

## RIGHT TO ASSISTANCE IN THE WORKPLACE

### 34. Does a person with disabilities have the right to assistance in the workplace paid for by the state?

#### RELATES TO UN 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 RELATING TO THE ARTICLE:

The issues addressed by this question are that of a state’s obligation to pay for assistance in the workplace and the right of persons with disabilities to such assistance

#### SUMMARY OF RESULTS:

In very few of the countries – Denmark, Portugal and Sweden – do persons with disabilities have the right to assistance in the workplace paid for by the state. In half the remaining countries, no such right exists.

In Austria, such a system is basically in place, but there is no legal right to it. It is aid that can be granted by the state, but if it is not, you can do nothing about it. This is similar to Ireland or Slovenia.



























In the United States/New York State there is no such financial aid for private companies, and it is a heavily discussed issue.

#### FURTHER INFORMATION:

<http://www.citizensinformation.ie/categories/employment/employment-and-disability>

<http://www.fas.ie/en/Allowances+and+Grants/default.htm>

## 34. RIGHT TO ASSISTANCE IN THE WORKPLACE

|  |                            |   |
|--|----------------------------|---|
|    | <b>Austria</b> (AT)        |    |
|    | <b>Canada</b> (CDN)        |    |
|    | <b>Switzerland</b> (CH)    |    |
|    | <b>Germany</b> (DE)        |    |
|    | <b>Denmark</b> (DK)        |    |
|    | <b>Hungary</b> (HU)        |    |
|    | <b>Ireland</b> (IRL)       |    |
|    | <b>Portugal</b> (POR)      |    |
|    | <b>Romania</b> (ROM)       |    |
|    | <b>Slovenia</b> (SLO)      |    |
|    | <b>Spain</b> (SPA)         |    |
|    | <b>Sweden</b> (SWE)        |    |
|    | <b>Turkey</b> (TR)         |    |
|  | <b>United Kingdom</b> (UK) |  |
|  | <b>USA</b>                 |  |

- A worker with disabilities has the right to assistance in the workplace paid for by the state.
- A worker with disabilities has the right to assistance only for defined periods. Or the employer is obliged to meet the costs of assistance, etc.
- No such right exists.

## REMARKS

**AT:** Dr. Schmon BSB: PAA kann von Menschen mit Behinderung im erwerbsfähigen Alter in Anspruch genommen, die in der Pflegestufe 5, 6 oder 7 eingestuft sind, die fachliche und persönliche Eignung für den ausgeübten bzw. angestrebten Beruf aufweisen und in einem aufrechten sozialversicherungspflichtigen Dienstverhältnis stehen und mit Hilfe der PAA die Qualität ihrer Arbeitsleistung steigern bzw. einen drohenden Arbeitsplatzverlust vermeiden können oder mit Hilfe der PAA ein in konkrete Aussicht gestelltes sozialversicherungspflichtiges Dienstverhältnis erlangen können oder mit Hilfe der PAA ein Studium oder eine Berufsausbildung in der gesetzlich vorgeschriebenen Dauer zuzüglich der für den Bezug von Studienbeihilfe zulässigen weiteren Semester absolvieren können. Auf die Gewährung einer Förderung besteht kein Rechtsanspruch. Finanzierung durch den Bund.

**CDN:** The federal government and the provincial/territorial governments have programmes for employment-related training and supports.

**IRL:** While no actual right exists, there are grants to employers available from state agencies responsible for getting people with disabilities into employment and training.

**SLO:** We still do not have a law, but in general for some categories of disabled people the costs are covered.

**SPA:** A worker has the right to assistance in the workplace. The state gives grants to the company for that. (This is not always sufficient.)

**UK:** This is covered by the Access to Work Scheme. However, in some circumstances the employer must meet a proportion of the costs involved.

**US/New York State:** Private employers must pay for the reasonable accommodations of their employees with disabilities. This issue is heavily discussed in New York State, and many disability organisations are lobbying to have state agencies provide funds for reasonable accommodations in private workplaces. These organisations argue that making private employers pay for accommodations serves as a deterrent to hire qualified people with disabilities.

# STATE EMPLOYMENT OF PERSONS WITH DISABILITIES

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

### RELATES TO UN 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 RELATING TO THE ARTICLE:

This question is only about the availability of these figures, not about the figures and percentages themselves. (Figures provided in this year's survey will be used purely for descriptive, not comparative, purposes.)

### SUMMARY OF RESULTS:

Over 70% of surveyed countries calculate and publish a figure for the number of persons with disabilities employed by the state. However, in fewer than half of these countries – Canada, Ireland, Slovenia and United Kingdom – is this figure actually available on an annual basis.

In Austria the figure is published annually by the Republic, but not by all of its nine states

In four countries, such a figure is neither calculated nor published, among them the United States/New York State and Switzerland.

### FURTHER INFORMATION:























[http://www.nda.ie/cntmgmtnew.nsf/0/584C604587AEE6BE8025768D00574AFE/\\$File/PartV\\_FinalEnglish.pdf](http://www.nda.ie/cntmgmtnew.nsf/0/584C604587AEE6BE8025768D00574AFE/$File/PartV_FinalEnglish.pdf)

<http://www.nda.ie/website/nda/cntmgmtnew.nsf/0/584C604587AEE6BE8025768D00574AFE?OpenDocument>

[http://www.bmas.de/portal/9054/2006\\_\\_03\\_\\_22\\_\\_bericht\\_\\_beschaeftigung\\_\\_behinderter\\_\\_bund.html](http://www.bmas.de/portal/9054/2006__03__22__bericht__beschaeftigung__behinderter__bund.html)

[http://www.hrsdc.gc.ca/eng/disability\\_issues/reports/index.shtml](http://www.hrsdc.gc.ca/eng/disability_issues/reports/index.shtml)

