basis with others. No special body is available, only courts.
Latvia		There is an Ombudsman who is also involved in monitoring of the CRPD. Unfortunately the lack of finances and knowledge makes this work very inefficient.
Portugal		There is no clause that establishes differences between employees with and without disabilities.
Romania		Romania has an Ombudsman and also National Council against Discrimination – both institutions can help if someone is complaining about discrimination in the workplace.
Slovakia		We have such a process, but it is not specific to PWD.
Slovenia		Human rights ombudsman publishes yearly reports covering the observed grievances.
Spain		At work, different mechanisms for PWD do not exist.
United Kingdom		Equality law recognises that bringing about equality for PWD may also mean the removal of physical barriers and/or providing extra support for a PWD.
Europe (Non-EU)		
Belarus		
Macedonia		People with disability as other workers can submit compliance to the State labour inspector as well as to the ombudsman and the Commission for protection against discrimination.
Russia		
Serbia		PWD can submit complaints to labour inspectors. They also can submit complaints to courts, Commissionaire for Equality and Office of Ombudsperson.
Switzerland		
Ukraine		All rights of redress are shared on an equal basis with others. There were reports about corruption and arbitrary rulings in the Medical-Social Expertise Commission (MSEC).
Northern America		
Canada		Yes rights of redress are shared on an equal basis with others.
United States		Certain types of grievances can be addressed by different actors including the US Equal Employment Opportunity Commission; workers' unions; various information centers etc.

* The Zero Report adopted the composition of macro geographical (continental) regions according to the Standard Country and Area Codes Classifications (M49) of the United Nations Statistics Division (revised 20 September 2011).

RIGHTS OF REDRESS OF GRIEVANCES

Latin America and the Caribbean		
Antigua and Barbuda		
Argentina		There is the National Institute against Discrimination (INADI) that operates through reports of cases; but is difficult to reach those who are violated and do not know about their rights.
Bahamas		
Belize		
Chile		There is a National Consumer Service which receives complaints of discrimination and financial matters.
Cuba		All rights to redemption are shared on equal terms with others. It is supported by the Constitution of the Republic.
Dominica		Under the Constitution of the Commonwealth of Dominica, everyone including PWD has equal rights. However, this is not manifested in practice.
Dominican Republic		
Guatemala		Yes, but not applicable 100%.
Guyana		The Labour laws cover all employees.
Haiti		Right now in the country, PWD in some places have more rights than the others persons living without deficiency.
Honduras		
Jamaica		
Mexico		Yes, there exist instances for defence in case of becoming a victim and there is also sanction or compensation; but almost no cases in last 10 years.
Nicaragua		There is an authority for the defence of the rights of persons with disabilities with a special attorney for the defence of the rights of PWD.
Panama		
Peru		Work experience in state enterprises remains unnoticed. There are no instances in the Ministry of Defence or the Ministry of Labour that protect against discrimination.
St. Kitts and Nevis		
St. Lucia		The approval of the National Policy will give PWD their rights in St. Lucia.
St. Vincent/Grenadines		With a lot of advocacy by PWD and organisations representing persons with disabilities.
Africa		
Benin		There are still discriminatory laws against PWD in our country in terms of employment.
Burkina Faso		There is no legal framework for the redress of grievances of PWD, but people are protected by the compassion of others or the mercy that others feel in their stead.
Burundi		The PWD is admissible to the courts of Burundi, go to an Ombudsman or the National Commission of Human Rights. But most of them are not accessible or cannot communicate to the deaf.
Cap Verde		
Congo		All claims are treated as if they were a "normal" subject, unless the person with a disability is facing fairly comprehensive verbalization.
Cote d'Ivoire		The guidelines are set by Conv No. 159 and the associated rule No. 168 by the ILO, but nothing has been done so far in terms of concrete action.
Ethiopia		
Gambia		
Guinea		

RIGHTS OF REDRESS OF GRIEVANCES

Africa		
Kenya		There are no special rules on redress for PWD though the laws are clear in terms of handling discrimination on grounds of disability.
Lesotho		Grievances of a PWD are addressed on the basis of sympathy.
Malawi		On paper yes, but not quite so in reality.
Mauritius		
Niger		
Nigeria		Yes, but not empowered on equal basis to seek redress.
Senegal		
Sierra Leone		
South Africa		
Tanzania		
Togo		
Tunisia		
Zambia		ZAFOD through its advancing disability equality project seeks to address this issue by way of advocating for improved rights and where violations have been reported legal action is taken.
Asia/Oceania		
Armenia		The right is shared but in reality there is discrimination on the basis of attitudes. There is a lack of awareness from society.
Azerbaijan		In spite of having provisions providing equal legal redress of grievances, it would rather effective to analyse that issue on the base of court practice (case laws).
Cambodia		Sharing information works well in the city but not for most PWDs that live in the rural area.
China		Art. 23 of Regulation on Employment of PWDs: In case of a labour dispute local legal aid organs shall offer legal aid to PWD, and China Disabled Persons' Federation shall render assistance.
India		Chief Disability Commissioner and State Disability Commissioners, where PWD can go for redress in case of a complaint of any violation of the rights provided in The Disability Act 1995.
Japan		No such internal grievances are institutionalized.
Nepal		
New Zealand		Complaints are made to the Human Rights Commission. However, many cases seem to be underreported, for fear of losing jobs, and the belief that the situation will not change.
Pakistan		
Philippines		
Samoa		
Singapore		There are no laws protecting PWD (or any other employee) from grievances such as those listed above.
Sri Lanka		There is no Ombudsman, Commission, no liaison Officers in the work place. But there are union leaders. It is very important to adopt these personnel officers with all powers for implementation.
Thailand		No. However, other employment laws may be an alternative. An anti-discrimination law has been drafted and it may remedy this problem.
Vanuatu		In Vanuatu, there is not enough awareness so PWD are still discriminated in some remote areas. Women with disabilities are doubly sometimes or most times triple discriminated.

ADDITIONAL RULES RELATING TO DISMISSAL

10. Are there additional rules relating to the dismissal of persons with disabilities, on top of the ordinary labour law?

Brief explanation of the question

The UN CRPD does not mention additional rules relating to the dismissal of persons with disabilities. Only assistance in maintaining employment is mentioned, which of course, can take different forms.

The report of the ILO and WHO (2011), even addresses "overprotection in labour laws" as a problem for the employment of persons with disability, where employers as a consequence shy away from higher costs or less flexibility. The EDF, in its analysis of the EU Council Directive 2000/78, also finds that protection can create disadvantages, such as a "fear of victimization as a paralysing factor undermining the effectiveness of the protection."

The ANED report on the labour market situation of persons with disabilities, states that these kinds of rulings "are easier to address in periods of increasing labour demand".

The following additional remarks were made in the questionnaire: "If such additional rules do exist, please provide information about the circumstances under which persons with disabilities can be dismissed."

Summary of results

In several of the "green" countries, the additional rules mean that a commission (for example located at the ministry of social affairs and/or labour affairs) will make final decisions if an employer is allowed to dismiss an employee with disabilities. For example, Austria, Bulgaria, Germany, Slovenia and Slovakia have established this kind of additional protection.

In several countries, additional protection only exists

when the disability is due to a health problem or an accident that began after the employment (or even due to an accident that happened in the workplace), for example in Hungary or India.

In Italy, dismissals can be redressed if they are due to a lack of workplace adaption.




In some countries, time periods are defined: in Austria, during the first four years there is no special protection, and it only starts after four years of employment. In Macedonia, it is the other way round: persons with disabilities have to be employed for a minimum of three years.

If a special protection for persons with disabilities is in place, experts from these countries (such as Austria or Latvia) are sometimes concerned about it, since it can be a disincentive for employers to hire persons with disabilities in the first place, because of this "inflexibility".

Some other experts even refer to this protection being an unnecessary form of positive discrimination: persons with disabilities should simply be treated equally.

Country overview

(Explanation of the traffic light system)

-  Yes.
Such rules do exist.
-  Yes with qualifications. Such rules exist only for certain disabilities and/or certain types of work.
-  No.
No such rules exist.

ADDITIONAL RULES RELATING TO DISMISSAL

Europe (EU)*		
Austria		"Special protection in case of dismissal", that now starts after 4 years of employment. The protection has been eased 2 years ago (from 6 months). The impact is currently researched.
Belgium		
Bulgaria		PWD with certain disabilities (among them cancer, TB, diabetes, but also mental disabilities). Protection is not absolute; approval of a committee is needed.
Czech Republic		
Finland		No, but you cannot dismiss any person for health reasons, but worker has to be able to work according to the job expectations.
France		See conditions for dismissal of workers with disabilities in the Labour Code.
Germany		§§ 85 of the ninth book of the social code states details on the dismissal protection. Before dismissing a PWD this has to be confirmed first by the integration office.
Greece		
Hungary		Protection exists for the PWD only when the disability began during the employment. Only in this case the employer has to find another workplace.
Italy		Such rules do exist. In case of dismissal of employees the employer is obliged not to overcome the same percentage of quota system.
Latvia		Yes, there is a special rule. It gives some kind of protection on the one hand, but it leads also to the situation that employers avoid to hire PWD.
Portugal		Protection only in case of a dismissal because the workplace was not adapted.
Romania		
Slovakia		Yes, dismissal of a PWD is only possible if agreed by the local Office of Labour (§66 of Labour Code).
Slovenia		To dismiss a PWD the employer has to go through certain steps and the committee specialized in the field of protection of the rights of the PWD has to be asked for opinion.
Spain		
United Kingdom		A PWD can be dismissed simply for reasons relating to the impairment/disability.
Europe (Non-EU)		
Belarus		
Macedonia		The employer is obliged to employ the PWD at least 3 years. In practice, PWD are dismissed earlier, mostly after the sheltered company received the financial benefits from the state.
Russia		
Serbia		Labour Code rules that it is the employer's duty to offer a person that became disabled at work another adequate work place, in accordance with the remaining working capacity.
Switzerland		No "legal" rules exist, but practices for public employers.
Ukraine		
Northern America		
Canada		
United States		Rules depend on the reason why the person is being dismissed. In differing contexts, the ADA may be applicable, or Social Security Disability Insurance, or other laws.

* The Zero Report adopted the composition of macro geographical (continental) regions according to the Standard Country and Area Codes Classifications (M49) of the United Nations Statistics Division (revised 20 September 2011).

ADDITIONAL RULES RELATING TO DISMISSAL

Latin America and the Caribbean	
Antigua and Barbuda	
Argentina	
Bahamas	
Belize	
Chile	
Cuba	 The labour and employment policy is directed by the Labour Code, without rejection due to disability. Nobody can be unemployed because of his/her disability.
Dominica	
Dominican Republic	
Guatemala	
Guyana	
Haiti	 PWD can go to the Minister of Social Affairs and to the Secretary of State for Integration for disabled people (BSEIPH) and complain.
Honduras	
Jamaica	
Mexico	 PWD may be dismissed because of not being able to stick to the rules of employment. The law, lawyers and DPOs offer support in this case.
Nicaragua	
Panama	
Peru	 Reasons for dismissal are clearly specified and there is no regulation that the work of PWD has to be supported or watched over.
St. Kitts and Nevis	
St. Lucia	 There is a review of the Labour Code and suggestions will be made for persons with disabilities in the workforce.
St. Vincent/Grenadines	
Africa	
Benin	
Burkina Faso	 The movements of PWD have opposed some dismissals and the authorities recurred to their decision.
Burundi	
Cap Verde	
Congo	
Cote d'Ivoire	
Ethiopia	
Gambia	
Guinea	

ADDITIONAL RULES RELATING TO DISMISSAL

Africa		
Kenya		There are no additional rules because the law fairly addresses the issue.
Lesotho		
Malawi		It does exist in the new law.
Mauritius		
Niger		
Nigeria		No, but some organisations have different rules for PWD, though not officially. In general, redress is difficult, due to the lack of clear-cut national legislation on disability.
Senegal		
Sierra Leone		
South Africa		
Tanzania		
Togo		
Tunisia		
Zambia		
Asia/Oceania		
Armenia		This is also true in education system.
Azerbaijan		Termination of the employment contracts with workers with dependent family member with limited health under 18 years or PWD of group I is prohibited.
Cambodia		No single article mentions this case.
China		
India		No employers shall dismiss a worker who acquires a disability during his service. But if not suitable he can be shifted to some other post with the same pay scale and service benefits.
Japan		The employer shall pay compensation to a worker who suffers an injury or illness in the course of employment, for up to three years. After that a dismissal is possible.
Nepal		
New Zealand		The expectation is that the same process applies for all people.
Pakistan		
Philippines		Rules exist not only for PWD but both PWD and able-bodied employees.
Samoa		
Singapore		
Sri Lanka		This need is also very important to seek our special need in other way to support / reimburse etc.
Thailand		
Vanuatu		

KEY RESULTS

- 120 Innovative Practices have been nominated by a group of 200 experts worldwide. A selection committee of another 18 high-level experts selected 40 of them that are presented in this year`s Zero Project Report.
- The Innovative Practices originate from 18 different countries and from different continents. Several of them originate in the developing world:
 - _ Unlocking Potentials from the Lebanon _ Arunim, NCPED and Wipro from India
 - _ Banco D-MIRO from Ecuador
- Some of these Innovative Practices have already gone international, so that together they are implemented in another 25 countries across all continents. The following Innovative Practices have been implemented across borders:
 - _ CHANGE _ Dialogue in the Dark _ Employment Toolkit _ Genashtim
 - _ Inclusive Careworker Training _ Inclusive Post-Secondary Education
 - _ Livelihood Resources Centres _ POETA _ Rotary Employment Partnership
 - _ SEARCH _ Specialisterne _ Telenor

The 40 Innovative Practices address a variety of issues. They include autism spectrum disorders, intellectual and developmental disabilities, psychosocial disabilities, sight impairment and blindness, auditory impairment and deafness.

The organisations themselves are also extremely heterogeneous. Amongst them are small private companies, large international concerns, government-owned bodies and small NGOs. There are also DPOs, advocacy groups, a doctor, a university and an industry forum.

A big portion of the 40 Innovate Practices directly provide employment for persons with disabilities, at work places that especially support the PWD`s special skills. Among them are:

- _ Change _ Discovering Hands® _ Genashtim _ NLPRA _ Postpartnerschaft
- _ Sabooj _ Smart _ Specialisterne _ The Siro Group _ Wipro

INNOVATION IN DISABILITY AND EMPLOYMENT: 40 INNOVATIVE PRACTICES FROM ACROSS THE WORLD

40 Innovative Practices, nominated and
selected by a network of more than 200 experts worldwide

Introduction

In this year's Zero Project Report, from the over 120 examples that were originally nominated, we are publishing 40 Innovative Practices (twice as many as last year) from around the world which, in the context of the theme of this year's report, relate specifically to persons with disabilities and employment. (Since last year the name has changed from "Good Practices" in line with "Innovative Policies" (see next chapter). The reason is that most people involved in the selection process feel more comfortable in assessing "innovations" rather than "good practices" or "best practices"; however, this did not change the selection model.) The selection process for "Innovative Practices" is a multistep approach, involving a network of experts at every step. We are grateful to the Ashoka organisation that helped the Zero Project team to shape this process and also to add expertise to the selection committee.

- First: the Zero Project team sought experts on employment and disability from around the world. About 200 experts were selected: NGOs, academics, activists, consultants, authorities and international bodies, foundations etc.
- Second: the Zero Project team approached these experts to nominate outstanding projects or models that support decent work for persons with disabilities. Any kind of activity in this field was asked for, from a fully-fledged employment model to vocational training, advocacy, job platforms, peer-to-peer support etc. – all fully in line with Article 27 of the UN CRPD. Nominations were made on a form specially created for that purpose, which includes basic facts about the nominated project or organisation. More than 100 nominations were received.
- Third: the Zero Project team double-checked all nominations and excluded some of them for various reasons such as being "duplicates", not being active any more etc.
- Fourth: the 90 remaining projects and organisations were sent to the selection committee. The selection

committee consisted of another 18 experts divided into three groups of six experts. Every expert evaluated approximately 30 projects and organisations, according to the following criteria: Innovation, Impact, Chances of long-term growth and success Scalability

A total of 40 points could be awarded, a maximum of 10 for each of the four criteria.

- Fifth: finally, an evaluation was done by the Zero Project team, and the top 40 nominations were included in this year's report as "Innovative Practices".
- The 40 fact sheets, which can be found on the following pages, have been updated and approved by project personnel and the organisations themselves. All of them will be also invited to present their Innovative Practices at the Zero Project Conference in Vienna in February 2013.

Inspiring Variety

Taken both individually and as a group, these practices are truly inspiring, not only in their breadth and effectiveness, but also in the story each tells. This summary can only illustrate just a few of the many different and innovative ways in which the exceptional people behind these practices address some of the myriad issues associated with persons with disabilities and employment. None of these issues is easily addressed, and it is demonstrative of these practitioners' determination, inventiveness and integrity, amongst many other qualities, that they have all achieved so much.

Global

One of the side events at the fifth session of the Conference of States Parties held at the UN in September 2012 was entitled "Voices from the Global South" and focused on the importance of these voices being heard. It is, therefore, very gratifying that implementation of many of the practices has not been restricted to any particular global region. Whilst some

practices have, so far, been implemented only in some individual countries in Latin America – for example, Brazil and Colombia – others have been implemented across the continent.

There are examples of practices in both Australia and New Zealand. One innovative practice's reach includes Bangladesh, China, India, Liberia, Pakistan and Uganda, and four other, separate practices have been implemented in India alone. The Middle East is represented with an example from Lebanon. In addition to Canada, Europe, Scandinavia and the USA, in Eastern Europe, Bulgaria, the Czech Republic, Moldova and Poland practices are also represented. And then there are practices that, because they are Internet-based, transcend all geographical boundaries, becoming truly borderless. As gratifying as the breadth of their geographical implementation is, perhaps equally gratifying is the stunning variety of the examples, and the issues they address. Individual disabilities addressed by specific practices include autism spectrum disorders, intellectual and developmental disabilities, psychosocial disabilities, sight impairment and blindness, auditory impairment and deafness. And then there are other practices that address, without distinction, all persons with disabilities.

Some of the organisations involved are very small; one firm, in France, has fewer than 10 employees. And some are very large, operating either in their own domestic markets or internationally. The organisations themselves are also extremely heterogeneous.

Amongst them there are small private companies, large international concerns, government-owned bodies and small NGOs. There are also DPIs, advocacy groups, a doctor, a university and an industry forum. Neither are their individual roles constrained; they are exemplars of particular Innovative Practices, they are promoters of innovative practice, and indeed, they are sometimes both.

There is huge diversity, too, in the approaches used to help secure employment for persons with disabilities.

These approaches are both direct and indirect.

Of those who help directly, some organisations help disabled persons with the process of going out and finding jobs. A number of organisations provide training in particular jobs and skills, whilst others help with the transition from youth and school, to employment and independence, including gaining the secondary education necessary to improve the chances of employment.

At least one organisation is directly involved in helping aspiring entrepreneurs with disabilities. The one bank amongst our examples has created a microcredit product especially for persons with disabilities. Other organisations employ persons with disabilities themselves. However, such employment is not restricted just to sitting behind a desk or working in a factory or a shop. Harnessing some of the opportunities offered by the web, the disabled employees (and management) of at least one organisation work remotely, servicing clients around the Far East.

Indirectly, one organisation, perhaps unique in what it does, promotes the economic and social inclusion of persons with disabilities by making it easier for corporations to employ and do business with them, whilst another is involved in helping dispel prejudice and reduce ignorance amongst employers about psychosocial disabilities.

A number of other organisations have, severally, developed income-generating business models to help develop work and employment opportunities for persons with disabilities, grasped the opportunities offered by modern science, in one instance, to develop affordable assistive technology, and, in another, through a combination of information and communication, and adaptive technologies, to improve disabled persons' job opportunities, and, finally, used the Internet to establish in one case a job website and, in another, a social network to help people connect and collaborate.

Alberta Association for Community Living (AACL)

Post-secondary inclusion: a path to employment

Canada

The initiative develops inclusive post-secondary education opportunities for individuals with developmental disabilities, not least as an increasingly necessary precursor to obtaining meaningful employment.