### 35. STATE EMPLOYMENT OF PERSONS WITH DISABILITIES

|  |                            |   |
|--|----------------------------|---|
|    | <b>Austria</b> (AT)        |    |
|    | <b>Canada</b> (CDN)        |    |
|    | <b>Switzerland</b> (CH)    |    |
|    | <b>Germany</b> (DE)        |    |
|    | <b>Denmark</b> (DK)        |    |
|    | <b>Hungary</b> (HU)        |    |
|    | <b>Ireland</b> (IRL)       |    |
|    | <b>Portugal</b> (POR)      |    |
|    | <b>Romania</b> (ROM)       |    |
|    | <b>Slovenia</b> (SLO)      |    |
|    | <b>Spain</b> (SPA)         |    |
|    | <b>Sweden</b> (SWE)        |    |
|    | <b>Turkey</b> (TR)         |    |
|  | <b>United Kingdom</b> (UK) |  |
|  | <b>USA</b>                 |  |

- The figure is published annually in an official publication, together with some description covering in which state bodies these persons are employed.
- 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.
- Such a figure is neither calculated nor published.

#### REMARKS

**AT:** Mag. Wirnsberger BMSK: In diesem Zusammenhang muss zwischen den verschiedenen DienstgeberInnen im Bereich des öffentlichen Dienstes unterschieden werden. Daten betreffend Menschen mit Behinderung (begünstigte Behinderte iSd. Behinderteneinstellungsgesetzes), welche beim Bund bzw. bei den Ländern in Beschäftigung stehen, werden grundsätzlich erfasst und regelmäßig in globaler Form veröffentlicht – beispielsweise im Rahmen der Beantwortung parlamentarischer Anfragen. Abschließende Daten hinsichtlich der Gemeinden liegen unserem Haus nicht vor.

**CDN:** At a federal level this information is published in an annual report on the inclusion of persons with disabilities.

**CH:** Wird für die Bundesverwaltung angestrebt.

**DE:** Gem. dem Bundesministerium für Arbeit und Soziales wird die Anzahl von Menschen mit Behinderung, die im öffentlichen Dienst beschäftigt sind, berechnet und publiziert, allerdings nicht jährlich/regelmäßig.

**IRL:** Under Part 5 of the Disability Act 2005, public sector organisations are obliged to promote and support the employment of people with disabilities, and achieve a statutory minimum 3% target of staff with disabilities.

**SWE:** These figures are calculated and published only every second year.

**UK:** While these figures are available in the Labour Force Survey and have been cited in journal articles, a special license is required to access the survey.

## NUMBER OF EMPLOYEES WITH DISABILITIES

### 36. Did the percentage of persons with disabilities employed increase in calendar year 2009?

#### RELATES TO UN 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 RELATING TO THE ARTICLE:

This question refers to 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 a success.

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 people with disabilities are, in fact, being employed as required.

#### SUMMARY OF RESULTS:















In only three countries, Austria, Hungary and Romania, was there any indication that the percentage of persons with disabilities employed had increased in calendar year 2009. In Hungary this is certainly due to the fact that the fees for non-employment were raised substantially at the end of 2009. In Austria there was a slight rise, of 1.2 percent, so a "green" light was given. But this has also to be seen in the context of the numbers of jobs that should be manned because of legal obligations – this figure rose by 3.8 percent. Of the 12 answers given to this question, six indicated either that the percentage had decreased, or that no figures were available. This can also be attributed to generally rising unemployment in 2009, in the aftermath of the financial crisis.

#### FURTHER INFORMATION:

<http://www.bls.gov/news.release/empsit.t06.htm>

<http://statistik.arbeitsagentur.de>

## 36. NUMBER OF EMPLOYEES WITH DISABILITIES

|  |                            |   |
|--|----------------------------|---|
|    | <b>Austria</b> (AT)        |    |
|    | <b>Canada</b> (CDN)        |    |
|    | <b>Switzerland</b> (CH)    |    |
|    | <b>Germany</b> (DE)        |    |
|    | <b>Denmark</b> (DK)        |    |
|    | <b>Hungary</b> (HU)        |    |
|    | <b>Ireland</b> (IRL)       |    |
|    | <b>Portugal</b> (POR)      |    |
|    | <b>Romania</b> (ROM)       |    |
|    | <b>Slovenia</b> (SLO)      |    |
|    | <b>Spain</b> (SPA)         |    |
|    | <b>Sweden</b> (SWE)        |    |
|    | <b>Turkey</b> (TR)         |    |
|  | <b>United Kingdom</b> (UK) |  |
|  | <b>USA</b>                 |  |

- The percentage increased. Or the percentage has not increased because all companies required by law to employ persons with disabilities actually do so.
- The percentage remained the same.
- The percentage decreased. Or no figures are available.

## REMARKS

**AT:** BSA Wien und BMSK: Die Zahl der Unternehmen, die Menschen mit Behinderung beschäftigen, ist 2009 leicht gestiegen (1,2%), allerdings sind die Pflichtstellen ebenso um 3,8% angestiegen.

**CDN:** Based on their disability, there are significant differences in the employment rates for people with disabilities. Increases to employment are, therefore, not reflective of the experience of all people with disabilities.

**CH:** No official figures.

**IRL:** No figures are available for 2009.

**ROM:** Share has increased since tax incentives for companies from the state were given.

**UK:** No answer given, however, "50% of people with disabilities are in employment, compared with 80% of non-disabled people."

**US/New York State:** According to the Bureau of Labor Statistics, from May 2009 – May 2010 the number of persons with disabilities who are employed has decreased. <http://www.bls.gov/news.release/empst.t06.htm>

# OPPORTUNITIES TO FINISH VOCATIONAL EDUCATION

## 37. Are there additional opportunities for young persons with disabilities to finish vocational education programmes?

### RELATES TO UN 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 RELATING TO THE ARTICLE:

Some young people with disabilities need more time to learn, or to gain skills, than those without disabilities. Some need alternative training, and education methods, to provide them with the same opportunities to complete a programme successfully or get a certificate, and consequently, also, to have the same opportunity to get a job and lead an independent life.

This question refers not only to the legal situation, but also to practical experience and an assessment of that.

### SUMMARY OF RESULTS:

In every country surveyed, that answered the question some sort or another of programme exists that offers young people with disabilities a chance to finish their vocational education.

In the majority of these, eight out of 15, effective programmes are available to all young people with disabilities.

In Austria, the majority of NGOs chose a “green” light, but mentioned also that there are no statistics available covering, for example, how often young migrants use these programmes, as opposed to their use by young persons with disabilities for whom they are designed.

In a recent report of the OECD the Swiss System is described as being very effective, evaluation reports are to be expected in 2010.

### FURTHER INFORMATION:































<http://www.studentfinance.ie/pca7575.html>

German Language: <http://www.oecd.org/dataoecd/5/43/42837311.pdf>

English Language: <http://www.oecd.org/dataoecd/36/24/43926141.pdf>

<http://www.fas.ie/en/Equality/Disability/default.htm>

### 37. OPPORTUNITIES TO FINISH VOCATIONAL EDUCATION

|  |                            |   |
|--|----------------------------|---|
|    | <b>Austria</b> (AT)        |    |
|    | <b>Canada</b> (CDN)        |    |
|    | <b>Switzerland</b> (CH)    |    |
|    | <b>Germany</b> (DE)        |    |
|    | <b>Denmark</b> (DK)        |    |
|    | <b>Hungary</b> (HU)        |    |
|    | <b>Ireland</b> (IRL)       |    |
|    | <b>Portugal</b> (POR)      |    |
|    | <b>Romania</b> (ROM)       |    |
|    | <b>Slovenia</b> (SLO)      |    |
|    | <b>Spain</b> (SPA)         |    |
|    | <b>Sweden</b> (SWE)        |    |
|   | <b>Turkey</b> (TR)         |   |
|  | <b>United Kingdom</b> (UK) |  |
|  | <b>USA</b>                 |  |

- Effective programmes exist for all young people with disabilities to finish their vocational education.
- Some, but not all, professional students have these options - or just some of them.
- No programmes exist that offer young people with disabilities any chance of finishing their vocational education.

#### REMARKS

**AT:** (1) Fr. Dr. Eichinger-Kniely/WKO Lehrlingsausbildung: Integrative Berufsausbildung (IBA) gibt es als Teilqualifizierung und verlängerte Lehre und in ganz Österreich. Möglichkeit besteht für Jugendliche mit körperlicher und geistiger Behinderung. (2) ÖAR: Das gibt es theoretisch, idP sind es aber Kinder mit Migrationshintergrund, die das nützen.

**CH:** Das BehiG verlangt, dass die Aus- und Weiterbildung von Menschen mit Behinderung an ihre Bedürfnisse angepasst wird (siehe Art. 2 Abs. 5 BehiG). Als Anpassungen gelten zum Beispiel Verlängerung der Ausbildungszeit oder Anpassungen bei den Prüfungen. Diese Pflicht, staatliche Aus- und Weiterbildung an die Bedürfnisse von Menschen mit Behinderung anzupassen, kann auch aus Art. 8 Abs. 2 der Bundesverfassung abgeleitet werden. Im Rahmen der beruflichen Grundbildung gibt es die Möglichkeit einer zweijährigen beruflichen Grundbildung mit eidgenössischem Berufsattest (EBA). Die zweijährigen beruflichen Grundbildungen sind 2004 mit dem neuen Berufsbildungsgesetz (BBG) eingeführt worden.

**IRL:** There are some additional opportunities for young people with disabilities to finish vocational educational programmes. And funding for further or higher education is available.

**SWE:** Such options include: extending the length of their vocational education, receiving partial qualifications, access to alternative testing methods, etc.

**SPA:** No answer given.

**UK:** Support from the Connexions agency is available for disabled people up to the age of 25. For young people without disabilities this support is available until they are 18. Also Section 6 of the Disability Discrimination Act 1995 requires reasonable adjustments to be made, for example, in such areas as testing methods.

**US/New York State:** New York state has various vocational rehabilitation agencies that assist in funding and training youth with disabilities in job skills. Amongst the other opportunities these agencies provide is the education of youth with disabilities in self-advocacy skills and assistive technology devices.



# STATISTICS ON EDUCATION AND EMPLOYMENT

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

### RELATES TO UN CONVENTION – ARTICLE NO.:

31 Statistics and data collection

### BRIEF EXPLANATION OF THE ARTICLE:

See Question 41

### BRIEF EXPLANATION OF THE QUESTION RELATING TO THE ARTICLE:

This question was chosen precisely because a sustainable effort at inclusion has to result in rising percentages of graduates with disabilities 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 – based on those statistics. I.e. it simply asks whether such statistics are collected and, additionally, if so, what is their quality?

### SUMMARY OF RESULTS:

Comparatively, the results regarding available data on education and employment are better than the results covering institutional data. The regular censuses in several countries include significant data on these issues, especially in Ireland, the United Kingdom and the United States/New York State.

In Austria the different definitions used in different laws make the data an unreliable base for “evidence-based decision-making”.