While the rest of world recognises the importance and even the necessity of a post-secondary education to success in employment and life in general, adults with developmental disabilities are denied access to this normative and valued pathway to employment and career opportunities.

Inclusive post-secondary education (IPSE) has a proven track record, resulting in vastly superior rates of employment for adults with developmental disabilities in a broad array of jobs and careers with less dependency on human services. IPSE challenges the assumptions many hold with respect to what is possible for adults with developmental disabilities to achieve. It raises the challenge – if quality inclusion can be achieved within elite academic institutions, it should be possible in almost every dimension of community life. The array of courses, faculties, and departments continues to grow and expand each year to the point where the possible limits to inclusion seem unreachable.

Dates and figures

- Almost 25 years of demonstrated success
- Commitment from multiple government departments
- Demonstrated successful partnership between a family advocacy organisation, post-secondary institutions and government

- 18 universities, colleges and technical institutes
- Close to 100 students currently enrolled in a vast array of faculties, departments and courses
- 70% successful employment
- Students include those with severe and multiple disabilities including complex challenges
- Students supported in class by non-disabled peers
- Students demonstrate abilities far beyond typical perceptions of capabilities of adults with developmental disabilities
- Gains in knowledge, friendship, careers
- Post-secondary faculty extremely supportive
- Very high cost-benefit ratio
- Includes urban/rural, large/small, secular/faith based institutions

Implementation in the following countries

The approach to IPSE developed by Uditsky and Hughson with AACL has spread to almost every region of Canada, and to Australia and Ireland.

Further information and reading

www.aacl.org

www.steps-forward.org

Contact details **Bruce Uditsky**, Chief Executive Officer, Alberta Association for Community Living
11724 Kingsway Avenue, Edmonton, Alberta, Canada T5G 0X5
Phone: +1 780 451 3055, Email: buditsky@aacl.org
Anne Hughson, Director and Associate Professor
Community Rehabilitation & Disability Studies, University Of Calgary
Calgary, Alberta, Canada T2N 4Z6
Phone: +1 403 220 6273, Email: Hughson@ucalgary.ca

Alberta Association for Community Living (AACL)

Rotary employment partnership

Canada

Engaging the business community to create employment for individuals with developmental disabilities.

Alberta Association for Community Living (AACL) works in partnership with Rotary clubs and Rotarians to create meaningful, fully inclusive employment opportunities for individuals with developmental disabilities. Rotary is a worldwide service organisation consisting of business leaders, owners, professionals and managers who are committed to making a difference locally and globally. By capitalising on the substantive networking capacity of Rotarians to create jobs, this initiative has proven to be the most cost-effective employment strategy in Alberta over the last 10 years. AACL connects individuals with developmental disabilities to the jobs created by Rotarians and assists the employers to sustain employment by maximally utilising natural supports.

Individuals work in roles (office administration, front desk, assembly teams) and organisations that are highly valued and not commonly seen through more traditional supported employment practices (architectural & engineering firms, banks, manufacturing, chartered accountancy firms, energy, etc). Most striking is the resultant public advocacy of major Alberta business leaders and companies in promoting the employment of individuals with developmental disabilities.

Dates and figures

The partnership began in Edmonton in 2000. In the last 11 years the partnership has expanded throughout Alberta. There are currently over 30 clubs in Alberta involved. Over 200 jobs have been created. The average wage is substantially above the minimum wage. The income of individuals with developmental disabilities increases by 50% on average upon the individual's joining the program. The vast majority of individuals are naturally supported by colleagues and co-workers. The cost of the partnership to government is "neutral", as the cost is offset by the reduction in income support. The average length of employment is approximately four years and increasing. Success has been achieved with individuals previously identified as unemployable. There has also been success in rural and urban communities. Employment ranges from single person offices to multi-national corporations.

Implementation in the following countries

Originating in Alberta, this partnership has expanded to other regions in Canada (Ontario, Newfoundland and British Columbia). Partnerships now exist in Washington, USA, as well as Australia and New Zealand.

Further information and reading

<http://www.aacl.org>

Contact details

Wendy McDonald, Chair, Rotary Employment Partnership
Alberta Association for Community Living
11724 Kingsway, Edmonton, Alberta, Canada T5G 0X5
Phone: +1 780 974 1310, Email: wmcdonald@aacl.org

Bruce Uditsky, CEO, Alberta Association for Community Living
11724 Kingsway, Edmonton, Alberta, Canada T5G 0X5
Phone: +1 780 940 4269, Email: buditsky@aacl.org

The Arc of the U.S./School-to-Community Transition

Support in transition to adult life

USA

The School-to-Community Transition Initiative is improving the quality of transition planning and transition services by identifying successful programmes that can be replicated nationwide within The Arc's network of local and state chapters.

The goal of the School-to-Community Transition (STC) Initiative is to ensure that young people with intellectual and developmental disabilities (I/DD) achieve the outcomes they desire in the course of transitioning to adult life. The Arc's STC Initiative has reached more than 100,000 people through our state and local chapters. The Arc is promoting transition projects across the country, educating thousands of young adults with I/DD, parents and professionals about employment, post-secondary education opportunities and collaborative partnerships.

Dates and figures

Fourteen (14) projects focused on increasing employment outcomes, with more than 505 young adults securing jobs and, thereby, also enhancing their future career opportunities. As a result of the STC Initiative, 264 customised community-based jobs were developed and 241 integrated competitive community-based jobs were developed.

Nine (9) projects focused on increasing opportunities for, and participation in, post-secondary education. Participants are graduating from college with greater opportunities in the community. More than 290 young adults with I/DD have been accepted into post-secondary educational institutions as a direct result of the STC Initiative; another 204 have submitted college applications.

Fifteen (15) projects included an emphasis on building

strong collaborative partnerships in their respective communities. Projects are partnering with more than 800 collaborative stakeholders across the country. The Arc is continuing to analyse the data and information from projects, which is helping to shape three programme models in the following areas: (1) Transition to Post-Secondary Education, (2) Transition to Employment, and (3) Maximising Self-Determination in the IEP and Transition Planning Process. These models will maximise the likelihood that the young people with I/DD will realise their full potential and advance their individual goals and dreams.

Implementation in the following countries

USA

Further information and reading

<http://www.thearc.org/page.aspx?pid=2442>

Contact details

Tonia D. Ferguson

Director of National Initiatives, The Arc

1825 K Street, NW, Suite 1200, Washington, DC 20006, USA

Phone: +1 800 433 5255

Email: ferguson@thearc.org

Association for Rehabilitation under National Trust Initiative of Marketing (ARUNIM)

Promoting micro-enterprises and entrepreneurship

India

ARUNIM is a pioneering and path-breaking innovation for creating livelihoods through entrepreneurship, with a special focus on persons with developmental disabilities.

Set up in 2008, ARUNIM's strategies include building the membership base across the country, networking with financial sectors, corporate sectors and the various government bodies and ministries that promote micro enterprises, and building a brand. Its activities range from policy level interventions to providing information, offering training in product design, introducing technology-based solutions and marketing opportunities to all its members and providing intensive support to sheltered workshops, individuals with disabilities and self-help groups, which could be inclusive of parents, siblings and persons from other marginalised groups, for incubating micro enterprises. ARUNIM's Key objective is to create a Marketing Federation and facilitate entrepreneurs with disabilities to become "Contributors and Job Creators".

Dates and figures

ARUNIM works with 192 NGOs as well as individual entrepreneurs as members across the country. It reaches out to more than 3,000 persons with disabilities. ARUNIM training on Micro Enterprise, Design Workshops and Product Evaluation Programmes has been attended by 345 trainers and participants from across the country.

Implementation in the following countries

India

Further information and reading

<http://www.arunim.in>

<https://www.facebook.com/ArunimIndia>

A 'Different' Market, The Hindu –

<http://www.thehindu.com/todays-paper/tp-national/article3402558.ece> –

T6vTjC6JoFM, 10 May 2012

Contact details

Ms. Thilakam Rajendran, Managing Director

c/o National Trust

16-B Bada Bazar Road, Old Rajinder Nagar, New Delhi – 110060, India

Phone: +91 9810260019

Email: md.arunim@gmail.com

Banco D-MIRO

Making microfinance inclusive

Ecuador

The bank has created a microcredit product for persons with disabilities called Creer, which means "Believe". With the help of the product, the bank has been very successful in providing financial services for persons with disabilities.

Banco D-MIRO is leading the way with the credit product Creer, a loan product designed to reach persons with disabilities. Now that it has recently been transformed into a regulated institution, the bank will begin to offer savings products as well as loan products. D-MIRO is quietly leading the way to make financial services widely available to persons with disabilities (PWD) in an unprecedented way. The main characteristics of Creer are:

- Technically the product is the same as a standard microcredit product, but D-MIRO has given it a different branding.
- Creer is marketed by all credit officers and very few special marketing efforts have been carried out. The existence of Creer has spread by "word of mouth".
- D-MIRO has had very little cooperation and coordination with disabled people's organisations and has received no external support for the product. Creer is fully D-MIRO's responsibility.
- According to Banco D-MIRO the main reason for developing Creer was to empower persons with disabilities. At the same time products like Creer help the staff, the management and the board to understand 'the type of institution that D-MIRO wants to be. Creer also gives D-MIRO a good standing in the public and it's a visible way of practising "social outreach".
- Finally, targeting disabled people is a market opportunity since no other MFI targets this market segment.

Dates and figures

After its start-up in April 2010, the product now has around 400 clients, which constitutes around 1% of Banco D-MIRO's clients. This is considerably above industry average which for persons with disabilities is below 0.5%. The average loan amount is around US\$800, which is around US\$300 less than D-MIRO's overall average. As for the portfolio at risk, this is only slightly above the bank's average.

Implementation in the following countries

D-MIRO belongs to the Norwegian microfinance organisation Alliance Microfinance which also has projects in Vietnam and Bolivia. However, so far, Creer is implemented only in Ecuador. The inspiration for Creer came from the National Union of the Disabled in Uganda (NUDIPU) where Roy Mersland, a board member in D-MIRO, has been involved in projects and research related to persons with disabilities access to microfinance.

Further information and reading

<http://www.d-miro.org>

<http://fellowsblog.kiva.org/tag/fundacion-d-miro-mision-alianza/>

<http://www.microfinancegateway.org>

Contact details

Carlos Egas, Managing Director, Banco D-MIRO

Coop. Américo Vespucio 2, Manzana A. Solar 8, Vía Perimetral Km. 42, Isla Trinitaria, frente a la Gasolinera Terpel (pasando el 1º puente). Guayaquil, Ecuador 090111729

Phone: +593 4 3700500

Email: cegas@d-miro.com, roy.mersland@uia.no

Best Buddies Colombia

Personalised coaching in the workplace

Colombia

Providing individuals with intellectual and developmental disabilities (IDD) the opportunity to have personalised coaching in the workplace and become integrated in their place of employment.)

Best buddies provides an opportunity to help individuals with IDD attain and maintain jobs of their own choosing at every level of economic development, irrespective of culture, country or socioeconomic status. The programme provides continuing support both to the individual and to businesses seeking to employ individuals with IDD. The supportive employment programme also enables people with IDD to earn an income, pay taxes, and work in an environment alongside others in their community.

In addition, Best Buddies Colombia works with employers in sensitising their businesses to achieve a better adaptation of individuals with disabilities into the work environment. The main purpose of the programme is to ensure the cycle of socio-occupational skill acquisition, enabling individuals with IDD to perform in the environment where they interact.

Dates and figures

Started by Anthony Kennedy Shriver in 1989, Best Buddies International has social inclusion programmes operating in more than 50 countries around the world. Best Buddies Colombia has placed 320 individuals with IDD in an integrated workplace in the various regions of Colombia in 2012. Over the past six years, the programme has placed more than 400 individuals and has impacted the lives of thousands of co-workers, supervisors, friends, and family members. Participants receiving the supported employment service are more

likely to remain in their integrated position when supported by Best Buddies Colombia staff.

Implementation in the following countries

Best Buddies Colombia is accredited by Best Buddies International to carry the mission, vision and strategies of the organisation in Colombia.

The supportive employment programme has already proven effective as Best Buddies International has successfully implemented this programme in the United States. Between the two countries, it has placed more than 560 individuals with IDD in the workforce in 2012. Also, employers and co-workers involved with the supportive employment programme in Colombia and the US have seen improvement in their corporate image, tax benefits, and organisational climate.

Further information and reading

<http://www.bestbuddies.com.co/>

<http://www.bestbuddies.org/>

Contact details

Anthony Kennedy Shriver, CEO and Founder

Best Buddies International

100 Southeast Second Street, Suite 2200, Miami, FL 33131, USA

Phone: +1 305 374 2233

Email: anthonyshriver@bestbuddies.org

Business Disability Forum (formerly Employers' Forum on Disability)

Building disability-smart business

UK

Business Disability Forum promotes the economic and social inclusion of persons with disabilities by making it easier for corporations to employ and do business with disabled people.

Business Disability Forum enables private and public sector organisations to:

- 1) position disability as an opportunity to do with customer experience, talent, business improvement, productivity, brand reputation, civil & human rights, and investment in human potential
- 2) define, deliver and measure best practice against a recognised standard
- 3) overcome the obstacles which confront enterprises in any country seeking to deliver best practice for applicants, employees and customers
- 4) problem-solve via business-to-business collaboration such as its Technology Taskforce working to create a more accessible global ICT marketplace for everyone
- 5) encourage regulations which are credible to both businesses and people with disabilities, reflecting UN CRDP principles

Members of Business Disability Forum jointly fund a "not for profit", expert resource which builds their capacity to deliver the business improvement which in turn delivers benefits to both business and society. Partner members invest £20,000 annually.

Dates and figures

Business Disability Forum has a 20 year record for thought leadership, having invented this enterprise membership "model" for helping to build "disability-

smart" companies supported by a network of outstanding disabled opinion leaders as expert advisors and ambassadors.

Business Disability Forum has some 350 members who employ nearly 20% of the UK workforce. 40% are multinationals; more than 7 million best practice guides are in distribution. Thousands of managers have had training and built new relationships with disabled individuals. Its Technology Taskforce enables large corporations to remove ICT related obstacles globally for millions of employees, applicants, citizens and customers.

Implementation in the following countries

While UK-based, Business Disability Forum has a track record for enabling multinationals and stakeholders in countries such as Croatia, Saudi Arabia, Spain, Germany, Canada, South Africa, Russia, Hong Kong, and Australia. Its management guidance is translated into Mandarin, Maltese, Spanish, Portuguese, Russian, and tailored for Canada, Australia and South Africa. Its standard is being piloted in Australia. It has advised emerging business disability networks in Saudi Arabia, Sri Lanka, Vietnam and Moscow.

Further information and reading

www.businessdisabilityforum.org.uk

Contact details

Susan Scott Parker, Founding Chief Executive
 Business Disability Forum
 Nutmeg House, 60 Gainsford Street, London, SE1 2NY, UK
 Phone: +44 207 403 0404
 Email: susan.scott-parker@businessdisabilityforum.org.uk

Caritas Austria

Training carers for the elderly

Austria

The project "Carers for the Elderly" (HelferIn für alte Menschen) aims at training young persons with a disability or impairment, between the ages of 18 and 24, as in-patient care assistants in retirement or care homes, and at placing them in the primary job market.

Within this project, training of a carer takes 12 months and includes practical and theoretical instruction in care assistant work and in senior citizen care. Two job coaches support the young participants at work in various stations, organise internships and support them in their search for suitable employment.

The challenge between qualification and professional integration is to ensure that the participants are actually "job ready". For these young adults, this transition is facilitated by their assignment to a fixed department for the first six months and, during this time, the opportunity to work closely with the job coaches towards independence. After a maximum of six months, internships in other senior citizen and care homes ensure that the participants are prepared for employment in the open labour market.

Dates and figures

From 2002 (when the project started) to 2011, 59 young people have successfully completed training in the project, and of these, 38 young people found a job in the primary labour market.

Implementation in the following countries

Austria

Further information and reading

<http://www.caritas-wien.at/hilfe-einrichtungen/menschen-mit-behinderung/qualifizierung/helferin-fuer-alte-menschen/> (German)

Contact details

Otto Lambauer

Caritas Vienna

Albrechtskreithgasse 19-21, 1160 Vienna, Austria

Tel.: +43 1 87812 333

Email: otto.lambauer@caritas-austria.at

CHANGE Ltd.

A co-working model of employment

United Kingdom

CHANGE is an international human rights organisation led by disabled people that employs persons with learning disabilities. It promotes choice, independence and control for all people with learning disabilities. Through its innovative resources and by piloting new tools and ways of working, it influences policy and practice throughout the UK and across Europe.

CHANGE has employed persons with learning disabilities (PWLD) in key roles on proper salaries and as equal members of staff for over 15 years. At CHANGE, PWLD develop accessible resources, deliver training and run projects. CHANGE is expert in employing PWLD and accessible working. CHANGE has developed its "Co-working Model of Employment". The model ensures that two people can share responsibility and work together in an inclusive way.

Fewer than one in ten PWLD have a paid job; this job is usually low-paid and part-time. The CHANGE co-working model fills this gap, providing PWLD with an original and emancipatory approach to work. Working inclusively and accessibly is very challenging. CHANGE recruits experienced workers (with and without learning disabilities) such as illustrators to make the message as accessible by PWLD as possible. CHANGE has been supporting PWLD to pilot new and innovative approaches to inclusion and disseminate learning. CHANGE has won national and international awards. Most recently, it won the British Medical Association Award 2012 for Patient Resource of the Year for its series of accessible books about cancer.

Dates and figures

Currently, CHANGE has 25 volunteers and 17 paid staff. Each year, approximately 500 different organisations buy its easy-read resources – books, DVDs and picture banks. They are widely used in the UK by gov-

ernment bodies, local authorities, health providers and specialist organisations and charities. Across Europe, too, there is much interest in CHANGE's work and it is, therefore, developing an even greater range of resources that can be used across different countries and cultures. It estimates that, as a result, over 80,000 PWLD per year have access to easy read information as a result of its services.

CHANGE also delivers training to approximately 800 professionals per year. Through its cascade model and "training the trainers", it also reaches more than 1,000 PWLD who have received training arising from CHANGE's input.

Implementation in the following countries

CHANGE has, recently, been expanding this model to other European countries (the Czech Republic, Bulgaria and Moldova). It works closely with a number of self-advocacy organisations that work with, and on behalf of, PWLD to empower them to use the CHANGE model.

Further information and reading

<http://www.changepeople.co.uk/index.php>

Contact details

Philipa Bragman

CHANGE

Unit 41, SHINE, Harehills Road, Leeds LS8 5HS, United Kingdom

Phone: +44 113 3880011

Email: philipa@change-people.co.uk

Dialogue in the Dark

Social enterprise for blind people

Germany

Dialogue in the Dark is a unique platform for communication and close exchange, provoking a change in perspectives and, in the process, creating jobs worldwide for blind and differently-abled people.

Dialogue in the Dark is an experience in total darkness where visitors to the exhibitions, led by blind guides and trainers, learn how to interact and communicate by relying on other senses.

The idea is simple: in complete darkness, blind individuals lead small groups of guests through a series of ordinary situations that are suddenly experienced extraordinarily, without eyesight. The sudden withdrawal of eyesight challenges everybody. While participants stay for a short while in pitch darkness, they are emotionally immersed in and confronted with their own limitations. Blind people are the "sighted" ones in this environment and can demonstrate their capabilities better than their sighted colleagues. This reversal of roles guarantees reflection, the discovery of the unseen and the need for communication and cohesion. The experience provides an innovative and powerful tool to understand one's limitations and respect others', reinforcing a collaborative mind-set and emotional intelligence. To complement the exhibitions, Dialogue in the Dark offers educational activities for pupils, teachers and the general public.

The organisation also offers a special gastronomic experience – Taste of Darkness. For companies and institutions it also offers special Business Workshops worldwide.

Dates and figures

Since 1988, over 7 million people have experienced Dialogue in the Dark worldwide, and over 7,000 blind candidates have found employment through Dialogue in the Dark.