### FURTHER INFORMATION:
























<http://www.census.gov/hhes/www/disability/disability.html>

<http://www.cso.ie/releasespublications/nationaldisabilitysurvey06vol2.htm>

<http://disabilitycompendium.org/>

<http://www.ilr.cornell.edu/edi/disabilitystatistics/reports/acs.cfm>

## 42. STATISTICS ON EDUCATION AND EMPLOYMENT

|  |                            |   |
|--|----------------------------|---|
|    | <b>Austria</b> (AT)        |    |
|    | <b>Canada</b> (CDN)        |    |
|    | <b>Switzerland</b> (CH)    |    |
|    | <b>Germany</b> (DE)        |    |
|    | <b>Denmark</b> (DK)        |    |
|    | <b>Hungary</b> (HU)        |    |
|    | <b>Ireland</b> (IRL)       |    |
|    | <b>Portugal</b> (POR)      |    |
|    | <b>Romania</b> (ROM)       |    |
|    | <b>Slovenia</b> (SLO)      |    |
|    | <b>Spain</b> (SPA)         |    |
|    | <b>Sweden</b> (SWE)        |    |
|   | <b>Turkey</b> (TR)         |   |
|  | <b>United Kingdom</b> (UK) |  |
|  | <b>USA</b>                 |  |

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

### REMARKS

**AT:** Insbesondere durch die unterschiedliche Definition von Behinderung beim BASB und beim AMS gibt es extrem unterschiedliche Zahlen, die wenig Aussagekraft haben. Fr. Leitner, Statistik Austria: Der Mikrozensus 2002 gibt kein klares Bild als Antwort.

**CH:** Es besteht zurzeit keine offizielle Statistik, welche Auskunft gibt über die Ausbildung und die Beschäftigung aller Menschen mit Behinderung. Was es gibt, sind gewisse Zahlen zu Personen, welche eine IV-Leistung beziehen.

**IRL:** (1) The results of the National Disability Survey undertaken in 2006 were published in two volumes in 2008 and 2010. The published results include statistics on, among other things, the education, employment and training, social participation and access to the built environment of persons with disabilities in Ireland. Further information on the National Disability Survey can be found on the Central Statistics Office website at <http://www.cso.ie/releasespublications/nationaldisabilitysurvey06vol2.htm>

(2) In addition, the census gathers data on people with disabilities in employment.

**UK:** The quarterly Labour Force Survey covers the employment of people with disabilities. The analysis of children with special educational needs records attainment, absence and exclusion rates for this group. The next publication date is October 2010.

**US/New York State:** The Rehabilitation Research and Training Center on Disability Statistics and Demographics (StatsRRTC) facilitates evidence-based decision making in many different service and policy arenas to benefit persons with disabilities, leading to improved social outcomes, and it produces an annual report. <http://disabilitycompendium.org/>. The American Community Survey also provides disability statistics regarding employment and education. <http://www.ilr.cornell.edu/edi/disabilitystatistics/reports/acs.cfm>. The U.Pg. Census Bureau also publishes related statistics. <http://www.census.gov/hhes/www/disability/disability.html>

# Jobs for Autistic Persons

## Denmark

Thorkil Sonne, himself father of a son diagnosed with ASD, founded the company *Specialisterne* – a Danish Software Testing Company working for IT companies like CSC and Cisco that employs predominantly people with ASD.

*Specialisterne*, which is Danish for specialist, was founded in 2004 by Thorkil Sonne, a formal IT Manager. His main motivation is simple, as he says: “I am a parent who wants to make the world a more welcoming place for my child, who was diagnosed with ASD”.

The system he created seems to work: *Specialisterne* employs about 35 consultants with ASD and works for prestigious clients such as CSC and Cisco.

### Autism spectrum disorder

Autism is a complex disorder, a spectrum of neuro-developmental conditions often referred to as a “triad of impairments”, which summarises difficulty in social interaction, social communication and social imagination. They usually have difficulties with understanding body language, facial expression, sarcasm or other implicit communication, cannot contend with chaotic or turbulent environments, are regimented and inflexible in their behavioural patterns and have difficulty working in teams. To Thorkil Sonne, this was the antithesis of everything demanded in a labor market that celebrated teamwork, flexibility, mobility, and the ability to adapt to perpetually changing market conditions. In fact, only six percent of adults with autism are in full-time employment.

But Thorkil began to recognise the strengths of people with ASD: the extreme attention to detail, excellent memory and the ability to concentrate and work very systematically brought him to the idea that these people have all the characteristics to be excellent software testers.

### Rigorous routine and exacting thoroughness

Testing involves checking and rechecking the same routine outcomes every time a new version of the software appears, to make sure an application has not “regressed” by taking on accidental new “bugs” along with planned new features. Rigorous routine and exacting thoroughness are the primary virtues of a software tester.

All these facts suggested to Thorkil that testing was an area ripe for sub-contracting. He consequently began to visit com-

panies, proposing to their development teams that they should subcontract the aspects of their testing that developers would be bad at.

His former employer provided the first contract for *Specialisterne*. The idea of sub-contracting testing to specialists was new to the client. Moreover, the fact that the testers would have ASD was even odder, invoking thoughts of philanthropy and inferior quality. “However, I didn’t want to appeal to my client’s sense of charity. I wanted to offer best-in-class service, and I intended to pay our employees industry-competitive wages.” Thorkil says.

### Five months of training and assessment

A major challenge for *Specialisterne* was finding individuals with the appropriate combination of abilities that would enable them to effectively deliver services as consultants for the information and communication technology industry on commercially viable terms. Moreover, ASD is a spectrum. Each person with autism will have a unique combination of strengths and impairments.

Therefore, a five-month training programme for candidates with ASD who were interested in preparing for the labour market was established.

### LEGO Mindstorms

During the last years, *Specialisterne* has actively employed LEGO Mindstorms for the assessment and training of their

### About Autism

One percent of the world’s population may have autism spectrum disorder, this is equivalent to 68 million persons worldwide. Even more people may have other invisible diagnoses like attention deficit hyperactive disorder (ADHD). Many of those are potential specialists people – with a great business potential.

*"However, I didn't want to appeal to my client's sense of charity. I wanted to offer best-in-class service, and I intended to pay our employees industry-competitive wages."*

**Thorkil Sonne**

candidates. They chose LEGO as a tool because many children with ASD are both familiar and skilled in playing with LEGO. This indicates that most people with ASD will be comfortable and confident coming into the training programme. LEGO Mindstorms are products that combine traditional LEGO bricks and mechanical and electronic elements to build robots or other automated or interactive systems.

### The consultants

Specialisterne normally admits anyone with interest to the five-month labour market preparation programme; the only formal requirement is an official diagnosis of ASD. No formal education or work experience is expected.