Implementation in the following countries

Originally established in Germany, the Dialogue in the Dark programme has been presented through exhibitions and workshops in over 30 countries and more than 160 sites in over 110 cities throughout Europe, Asia, the Middle East, Africa and the Americas since its founding in 1988.

Further information and reading

<http://www.dialog-im-dunkeln.de/NEW2011/start2.html>

<http://www.dialogue-in-the-dark.com>

<http://www.dialogue-se.com>

Contact details **Andreas Heinecke**, Chief Executive Officer

Dialogue Social Enterprise

Alter Wandrahm 8/9, 20457 Hamburg, Germany

Phone: + 49 40 300 923 20

Email: andreas.heinecke@dialogue-se.com

Disability Rights UK/Doing Careers Differently

Disabled people leading career development

United Kingdom

A series of projects led by disabled people enable other disabled people not just to “get in” to work, but also to “get on” in their careers.

The projects include:

- a) the first ever national survey of disabled people in senior jobs (Doing Seniority Differently), which identified a pool of senior disabled people and statistically significant evidence of success factors – like mentoring or longterm support.
- b) the first network of disabled people in senior jobs, who support each other and mentor disabled people earlier in their careers and influence recruitment and human resource companies
- c) a guide (Doing Careers Differently) written by and for disabled people, rooted in stories and evidence of “what works”

Most disability employment initiatives focus on getting into work, as though any job will do, and furthermore, are not led by disabled people. This project is unique: it is led by disabled people and is focused on careers. It has generated numerous role models and national radio and press coverage. It has used robust evidence to:

- a) design a network responding to demand – numbers grew to 200 in one year
- b) create a guide written by and for disabled people (not only in senior jobs) including stories, tips and aspirations. Its focus, which is not on barriers but on success and how to replicate it, has touched a nerve and brought in numerous partners.

Dates and figures

- a) The national survey secured 1,461 responses and a pool of over 100 disabled people in director level roles.
- b) The network of senior disabled people – Radiate – has over 200 members, with a target of 400 by March 2013.
- c) The guide (Doing Careers Differently) follows the approach adopted in a previous guide (Doing Work Differently) which provides evidence that sharing stories generates a measurable increase in inspiration for people to seek more employment opportunities. The guide draws on evidence of “what works” in the workplace (mentoring, career support). It is being distributed to 20,000 disabled people including disabled graduates to have wide impact.

Implementation in the following countries

United Kingdom

Further information and reading

The Doing Seniority Differently survey:

<http://www.radar.org.uk/publications/doing-seniority-differently>

The Radiate network: <http://www.radiate-net.org.uk>

The Doing Careers Differently guide:

<http://www.radar.org.uk/publications/doing-careers-differently>

Contact details

Liz Sayce, Chief Executive
 Disability Rights UK
 12 City Forum, 250 City Road, London EC1V 8AF, UK
 Phone: +44 20 7566 0125
 Email: liz.sayce@disabilityrightsuk.org

discovering hands®

Blind women as experts in detecting breast cancer

Germany

discovering hands® uses the superior tactile perception of blind and visually impaired persons to improve palpatory diagnosis in the early detection of breast cancer.

discovering hands® trains blind and visually impaired women to become Clinical Breast Examiners (CBEs), deploying them for the early detection of breast cancer. The early discovery and treatment of breast cancer enables a less strenuous form of treatment and improves patients' chances of survival. The clinical breast examination by the CBE is based on a specially developed, standardised and quality-assured concept of examination. This innovative concept not only establishes a greater degree of certainty for detecting changes in the breast, but also facilitates an agreeable examination environment for women, with maximum attention and allocation of time.

In a nine-month training programme, blind and visually impaired women are trained as CBEs in qualified vocational training centres for persons with disabilities (Berufshilfswerke) across Germany and examined by the North Rhine Medical Association. Through this training, discovering hands® transforms a perceived "disability" into a capability and simultaneously makes a valuable contribution to enhancing the range of professional opportunities for visually impaired persons, while improving health care provision. discovering hands® is a completely unique, innovative and globally unprecedented project that, using everyday clinical experience, not only improves the health-care situation for patients and eliminates the fear of confronting the "spectre of breast cancer", but also simultaneously creates social added value for persons

with disabilities and, through a meaningful qualification measure, creates economic potential.

Dates and figures

To date, approximately 10,000 examinations have been carried out throughout Germany. Currently, there are 14 CBEs employed in 17 gynaecological practices and hospitals. In an initial quality study, it was determined that CBEs are able to detect up to 50% more and up to 28% smaller changes in the breast than doctors are able to. Currently, a large scale clinical study to academically underpin these findings is being carried out in cooperation with the University Gynaecological Hospital at the University of Erlangen under the supervision of Prof. Dr. M.W. Beckmann.

Implementation in the following countries

Originating in Germany, discovering hands® has, so far, not been implemented outside of the country, but there have been inquiries from 6 European and 2 Asian countries. Market studies are currently being carried out in China, Singapore and Austria. Market entry in cooperation with an Austrian partner is scheduled for mid 2013.

Further information and reading

<http://www.discovering-hands.de> (German)
<http://germany.ashoka.org/de/frank-hoffmann>
<http://www.makingmorehealth.org/video.html>
<http://theglobaljournal.net/photo/view/1199>

Contact details

Dr. Frank Hoffmann, discovering hands® gUG
 Großenbaumerstr. 28
 45479 Mülheim an der Ruhr, Germany
 Phone: +49 208 437 633 03, Fax: +49 208 420 440
 Email: office@discovering-hands.de

Centrum DZWONI

Job support for persons with intellectual disabilities

Poland

The aim of the initiative is to find places of work in the open labour market for persons with intellectual difficulties.

Centrum DZWONI (Centre of Career Advising and Supporting Mentally Handicapped People) is the first "non-public" employment agency in Poland that aims at finding positions in the open labour market for persons with intellectual disabilities using individual support, i.e. a job coach.

In Poland, the term "open labour market" means national offices, institutions and companies that do not have the status of "sheltered workshop".

The activity of the agency is based on a "supported employment" methodology. "Supported employment" means that persons with intellectual disabilities have the individual support of the specialist – the job coach – during the whole process of searching for a job and employment.

Because of its provision of individual support to a customer, concentrating on his/her advantages and possibilities, and adjusting the forms and spectrum of support to her/his needs, this activity is unique.

Centrum DZWONI's support is free and based on the following model, where the following forms of support are provided for persons with intellectual disabilities:

- Assessment of preferences and occupational predispositions
- Assessment of level of social skills
- Theoretical workshops covering social skills and operating in the labour market
- Creating Individual Plans of Activity
- Practice in a workplace at a chosen work station

- Analysis of a work station, covering the individual possibilities open to a customer
- Support during interview
- Training with a customer at his/or work station, then regular support and monitoring of her/his employment
- Support for an employer who employs a person with disability (consultancy, organisation, law etc.)

Dates and figures

Centrum DZWONI is a countrywide initiative, started in 2006.

2,320 people have availed themselves of the different forms of support offered. 790 people have found a job in the open labour market. Currently, 170 staff members work in the agency, but the number has changed during the years.

Implementation in the following countries

Poland. The model for DZWONI comes from Ireland.

Further information and reading

<http://www.psouu.org.pl>

<http://www.centrumdzwoni.pl>

<http://www.odwaznidopracy.pl>

Contact details

Monika Zakrzewska, Koordynator projektu

Centrum DZWONI

ul. Kacza 21, 01-064 Warsaw, Poland

Phone: +48 22 620 30 31

Email: monika.zakrzewska@psouu.org.pl

European Blind Union

An employment resource for the visually impaired

Europe

The EBU job website tells visually impaired people, employers and policy makers across Europe about the huge range of jobs undertaken by visually impaired people. It is part of a range of work carried out by EBU to examine, promote, and facilitate the employment of blind and partially sighted people.

The website enables the sharing of information, the raising of awareness, and the increase in opportunities for the blind and partially sighted both to envisage and obtain employment. It provides information on categories of jobs undertaken by blind and partially sighted people, and is open to further additions and information. It is part of EBU's ongoing work on employment, which also includes the Vision in Enterprise (ViE) project, designed to encourage entrepreneurship as an option for visually impaired people.

Tangible results will be a toolkit of bespoke learning materials, competencies and delivery methods for professionals in vocational and educational training with underpinning materials such as leaflets and reference guides.

Another key aspect of EBU's work in the field of employment is the analysis of the implementation of the United Nations Convention on the Rights of People with Disabilities. This includes specific questionnaires on employment legislation sent out to members. The replies to the questionnaires can be read here: <http://www.euroblind.org/convention/article-27--work-and-employment/>

Dates and figures

The European Blind Union is a non-governmental, non-profit-making European organisation founded in 1984. One of the six regional bodies of the World Blind Union, it promotes, protects and develops the interests of blind and partially sighted people in Europe.

Implementation in the following countries

Europe

Further information and reading

EBU's work on employment issues:

<http://www.euroblind.org/working-areas/rehabilitation-vocational-training-and-employment/>

The EBU job website:

<http://www.euroblind.org/about-ebu/ebu-employment-website/>

The ViE Project:

<http://www.euroblind.org/projects-and-activities/projects/current-projects/nr/400>

The employment section of the EBU UNCRPD database:

<http://www.euroblind.org/convention/article-27-work-and-employment/>

Contact details

Gary May

EBU Information Officer

Phone: +33 1 47 05 38 20

Fax: +33 1 47 05 38 21

Email: ebuinfocom@euroblind.org

European Union of Supported Employment

Help for Supported Employment services providers

Europe

The European Supported Employment Toolkit is a practical guide aimed at providers of employment services for people with disabilities.

The toolkit consists of a range of Position Papers and "How To" guides and has been designed to increase the knowledge and skills of professionals responsible for the delivery of Supported Employment Services. The toolkit was written by a formal Partnership comprising managers and professionals who represent national, regional and local Supported Employment service providers across Europe. The Partnership sought to reinforce a consistent methodology for the delivery of Supported Employment Services for people with disabilities. This is part of a long-term aim to increase the numbers of disabled people entering sustainable open and paid employment.

The toolkit is a unique instrument for professionals to help people with disabilities address the barriers they face when trying to find and secure paid employment. It is a genuine pan-European guide that provides a wide range of guidance, advice and useful information to create a more consistent approach to supporting disabled people into jobs. It was written by practitioners for practitioners in an inclusive and informed manner. The Partnership gathered experts from all over Europe to discuss, analyse and ultimately produce a toolkit that will be an influential piece of work for many years to come.

Dates and figures

There can be no accurate figures regarding beneficiaries, or how many job outcomes stem from the toolkit. However, the toolkit has been endorsed by 19 European countries, and it has already been translated into German, Spanish, Swedish and Norwegian.

Implementation in the following countries

Throughout Europe. Whilst the good practice originated in Europe, it is now being used also in Australia and South America (Argentina and Chile).

Further information and reading

<http://www.euse.org/supported-employment-toolkit-2>

Contact details

Margaret Haddock, President, European Union of Supported Employment
c/o Orchardville Society, 144 Ravenhill Road, Belfast, County Antrim BT6 8ED,
Northern Ireland
Phone: +44 28 9073 2326
Email: margaret@euse.org

F123 Consulting

A scalable assistive technology initiative

Brazil

The F123 Initiative leverages investments made by thousands of individuals, companies, and governments in free and open-source technologies to make internships, and consequently employment opportunities, that are available in small companies accessible to persons with disabilities.

The dramatically lower cost of assistive technologies made available by F123 means that persons with disabilities, their families, and small companies do not have to depend on initiatives from governments, foundations, or NGOs that today serve only a minuscule percentage of the total population of persons with disabilities. F123 offers them an opportunity to scale up their social impact.

NGOs in developing countries have traditionally used expensive assistive technologies to help a small elite obtain employment in large firms. The F123 model lets organisations help a larger number of individuals without limiting themselves to high-end job positions such as software developers. Lower cost technologies make many entry-level positions at small firms a viable alternative. Additionally, dramatically lower technology costs reduce the risk for employers willing to offer internships to promising individuals, an important benefit given the effectiveness of internships in showing companies the competitiveness of persons with disabilities.

Dates and figures

More than 600 copies distributed to testers and users in over 20 countries. An informal survey of those who received training showed that 55% were employed, 6% were involved in practical training that was expected to lead to full-time employment, 12% were retired, and only 27% were unemployed.

Implementation in the following countries

Currently in Brazil. The idea originated in Brazil, but there is significant potential for near-future implementation in Costa Rica, Uruguay and Zambia. More is expected to be known during 2013.

Further information and reading

Article on G3ICT Toolkit: Chapter 4, page 77-78 and 236, of "Accelerating Development Using the Web: Empowering Poor and Marginalized Populations":
<http://public.webfoundation.org/publications/accelerating-development>

IADB page (F123 wins "A World of Solutions" award):
<http://www.iadb.org/topics/scitech/innovation/index.cfm?artid=6321&lang=en>

Global Partnership for Disability and Development talks about F123 Software:

GPDD Newsletter May/June 2011

<http://www.inclusive.org.br/?p=20334>

Accessed April 20, 2012.

Contact details

Fernando H. F. Botelho, Director
 F123 Consulting
 Rua Saldanha Marinho 989, apt. 303, Curitiba, PR 80410-151 Brazil
 Phone: +55 41 9994 0046
 Email: Fernando.Botelho@F123.org

First Step Trust/SMaRT business model

Developing work and employment opportunities

United Kingdom

The Socially Minded and Responsible Trading™ (SMaRT) business model enables First Step Trust (FST) to develop work and employment opportunities for people with mental health conditions and other disabilities/disadvantages.

SMaRT creates independent, sustainable income streams. FST now has three garages and two restaurants delivering the SMaRT approach. The approach is being taken into finance and office administration. Garages provide on-the-job training in motor mechanics, marketing and promotions, and customer service. Restaurants provide qualifications and work experience in catering to the public and the trade.

SMaRT is about using viable businesses to ensure that FST is able to continue providing work opportunities for people who are normally excluded from state and voluntary sector support because of their illnesses or disadvantages. SMaRT gives people some control over their situation, seeing them as assets, allowing them to access the responsibilities, pressures and expectations of ordinary work and motivating them to make real changes to their lives and gain more control over symptoms.

"SMaRT has given me my life back. Before coming here I felt as though I was useless – nothing! Now I'm on top again."
(Workforce member)

Dates and figures

FST has an annual turnover of £2.9 million and employs around 40 people including four people with mental health conditions recruited from the workforce. In 2011, FST's SMaRT garages and restaurants generated around £420,000 selling MOT tests and servicing work (replacing brakes, oil etc.) to the public. More than 250 people have joined SMaRT. 50% of these had either been unemployed for 5-10 years or had never worked before. Just over 140 applied for recognised training courses and, to date, approximately 60 have completed the course and achieved recognised qualifications in a number of subjects (e.g. health and safety, finance, business administration and catering). A further three are studying for a motor vehicle qualification with the local college/university. Of the 250 people, 12 moved on to full time employment and a further eight took on part-time work. Funding from the Stavros Niarchos Foundation enabled FST to provide access to formal accountancy training/accreditation for the first time. To date, 15 people are engaged in the programme.

Implementation in the following countries

United Kingdom

Further information and reading

www.firststeptrust.org.uk

Contact details

Ronnie Wilson, Chief Executive

First Step Trust

Unit 9 Kingside Industrial Park, Ruston Road, Woolwich, London SE18 5BX, UK

Phone: +44 208 855 7386 or + 44 797 105 1037

Email: ronnie.wilson@firststeptrust.org.uk

Friends of Integration Association

Broad integration in the labour market

Poland

The local and national campaigns (e.g. *Sprawni w Pracy* – “Able at Work”) run by the Friends of Integration Association have drawn Polish society’s attention to the situation of people with disabilities and their low level of employment.

Up to several years ago, employers in the open labour market were afraid to hire the disabled and did not create jobs for them. Today, job offers addressed to this group are common in many sectors of the economy.

The association has also committed itself to the disabled with direct assistance in finding employment by operating five Integration Centres in Poland (in Warsaw, Gdynia, Katowice, Kraków and Zielona Góra). They serve primarily as job preparation centres for people with disabilities. Their staff provide information, training and assistance in finding appropriate jobs. To prevent the problem of professional exclusion, the association is also cooperating with the business sector and provides it with audits of working areas to ensure there is disabled access, support in creating accessible websites and training on how to hire and work with disabled persons.

It is the biggest source of information for disabled people in the country. The combination of media, such as a magazine, a website and a TV programme is a strong channel to reinforce the mission of the association.

The efforts undertaken by the association are targeted at bringing about a transformation of the situation of disabled people in social and personal life, and to help enable them to lead normal lives. This includes those activities that are directly addressed to the disabled, encouraging them to be active in the job market, take

part in vocational training, pursue their education and do all they can to become more self-reliant, independent, and happy. Moreover, the initiatives are also addressed to the broad groups of people living close to people with disabilities: families, employers, teachers, as well as ordinary citizens.

Dates and figures

Founded in 1995 on the initiative of Piotr Pawłowski, the Friends of Integration Association is a national non-governmental organisation in Poland, actively working for more than five million people with disabilities and their families.

The Integration Centres have provided support for:

- 1,000 people who have found employment
- 2,500 who have received specialist training
- 14,000 who have obtained advice on individual issues

Implementation in the following countries

Poland (in Warsaw, Gdynia, Katowice, Kraków and Zielona Góra).

Further information and reading:

http://www.integracja.org/?page_id=5

<http://www.niepelnosprawni.pl>

<http://www.ashoka.org/fellow/piotr-pawlowski>

Contact details

Piotr Pawłowski, Chairman
The Friends of Integration Association
ul. Andersa 13, 00-162 Warszawa, Poland
Phone: +48 22 530 65 70
Email: piotr.pawlowski@integracja.org

Genashtim Innovative Learning Pte. Ltd.

Inclusion in a virtual organisation

Singapore

Persons with disabilities work side-by-side with staff without disabilities, with no difference in pay rates and full equality. In addition, staff without disabilities report to managers with disabilities.

The company, which delivers online education and support services, operates as a virtual organisation, with people working from home in five countries. The company deploys processes akin to ones used in large multinational companies, in delivering world-class services to world-class companies. Because of the way the company operates, it can effectively engage persons with disabilities.

persons with disabilities staff have direct contact with clients who are multinational companies. persons with disabilities staff are treated equally; it is not about sympathy or charity. The mentality and philosophy of Genashtim's management team, leveraged by technology and the Internet, overcomes the disabilities of persons with disabilities and taps their strengths. Genashtim, which is a for-profit organisation fully subscribing to the 3P concept (Profits, People and Planet), is one of 40 companies invited to join the ILO Global Business and Disability Network, a global network of multinational companies and employers' organisations. Genashtim's Founder, Thomas Ng, was recently selected by UNESCAP as one of seven "Promoters" for the new Asian and Pacific Decade of Persons with Disabilities 2013-2022, in recognition of his substantive expertise and experience, and extraordinary record of achievements in mobilising support for the empowerment of persons with disabilities.

Dates and figures

Genashtim is a Singapore-registered company and currently has about 60 people on its payroll, of whom 35 are persons with disabilities (visually impaired, wheelchair-confined, missing limbs, autistic, cerebral palsy etc.), who are based in Malaysia, China and the Philippines.

Genashtim's vision is to have 1,000 staff within three to five years, and is committed to keep the ratio of persons with disabilities to at least 50%. Of the top management team of six persons, three are persons with disabilities.

Implementation in the following countries

Persons with disabilities are already engaged in Malaysia, China and the Philippines. Services are delivered to multinational clients in Japan, Taiwan, China, Thailand, Malaysia and Singapore.

Further information and reading

[http:// www.genashtim.com/beyondcsr](http://www.genashtim.com/beyondcsr)

Contact details

Thomas Ng, Founder

Email: thomas@genashtim.com

Handisam & NSPH/Hjärnkoll

Anti-stigma campaign

Sweden

Hjärnkoll is a national anti-stigma campaign in Sweden run by 200 "ambassadors" – people with their own experience of psychosocial health problems.

An initiative of the Swedish Agency for Disability Coordination (Handisam) and the National Collaboration for Mental Health (NSPH), the key activities of the campaign are directed towards media and training for special targeted groups, such as employers, healthcare staff and police.

The campaign is run by a large network of people with their own experiences of psychosocial health problems. They are the spokespersons of the campaign. It is not a campaign about persons with psychosocial health problems as they themselves give voice to the campaign.

The campaign is part of a government-sponsored scheme to increase quality in the psychiatric care and social services for people with psychosocial health conditions in Sweden.

Dates and figures

The effects of the first two years of the campaign have been evaluated and results shows that it is possible to change negative attitudes and behaviour. For example:

- Every second person who did not want to have a person with a psychosocial health problem as a neighbour has changed his/her opinion.
- Every third person who, in 2009, was concerned that people with psychosocial health conditions lived in their neighbourhood is now more positive.
- Every sixth person who did not want to have a person with a psychosocial health condition as a neighbour has changed his/her opinion.

The effect of the Swedish campaign is evaluated by a network of Swedish researchers, Centre for Evidence-based Psychosocial Interventions for people with severe psychosocial health problems (CEPI).

<http://www.cepi.nu/>

Implementation in the following countries

Sweden. Experiences have been shared with other national anti-stigma campaigns, for example Time to Change in the UK, See Me in Scotland and One of Us in Denmark. The results of the campaign were also discussed at an international conference in Canada.

Further information and reading

www.hjarnkoll.se

Contact details

Rickard Bracken

Swedish Agency for Disability Coordination
Arenavägen 63, SE-121 77 Johanneshov, Sweden
Phone: +46 8 709277981
Email: rickard@handisam.se

IfS – Institut für Sozialdienste gemeinnützige GmbH

Integrated employment model

Austria

SPAGAT is a model for the integration of persons with severe disabilities into the employment world. SPAGAT provides support for, accompanies and finds work for such persons in the primary labour market.

Thanks to the SPAGAT model of “integrated employment”, school-leavers and persons with disabilities in Vorarlberg, Austria who are considered unemployable according to the current legislation, and thus entitled to services for the disabled, are now free to choose between employment in a sheltered workshop or supported employment in a company in the general labour market.

With SPAGAT, the central elements of the process of employment integration are:

- the development of a circle of support
- the “creation” of customised jobs
- the use of mentors in every company

The legal and financial framework established by the province of Vorarlberg is a prerequisite. The companies pay for the actual work of their employees based on the collective wage agreement; the difference in productivity is subsidised by the provincial government, as are the mentors’ costs.

The target group is persons with severe disabilities and a significant need for support who want to work in the open labour market.

The integrated employment concept has led to a systematic and structural shift in the transition process and career development of persons with disabilities, for whom otherwise a sheltered workshop would have been the only alternative available.

SPAGAT is not only a trend-setter in the implementa-

tion of the UN CRPD in Austria; the programme also provides greater inclusion at lower costs than comparable placement in sheltered workshops – even without taking indirect profitability and cost savings into account.

Dates and figures

Approximately 70% of all special school-leavers with increased special educational needs now successfully avail themselves of the model. In the last few years, it has also led to a structural shift in the relationship between workshop employees and persons professionally integrated in the general labour market. With Spagat, there are now more persons working in integrated employment than in workshops.

Implementation in the following countries

Originating in Vorarlberg, Austria, there is growing interest in the SPAGAT model internationally. Currently, SPAGAT employees are invited to important conferences and congresses in German-speaking countries to present their model.

Further information and reading

<http://www.ifs.at/spagat-inhalt.html>

Contact details

Thomas Hebenstreit

IfS – Assistance, Spagat

Schießstätte 14, 6800 Feldkirch, Austria

Phone: +43 (0)5522 75902

Email: Thomas.hebenstreit@ifs.at

Johannes Kepler University, Linz/Institute Integriert Studieren

Support for students with disabilities

Austria

The Institute Integriert Studieren is a teaching and research facility at Johannes Kepler University in Upper Austria for accessibility and assisted technologies and a support centre for students with disabilities.

Preparing graduates with disabilities for employment is considered an essential element of the Institute Integriert Studieren's mandate. Social skills are imparted early, during studies, so graduates can confidently apply for highly qualified jobs. Acquiring on-the-job training during studies is viewed as central for successfully entering the employment world. The measures aimed at students (for example, specific training courses) are supplemented by a mentoring system featuring representatives from potential employers, as well as purposeful awareness-raising at Johannes Kepler University (JKU).

Originally a pilot project of the Austrian Ministry of Science, it has been adopted by the university.

Dates and figures

This support for students with disabilities has been available at Johannes Kepler University for 20 years including extensive awareness-raising, addressing the university and employers.

Implementation in the following countries

According to the project managers, since the turn of this century similar centres have been set up or functions taken over at several universities in Austria, for example, at the Universities of Graz, Klagenfurt and Vienna University of Technology.

Further information and reading

www.jku.at/iis/content

Contact details **Prof Klaus Miesenberger** (Deputy Chair, Institute)
 Johannes Kepler University
 Altenberger Straße 69, 4040 Linz, Austria
 Phone: +43 732 2468 3751
 Email: klaus.miesenberger@jku.at

Kanchi/Ability Awards

Promoting inclusive business

Ireland

Through its Ability Awards, Kanchi aims to promote the disability business case and create a global business movement by engaging critical influence to drive positive societal change and economic empowerment for the one billion people living with a disability.

Kanchi's Ability Awards is a high profile business awards programme underpinned by:

- the UN Convention on the Rights of Persons with Disabilities
- a rigorous verification process
- a national media campaign

The programme culminates in a televised awards ceremony, recognising best practice in companies and organisations for the inclusion of people with disabilities as employees, customers and members of the community.

Dates and figures

The Ability Awards targets top 1,000 companies, public organisations and the SME sector to identify 50 Ability Award Winners, six Category Winners and three Overall Ability Award Winners.

Since its inception in 2004, the Ability Awards has created an Irish Ability Business Community of 150 companies representing 20% of the working population in Ireland.

The Ability Awards Spain was hosted by the Queen of Spain and had exposure to an audience of 67 million people.

67% of companies involved in the Ability Awards had evidence to prove they had changed their policies, procedures and approach to recruiting and serving people with disabilities.

Implementation in the following countries

Following the success of the Ability Awards in Ireland and Spain, Telefónica has committed to expand the Ability Awards programme globally into four additional territories by 2015 (the UK, Germany, Brazil and Argentina) and a population of over 500 million people.

The success of the Ability Awards to date has generated significant international interest for Kanchi and requests from businesses and organisations to expand the awards into their countries. As a result, Kanchi is committed to expanding the Ability Awards into a total of 10 countries over the next five years: UK, Germany, Brazil, USA, Austria, Netherlands, Sweden, Singapore, India and Australia.

Further information and reading

<http://www.abilityawards.com>

http://www.ted.com/talks/caroline_casey_looking_past_limits.html

http://www.clintonglobalinitiative.org/ourmeetings/2011/meeting_annual_multimedia_player.asp?id=83

http://http://www.ted.com/talks/caroline_casey_looking_past_limits.html

Contact details

Chris Wooding

Ability Awards International – Kanchi

Ground Floor, Wilton Plaza, Wilton Place, Dublin 2, Ireland

Phone: +353 1 634 0018

Email: info@kanchi.org

Lebanese Physical Handicapped Union/Unlocking Potentials

Economic and social inclusion

Lebanon

The Unlocking Potentials programme contributes to improving the living conditions of persons with disabilities in Lebanon and supports them in accessing formal employment through vocational training. It provides comprehensive support for jobseekers, job opportunities in public and private sectors and a pilot scheme for income generation.

Together with private sector employers, Unlocking Potentials develops policies on inclusive workplaces that benefit a wider group of persons with disabilities (PWD) and disadvantaged workers, and maintain them in decent work. Advocacy and policy development with employers are linked to wider advocacy with the government in order to promote social economic inclusion, ratify the UN CRPD, and implement Law 220(2000). This is being done in collaboration with the national employers' forum network developed by this programme. Moreover the programme increases the capacities of vocational training providers and civil society organisations in supporting persons with disabilities.

Dates and figures

- 1,300 persons with disabilities have completed vocational training provided by the programme (computer courses, English courses, literacy courses, graphic design courses etc.)
- 600 persons with disabilities have received job seekers' training and careers advisory services
- 300 persons with disabilities who have received career advisory services have been matched with jobs, and 150 persons with disabilities have been employed in different sectors
- 600 potential employers have participated in awareness-raising and capacity-building activities
- 50 places of employment are participating by revising their internal policies and practices

- 5 ministries and public sector bodies are actively engaged in the programme, taking measures to improve the inclusion of people with disabilities
- 150 small NGOs benefit from capacity-building through the programme (regarding inclusion and Law 220/2000).

Implementation in the following countries

Lebanon. A number of initiatives have been taken to transmit this experience to other Arab countries, such as Oman, Egypt, Qatar, UAE and Palestine, upon the request of some ministries in these countries (for example, the Ministry of Social Affairs in Qatar and the Ministry of Interior in Abu Dhabi).

Further information and reading

<http://www.lphu.com>

Contact details

Ms. Sylvana Lakkis, General Manager
Lebanese Physical Handicapped Union (LPHU)
PO Box 5473/15, Beirut, Lebanon
Phone: +961 3 249737
Email: info@lphu.com

Lebenshilfe Graz und Umgebung-Voitsberg

Inclusive care worker training

Austria

This project trains persons with learning disabilities as care workers and enables them to gain a professional foothold in the social sector.

The organisation Lebenshilfe Graz und Umgebung-Voitsberg coordinated the EU project "Inclusive Care Worker" from 2003 to 2012. Within the scope of the project, an inclusive teaching model for qualification in the social sector and support modules for a successful integration into the labour market were developed. It enables persons with learning difficulties and disabilities to choose a care profession.

Inclusive care worker training is a two-year training programme that was implemented for the first time in 2009 in Graz at the Ausbildungszentrum für Sozialberufe, a training centre for care professions run by Caritas. The second training course began in autumn 2011. Thus, for the first time in Austria, the vocational school system was opened up for persons with learning disabilities and an entirely new career area in the social sector established for the target group. This training programme was developed and implemented in cooperation with the following partners:

- Ausbildungszentrum für Sozialberufe der Caritas Steiermark (a training centre for care professions)
- the Styrian Board of Education
- the Federal Ministry of Education, Arts and Culture
- Dachverband der steirischen Behindertenhilfe (an umbrella organisation for persons with disabilities in Styria)

Dates and figures

Three to four persons with learning disabilities attend integrated studies per course. To date, three persons have completed the training and another eight persons are currently attending the course. Two of the three graduates got a job on the primary labour market. They are working in multi-professional care teams. Lebenshilfe Graz und Umgebung-Voitsberg was founded in 1960 by parents of children with disabilities and has the aim and vision of providing opportunities for people with disabilities to build a self-determined, integrated and normal life.

Implementation in the following countries

Styria and Vorarlberg, two Austrian country states. Other schools for care professions in Salzburg and Italy are interested in the concrete implementation of this inclusive training programme. There are adapted models currently in Spain and Poland.

Further information and reading

<http://www.lebenshilfe-guv.at/ibb2%20ww>

Contact details

Gudrun Stubenrauch

Lebenshilfe Graz und Umgebung-Voitsberg
 Conrad von Hötzendorf-Straße 37a, 8010 Graz, Austria
 Phone: +43 316 7155 06731
 Email: g.stubenrauch@lebenshilfe-guv.at

Leonard Cheshire Disability

Livelihoods resource centres

United Kingdom

Livelihoods Resource Centres, as “one-stop-shops”, provide training, career guidance and links between employees and employers.

Livelihoods Resource Centres (LRCs) are delivered through local partner organisations and have six core components:

- Screening, assessment, counselling and referral
- Networking, sensitising trainers and employers, and community outreach
- Skills development – training through recognised training institutions
- Supporting people to enter waged employment
- Supporting people to enter self-employment through training and loans or grants
- Information sharing and advocacy with trainers, employers, governments and the community

The “one-stop-shop” model has worked in Leonard Cheshire Disability’s other programmes and now works in LRCs. LRCs are unique in providing the full range of support that disabled people need when looking for jobs or becoming self-employed. Partnering with mainstream training institutions means that people get recognised qualifications. The “soft skills” training, including interviewing, writing CVs, communications, etc., helps make the project successful. Training also meets the needs of local employment markets and people’s own interests and talents. For self-employment support, the microfinance model used by LRCs includes savings and insurance, thought to be effective at poverty reduction.

Dates and figures

The project started in four South Asian countries in 2005. In the pilot phase, 1,279 people with disabilities completed the training programmes, and 893 (70%) entered employment or started their own businesses. With further investment from other private sector and institutional bodies such as Accenture, the EU, USAID and the Kadoorie Charitable Foundation, the programme was started in 25 locations in 10 countries in Asia and Africa.

Implementation in the following countries

Centres are to be found in:

- Asia: Bangladesh, China, India, Philippines, Pakistan and Sri Lanka
- Africa: Liberia, Sierra Leone, Tanzania and Uganda

The first LRCs were started in Bangladesh, India, Pakistan and Sri Lanka.

Further information and reading

<http://www.jobability.org>

<http://www.lcdsouthasia.org/livelihoods>

<http://www.lcdisability.org/international>

Contact details

Imtiaz Mohammed, Head of Programmes – Africa
Leonard Cheshire Disability – International Department
66 South Lambeth Road, London SW8 1RL, United Kingdom
Phone: +44 20 3242 0200
Email: imtiaz.mohammed@LCDisability.org

National Centre for Promotion of Employment for Disabled People

Sustained advocacy for promoting equality

India

A pioneering, cross-disability (covering all disabilities) organisation that takes the policy advocacy route to address the issue of employment.

It was felt by the founders of the National Centre for Promotion of Employment for Disabled People (NCPEDP) that employment cannot be looked at in isolation. To be meaningfully employed one needs to be educated and qualified. Education is possible only when the schools, colleges and universities are accessible to people with disabilities. Access, therefore, is the foundation needed for the empowerment of disabled people – in India and elsewhere. Without access, neither education nor employment is possible. None of these three is possible without adequate legislation and policy. And for all the above four to materialise, awareness is essential. This is NCPEDP's philosophy. NCPEDP works simultaneously on five core issues, namely Awareness, Access, Education, Employment and Legislation. In each of these areas NCPEDP has been able to make a considerable impact with its sustained and focused effort. The multi-pronged approach that NCPEDP applies to deal with the issue of disability employment includes networking with apex bodies such as industry chambers, architectural councils and lawyers' associations, bringing NGOs/DPOs together and empowering them with information, conducting research, partnering with the media to build public opinion, and litigating and influencing policy makers. Some of the achievements relating to employment are:

- inclusion of disability on the agenda of the Confederation of Indian Industry and NASSCOM (association of IT companies)

- motivating companies to employ disabled people
- addressing discrimination in Indian Civil Services
- including a section on disability in XI Five-Year Plan
- advocating with the Government to frame a new law on disability in line with the CRPD

Dates and figures

NCPEDP's work has influenced many stakeholders such as industry associations, DPOs, NGOs, policy makers, lawyers, media and architects, which in turn, has led to increased awareness and opportunities. Many initiatives have had spiralling and ripple effects. Hence, the measurement of the size of impact is difficult.

Implementation in the following countries

India

Further information and reading

NCPEDP Websites: <http://www.ncpedp.org>

Disability News and Information Service:
<http://www.dnis.org>

"Incentives for Inclusion" by Lalita Sridhar, Infochange Disabilities: <http://infochangeindia.org/disabilities/features/incentives-for-inclusion.html>

The IAS Campaign, NCPEDP:
<http://ncpedp.org/eductn/ed-camp1.htm>

Contact details

Dorodi Sharma, Programme Manager

NCPEDP

A-77, South Extension Part II, New Delhi 110 049, India

Phone: +91 9811862407

Email: dorodi.sharma@gmail.com / secretariat@ncpedp.org

New Life Psychiatric Rehabilitation Association (NLPRA)

Jobs for persons with psychosocial disabilities

Hong Kong

Brings new life to people in recovery from mental illness through social enterprises with a training and employment model.

NLPRA's social enterprises adopt a business approach in operation, with the social objective of providing work and training opportunities to people in recovery from mental illness (PIRs) in a real work setting. NLPRA currently runs 21 social enterprises in retail, catering, eco-tourism, direct sales, cleansing and property management. Diversified work trades are provided to PIRs to match their vocational needs and the market demand.

NLPRA adopts a "Training + Employment" model in operating its social enterprises. PIRs are placed in its social enterprises to receive work training with on-going support. With further progress, they might be employed by its social enterprises, or they could go on to seek open employment with the support of the organisation's Placement Officers. PIR staff are paid at market rate, while trainees receive training allowances as a motivation for improvement.

NLPRA's social enterprises underwent rebranding two years ago through partnering with local designers. A new umbrella brand "330" has been established. It is consonant with "body-mind-spirit" in Cantonese and echoes the association's vision of promoting a healthy body, mind and spirit amongst the public. The exercise included new naming and corporate identity design, covering logo, packaging, uniforms, shop design and collaterals.

Furthermore, NLPRA extended the rebranding exercise to its own-brand products produced by the associa-

tion's sheltered workshops. New brands have been designed with attractive packaging, distinctive logo and colours, hence giving a visually appealing presentation to the products so as to demonstrate the brand personality. In addition, a "Bright-Buy" message and cartoonised icons with PIRs' stories are incorporated in the packaging to add value to the brand. These products are now sold in different places like supermarkets, shops, bookstores etc. The new brands have been gaining awareness and recognition in the market.

Dates and figures

Training and employment opportunities created by social enterprises (2011/2012):

- PIRs employed as staff of social enterprises: 74
- PIRs being trained: 500
- PIRs in open employment after training: 118
- Income brought to PIRs as salary to staff of PIRs: HK\$5,905,200 (US\$757,000)
- Income brought to PIRs as training allowances: HK\$630,000 (US\$81,000)
- Number of awards received since 1994: 12

Implementation in the following countries

Hong Kong

Further information and reading

<http://www.nlpra.org.hk>

Contact details

YAU Sau-wai, Sania, Chief Executive Officer
New Life Psychiatric Rehabilitation Association (NLPRA)
332 Nam Cheong Street, Kowloon, Hong Kong
Phone: +852 2332 4343
Email: ho@nlpra.org.hk

Oregon Vocational Rehabilitation, Oregon Department of Education and University of Oregon

Youth transition programme

USA

The preparation of young people with disabilities for employment or career-related post-secondary education.

The Youth Transition Program (YTP) is a collaborative school-to-work transition programme that serves young adults with disabilities statewide in Oregon, USA. The purpose of YTP is to prepare young adults with disabilities for employment or career-related post-secondary education. This programme was created to address the challenge of low employment rates and lack of career opportunities for young adults with disabilities leaving high school. YTP is jointly funded by local schools and Oregon Vocational Rehabilitation. YTP provides direct services and builds capacity for improving transition outcomes for young adults with disabilities. In each Youth Transition Program (YTP) site, services are provided by a collaborative team including the Transition Specialist, a Vocational Rehabilitation Counsellor, the young adult, and his or her family. All students in the YTP receive a comprehensive pattern of services including:

- individualised planning, focused on post-school goals
- instruction in academic, vocational, independent living and personal social skills and help to stay in and complete high school
- career development services including goal setting, career exploration, job search skills, and building self-advocacy
- paid employment including connections with local employers, on-the-job assessments, placement and training

- support services such as individualised mentoring and support or referrals for additional specific services
- follow-up support for one year after leaving the programme

Dates and figures

Since 1990, YTP has provided direct services and Vocational Rehabilitation access for over 22,000 students with disabilities. The young people served are primarily high school students (aged 16-21) with documented disabilities including learning disabilities, autism, other health impairments and emotional disabilities. Currently, the YTP operates in over 100 Oregon high schools serving 1,300 young people. Over 80% of those who exit the programme are engaged in either competitive employment or post-school training at exit, and six and 12 months after programme completion.

Implementation in the following countries

Originally established in Oregon, USA, the programme has been replicated in both Arizona and Alabama.