Once the candidates have finished the five months of training, the biggest challenge for Specialisterne is the integration of the consultants into a normal, if chaotic, workplace.

The model they developed is one with groups of two or three testers, combined with a team manager/pedagogical lead who does not have ASD, whose main function is to coordinate the work of the group, and more importantly, to liaise with the rest of the organisation where it is necessary to insulate the testers from the turbulence of many technology companies.

For the future, Specialisterne has several aspirations: "We would like to see our knowledge be transferred to all continents to enable people with ASD to have a productive life. We

want to use the experiences from the business to produce educational tools for pupils with ASD to prepare them for an active life based on their special strengths."

**Authors:** Thorkil Sonne, Jonathan Wareham  
<http://www.specialistpeople.com>

*Thorkil Sonne is an Ashoka Fellow and participated in the Ashoka Globalizer Conference in summer 2010 in Vienna. His aim is to internationalise his organisation. Find more about Ashoka and the Globalizer Conference at [www.ashoka.org](http://www.ashoka.org) and [www.esslsocialprize.org](http://www.esslsocialprize.org)*

### Vision of Specialisterne

SPECIALISTERNE wants to give people with ASD the opportunity to use and develop their special skills based on their own qualifications, strengths and ambitions.

SPECIALISTERNE wants to offer new special skills to the business community in niche areas which demand insight, precision and regularity.

SPECIALISTERNE wants to prove to society that people with ASD can be equal contributors to the development of our society.

SPECIALISTERNE wants to compete on market terms and open offices nationally and internationally so as many people as possible with ASD will have the opportunity to realise their vocational ambitions.

## ACCOMMODATIONS IN THE WORKPLACE

### 14. Does the state oblige employers to take the necessary action on accommodations made in the workplace for all employees with disabilities?

**RELATES TO UN 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 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**

In just over half the countries surveyed, employers are obliged by the state to take the necessary action on accommodations. Perhaps, surprisingly, in Switzerland, in addition to Kosovo and Romania, no such obligation exists.

However, even for countries replying in the unqualified affirmative, there can be a range in the extent of these accommodations. In Israel, they need only be “reasonable”. In Macedonia, under the law “Lex specialis”, “[T]he employers are bound with this law to do everything they can for the persons with disabilities to have better access to their work places.”

In a number of countries, although the obligation may exist, there is still a gap between theory and practice: “...there is a lack of “know how” and nothing is happening in practice in this direction” (Albania); “...there is no service that monitors and supervise[s] how the process of adaptation or training is going on” (Croatia); and, “[M]any employers still see employees with disabilities as carrying an extra cost.” (South Africa).

The funding of such accommodations, as an obstacle, was not raised by one respondent.

## 14. ACCOMMODATIONS IN WORKPLACE BY THE STATE

|   |   |
|---|---|
|  <b>Albania</b> (ALB) ●                         |  <b>Kosovo</b> (RKS) ●                             |
|  <b>Argentina</b> (ARG) ●                       |  <b>Macedonia</b> (MKD) ●                          |
|  <b>Australia</b> (AUS) ●                       |  <b>Mexico</b> (MEX) ●                             |
|  <b>Austria</b> (AUT) ●                         |  <b>Montenegro</b> (MNE) ●                         |
|  <b>Belgium – Federal State Walloon</b> (BEL) ● |  <b>Netherlands</b> (NED) ●                        |
|  <b>Bosnia and Herzegovina</b> (BIH) ●          |  <b>Portugal</b> (POR) ●                           |
|  <b>Bulgaria</b> (BUL) ●                        |  <b>Romania</b> (ROU) ●                            |
|  <b>Canada</b> (CAN) ●                          |  <b>Serbia</b> (SRB) ●                             |
|  <b>Croatia</b> (CRO) ●                         |  <b>Slovakia</b> (SVK) ●                           |
|  <b>Czech Republic</b> (CZE) ●                  |  <b>Slovenia</b> (SLO) ●                           |
|  <b>Denmark</b> (DNK) ●                         |  <b>South Africa</b> (RSA) ●                       |
|  <b>Estonia</b> (EST) ●                         |  <b>Spain</b> (ESP) ●                              |
|  <b>Finland</b> (FIN) ●                         |  <b>Sweden</b> (SWE) ●                             |
|  <b>France</b> (FRA) ●                         |  <b>Switzerland</b> (SUI) ●                       |
|  <b>Germany</b> (DEU) ●                       |  <b>Turkey</b> (TUR) ●                           |
|  <b>Hungary</b> (HUN) ●                       |  <b>United Kingdom</b> (UK) ●                    |
|  <b>Ireland</b> (IRL) ●                       |  <b>United States – California</b> (US CA) ●     |
|  <b>Israel</b> (ISR) ●                        |  <b>United States – New York</b> (US NY state) ● |
|  <b>Italy</b> (ITA) ●                         |   |

- Employers are obliged to take the necessary action on accommodations made in the work place for all employees with disabilities.

- 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 such obligation exists.

## SELECTED REMARKS

**ARG:** Law 22.431 establishes the obligation of state agencies and enterprises with state participation, to a minimum of 4 percent of its staff are persons with disabilities and that they are entitled to the same working conditions of all employees.

**EST:** The idea of employing persons with disabilities is not really reality yet in Estonia. The laws may exist, but society has not accepted different persons yet.

**FRA:** Employers obligations: medical supervision is reinforced, employers are obliged to adapt the workplace or to relocate the worker in case of difficulties. In case of dismissal, the notice of termination is doubled within the limits of 3 months. The employer can also get advice or funding to better include persons with disabilities.

**ITA:** National funds are available to help employers in adapting work places and providing accessible furniture, devices and technologies.

**MNE:** Employers are obliged to accommodate the work place for a person with disabilities – the state subsidises these costs 100 percent; however, employers rarely employ a person with disabilities because they have a choice: to employ, or to make payment into the Fund for employment and professional rehabilitation of persons with disabilities (which they prefer). So, there is very small number of employed PWD.