Further information and reading

<http://www.ytporegon.org>

Contact details

Dr. Lauren Lindstrom, Director, YTP Technical Assistance Team
209 Clinical Services, 5260 University of Oregon, Eugene 97403-5260, USA
Phone: +1 541 346 1399 ,Email: lindstrm@uoregon.edu

Mr. Keith Ozols, YTP Statewide Coordinator
Oregon Vocational Rehabilitation
500 Summer St. NE, E-87, Salem, Oregon 97301-1120
Phone: +1 503 945 5679, Email: keith.s.ozols@state.or.us

People First New Zealand Inc. Nga Tangata Tuatahi

Helping disabled employees understand their rights

New Zealand

The Easy Read Individual Employment Agreement assists all potential and employed workers understand what their rights and responsibilities are.

People First New Zealand is a national self-advocacy organisation run by and for people with learning (intellectual) disability. It has over 600 members across 25 groups throughout New Zealand. People First NZ is a Disabled Persons Organisation and works to promote the rights of people with learning disability.

When all workers in New Zealand were covered by the same Employment Law (2007), People First NZ recognised, through research, that many people with learning disabilities who were working did not know their employment rights and had signed employment agreements that were not written in ways they could understand.

From 2008 to June 2012, People First NZ ran an employment advocacy service, Works4Us, to assist disabled workers to understand their employment rights and in issues of employment. As part of this service Work4Us developed an Easy Read Individual Employment Agreement to assist workers with learning disabilities.

A number of people and organisations were involved in the process of the development and their input has made the agreement successful. People First NZ would like to acknowledge employment lawyers, IHC NZ, the Department of Labour, people working in Human Resources, Unions, People First NZ members and staff. People First NZ is very proud to have developed an Easy Read Individual Employment Agreement that meets all the legal requirements of employment law in

New Zealand and is promoting its use.

The employment agreement has been taken to international conferences and the International Labour Organisation has commented that it is a first in the world.

Dates and figures

Potentially up to 9,000 workers across all employers.

Implementation in the following countries

Originating in New Zealand, use of a similar agreement is now also being discussed in both Canada and Australia.

Further information and reading

<http://www.peoplefirst.org.nz>

Contact details

Cindy Johns, National Manager, People First NZ Inc.
Level 4 Century City Tower, 173-175 Victoria Street,
PO Box 9199 Marion Square, Wellington 6141, New Zealand
Phone: +64 4 3813242
Email: cindyjohns@peoplefirst.org.nz

Sabooj

Employment of the hearing impaired

France

Employment of persons with hearing impairment in visual and graphical creation and production, with 80% of workers with disabilities.

Sabooj is a French communications agency. Although it is an Entreprise Adaptée (EA) or “adapted company” (a company with special facilities for providing employment for the disabled, but not to be confused with an “ESAT”*), it has 70 clients of whom 75% are big companies. It is the only one of 500 such companies (EA) that develops intellectual services, and the first “adapted” communications agency in Paris. More than 80% of its workers have disabilities, i.e. hearing impairment.

Sabooj gives value to the competences of disabled people and in doing so tackles a huge preconception regarding their abilities. All its employees are deaf and in the communications field, where there is competition and no place for mistakes, they show their creativity, reactivity and capability to answer the expectations of hard-to-please clients who are, subsequently, both pleased and loyal.

The employees are happy and very motivated; their pay is based on market rates.

The agency has set up partnerships with graphical arts schools and other communications agencies. The main goal is to build a career path from education and training through to recruitment for disabled people who want to work in this field, offering internships or sandwich courses.

Dates and figures

Sabooj was established in 2009 and had a turnover of €451,053 in 2011. Five disabled people are employed with open-ended contracts. One has been contracted last September for three years as an alternating student with a view to obtaining his graphic designer’s diploma.

Implementation in the following countries

France

Further information and reading

<http://www.sabooj.com>

<http://www.unea.fr/pageLibre0001001c.asp>

<http://www.unea.fr/pageLibre0001001b.asp>

* ESAT = Établissements et services d’aide par le travail. An ESAT is a medico-social association. An EA is a company established in common law as a limited company.

Contact details

Marie-Hélène Delaux, Directrice Générale

Sabooj

133, rue du Théâtre, 75015 Paris, France

Phone: +33 6 42 59 91 86

Email: mhdelaux@sabooj.com

Samhall AB

Personal development through employment

Sweden

Samhall is a state-owned Swedish company assigned to provide meaningful work that furthers the personal development of people with disabilities.

Samhall offers services in everything from cleaning, laundry and property maintenance to logistics and manufacturing. Its assignment from the government is "...to produce goods and services that are in demand in order to provide meaningful and developing employment for persons with disabilities, where there is a need." Each year, Samhall must:

- employ a certain number of employees with disabilities.
- assist a certain number of employees in the transition to employment in the open labour market outside Samhall. The annual target for transitions is 6% of the employees.
- recruit employees from specially prioritised groups of people with disabilities. That means that at least 40% of the people with disabilities that Samhall employs come from those groups of people with intellectual disabilities, mental illness or multiple disabilities.
- reach some financial targets, such as a return on equity (7%) and equity ratio (at least 30%) over a business cycle.

Samhall organises a continuous personnel development process consisting of three components: recruitment, development, and transition. The process differs for each employee, but the aim is always to strengthen the individual's self-confidence and to provide motivation, social skills, and occupational skills.

Dates and figures

Samhall was founded in 1980 and took over all workshops with sheltered employment, office work centres, industrial relief work, and certain types of work carried out in the home. Samhall employs 20,000 people in 250 localities throughout Sweden and has an estimated annual turnover of SEK 7 billion.

If possible, the ultimate goal is a job outside of Samhall. Over time, a total of almost 25,000 people with disabilities have been able to take the next step to a job with another employer after working for Samhall for a while.

Implementation in the following countries

Sweden

Further information and reading

<http://www.samhall.se>

Contact details

Leif Alm
Samhall AB
Box 27705,
115 91 Stockholm, Sweden
Email: leif.alm@samhall.se

SEARCH

Supported internships

USA

Project SEARCH is a unique, one-year, school-to-work programme for young people with intellectual and developmental disabilities.

The programme takes place entirely within a business setting where students participate in three internships to explore a variety of career options. This total workplace immersion facilitates a seamless combination of classroom instruction, career exploration and hands-on, worksite-based training and support. The goal for each student is competitive employment.

The programme originated at the Cincinnati Children's Hospital Medical Center in the United States in the mid-1990s. Since then, Project SEARCH has expanded to over 200 sites across the USA and in England, Scotland, Canada and Australia. In an evaluation of Project SEARCH in the UK, interns reported a positive experience of the programme. Partners of the project, the interns and their parents stated that the student interns' confidence, motivation, decision-making skills, self-esteem and health had all improved.

Dates and figures

Worldwide, there are 206 Project SEARCH programme sites, with the majority in the USA. The number of programme sites continues to grow each year, with a corresponding increase in the number of young people with disabilities served. In total, approximately 2,000 student interns participated in the 2010-2011 school year. In that year, approximately 66% of participants in the USA, and 60.1% in the UK gained competitive employment as a direct result of Project SEARCH.

These figures are based on data entered as of August

23, 2012 in the recently established Project SEARCH database.

Implementation in the following countries

Originating in the USA, the programme has now also been implemented in England, Scotland, Canada and Australia

Further information and reading

<http://projectsearch.us.dnnmax.com>

Daston, M.M., Riehle E., Rutkowski S.C. (2012) High school transition that works! Lessons learned from Project SEARCH. Baltimore, MD: Paul H. Brookes Publishing Co., Inc.

Contact details

J. Erin Riehle

Cincinnati Children's Hospital Medical Center

3333 Burnet Ave. E5030, Cincinnati, OH 45229-3026, USA

Phone: +1 513 636 8729

Email: erin.riehle@cchmc.org

The Siro Group

Labour integration in rural areas

Spain

The integration in the workplace of those people who are at the greatest risk of social exclusion, especially people with disabilities.

The Siro Group is one of the largest industrial groups in the food sector in Spain. It is present in six food businesses (crackers, pasta, bread, pastries, cakes, cereals and research and development), occupying an important position in each of them.

The Siro Group has implemented, among others, the following measures:

- An Integration Policy for people with disabilities in all workplaces that exceeds the legal framework (a quota reserve of 2% in companies with 50 or more workers) and has the goal of reaching 10%
- The group has established a Corporate Responsibility Policy based on Profitable Social Commitment; it fosters a sustainable business model, based on economic efficiency, social development and helping to care for the environment
- An Equal Treatment Policy of all persons, together with Diversity Management
- Participation in collaborative social action programmes to promote social integration of people with disabilities (Paralympic Friends, Forum ONCE Foundation, Obra Social of "la Caixa", agreements with universities and vocational training centres, etc.)
- Creation of the Grupo Siro Foundation, including in its founding aims that of promoting the social inclusion of people with disabilities
- A policy of employment of persons with disabilities, based on internal promotion and career development

Dates and figures

The Siro Group has 25 centres, which employ over 3,600 people. Specifically, it has 16 factories located in rural areas. Of the 3,724 employees, 502 are persons with disabilities, who in total represent over 13% of the workforce. In the case of the Palencia centre, 358 employees out of a total of 1,220 are persons with disabilities.

Implementation in the following countries

Spain

Further information and reading

<http://www.gruposiro.com/en/index.php>

Contact details

Francisco Hevia, Director of Communication and Social Corporate Responsibility
 The Siro Group
 Pº Pintor Rosales, 40, 28008 Madrid, Spain
 Phone: +34 91 454 78 00
 Email: francisco.hevia@gruposiro.com

Soziale Dienste der Kapuziner (slw)

Inclusive partnering with the post office

Austria

The "Inclusive Postal Partnership" project makes it possible for persons with disabilities to participate in the general labour market.

In cooperation with Austrian Post, non-profit organisations (NPO) active in assisting persons with disabilities help make the step from "protected" forms of employment into the general labour market a success.

The first inclusive partnership with Austrian Post began in Innsbruck on April 10, 2012. In this postal partnership team, persons with and without disabilities work together in the primary/general labour market, and on an equal basis.

The interaction of persons with and without disabilities in the environment of a recognised service, such as the postal service, is significant for changing the perception of persons with disabilities in the labour market; with appropriate supervision and support, persons with disabilities provide valuable – and equal – contributions to services that are important and indispensable for our society.

Dates and figures

A total of seven persons with and without disabilities are employed in the postal partnership and related services (copy and digital service). Further inclusive postal partnerships in the city and district of Innsbruck are planned.

Implementation in the following countries

Austria. The postal partnership in Innsbruck (Tyrol) is the first.

Further information and reading

<http://www.slw.at/htm/Helfen%20Sie-c2-s1-m1-actview-a323.html> (German)

Contact details

Franz Tichy

Soziale Dienste der Kapuziner (slw) Austria
Mailsweg 2, A-6094 Axams, Austria
Phone: +43 5234 68277 159
Email: k.vavtar@slw.at

Specialist People Foundation

Equal employment opportunities

Denmark

Specialisterne is internationally recognised as the first and foremost example of how highly functioning people with autism can become effectively integrated in society and provide valuable, high quality services to their employers.

Specialisterne is the first global company established to meet the special requirements of persons with Autism Spectrum Disorder (ASD) to let them use their special skills to provide quality services for the corporate sector on market terms. Based on over nine years of pioneering experience and knowledge, Specialisterne is used as the platform for enhancing and generalising a business model that is generally implementable in different cultures and welfare systems within the EU and elsewhere in the world.

The different Specialisterne operations around the world use the characteristics of people with autism as a competitive advantage, and as a means to help people with autism secure employment. At Specialisterne, people with autism work in an environment where they are presented with the best possible opportunities to reach their potential. At Specialisterne, not fitting in is a good thing. The traits that usually exclude people with autism from the labour market are the very traits that make them valuable employees at Specialisterne, such as attention to detail, zero tolerance for errors and a persistence to get the job done. The model has the flexibility to fit local culture and community in a close cooperation with local stakeholders.

Dates and figures

In Denmark Specialisterne hires:
 20 people as staff and management
 38 people with ASD as consultants
 20 people (18+ years) with ASD as trainees
 38 people (16–25 years) with ASD as students

Implementation in the following countries

Specialisterne was established in Denmark. It currently operates in the following locations around the globe: Scotland, Iceland, Austria, Switzerland, Minnesota (USA) and Delaware (USA). The model will be implemented soon in Poland (official launch planned for October 2012), Germany, Ireland, Colorado (USA), North Dakota (USA), Alberta (Canada) and Singapore.

Further information and reading

<http://specialisterne.com>
<http://specialistpeople.com>
<http://www.ashoka.org/fellow/thorkil-sonne>

Contact details

Thorkil Sonne, Chairman
 Specialist People Foundation
 Lautruphøj 1-3, A3, 2750 Ballerup, Denmark
 Phone: +45 46 93 24 24
 Email: thso@specialistpeople.com

Telenor Group/Telenor Open Mind

Gateway to employment

Norway

Acting as a springboard into the workplace, the Telenor Open Mind programme offers an opportunity for people with reduced mobility, mental health, hearing or visual impairments to get into the workplace and develop the necessary skills and experience to be successful at work.

The Telenor Open Mind programme duration is two years. In the first three months of the programme the individuals participate in a computer training course, as well as a course which develops social skills for the workplace, covering interviews, interacting with colleagues/supervisors, and seeing oneself as a resource. These first three months allow the participants to gain the confidence they need to be contributing members of the workplace. The following 21 months are work practice in Telenor in an area of their interest, allowing them to gain hands-on experience. The programme has been running for 16 years.

People who participate in the programme are usually high school graduates and are motivated to gain employment. Even though it is quite challenging for Telenor to accommodate the diversity of their participants, the dedicated management team is open-minded to the participants' needs and enables participants to be successful in the workplace. With the success of gaining meaningful employment, participants are grateful for the two-year learning period to gain confidence and work-practice.

Thus, the Telenor Open Mind programme adopts a "win-win-win" strategy aimed at benefiting the participants, the organisation and society: the participants get valuable experience, Telenor gets good labour and increases diversity, and society benefits from an increased work participation level.

Dates and figures

The programme started in 1994 and has been running for 16 years. Since then 200 participants have been trained. Each session of the programme takes 5-6 participants – on average 30 per year. Upon completion of the programme, there is an average 75% success rate for obtaining employment. Telenor gains NOK 2.7 million (approximately €360,000) per year as well as reductions in sick leave, improved morale amongst its workers and positive PR. Society has a net socio-economic gain of NOK 100 million (approximately €13.4 million) per year due to disabled individuals becoming taxpayers upon completion of the programme.

Implementation in the following countries

The programme started in Norway and has since been successfully replicated in Sweden and Pakistan. The project is also currently initiated in India.

Further information and reading

Programme website:

<http://www.telenor.no/openmind>

Programme video:

www.youtube.com/watch?v=uHkvkGayT14

Contact details

Ingrid Ihme, Programme Director

Telenor ASA

Snarøyveien 30, N-1331 Fornebu, Norway

Phone: +47 95 03 90 52

Email: Ingrid.ihme@telenor.com

The Trust for the Americas – Organization of American States/POETA

A new approach to labour inclusion

Guatemala

Partnership in Opportunities for Employment through Technology in the Americas (POETA) Accessible centres increase social inclusion and improve competitiveness by providing technology and job-readiness training to persons with disabilities.

Through a combination of Information and Communication Technologies (ICT) and Adaptive Technologies, POETA provides persons with disabilities with the necessary skills for improving their participation in the labour market and becoming more independent. POETA Accessible centres provide holistic, inclusive technological and professional training that increases job opportunities for people with disabilities.

Challenges:

- Low education level of people with disabilities due to the lack of accessible public education opportunities
- Lack of certification for labour competencies
- Social barriers and misconception about disability

Solutions:

- Demand mapping of the labour market to promote awareness of jobs suited to participants' educational background
- Established alliances with local enterprises, providing ICT training according to the needs of the community
- Support of local partners – more than 1,500 allied businesses participated in awareness campaigns and activities
- Positive impacts
- Recommendations for labour inclusion to the General Assembly of the Organization of American States

- A regional exchange of knowledge about job opportunities for people with disabilities through a website in which employers post their vacancies

Dates and figures

124,292 users

15,675 trained people

1,851 people employed

Implementation in the following countries

POETA began in Guatemala in 2004. The initiative has since expanded to 14 countries in Latin America: Argentina, Brazil, Colombia, Costa Rica, Ecuador, El Salvador, Guatemala, Honduras, México, Panamá, Perú, Puerto Rico, República Dominicana and Venezuela.

Further information and reading

http://www.trustfortheamericas.org/portal_19/index.php?option=com_content&view=article&id=99&Itemid=124&lang=en

<http://inclusionlaboralpcd.org/>

<http://www.poeta-accesible.org/en>

Contact details

David Rojas, Business Development and Marketing Director
The Trust for the Americas – Organization of American States
1889 F St. NW 7th Floor, Washington, DC 20006, USA
Phone: +1 202 458 3036
Email: drojas@oas.org

Tyze Personal Networks

A personal network for persons with disabilities

Canada

Tyze Personal Networks is an online service that helps people to connect and collaborate in order to support an individual to achieve goals and realise dreams.

Tyze is built on 25 years of experience in developing personal networks for people with disabilities. It was created to scale the knowledge, values and processes underpinning network-centric approaches to support and coordination.

Good social networks are central to ensuring that people feel supported and can play a part in their local community. Personal networks (family, friends and neighbours) are directly correlated to academic, health and employment outcomes. People who have positive friendships and relationships with people in their local community are more likely to feel good about their lives, have people to call upon in a crisis, and have less need for paid help.

Tyze is rooted in 20+ years of knowledge of building strong, resilient personal networks. This deep understanding is embedded in the networks themselves, as well as in the variety of training materials and support tools.

Tyze is based on the understanding that absolutely everyone, regardless of the challenges they may face, has a contribution to make. Tyze networks are asset-based, value-interdependent, purposeful, celebratory and hospitable. Tyze is designed to focus on identifying everyone in the networks' assets and enabling and recognising the contribution that each person can make.

Dates and figures

Tyze has 7,000 users and is partnered with over 40 organisations. 91% of Tyze users report that Tyze helps them share information, 80% report that they use Tyze to coordinate in-person events and 75% of Tyze users use Tyze to work directly with others to provide support.

Implementation in the following countries

Canada, USA, UK and Australia. Established originally in Canada, there are also a number of smaller, community based approaches to "circles of friends" in the UK, US and Canada. None is known, however, to be using technology or scaling internationally.

Further information and reading

<http://www.tyze.com>

<http://www.plan.ca>

<http://www.planinstitute.ca>

Contact details

Vickie Cammack, CEO

Tyze Personal Networks

6th floor, 210 West Broadway, Vancouver, BC, Canada, V5Y 3W2

Phone: +1 604 628 9594

Email: Vickie@tyze.com

Wipro Limited

Promoting an inclusive workplace

India

The "implementation and governance mechanism" for Wipro's Equal Opportunity Policy, a company with worldwide operations.

Wipro's framework is comprehensive and ensures that inclusion becomes an integral part of culture and working. Wipro's hiring policy for persons with disabilities is merit-based across all roles and not just in "identified jobs", support functions or non-core functions. These initiatives have not only opened up opportunities for persons with disabilities, but are also role models for other firms interested in making systemic changes to make their workplace more inclusive. The company's approach provides long-term focus. It is part of Wipro's Sustainability Focus under the pillar "People". The framework includes: (1) People Policies, (2) Recruitment, (3) Training, (4) Physical Infrastructure, (5) Information Systems and (6) Awareness. There is a strong team driving the initiative, with the Human Resources Head providing the leadership and acting as champion for the programme for inclusion of persons with disabilities. The Diversity Council reviews the programme quarterly.

Dates and figures

The scope of Wipro's inclusive practice is not restricted just to attracting meritorious candidates for employment, but also reaching out to its suppliers and to the larger society:

- Implementation of practice of inclusion is across 130,000 employees working in over 56 countries.
- Total number of persons with disabilities employed at Wipro: 353 regular employees and 72 employees

on contractual employment. (In 2009-10, 19 regular employees declared their disability; in 2010-2011, there were 200 who did so, and, in 2011-2012, it was 353.)

- Reach in higher education: a programme of inclusion of persons with disabilities across the top 100 engineering colleges, top 25 business schools and three exclusive polytechnics/institutions for persons with disabilities, where Wipro visits regularly for campus recruitment.
- Sustained relationship with 12 disability organisations for hiring persons with disabilities.

Implementation in the following countries

Wipro operates worldwide. The focus is largely driven in India. However the inclusion policy and reach is across the globe. Employees in other countries such as UK and USA have also declared their disability and Wipro is able to give reasonable accommodation and create an inclusive environment for them.

Further information and reading

Wipro.org – http://www.wipro.org/sustainability/people_with_disabilities.htm

Case Study of Wipro, Inclusivity at the Workplace Five Principles that Enable and Empower; published by NASSCOM: <http://www.nasscomfoundation.org/nasscom-foundation-programs/business-responsibility/accessibility-initiative/inclusivity-at-the-workplace>

Contact details

Isaac George

Vice President & HR Head

Wipro Infotech

Phone: +91 9845 107375

Email: isaac.george@wipro.com

KEY FACTS ABOUT THE INNOVATIVE POLICIES THAT HAVE BEEN SELECTED

- 70% of Austrian graduates with disabilities or performance problems who received inclusive company-based vocational training were still employed after four years.
(More on pp. 208-209)
- In the UK, 45% of customers with disabilities of the Access to Work Programme would be out of work but for the support they receive through the programme.
(More on pp. 222-223)
- In Spain, during the period 1995-2008, 14,159 people with disabilities found a job thanks to Supported Employment and of those, 5,090 persons were still working in 2008.
(More on pp. 218-219)
- In 2009, 75% of Swedish employees with reduced ability to work reported that they required adaptation of their working conditions and the absolute majority stated that they received the help they needed.
(More on pp. 220-221)
- In 2001, 5,400 New Zealanders were employed in segregated work environments. This number decreased to 1,202 in 2007. At the same time, the number of persons with disabilities using employment services increased by more than 300%.
(More on pp. 216-217)
- The benefits of Malaysia's Return to Work Programme outweigh by far the costs, by a 1.43:1 ratio, with possible average returns reaching RM7,880 compared to costs of RM3,240 per person (about €815).
(More on pp. 214-215)

DISABILITY AND EMPLOYMENT: 11 INNOVATIVE POLICIES

Researched by the World Future Council and selected by
the Scientific Advisory Board of the Zero Project

About Innovative Policies

This chapter contains the outcome of research on Innovative Policies concerning employment rights of persons with disabilities. Essentially, the Zero Project's policy research was carried out by the World Future Council and followed three steps:

1. Call for nominations
2. Qualitative research
3. Selection by the Scientific Advisory Board

Nominations, research and selection

In April 2012, the Essl Foundation and the World Future Council reached out to disability employment experts, including members of the UN CRPD Committee, the International Disability Alliance, the International Labour Organization and many others. The Zero Project team received 31 policy nominations from 26 countries from all around the world, thanks to the commitment of everyone involved.

By September 2012, the World Future Council (WFC) had researched 25 of the 31 nominations. Applying the WFC's Future Just Lawmaking Methodology, the researchers conducted interviews with representatives from governments, science or academia and non-governmental organisations about each of the policies and produced in-depth policy evaluation reports. The methodology is based on the seven principles for sustainable development law (2002 Johannesburg World Summit on Sustainable Development):

1. Sustainable use of resources
2. Equity and the eradication of poverty
3. Precautionary approach to human health
4. Public participation
5. Governance and human security
6. Integration
7. Common but differentiated obligations

As the final step, on 27 September 2012, the Zero Project's International Scientific Advisory Board agreed upon eleven "policy finalists", which come from nine different countries in Europe, Asia, America and Oceania.

Respecting the UN CRPD: Social model of disability

The UN CRPD promotes the social model of disability. It is encouraging that most Innovative Policies selected

Innovative Policies contain promising elements, have achieved identifiable improvements on the ground, and point to a positive dynamic of change that can be easily replicated in many countries around the world to advance the implementation of the UN Convention on the Rights of Persons with Disabilities (UN CRPD). Like all innovation, some policies may, however, be incomplete or dependent on other developments to maximise their impact. And some policies, no matter how positive, may also contain elements of old thinking. Since the implementation of the UN CRPD is a work in progress for all countries, these elements are not ignored in the overall assessment of innovation.

address environmental and social barriers that persons with disabilities face in the open labour market.

Rights-based

The UN CRPD is rights-based. Several selected policies, for example the Austrian Vocational Training Act, have established legal entitlements for persons with disabilities.

Mainstreaming

The UN CRPD demands the mainstreaming of rights. Some of the selected laws are of particular interest as they are based on mainstreaming, especially the Swedish Employment Protection Act.

Consultation of DPOs

The UN CRPD demands that policymakers consult with persons with disabilities. Positively, eight policies were either the direct result of lobbying by, or consultations with, Disabled People's Organisations.

Research-based

The UN CRPD requests State Parties to collect appropriate information. Most policies have been positively evaluated by experts and, for some, cost-benefit studies were carried out by the implementing organisations or by DPOs.

Person-centred youth education: Denmark

One difficulty is early dropouts from school. The Danish Act on Secondary Education for Youth with Special Needs of 2007 gives young people with special needs the right to a three-year person-centred education and has meant that 20% of those young people find a job or enter further education.

Inclusive apprenticeships: Austria

Another problem is that many young people do not complete apprenticeships. Austria has introduced accommodations in its Vocational Training Act which significantly help young people with disabilities to obtain successfully at least a partial qualification, foremost through in-company training.

Effective employment services: Australia & UK

A different challenge is the lack of information on how to overcome work-related obstacles resulting from disability. Employment services, such as Australia's JobAccess Programme of 2006 and UK's Access to Work Programme of 1994, play an important role in addressing that challenge, as they provide practical advice and support to persons with disabilities and their employers, and pay towards the equipment, sign language interpretation and special services for people with learning disorders or psychosocial disabilities. Promisingly, Access to Work pilots an approach which gives persons with disabilities control over budgets allocated to them for a range of services. This is a powerful basis on which a future model of individualised employment support could be built.

Job coaching: Newfoundland and Labrador, Spain and UK

Persons with intellectual or psychosocial disabilities face specific challenges in the open labour market. Recognizing this, Spain introduced the Royal Decree No. 870 of 2007 on Supported Employment to facilitate meaningful employment of persons with high support needs. Under Newfoundland and Labrador's Supported Employment Programme, persons with intellectual disabilities are supported by job trainers in integrated employment settings and, perhaps

uniquely, for as long as is needed. Demonstrating that persons with psychosocial disabilities can successfully gain competitive employment, UK's Individual Placement and Support embeds employment specialists in clinical treatment teams.

Minimum wage for all: New Zealand

Internationally, providing employment through sheltered workshops is seen more and more as discriminatory. Paradoxically, in many countries the funding received by sheltered workshops by far exceeds the resources assigned to open employment services. New Zealand undertook serious steps to change this situation by investing in employment services and removing the blanket exemptions of sheltered workshop owners from the obligation to pay the minimum wage, with its Disabled Persons Employment Promotion Repeal Act of 2007.

Retaining workers: Sweden

Lesser capability because of an acquired disability is often grounds for dismissal. In light of statistics that state that over 1 in 4 of today's 20 year-olds will become disabled before they retire, provisions that ensure that people who acquire a disability are reasonably accommodated at work are of utmost importance. Sweden achieved an employment rate of 50% for people with reduced ability to work, which is the top rate in the whole OECD. This was done by obliging employers to take all reasonable steps to retain workers with a reduced ability to work under the Employment Protection Act.

Return to Work: Malaysia

Many countries fail to provide return-to-work assistance to employees who acquire a disability. With its comprehensive Return to Work Programme, Malaysia is the first Southeast Asian country which effectively improved rates of return to work.

Peer Counselling: Upper Austria

Numerous persons with disabilities lack control of their lives. Acknowledging the central role that counselling plays in the empowerment of persons with disabilities, the region of Upper Austria established for the first time worldwide Peer Counselling as a profession under its Social Professions Act of 2008.

One-stop-shop for employment services

Australia

Tackling the lack of information about how to eliminate barriers from all stages of the employment journey, Australia set up a highly replicable programme, where information is offered to both job-seekers and employers in a variety of ways, including about the recruitment process and workplace adjustment.

The Australian JobAccess Programme of 2006 complements non-discrimination legislation and addresses the lack of easily accessible and comprehensive information regarding government assistance for employers and employees with disabilities. It facilitates the removal of workplace barriers through technical advice and adaptation grants, while it offers to disabled people the means and support to find or retain a job through vacancy directories and advice. Being highly replicable, JobAccess won a UN Public Service Award in 2008 and is promoted by the Global Applied Disability Research and Information Network on Employment and Training.

Principles

Social model of disability

By providing very practical assistance and incentivising employers, JobAccess focuses on abilities and combats prejudice about workplace modification.

Accommodation

Not only environmental adaptations, but also communication devices, sign language and mental health supports are provided, so that barriers are eliminated from all stages of the employment journey.

Public consultation

Continuous consultation with all stakeholders ensures the ongoing improvement of the programme and tailors it to the needs of the target audience.

Reducing bureaucratic burdens

Whereas, previously, they took three paper-based forms and about 11 days, applications for assistance for less than AUS\$10,000 are now answered within four hours (others within two days).

History

As people with disabilities continued to find it difficult to maintain employment, the Australian Human Rights and Equal Opportunities Commission undertook a study in 2005 which identified three major obstacles: lack of easily accessible and comprehensive information, cost concerns of employers and risks related to disability affecting employment. The main lesson learnt from the programme's not very successful forerunner is the importance of reducing bureaucratic burdens. After consultations with DPOs, the employment service industry, the private sector and the government, as well as the Department of Labour (who funds the Job Accommodations Network), the JobAccess Programme was launched in 2006 by the Department of Education, Employment and Workplace Relations. It responds to practical issues faced by employees and employers at the workplace, aiming to increase workforce participation for those with an ability to work and including better supports for employers considering employing people with disability.

In 2008, JobAccess was winner of a UN Public Service Award, which highlighted that it has greatly encouraged access to employer incentives. In consultation with all stakeholders, the programme is continuously improved and tailored to the needs of the target audience.

Key features

The JobAccess Programme of 2006 provides a one-stop-shop for all matters related to the employment of people with disability. It helps job seekers and employees with disabilities who are about to start a job or are currently working, and who need assistance in searching and preparing for work, to enter and remain in employment, and it provides expert advice services to employers, service providers and co-workers.

Administered by the WorkFocus Group, the programme

"JobAccess has been successfully removing workplace barriers for thousands of people, however, further improvement is needed to have an authentic impact on disabled people's unemployment rate."

**Christine Walton, Executive Officer,
Australian Disability & Development Consortium**

delivers information via phone and website (www.jobaccess.gov.au), and coordinates adjustments in the workplace. The user-friendly website of 700 pages of content provides information on the full range of employment services available, along with step-by-step guides for recruitment and job searching. It contains an online database of workplace adjustments and solutions (another 1,000 pages of content), information on rights and responsibilities, as well as statistics and case studies. JobAccess users can receive free confidential advice and gain access to services such as the Employment Assistance Fund, which provides a free workplace assessment and financial support. Assistance can be requested by employers, employment service providers and people with disabilities.

Key figures

In light of the impressive number of enquiries (120,000) and of applications for funding (17,000) since 2006, and a 90% consumer satisfaction rate, the programme responded to a real need. It enhanced access to incentives for employers: in 2006-2007 about 700 people received a reimbursement, a number which was expected to rise. Whereas, previously, applications for assistance took three paper-based forms and about 11 days, they are now answered within four business hours. Once a workplace assessment report is lodged, in 94% of cases, JobAccess Advisors approve the report within two business days.

Future development

So far, it appears not to have decreased unemployment rates. Reimbursement can pose inappropriate financial burdens on small employers. People with psychosocial disabilities need a more targeted approach.

Further information and reading

Australian Government, JobAccess Programme, 2012, available at: <http://jobaccess.gov.au/Home/Home.aspx>

United Nations Publications, Good Practices and Innovations in Public Governance:

UN Public Service Awards Winners and Finalists, 2003-2009.

Australian Government, JobAccess Fact Sheet, 2010, available at:

<http://jobaccess.gov.au/Publications/Documents/10-0121%20JA%20factsheet%20-%20your%20one%20stop%20information%20%28PDF%29.pdf>

Contact details **Christine Walton**, Executive Officer,
Australian Disability & Development Consortium
Phone: +61 3 8843 4587
Email: cwalton@cbm.org.au
URL: <http://www.addc.org.au/>

The professionalisation of empowerment

Upper Austria, Austria

Acknowledging that Peer Counselling is crucial to empower persons with disabilities, Upper Austria established, for the first time worldwide, Peer Counselling as a social profession, which values the experience of physical, psychosocial and intellectual disability as a fundamental quality.

With the help of the regional Independent Living Centre, in 2008, Upper Austria introduced paragraphs 45-47 in its Social Professions Act to establish Peer Counselling as a social profession. This step has, so far, been unique internationally. In addition, nowhere else is Peer Counselling based on such a comprehensive qualification, which values the experience of different types of disabilities as a fundamental quality. A Peer Counsellor has a direct experience of disability, uses active listening techniques and gives advice to similarly affected people, in order to enable them to take control of their lives in their homes, communities and employment.

Principles

Disability: An asset

Providing a role model, a Peer Counsellor has attained disability-related experiences, knowledge and coping skills, in order to give advice to other persons with disabilities (peers).

Tailored to type of disability

Upper Austria is the first region to offer disability-specific qualifications to people with physical, psychosocial and intellectual disabilities.

Support to find solutions

A Peer Counsellor does not solve the problems for others, but provides support so that a person can find the right solutions on her or his own.

Empowerment

Peer Counselling empowers persons with disabilities to lead an independent life with dignity, equality and self-responsibility, and to participate in social life and employment.

History

Peer Counselling started with a series of talking and listening techniques which were developed in the early '70s and used by students at American universities. When persons with disabilities began to attend Berkeley University, they began to use Peer Counselling in order to share their experiences and to understand the sources of their common oppression and discrimination.

Peer Counselling was crucial for the development of the Independent Living Movement which gained therefrom the determination to demand independence, a life without barriers and equal opportunities. In the '80s, Peer Counselling was further developed and combined with training in advice and consulting. Courses on Peer Counselling were generally offered by centres for independent living and, since the '90s, mostly health institutions have increasingly requested such a qualification. This has also been the case in Upper Austria, where, in addition, Peer Counselling was inserted amongst the services offered under the Equal Opportunities Act.

It is in this context that in 2008 the regional Parliament decided to establish Peer Counselling as a social profession in the Social Profession Act. It appears to be the first step worldwide which provides for such a high standard of qualification, rights under collective agreements and a professionalisation of what has fuelled the disability rights movement since the '70s.

Key features

A Peer Counsellor has attained disability-related experiences, uses active listening as well as other problem-solving techniques in order to give guidance to, and assist, equally affected people. Peer Counsellors can serve as a link between the person with disabilities seeking help and the service providers or the family. However, it is not the task of a Peer Counsellor to

"Disability-specific Peer Counselling should be developed, professionally used and recognized worldwide!"

**Wolfgang Glaser, Director,
Empowerment Centre, Independent Living Centre, Upper Austria**

solve the problems for others, but to provide support. Since 2009, qualification courses designed for different disability experiences, such as physical, intellectual and psychosocial, have been offered at the regional Independent Living Centre.

On the whole, the qualification, which is financed by the region, comprises 240 teaching units and 80 hours of internship. Accommodations are provided. The curriculum comprises know-how for human communication, counselling, independent living, disability-related laws and services offered to persons with disabilities in Austria. Peer Counsellors are required to complete further training to the extent of 16 hours every two years.

In addition, Upper Austria undertook major steps to facilitate job opportunities and now service providers such as Social exit, pro mente, EMC, and many others are employing Peer Counsellors on a part-time basis.

Further information and reading

The Social Profession Act, Upper Austria, 2008, in particular §§ 45-47, is available in German at: http://www.ris.bka.gv.at/Dokumente/Lgbl/LGBL_OB_20080731_63/LGBL_OB_20080731_63.pdf

Gisela Hermes, Peer Counseling – Beratung von Behinderten für Behinderte als Empowerment-Instrument, in: Psychosoziale Beratung in der Sozial- und Rehabilitationspädagogik, ed. Heike Schnoor, pp. 74-80.

Gisela Hermes, Förderung der Selbstbestimmung durch Empowerment: Erfahrungen aus der Praxis, 2010, available in German at: http://www.zedis.uni-hamburg.de/wp-content/uploads/hermes_12012010.pdf

Sebastian Ruppe, "Auf gleicher Augenhöhe". Möglichkeiten und Grenzen des Peer Counseling, 2011, p. 9. Available at: <http://bidok.uibk.ac.at/library/ruppe-peercounseling-dipl.html>

Key figures

Since 2009, Upper Austria has organised disability-specific qualification courses (psychosocial, physical and intellectual disabilities) which certified about 40 professionals. Currently, 54 Peer Counsellors are offering about 750 to 1,000 hours of counselling per week, frequently tailored to different types of disabilities. The high standard of Peer Counselling is promoted by the Empowerment Centre of the Independent Living Initiative of Upper Austria and the Social Affairs Department of Upper Austria. Other Austrian regions, as well as European countries such as Sweden, have shown interest in introducing such a policy.

Future development

Recently a professional association was established which demands a higher job grading. A qualification in personal future planning is being developed in order to facilitate the transition to community living.

Contact details

Wolfgang Glaser, Director, Empowerment-Center, Independent Living Centre, Upper Austria
Phone: +43 73 28 90 04 61 3, Email: w.glaser@sli-emc.at

URL: www.sli-emc.at, www.sli-ooe.at

Renate Hackl, Department for Social Affairs, Directorate Health and Social Affairs, Upper Austria

Phone: +43 73 27 72 01 52 16, Email: renate.hackl@ooe.gv.at

URL: www.land-oberoesterreich.gv.at

The right to an inclusive apprenticeship

Austria

Many young people with disabilities and performance problems do not complete apprenticeships. Recognising this, Austria introduced accommodations to help young people to successfully conclude their vocational education and training and to receive a qualification.

On the basis of a pilot apprenticeship model introduced by a parent association in 1999 in Styria, the Austrian Vocational Training Act of 1969 was amended in 2003. In order to make the vocational training system more accessible to many young people, including those with disabilities, and to enhance considerably their labour market integration, the possibility of undertaking a prolonged or partial qualification was introduced. Being the first example in German-speaking countries, the Austrian inclusive apprenticeship model is based foremost on company-based vocational training, which is legally indicated to be preferred.

Principles

Tailored accommodations

The young person chooses between prolonged and partial qualification, and is included in the regular classes of vocational schools, mostly with the help of support teachers.

Adequate support

If socio-educational, psychological and educational problems arise, the vocational training assistance helps to solve them by meeting representatives of educational establishments, vocational training institutions and vocational schools.

In-company training

Company-based vocational training is to be preferred. Most of the small and medium sized enterprises that offer inclusive apprenticeships had already trained young adults with disabilities. Positively, even though most rely on the financial support, about 44% would offer these apprenticeships anyway.

History

In 1998, pre-vocational training already existed in Austria; however, it was not much used by young people. Acknowledging that many young people with disabilities or performance problems needed accommodations in order to receive a qualification, in 1999 a parent association developed a pilot model for young people with special needs in vocational training, which was implemented in the region of Styria. On the basis of this model, Styria developed vocational training leading to partial qualification. In parallel, the provisions on Inclusive Vocational Training were being written and entered in force in September 2003, when §8b-c was introduced into the Vocational Training Act of 1969, a provision which later became permanent, in 2008. Since 2003 accommodations in vocational training provided either for the prolongation of the legally prescribed period of apprenticeship or for a partial qualification, with the help of the vocational training assistance.

Key features

Under §8b-c of the Austrian Vocational Training Act of 1969, young people with special needs, including those with disabilities, are offered the opportunity to undertake Inclusive Vocational Training (IBA), which can be undertaken in two ways. It can provide for either the prolongation of up to a year (exceptionally up to two years) of the legally prescribed period for an apprenticeship, leading to a regular qualification, or the implementation of a vocational training contract limiting the job description of an apprenticeship with possible supplements from other apprenticeships, leading to a partial qualification.