**UK:** Employers are required to take action with regard to physical accessibility as well as the accessibility of practices and procedures. Evidence of the full extent of this provision is patchy, and duties as to exactly what employers should and should not provide are not always clear. Disabled persons are still far less likely than non-disabled persons to be in employment in the UK.

# STATE EMPLOYMENT OF PERSONS WITH DISABILITIES

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

### RELATES TO UN 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

Although in over 70 percent of countries surveyed some figures on the number of persons with disabilities employed by the state are both calculated and published, in surprisingly few is this actually done both annually and officially: Bulgaria, Canada, France, Slovakia and the UK.

And in at least 10 countries, together with New York state, such figures are neither calculated or published. With around 60 percent of countries qualifying their “Yes”, the inevitable question is “Why?”

## 15. STATE EMPLOYMENT OF PERSONS WITH DISABILITIES

|   |   |
|---|---|
|  <b>Albania</b> (ALB) ●                         |  <b>Kosovo</b> (RKS) ●                             |
|  <b>Argentina</b> (ARG) ●                       |  <b>Macedonia</b> (MKD) ●                          |
|  <b>Australia</b> (AUS) ●                       |  <b>Mexico</b> (MEX) ●                             |
|  <b>Austria</b> (AUT) ●                         |  <b>Montenegro</b> (MNE) ●                         |
|  <b>Belgium – Federal State Walloon</b> (BEL) ● |  <b>Netherlands</b> (NED) ●                        |
|  <b>Bosnia and Herzegovina</b> (BIH) ●          |  <b>Portugal</b> (POR) ●                           |
|  <b>Bulgaria</b> (BUL) ●                        |  <b>Romania</b> (ROU) ●                            |
|  <b>Canada</b> (CAN) ●                          |  <b>Serbia</b> (SRB) ●                             |
|  <b>Croatia</b> (CRO) ●                         |  <b>Slovakia</b> (SVK) ●                           |
|  <b>Czech Republic</b> (CZE) ●                  |  <b>Slovenia</b> (SLO) ●                           |
|  <b>Denmark</b> (DNK) ●                         |  <b>South Africa</b> (RSA) ●                       |
|  <b>Estonia</b> (EST) ●                         |  <b>Spain</b> (ESP) ●                              |
|  <b>Finland</b> (FIN) ●                         |  <b>Sweden</b> (SWE) ●                             |
|  <b>France</b> (FRA) ●                         |  <b>Switzerland</b> (SUI) ●                       |
|  <b>Germany</b> (DEU) ●                       |  <b>Turkey</b> (TUR) ●                           |
|  <b>Hungary</b> (HUN) ●                       |  <b>United Kingdom</b> (UK) ●                    |
|  <b>Ireland</b> (IRL) ●                       |  <b>United States – California</b> (US CA) ●     |
|  <b>Israel</b> (ISR) ●                        |  <b>United States – New York</b> (US NY state) ● |
|  <b>Italy</b> (ITA) ●                         |   |

- The figure is published annually in an official publication, together with some description covering in which state bodies these persons are employed.

- 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.

- Such a figure is neither calculated nor published.

## SELECTED REMARKS

**HRV:** The Croatian Employment Service published number of employed persons with disabilities on regular base. But persons who are not employed by the CES are not included in the statistics.

**FRA:** The data are scattered.

**RKS:** There is no sufficient information; even the statistics that are published by the Statistical Office of Kosovo on the number of employed or unemployed persons does not include persons with disabilities.

**MEX:** It is unlikely that this figure is calculated. It is not published on the National Database of Statistics and Geography. There does not seem to be another way to find this information easily.

**SRB:** Only the figures that are provided by National Employment Agency are systematically collected and published annually, but they do not have data about persons who did not find employment through their service. Nevertheless, there have been some efforts to collect such data.

**UK:** Regular labour force figures are published, including records of the numbers of disabled persons in employment.



## NUMBER OF EMPLOYEES WITH DISABILITIES

### 16. Did the percentage of persons with disabilities employed increase in calendar year 2010?

#### RELATES TO UN 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

In only six countries were there any indications that the percentage of persons with disabilities employed increased in 2010: Bulgaria, France, Italy, Serbia, Slovakia and the UK. In the case of Serbia, there was an increase due to a new law based on quotas and “sanctions for employers who fail to fulfil their obligations.” Of the 21 countries, together with California and New York state, who responded with a “No” in just under half no statistics were available; in Austria the actual figure decreased; and, in neither Belgium nor Sweden is there any obligation to employ persons with disabilities.

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.

## 16. NUMBER OF EMPLOYEES WITH DISABILITIES

|   |   |   |   |
|---|---|---|---|
|  <b>Albania</b> (ALB)                         | ● |  <b>Kosovo</b> (RKS)                             | ● |
|  <b>Argentina</b> (ARG)                       | ● |  <b>Macedonia</b> (MKD)                          | ● |
|  <b>Australia</b> (AUS)                       | ● |  <b>Mexico</b> (MEX)                             | ● |
|  <b>Austria</b> (AUT)                         | ● |  <b>Montenegro</b> (MNE)                         | ● |
|  <b>Belgium – Federal State Walloon</b> (BEL) | ● |  <b>Netherlands</b> (NED)                        | ● |
|  <b>Bosnia and Herzegovina</b> (BIH)          | ● |  <b>Portugal</b> (POR)                           | ● |
|  <b>Bulgaria</b> (BUL)                        | ● |  <b>Romania</b> (ROU)                            | ● |
|  <b>Canada</b> (CAN)                          | ● |  <b>Serbia</b> (SRB)                             | ● |
|  <b>Croatia</b> (CRO)                         | ● |  <b>Slovakia</b> (SVK)                           | ● |
|  <b>Czech Republic</b> (CZE)                  | ● |  <b>Slovenia</b> (SLO)                           | ● |
|  <b>Denmark</b> (DNK)                         | ● |  <b>South Africa</b> (RSA)                       | ● |
|  <b>Estonia</b> (EST)                         | ● |  <b>Spain</b> (ESP)                              | ● |
|  <b>Finland</b> (FIN)                         | ● |  <b>Sweden</b> (SWE)                             | ● |
|  <b>France</b> (FRA)                         | ● |  <b>Switzerland</b> (SUI)                       | ● |
|  <b>Germany</b> (DEU)                       | ● |  <b>Turkey</b> (TUR)                           | ● |
|  <b>Hungary</b> (HUN)                       | ● |  <b>United Kingdom</b> (UK)                    | ● |
|  <b>Ireland</b> (IRL)                       | ● |  <b>United States – California</b> (US CA)     | ● |
|  <b>Israel</b> (ISR)                        | ● |  <b>United States – New York</b> (US NY state) | ● |
|  <b>Italy</b> (ITA)                         | ● |   |   |