The IBA is arranged, like regular vocational training, in a dual system. It can be offered either by companies (which is given preference) or by vocational training institutions, complemented by vocational schools. In

"With its inclusive apprenticeship model Austria has laid the fundamentals for successfully qualifying numerous young people who otherwise would have little chances to enter the labour market."

**Hansjörg Hofer, Federal Ministry of Labour,
Social Affairs and Consumer Protection**

vocational schools apprentices are included in the regular classes. In most regions, support teachers are used, the number of pupils per class is reduced or support classes are offered.

A central element of the IBA is the vocational training assistance, i.e. professionals, who have to help solve problems, to define the objectives of IBA and to participate in, and carry out, the examination.

Key figures

In 2011, 7,014 persons were undergoing mostly prolonged Inclusive Vocational Training, of whom about 20% were young people with disabilities. About 61% were trained in companies and almost 70% of graduates with inclusive company-based vocational training were still employed after four years, versus only 44% of dropouts and graduates from vocational training institutions. However, graduates qualifying in vocational training institutions still had, one month after qualification, higher chances of being employed (20%) than those without inclusive training (8%).

Future development

Recently incentives for companies have been increased. In addition, a pilot programme addresses early school leavers and the transition from school to work. A further increase of resources for vocational schools is needed in order to ensure that young people with high support needs are not excluded.

Further information and reading

The Austrian Vocational Training Act of 1969, including recent amendments, is available in German at:
http://www.jusline.at/index.php?cpid=f04b15af72dbf3fdc0772f869d4877ea&law_id=159

Contact details

Hansjörg Hofer, Federal Ministry of Labour
Social Affairs and Consumer Protection

Phone: +43 17 11 00 61 93, Email: hansjoerg.hofer@bmask.gv.at

URL: www.bmask.gv.at

Katharina Meichenitsch, Diakonie Austria

Phone: +43 14 09 80 01 10, Email: katharina.meichenitsch@diakonie.at

URL: www.diakonie.at

Ongoing support through a job trainer

Canada – Newfoundland and Labrador

Newfoundland and Labrador successfully ensures that paid employment is a viable option for persons with intellectual disabilities by recognising that many persons with special needs will have a continuing need for on-the-job-support.

Since 1986 the Supported Employment programme of Newfoundland and Labrador has assisted people with intellectual disabilities to obtain and retain meaningful employment, including self-employment. Comprising work analysis, job coaching and full-time support by a co-worker, the programme facilitates employment that pays at least the minimum wage, in an integrated setting. Central to its objectives is a professional, a job trainer who ensures that the individual receives the needed training and help for the successful completion of job requirements. Job trainer support can be given full-time and on a long-term basis.

Principles

Towards a right to support

The programme recognises not only the right to meaningful work in a community-based setting, but also the receipt of long-term ongoing support in employment.

Protection under general labour law

Individuals are hired and fired according to the general labour law conditions, and paid at least the minimum wage.

Employment First approach

Job trainers are offered to the extent required, and only when the employer offers a meaningful job. Increasingly co-workers are being paid to take on the role of a job trainer.

Sustainable use of financial resources

The programme is cost-efficient, as it is cost-neutral when compared to passive support service programmes and with respect to the additional social and economic benefits.

History

In 1986, Newfoundland and Labrador piloted its first Supported Employment Programme to fund employment agencies, which developed community-based opportunities on behalf of adults with intellectual disabilities. In the early '90s the programme was extended throughout the province, benefitting later from the five-year federal-provincial Employability Assistance for People with Disabilities Agreement signed in 1998 and, thereafter, from the federal-provincial Labour Market Agreements for Persons with Disabilities, under which the federal government agreed to share up to 50% of the costs of programmes that meet the objectives of the agreement. With this funding, the so-called Job Trainer Supports programme can support all eligible persons with intellectual disabilities in accessing the open labour market. Originally the programme provided job trainer support also for initial training periods; however, since the '90s it has been characterised by an Employment First approach. The programme has been expanding ever since, and an extension to the broader disability community is currently being discussed. In 2010, Newfoundland and Labrador highlighted assistance in employment as one of the key target areas of its Strategy for the Inclusion of Persons with Disabilities.

Key features

The Job Trainer Supports programme of Newfoundland and Labrador assists individuals with intellectual disabilities requiring support with accessing employment and performing job duties. In general, community groups (usually employment agencies) work to help individuals to obtain employment, including being self-employed and developing microenterprises, and individuals requiring support apply to the provincial Department of Advanced Education and Skills for funding. Once funding is obtained, a job trainer ensures

"Without on-the-job-support, persons with extensive needs are forced to stay in sheltered workshops. Newfoundland and Labrador is commended for providing needed supports without arbitrary time limits."

**Michael Bach, Executive Vice-President,
Canadian Association for Community Living**

that the individual receives the needed training related to the performance of the job, and successfully completes the job requirements.

The duration and amount of job trainer support are based on the assessed need of the individual. It can be given full time (up to 40 hours per week and up to 52 weeks per year) and support is given for as long as needed. The programme is characterised by the Employment First approach, providing a job trainer only when the employer offers a meaningful job and pays at least a minimum salary.

Key figures

In 2011, 575 people with intellectual disabilities were supported in integrated employment settings through the use of a job trainer, in addition to about 500 peo-

ple who already receive this support. Many people have successfully started their own businesses. All receive competitive wages. The programme has successfully broken down substantial attitudinal barriers and savings are generated from increased health and a higher quality of life, as well as increased taxes and consumer spending. Acknowledging the success of this model, other Canadian jurisdictions (New Brunswick, Alberta and British Columbia) have increased maximum support periods accordingly.

Future development

Access to support is still dependent on the availability of funding. Currently a pilot programme focuses on transitioning from school to work.

Further information and reading

Newfoundland and Labrador's Department of Advanced Education and Skills, Employability Assistance for Persons with Disabilities, available at: <http://www.aes.gov.nl.ca/disabilities/services.html>

Canadian Association for Community Living, Achieving social and economic inclusion:

from segregation to "employment first", Law Reform and Public Policy Series, June 2011, available at: www.cacl.ca

Contact details

Ken O'Brien, Senior Manager – Employment Services, Department of Advanced Education and Skills, Government of Newfoundland and Labrador, Canada

Phone: +1 70 97 29 51 63, Email: kenobrien@gov.nl.ca, URL: www.gov.nl.ca

Don Gallant, National Director Community Inclusion, Canadian Association for Community Living

Phone: +1 41 66 61 96 11, Email: dgallant@nl.rogers.com

URL: www.cacl.ca

The right to youth education

Denmark

Many young people with mental or intellectual disabilities leave school early, have no qualifications and, as a result, mostly attend day care centres and sheltered workshops. In Denmark this situation is changing, since a right to a three-year youth education has been established.

The Danish Act No. 564 of 2007 enables young people with special needs who are not able to complete mainstream education to attain personal, social and – to the best extent possible – vocational competencies through a three-year youth education after primary and lower secondary education. The aim is to be an independent citizen in adulthood and to attend further education as well as to gain employment.

The youth education is based on a person-centred curriculum planned together with the young person, parents and youth guidance experts. It can take place in different schools or in the form of work experiences, and is completed with a certificate.

Principles

A rights-based approach

Often the right to education is denied. With this law, young people with special needs are entitled to person-centred education and training.

Person-centred curriculum

With an individualised plan the three-year youth education allows people to maximise their abilities and opportunities.

The bridge between school and employment

Youth education promotes personal development, enhances the individual's experience of work and cooperation and ability to engage in social contexts, and provides insights into the structure and working conditions at a workplace.

Sustainable use of financial resources

Youth education reduces care needs, improves everyday health and enables young people with special needs to live independently and gain employment.

History

In Denmark, despite a ministerial order on special educational support in vocational education and training and general legislation outlining more or less directly that teaching needs to be accessible to all, young people with learning disabilities rarely participated in any education or training after school. Therefore major reforms have been recently introduced in the Danish education system.

Inspired by the Act on Special Education for Adults, under which adults with functional difficulties of a physical or psychological nature have been entitled, since 1980, to compensatory special education, the Act on Secondary Education for Young People with Special Needs No. 564 came into force on 1 August 2007. This act established for young people with learning disabilities and other students with special needs who do not have the opportunity to conclude a secondary education, a right to a three-year youth education after compulsory primary and lower secondary education. Since the act is fairly new, its full impact is not yet fully known. An evaluation of the act planned for the school year 2011/2012 was postponed, possibly due to political concerns that it would result in an amendment that would increase the cost of the programme.

Key features

The Danish Act on Secondary Education of Youth with Special Needs No. 564 of 6 June 2007 provides young people having mental or intellectual disabilities or people with special needs, who are not able to complete mainstream education, a right to a three-year youth education after primary and lower secondary education, which can be attended from 16 until 25 years of age.

Youth education starts with a process of up to 12 weeks that uncovers the person's wishes and opportu-

"Without the youth education provided by the Act, most of the young people with special needs would have no other way in order to develop their skills and to participate in their communities."

**Dan R. Schimmell,
Special Policy Advisor for Education and Employment, Landsforeningen LEV**

nities for future training and employment, and consists of three years of training following a person-centred curriculum which is based on the young person's qualifications, maturity and interests, and which is planned together with the young person, the parents and youth guidance experts. Comprising a minimum of 840 hours annually, it can take place in different kinds of schools or in the form of work experiences, with the aim of getting a job, living a more independent life and reducing care needs. It can be adjusted each year and is completed with a certificate.

While the Ministry of Children and Education is the overall coordinator, the municipalities are responsible for awareness raising and for bearing the costs of the education, transport and special assistance needed.

Key figures

It was estimated that 2.3% (almost 4,100) of young people per year would take advantage of the Act's provisions. However, in 2012, more than 5,000 people

have already enrolled in youth education. About 70% of students have learning difficulties and developmental disorders. Of the 1,300 who have completed youth education so far, 20% have found a job or attained further education. All have gained skills to live more independently and to actively participate in adult life. Both students and employers are satisfied with the education. Currently, Greenland is interested in implementing it.

Future development

As the demand for the programme grows, there might be the unintended consequence of creating educational pathways or settings which persons with disabilities follow separately from mainstream education.

Further information and reading

Danish Government, Act on Secondary Education of Youth with Special Needs No. 564 of 6 June 2007, is available in Danish at: <https://www.retsinformation.dk/forms/R0710.aspx?id=25361>

Danish Ministry for Children and Education, Youth education for young people with special needs, 2011, available in Danish at: http://www.ug.dk/uddannelser/individuelleforloeb/ungdomsuddannelse_for_unge_med_saerlige_behov.aspx

European Agency for Development in Special Needs Education, National overview – Denmark, 2012, available at: <http://www.european-agency.org/country-information/denmark/national-overview/complete-national-overview>

Contact details

Dan R. Schimmell

Special Policy Advisor for Education and Employment, Landsforeningen LEV

Phone: +45 40 30 51 88

Email: drs@lev.dk

URL: www.lev.dk

Returning successfully to work

Malaysia

Many countries outside Europe and North America lack return-to-work assistance for employees acquiring a disability. Malaysia is the first Southeast Asian country which has effectively improved rates of return to employment, for which a comprehensive disability management programme is crucial.

Responding to a rise in work-related injuries, the Malaysian Social Security Organisation introduced the Return to Work Programme in 2007. Providing for a comprehensive physical and vocational rehabilitation, the programme uses individual case management to assist employees to recover and return to employment. Case managers effectively coordinate the early bio-psycho-social intervention, recovery assistance and workplace adaptation. The programme is promoted as an innovative practice by the International Social Security Association both for countries seeking to improve their return to work approach, and for those aiming to introduce such a service.

Principles

A legal mandate

The Employees' Social Security Act of 1969 allows the Social Security Organisation to provide facilities for rehabilitation free of charge.

Individual case management

Making use of individual but systematic case management while promoting early intervention, the programme considerably improved return to work rates.

Empowerment

Enhancing economic empowerment, the programme provides qualitative benefits to employees such as improvement of physical condition, health, skills, career goals, independence and self-esteem.

Sustainable use of financial resources

The benefits outweigh by far the costs by a 1.43:1 ratio, with possible average returns reaching RM7,884.06 compared to RM3,239.38 costs per person.

History

Tackling the rising trend of workers suffering from disability due to injuries and diseases, the Malaysian Social Security Organisation (SOCSO) introduced the Return to Work Programme in 2007, following an 18-month pilot programme. This pilot programme was implemented based on the results of cost-benefit research conducted by the Australian government in 2003 and a visit of senior officials from SOCSO to Australia in 2006.

The Return to Work Programme is carried out in accordance with the Employees' Social Security Act of 1969 (in particular §§40, 53 and 57) and offers comprehensive physical and vocational rehabilitation to employees suffering from employment injuries and invalidity. From 2009, the programme became operational in every region of Malaysia. Currently, private companies are starting to introduce disability management policies in their human resource management practices. The programme is promoted as an innovative practice both for countries seeking to improve their approach to facilitating the return to work of workers who acquire a disability and for those aiming to introduce such a service, by the World Report on Disability, the International Institute for Social Law and Policy, and the International Social Security Association, which is using it as the basis for its draft guidelines to be discussed at its world congress in 2013.

Key features

The Return to Work Programme is managed by the Social Security Organisation of Malaysia. Offering comprehensive physical and vocational rehabilitation, it may assist, free of charge, workers who suffer from employment injuries and invalidity to be able to return to work. Several factors have contributed to its success: a legal mandate, early intervention, coordination of benefits, standard case management protocols, bio-

"Comprehensive physical and vocational rehabilitation through systematic individual case management is vital to realise the aspiration of people with disabilities to return to meaningful employment."

**Hans-Horst Konkolewski, Secretary General,
International Social Security Association**

psycho-social intervention, stakeholder participation, data mining and evidence-based strategies.

Most important is the effective coordination of rehabilitation through systematic individual case management, by means of which the programme promotes job retention, re-employment and social reintegration. Each case starts with an initial assessment by the case manager, who identifies the key problems and the rehabilitation needs, and plans the recovery assistance. This can involve physiotherapy, vocational retraining and provision of assistive devices/modifications, but also vocational counselling or workplace intervention.

Case managers are involved from the beginning to the end, communicate with the specialists, doctors, employers, family members and rehabilitation professionals, and can be assisted by job placement officers.

Key figures

Since the programme's inception, 4,842 workers have returned to work. In 2011, the number of successfully

rehabilitated employees was 1,812. Of those who returned to work (65% in 2010), 84% continued to work for the same employer; out of these almost 70% continued to do the same job. In 2012, the Ministry of Human Resources had already achieved almost 50% of its target (to return 1,700 workers to work) by June. There has been a 640% increase in the number of cases (2,815 in 2011). Furthermore, the benefits outweigh by far the costs by a 1.43:1 ratio and the therapeutic results are highly positive.

Future development

SOCSO plans to complete its first Rehabilitation Centre for Return to Work by 2013. It engages to reduce further the average number of days required per case (189 days in 2011; benchmark: 59.4 days). In addition, law reform to increase employer involvement is being prepared.

Further information and reading

SOCSO, Return to Work, available at: <http://www.perkeso.gov.my/en/return-to-work1.html>

Marius Olivier et al., SOCSO Return-To-Work Programme in Malaysia. A Handbook 2012, International Institute for Social Law and Policy & Perkeso 2012, available at: <http://www.rtwmalaysia.com/2012/images/stories/9789834230012.pdf>

Contact details

Mohammed Azman Bin Aziz Mohammed, Deputy Chief Executive Officer (Operations)

Edmund Cheong Peck Huang, Head of Operations, RTW Department, Social Security Organisation

Phone: +60 34 25 65 35 7,

Email: drazman@perkeso.gov.my/edmund.cheong@perkeso.gov.my

URL: www.perkeso.gov.my

Bernd Treichel, Project Manager, International Social Security Association

Phone: +41 22 79 96 48 9, Email: treichel@ilo.org, URL: www.issa.int

Equal employment conditions

New Zealand

Many countries have regulations that exempt operators of sheltered workshops from general standards of labour protection. New Zealand, quite differently, completely removed this exemption from minimum wage, holiday and sick leave requirements.

Disability is often used as an excuse for offering persons with disabilities employment under substandard conditions. Attempting to align its policy to the objectives promoted by the UN CRPD, New Zealand enacted in 2007 the Disabled Persons Employment Promotion (DPEP) Repeal Act No. 11 which revoked discriminatory provisions, under which operators of sheltered workshops were given a blanket exemption from minimum wage and holiday and sick leave legislation. Now all persons, including employees with disabilities of sheltered workshops, are entitled to the minimum wage, and holiday and sick leave benefits.

Principles

Public participation

Disabled peoples' organisations rallied for the act, enactment of which took five years of consultation.

Non-discrimination

The DPEP Repeal Act establishes that all people with disabilities have the same employment conditions, rights, and entitlements as others.

Legalising employment relationships

The government helped both employers and employees with negotiating mutually acceptable written employment agreements.

Investing in employment services

Significant resources were mobilised to promote employment rights for people who attended sheltered workshops. Vocational service providers were encouraged to plan for the changes, labour inspectors were prepared for their new role and a plain language employment agreement was developed.

History

In 2001, the government introduced the Disability Strategy, which set out a new approach to disability issues, aiming to provide people with disabilities with the same opportunities as others to participate in training and employment, and with fair remuneration. The Disabled Persons Employment Promotion Act No. 42 of 1960, embodying out-dated concepts about people with disabilities, contradicted these goals. It gave operators of sheltered workshops a blanket exemption from minimum wage, holiday and sick leave legislation, thus establishing different employment conditions for employees of sheltered workshops.

Disability organisations rallied for the repeal of the act and after several years of consultation with service providers, users and stakeholder groups about the bill tabled in 2004, the act was finally revoked in 2007 by the Disabled Persons Employment Promotion Repeal Act No. 11. With the act's withdrawal, all persons with disabilities, including people working in sheltered workshops, were entitled to all standard employment minima.

At the same time, however, families who were concerned that their children with high support needs would be excluded from any employment advocated that, under certain conditions, minimum wage exemptions should be issued on an individual basis. This transitional provision was introduced by an amendment to the Minimum Wage Act of 1983 and its existence and implementation remain controversial.

Key features

The Disabled Persons Employment Promotion Repeal Act No. 11 of 2007 established that all operators of sheltered workshops had to meet all employment standards for any employment relationship, foremost the Minimum Wage Act 1983 and the Holidays Act 2003, in addition to the Employment Relations Act

"The Repeal Act of 2007 was a fundamental step to significantly re-orient persons with disabilities away from segregated work environments towards open employment."

Trish Grant, Director of Advocacy, IHC New Zealand Inc.

2000 and the Health and Safety in Employment Amendment Act 2002 that already applied. As, in practice, not all providers had written agreements with the people they employed, both employers and employees received guidance and assistance with negotiating mutually acceptable written employment agreements. In addition, the government committed approximately NZD 44 million over four years to improve the quantity and quality of vocational services available.

Key figures

In 2001, approximately 5,400 people were employed in segregated work environments (paid below the minimum wage). This number decreased to 1,202 in 2007 (not necessarily paid below the minimum wage), showing a steady declining trend. The number of persons making use of employment services increased by more than 300% from 2003 to 2007 and, similarly, of

all vocational services. In 2007, 83% of people placed in open employment received the same wages as their non-disabled peers. In addition, the proportion of services providing segregated employment that paid at least minimum wage all or most of the time increased from only 10% in 2004 to 60% in 2007.

Future development

The discriminatory provision of the Minimum Wage Act of 1983 under which Labour Inspectors may issue a minimum wage exemption permit to a worker, if the worker is significantly limited by a disability, all reasonable accommodations have been provided and it is reasonable to grant the permit, has always been seen as transitional and needs to be reviewed as soon as possible. As well, its implementation is problematic, as the determination of minimum wage rates is inconsistent, the process lacks transparency and the result is very low rates of pay for most workers who are exempted.