- The percentage increased. Or the percentage has not increased because all companies required by law to employ persons with disabilities actually do so.

- The percentage remained the same.
- The percentage decreased. Or no figures are available.

## SELECTED REMARKS

**ARG:** The last census (2010-2011) with data about the economically active population in Argentina has not yet been published.

**RKS:** Since we lack statistics regarding the employment of persons with disabilities we are unable to have the information whether the percentage of employees with disabilities have increased or decreased.

**UK:** The percentage of disabled persons of working age in employment is published, and currently stands at around 50 percent in the UK. This is significantly below the number for non-disabled persons, but it has been increasing steadily, albeit at a very slow pace in recent years.

# OFFICIAL STATISTICS ABOUT EDUCATION AND EMPLOYMENT

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

### RELATES TO UN CONVENTION – ARTICLE NO.

31 Statistics and data collection

### BRIEF EXPLANATION OF THE ARTICLE

See question 18

### 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 – based on those statistics. That is, it simply asks whether such statistics are collected and, additionally, if so, what is their quality?

### SUMMARY OF RESULTS

At least some work has been undertaken, in the last 10 years, in over 75 percent of the countries to provide some picture on the education and employment of persons with disabilities. And in 11 of these, at least one study has been published that provides a clear picture. However, it is very surprising that in eight countries, together with California, no such study has ever been undertaken.

In Finland, there is “little official data” and the “[d]efinition of disability is one challenge”. In France, “[f]igures are open to interpretation”. In several other countries, there may have been studies, but they were of either education or employment, not both.

## 19. Statistics on education and employment

|   |   |   |   |
|---|---|---|---|
|  <b>Albania</b> (ALB)                         |    |  <b>Kosovo</b> (RKS)                             |    |
|  <b>Argentina</b> (ARG)                       |    |  <b>Macedonia</b> (MKD)                          |    |
|  <b>Australia</b> (AUS)                       |    |  <b>Mexico</b> (MEX)                             |    |
|  <b>Austria</b> (AUT)                         |    |  <b>Montenegro</b> (MNE)                         |    |
|  <b>Belgium – Federal State Walloon</b> (BEL) |    |  <b>Netherlands</b> (NED)                        |    |
|  <b>Bosnia and Herzegovina</b> (BIH)          |    |  <b>Portugal</b> (POR)                           |    |
|  <b>Bulgaria</b> (BUL)                        |    |  <b>Romania</b> (ROU)                            |    |
|  <b>Canada</b> (CAN)                          |    |  <b>Serbia</b> (SRB)                             |    |
|  <b>Croatia</b> (CRO)                         |    |  <b>Slovakia</b> (SVK)                           |    |
|  <b>Czech Republic</b> (CZE)                  |    |  <b>Slovenia</b> (SLO)                           |    |
|  <b>Denmark</b> (DNK)                         |    |  <b>South Africa</b> (RSA)                       |    |
|  <b>Estonia</b> (EST)                         |    |  <b>Spain</b> (ESP)                              |    |
|  <b>Finland</b> (FIN)                         |    |  <b>Sweden</b> (SWE)                             |    |
|  <b>France</b> (FRA)                         |   |  <b>Switzerland</b> (SUI)                       |   |
|  <b>Germany</b> (DEU)                       |  |  <b>Turkey</b> (TUR)                           |  |
|  <b>Hungary</b> (HUN)                       |  |  <b>United Kingdom</b> (UK)                    |  |
|  <b>Ireland</b> (IRL)                       |  |  <b>United States – California</b> (US CA)     |  |
|  <b>Israel</b> (ISR)                        |  |  <b>United States – New York</b> (US NY state) |  |
|  <b>Italy</b> (ITA)                         |  |   |   |

- In the last 10 years, at least one official study has been undertaken and the results published that provide a clear picture of the education and employment of persons with disabilities.

- Only certain figures are available. Or figures are older than 10 years. Or figures are open to interpretation.
- No such official study has ever been undertaken.

## SELECTED REMARKS

**ARG:** The last state publication of statistics on disability was carried out in 2002-2003 by the National Institute of Statistics and Census, and the detailed demographic characteristics of the population in terms of access to education and employment was registered.

**ISR:** [O]nly education.

**ESP:** So far the National Employment Institute (INE) has published three macro disability surveys have provided an important source of information about this group (1986, 199, 2008). In late 2010, the INE in collaboration with the Imerso and CERMI published "The employment of disabled persons" operation that uses statistical information derived from the integration of statistical data provided by the Labour Force Survey (EPA) and administrative data recorded in the state database of Persons with Disabilities (boepd).

**SWE:** There are annual, official statistics concerning the education system. The quality of those general statistics is good, but, the existence of disability among the pupils is not highlighted in the statistics. Several additional investigations are, therefore, undertaken every year. The quality of those investigations is good, but not always comparable. Since investigations differ, you cannot compare the result. Sometimes the gender perspective is missing in statistics focusing on pupils with disabilities.