Further information and reading

Disabled Persons Employment Promotion Repeal Act No. 11 of 2007, available at: www.legislation.govt.nz/act/public/2007/0011/latest/whole.html

Human Rights Commission, Tracking Equality at Work for Disabled Persons, 2011, available at: <http://www.hrc.co.nz/wp-content/uploads/2011/07/Tracking-Equality-at-Work-for-disabled-people.pdf>.

The documentation about the three readings in Parliament of both the repeal of the DPEP Act 1960 and the adoption of the Minimum Wage Amendment Act 2007, is available at: http://www.parliament.nz/en-NZ/PB/Debates/Debates/1/1/7/48HansD_20070321_00001095-Disabled-Persons-Employment-Promotion-Repeal.htm

Contact details

Trish Grant, Director of Advocacy, IHC New Zealand Inc
Phone: +64 44 95 27 73, Email: trish.grant@ihc.org.nz
URL: www.ihc.org.nz

Sue O'Shea, Principal Advisor Equal Employment Opportunity, Human Rights Commission
Phone: +64 4 496 9774, Email: sueo@hrc.co.nz
URL: www.hrc.co.nz

Meaningful employment through support

Spain

Aiming to boost open labour market inclusion of persons with high support needs, Spain progressively increased the scope of its Supported Employment Programme and introduced, for the first time, a legal definition of supported employment.

Recognising that supported employment has been demonstrated to be an effective means through which people with high support needs can obtain meaningful employment, Spain put in place in 2007 its Supported Employment Programme introducing adequate rules alongside a legal definition. By developing an individualised workplace adaptation plan with the help of specialised job coaches, the programme provides guidance, advice and support, specific training, monitoring and evaluation of the worker's process of integration. Spain's programme was highlighted as an innovative practice by the European Commission.

Principles

Multistakeholder participation

All stakeholders, such as disabled people's organisations, trade unions, employers' representatives and regional governments, were consulted.

The goal of open employment

Overcoming the view that persons with high support needs cannot work in the open labour market, the decree defines, for the first time, supported employment and provides for ways of accessing it.

Breaking down barriers

More than any public awareness campaign, real labour market inclusion of persons with high support needs successfully breaks down attitudinal barriers.

Sustainable use of financial resources

Compared with sheltered employment, less money per person is spent when providing employment in the open labour market with the help of a job coach.

History

Supported employment has been demonstrated to be an effective means through which people with intensive disabilities can acquire skills and obtain and retain employment – more effective than traditional centre-based approaches to skills development. In fact, supported employment was already practiced in Spain before it was regulated by the Royal Decree No. 870 of 2 July 2007, entitled Rules for the Supported Employment Programme, as a means to achieve employment of persons with disabilities in the regular labour market. It was included in several other documents, such as the National Reform Programme of Spain of 2005, which was a fundamental source for the government's economic policy until 2010. The new Decree introduced the Supported Employment Programme as a strategy to build an inclusive labour market for employees with disabilities, in which both funding and exemptions are set for employers and services that provide support.

As a result, the programme has progressively increased its scope. In addition, supported employment is incentivised by the employment quota system. However, the enforcement system for this regulation is still under development and at present it is only compulsory for enterprises with more than 50 employees. A new Government Action Plan 2009-2012 aims at levelling regional disparities in funding and standardising programme quality.

Key features

The Spanish Royal Decree No. 870 of 2007 regulates supported employment projects that help persons with cerebral paralysis, psychosocial or intellectual disability or an extensive physical or sensory disability to obtain and retain meaningful employment. Supported employment projects provide guidance, advice and support through an individualised workplace adapta-

"In order to provide support according to the employee's and employer's needs and to overcome the lack of funding, it is imperative to introduce an EU-wide Supported Employment Labour Contract."

**Fernando Bellver Silvan,
Vice President of the European Union of Supported Employment (EUSE)**

tion plan, specific training of workers in the tasks inherent to the job and monitoring and evaluation of the worker's process of integration into the workplace. Central to such projects are specialised job coaches, who are provided by private providers. In general, a cooperation agreement with the employer must be signed and the worker must be hired by the company, through a permanent or fixed-term contract, for at least six months. Support services can last from six months up to one year with a maximum period of two years. However, in the case of a particularly difficult situation, this may be extended up to another six months. Project funding has to be obtained through public and private tenders, and, if available, is granted for up to a year, which can be renewed.

Key figures

Currently about 200-300 (mainly private) service providers employ between 400-500 job coaches who assist about 5,000 persons with high support needs in

the open labour market. Thanks to the various supported programmes, during the period 1995-2008, 14,159 people with disabilities found employment and of those, 5,090 persons, or 32.33%, were still working in 2008. Indeed, in 2011, the Spanish Supported Employment Programme was mentioned as an innovative practice in a European Commission report.

Future development

In contrast to well-funded sheltered employment, the lack of steady funding for supported employment still jeopardises the programme's potential. As long-term support needs are still uncovered, many projects can only exist when families, users or private service providers co-finance them.

Further information and reading

Spanish Government, Royal Decree No. 870 of 2 July 2007, Rules for the Supported Employment Programme as a means to achieve employment of persons with disabilities in the regular labour market, is available in Spanish at:

<http://www.boe.es/buscar/doc.php?id=BOE-A-2007-13588>

European Commission, Study Report Supported Employment for People with Disabilities in the EU and EFTA-EEA.

Good practices and recommendation in support of a flexicurity approach, 2011:

http://ec.europa.eu/justice/discrimination/files/cowi.final_study_report_may_2011_final_en.pdf

M.A. Verdugo et al., Evaluation and follow up of Supported Employment initiatives in Spain from 1995 to 2008, Journal of Vocational Rehabilitation 33 (2010), pp. 39-49

Contact details **Fernando Bellver Silvan**, Vice President of the European Union of Supported Employment (EUSE) and Honorary President of the Spanish Association of Supported Employment (AESE)
Phone: +34 91 85 59 47 3
Email: fbellver@empleoconapoyo.org
URL: www.empleoconapoyo.org

Building an inclusive labour market

Sweden

The Swedish general labour law provides persons with disabilities employment rights on an equal basis with others. In the case of reduced ability to work, employers need to undertake all reasonable efforts to retain the worker.

Employers' obligations under the Swedish Employment Protection Act No. 80 of 1982 seem to be the key to achieving the OECD's top disability employment rate. Most importantly, 50% of disabled persons with reduced ability to work are employed, which is significantly higher than countries such as Denmark, where the rate is as low as 26%. Indeed, persons with disabilities in Sweden enjoy the same rights of employment protection as their non-disabled counterparts, as lesser capability because of age, illness or acquired disability is not an objective ground for dismissal and employers must make all reasonable efforts to retain the worker.

Principles

Protection from unjustified dismissal

A dismissal must have objective grounds such as economic redundancy or personal circumstances.

Employment rights on an equal basis with others

Lesser ability to work due to age, illness or disability is not an objective ground for dismissal. The employer has a duty to rehabilitate the employee, try to adjust the workplace and transfer her or him to other suitable work.

Fair dismissal

Dismissal is only fair if an employee's ability to work is permanently reduced to such a degree that she or he can no longer be expected to perform work of any significance for the employer.

Safeguards in the case of collective redundancy

Employees with a reduced ability to work enjoy protection in the case of redundancy as they are exempted from the usual the last-in, first-out rule.

History

Sweden stands out for its comprehensive statutory protection of employees against arbitrary or unjustified dismissal consisting of the Employment Protection Act No. 80 of 1982 (widely referred to by the initials LAS), which represents a further development of original legislation dating from 1974. When first introduced, on the basis of tripartite negotiations, trade unions feared that the high standards of workers' rights, which formerly were agreed on in collective agreements, would be quickly weakened by politicians. However, with the passing of time, the LAS acted to uphold a standard of employment protection. With decreasing collective bargaining power, the act can be expected to gain even more importance. In 2007, the act was amended and flexibility measures, such as the possibility of making short-term contracts, were introduced in its article 5.

Key features

The LAS is an example of general labour law which promotes an inclusive labour market for persons with disabilities. Its protection, which applies from the first day of employment, is essentially designed to ensure that the normal case for an employee is an employment of unspecified duration and that an employee in such permanent employment cannot be dismissed unless the employer is able to prove just cause. Objective grounds for dismissal are deemed not to exist if an employee could reasonably have been transferred to other work (article 7).

With a view to keeping people with reduced ability in work, the LAS sets standards for the accommodations which must be provided by employers in order to ensure that workplaces are inclusive. In the case of lesser capability because of age, disease or disability, the employer first has to try to adjust the workplace, rehabilitate the employee or transfer the employee to

"Protection of employees with disability-related reduced ability to work in general labour law appear to have helped Sweden to create the most inclusive labour market of the whole OECD."

Maria Ventegodt Liisberg, Team Leader, Danish Institute for Human Rights

other suitable work. Only if all reasonable efforts fail can the situation constitute just cause for dismissal, particularly if it constitutes an undue hardship for the employer. If deemed unfair, the dismissal is void and the employee with disability must be reintegrated in the workplace at the expense of the employer. In the case of redundancy, employees with a reduced ability to work are exempted from the last-in, first-out principle (article 23). If unfairly dismissed, the employee receives compensation and damages.

Key figures

In 2010, Sweden's employment rate for persons with health problems or disability was at 62%, the highest in the entire OECD. In addition, around 50% of persons with disabilities and reduced ability to work are in employment – a situation which is significantly different from other countries such as Denmark, where only 26% of disabled persons with reduced ability to work

are employed. In 2009, 75% of Swedish employees with reduced ability to work reported that they required adaptation of their working conditions, such as adapted work duties, work rates, working time, aids etc., and the absolute majority stated that they received the help needed.

Future development

At present, changes to article 22 on collective redundancies (which possibly affect article 23). Beyond the act's standards for accommodations which must be provided by employers, specific guidance on reasonable accommodation and employers' incentives for workplace adaptation are needed.

Further information and reading

The Swedish Employment Protection Act, SFS 1982:80, as amended in 2007, is available at:

<http://www.sweden.gov.se/sb/d/5807/a/76536>

Maria Ventegodt Liisberg, Disability and Employment. A contemporary disability human rights approach applied to Danish, Swedish and EU law and policy, Intersentia, 2011.

Contact details

Maria Ventegodt Liisberg, Team Leader, Danish Institute for Human Rights

Phone: +45 32 69 86 11, Email: mvl@humanrights.dk

URL: www.humanrights.dk

Sofie Rehnström, Jurist, Swedish Trade Union Confederation (LO)

Barnhusgatan 18, SE-105 53 Stockholm, Sweden

Phone: +46 8 796 25 00, E-mail: sofie.rehnstrom@lo.se

URL: www.lo.se

Effective employment services

United Kingdom

Employment services play a key role in enabling job seekers to find jobs suited to their skills and interests, and employers to find the workers they seek. The United Kingdom recognised that effective workplace adaptation and support is pivotal, especially for particularly disadvantaged job seekers.

Focusing on what enables a person to work, the Access to Work Programme of 1994 provides practical advice and support to people with disabilities and their employers to help them to overcome work-related obstacles resulting from disability, complementing provisions on reasonable adjustment of the Equality Act 2010. Access to Work helps to pay for the equipment an individual needs at work, a support worker, communications support and the cost of travelling to work. Most importantly, it tests a "right to control" giving persons with disabilities control over the budgets allocated to them and has introduced a Mental Health Support Service.

Principles

Focus on abilities

Rather than focusing on a person's functional limitations through work capability assessments, Access to Work focuses on which supports or work environment enable the individual to work.

Tailored support

Support workers and communicators help people with intensive needs and a mental health support service assists people with psychosocial disabilities.

Right to control

Promisingly, the programme pilots an approach which gives people with disabilities control over the budgets allocated to them for a range of services, including Access to Work and health care services.

Sustainable use of financial resources

With a net return to the Treasury of £1.48 for every £1 spent on the programme, plus the social return on investment, Access to Work is highly cost-effective.

History

In the United Kingdom, the first comprehensive framework for the employment of persons with disabilities was introduced by the Disabled Persons Employment Act 1944. The Act and its requirement that employers employ a quota of disabled persons were almost completely repealed by the Disability Discrimination Act 1995.

When in the early '90s the OECD called for "measures to enhance the competitive power of individuals with disabilities", the discussion in the United Kingdom focused around employment services and training, help for employees, and incentives to take up work. In this context, and on the basis of the Employment and Training Act 1973, the Access to Work Programme was introduced by the Department for Work and Pensions in June 1994, aiming at extending and simplifying the range of services available.

The programme provides practical advice and support to people with disabilities and their employers to help them to overcome work-related obstacles resulting from disability, complementing provisions of the Equality Act 2010, under which employers are obliged to make reasonable adjustments to the working arrangements or the workplace.

Access to Work, along with other disability employment programmes, was recently reviewed under the lead of Liz Sayce, whose recommendations were accepted by the government in 2012. Currently it is being planned how to implement them.

Key features

Access to Work assists persons who have a disability, or health condition as defined under the Equality Act 2010, which is affecting their ability to work. It provides practical advice and support to people with disabilities and their employers to help them to overcome

"The 'right to control' and Access to Work are a powerful basis on which a future model of individualised employment support could be built."

Liz Sayce, Chief Executive, Disability Rights UK

work-related obstacles resulting from disability, matching employer's obligations to reasonable adjustments under the Equality Act 2010. Support can be requested by the person with disabilities and is delivered through Jobcentre Plus.

Access to Work helps to pay for the equipment an individual needs at work, a support worker, an interpreter, a communicator at job interviews and towards the cost of travelling to and within work. The programme has recently been extended to young disabled people doing work experience and the government has accepted recommendations to promote and grow the scheme and offer better information on eligibility to disabled job seekers. There is a staggered approach to cost-sharing based on the time the individual has been employed, the supports required and the size of an employer's workforce, and the precise level is agreed between the employer and the Access to Work advisor.

Key figures

During 2011-2012, Access to Work supported around 30,000 persons with disabilities and spent £93 million (an average cost per person of around £3,100). 45% of customers would be out of work but for the support they receive through Access to Work. There is a net return to the Treasury of £1.48 for every £1 spent. Access to Work is a highly effective programme which is well supported by users, employers and DPOs. In March 2012, the British Government announced its intent to invest funds of £15 million, increasing the number of beneficiaries by a further 8,000 persons.

Future development

Access to Work is still not a statutory benefit. It is under-used by people working in small businesses and by those with psychosocial and learning disabilities. Review recommendations are currently being implemented.

Further information and reading

Liz Sayce, Getting in, staying in and getting on. Disability employment support fit for the future, June 2011, available at: <http://www.dwp.gov.uk/docs/sayce-report.pdf>

Department for Work and Pensions, Sayce Review response: Government to support thousands more disabled people into mainstream employment, 7 March 2012, available at:

<http://www.dwp.gov.uk/newsroom/press-releases/2012/mar-2012/dwp022-12.shtml>

Contact details

Liz Sayce

Chief Executive, Disability Rights UK

Phone: +44 20 75 66 01 25

Email: Cheryl.Gowar@disabilityrightsuk.org

URL: www.disabilityrightsuk.org

Individual placement and support

United Kingdom

Not receiving adequate assistance to find and retain employment, persons with psychosocial disabilities are regularly categorised as unemployable by medical staff and employers. The UK started to address this problem successfully by embedding employment specialists in clinical treatment teams.

Piloted in the UK in 1998, Individual Placement and Support (IPS), also known as evidence-based supported employment, addresses the problem that the majority of mental health service clients do not receive help with finding paid work. Based on the rationale that everyone is capable of working in the open labour market if the right work is found, the programme, most importantly and unlike the traditional sequential rehabilitation approach, embeds employment specialists in clinical treatment teams so that clinical treatment and employment support are integrated and occur in parallel. The generalisability of IPS has been demonstrated.

Principles

Focusing on abilities

The overriding philosophy of IPS is that anyone is capable of working competitively in the community if the right kind of job can be found and the right kind of support provided.

Adherence to a principled methodology

Principles include competitive employment as the primary goal, employment support along with clinical treatment and respect of the individual's choice.

Sustainable use of financial resources

The savings for inpatient costs, over an 18-month period, were calculated at around £6,000 per person, with evidence suggesting that further, long-term savings could accrue.

Generalisability

Sixteen randomised controlled trials have demonstrated that IPS achieves far superior outcomes across varying social, economic and welfare contexts.

History

Individual Placement and Support is a proven methodology, developed in the USA in the 1980s, whereby employment specialists are integrated into mental health teams to support service users to return to work. In 1998, a pilot programme in the National Health Service trust of South West London was implemented and proved its successfulness, which led to the introduction of IPS into a series of policy documents recommending its use: the Mental Health and Social Exclusion Report of the Social Exclusion Unit of the UK Office of the Deputy Prime Minister in 2004, the Commissioning Guidance of the UK Department of Health in 2006, as well as the Action Plan for Social Exclusion of the Prime Minister's Strategy Unit of the UK Cabinet Office in 2006.

Most importantly, in 2007, the number of secondary mental health services users in employment became a national indicator on which all mental health trusts needed to report data. In 2009, an independent review of the Department for Work and Pensions reiterated the IPS Guidance to Commissioners, which was reaffirmed by the Government's strategy "No Health without Mental Health" and its supporting document, where IPS was recommended as an effective vocational support and skills development service. The next step was to set up the centre of excellence (2009) and a programme to train employment specialists at the London Metropolitan University.

Key features

Individual Placement and Support helps persons with psychosocial disabilities in (primary and) secondary care to get open, competitive employment, commensurate with their interests and preferences, as quickly as possible, and provides all the support, (ideally) as long as necessary, that both the individuals and their employers need to make a success of the employment.

"By revolutionising traditional thinking, Individual Placement and Support is a compelling bridge for most people with psychosocial disabilities who have always wished to find and retain employment."

Rachel Perkins, Chair of Equality 2025

IPS consists of the adherence to seven principles. The most important principle is, unlike the traditional sequential approach, to embed employment specialists in clinical treatment teams so that clinical treatment and employment support are integrated and occur in parallel. The other principles include competitive employment as the primary goal, rapid job search consistent with individual preferences, time-unlimited and individualised support to both the employer and employee, and benefits counselling. A typical IPS case management process follows five steps:

1. Building an understanding of the service user's needs
2. Developing a clear vocational profile
3. Setting up of a vocational action plan
4. Early job search and placement
5. Giving support ensuring the individual sustains employment

Key figures

An average of 61% of people with psychosocial disabilities can successfully gain open competitive employment using IPS, as compared with 23% for traditional vocational rehabilitation services. Furthermore, drop-out rates are far lower; people sustain their jobs for longer, work more hours and earn more. Among those who gain employment, mental health service usage and costs decrease significantly. The majority of people find part-time employment. Since the establishment of the centre for excellence, 12 out of 50 National Health Services trusts offer IPS, and four are doing excellent work.

Future development

IPS cannot be imposed on mental health trusts because of the decentralised National Health System. Attitudinal barriers amongst mental health staff and lack of funding limit the IPS's potential.

Further information and reading

Miles Rinaldi et al., Individual placement and support: from research to practice, *Advances in Psychiatric Treatment* 14 (2008), available at: <http://apt.rcpsych.org/content/14/1/50.abstract>

Department for Work and Pensions, A review to Government by Rachel Perkins, Paul Farmer and Paul Litchfield, *Realising ambitions: Better employment support for people with a mental health condition*, December 2009, available at: <http://www.dwp.gov.uk/policy/welfare-reform/legislation-and-key-documents/realising-ambitions>

Contact details

Rachel Perkins, Chair of Equality 2025 and former Director of Quality Assurance and Service User Experience at South West London & St. George's Mental Health NHS Trust
Phone: +44 20 87 67 09 10, Email: rachel.e.perkins1@btinternet.com
URL: www.odi.dwp.gov.uk/equality-2025/index.php

Miles Rinaldi, Head of Recovery and Social Inclusion at South West London & St. George's Mental Health NHS Trust
Phone: +44 20 35 13 50 00, Email: Miles.Rinaldi@swlstg-tr.nhs.uk, URL: www.swlstg-tr.nhs.uk

Geoff Shepherd, Senior Policy Adviser, Centre for Mental Health
Phone: +44 20 78 27 83 00, Email: Geoff.Shepherd@centreformentalhealth.org.uk
URL: www.centreformentalhealth.org.uk