**UK:** Figures are regularly published in this area, generally based on broad-based survey data.

# Inclusive Job Platform

## Organisation: Career Moves



Austria

An internet job platform that provides inclusive job offers to persons with and without disabilities. The platform informs and raises awareness.

Relevant articles of the UN CRPD: Art. 21 Freedom of expression and opinion, and access to information, Art 27 Work and employment

Career Moves is the first inclusive employment exchange platform worldwide offering inclusive services for persons with and without disabilities. Companies mark the jobs they offer with four different symbols indicating their preparedness to employ persons with disabilities. Career Moves informs and raises awareness. Within the first year, more than 600 jobs could be offered to persons with disabilities.

### Key figures/scope

There have already been more than 600 job offers with Career Moves symbols. It is a large network in the economy and, with its integrative special service, it is helping to close the 'inclusion' gap. International expansion is being planned.

### Implementation in the following country

Austria

### Expansion to other contexts/countries

International expansion is in the process of being planned.

### Why this is an example of Good Practice

Unemployment brings with it poverty and social deprivation. Persons with disabilities are four times more likely to suffer from unemployment. Apart from the personal costs, it means enormously high household expenses. Career Moves is extremely simple, and due to cooperation with mainstream platforms, extremely affordable. With only little effort, a great number of job offers can be made available. Beyond that, Career Moves is (in contrast to almost every other labour market project for disabled persons) absolutely inclusive.

*"We focus on abilities, not on disabilities."*

**Gregor Demblin,**  
**Founder of Career Moves**

### Usefulness/Applicability/Of Interest

People (respondents of the questionnaire) could select up to 10 (of 27) Good Practice Examples which they personally consider the most useful/interesting/applicable in their countries.

|   |   |
|---|---|
|  <b>Albania</b> (ALB) <input checked="" type="radio"/>                |  <b>Kosovo</b> (RKS) <input type="radio"/>                             |
|  <b>Argentina</b> (ARG) <input type="radio"/>                         |  <b>Macedonia</b> (MKD) <input type="radio"/>                          |
|  <b>Australia</b> (AUS) <input type="radio"/>                         |  <b>Mexico</b> (MEX) <input type="radio"/>                             |
|  <b>Austria</b> (AUT) <input checked="" type="radio"/>                |  <b>Montenegro</b> (MNE) <input type="radio"/>                         |
|  <b>Belgium – Federal State Walloon</b> (BEL) <input type="radio"/>   |  <b>Netherlands</b> (NED) <input checked="" type="radio"/>             |
|  <b>Bosnia and Herzegovina</b> (BIH) <input checked="" type="radio"/> |  <b>Portugal</b> (POR) <input type="radio"/>                           |
|  <b>Bulgaria</b> (BUL) <input checked="" type="radio"/>               |  <b>Romania</b> (ROU) <input type="radio"/>                            |
|  <b>Canada</b> (CAN) <input type="radio"/>                          |  <b>Serbia</b> (SRB) <input type="radio"/>                           |
|  <b>Croatia</b> (CRO) <input checked="" type="radio"/>              |  <b>Slovakia</b> (SVK) <input type="radio"/>                         |
|  <b>Denmark</b> (DNK) <input type="radio"/>                         |  <b>Slovenia</b> (SLO) <input type="radio"/>                         |
|  <b>Estonia</b> (EST) <input type="radio"/>                         |  <b>South Africa</b> (RSA) <input type="radio"/>                     |
|  <b>Finland</b> (FIN) <input type="radio"/>                         |  <b>Spain</b> (ESP) <input type="radio"/>                            |
|  <b>France</b> (FRA) <input type="radio"/>                          |  <b>Sweden</b> (SWE) <input type="radio"/>                           |
|  <b>Germany</b> (DEU) <input checked="" type="radio"/>              |  <b>Switzerland</b> (SUI) <input checked="" type="radio"/>           |
|  <b>Hungary</b> (HUN) <input type="radio"/>                         |  <b>Turkey</b> (TUR) <input type="radio"/>                           |
|  <b>Ireland</b> (IRL) <input checked="" type="radio"/>              |  <b>United States – California</b> (US CA) <input type="radio"/>     |
|  <b>Israel</b> (ISR) <input type="radio"/>                          |  <b>United States – New York</b> (US NY state) <input type="radio"/> |
|  <b>Italy</b> (ITA) <input type="radio"/>                           |   |

### Further information and reading

[www.careermoves.at](http://www.careermoves.at)

#### Contact details

Career Moves  
 Universitätsstraße 4/5, 1090 Vienna, Austria  
 Phone: +43 (0)1 9610748-23  
 Email: [office@careermoves.at](mailto:office@careermoves.at)

# Jobs for Persons with Psychosocial Disabilities

Organisation: New Life Psychiatric Rehabilitation Association

★ Hong Kong

An initiative on open employment opportunities and social enterprises for persons with psychosocial disabilities.

Relevant articles of the UN CRPD: Art. 27 Work and employment

New Life Psychiatric Rehabilitation Association (NLPRA) is one of the largest NGOs in Hong Kong, providing a comprehensive range of community-based rehabilitation services for persons with psychiatric disabilities. The association currently operates 33 service units and 20 social enterprises in Hong Kong, and serves more than 12,000 service users every year, catering for their residential, vocational and social needs.

The initiative to assist persons with psychiatric disabilities to open employment was started in 1994 through the setting up of a “supported employment” service.

Experience informed us that, though persons with psychiatric disabilities were equipped with different sorts of vocational skills, the reason why they could not sustain jobs in open employment was the adjustment difficulties in coping with the real work environment. To meet the challenge, the association adopted a “Place-Train-Place” model.

A service team composed of Occupational Therapists, Social Workers, Placement Officers and Instructors provide comprehensive training to service users.

The “Place-Train-Place” approach includes:

- work training in real work settings
- diversified training such as retailing, catering and cleaning – to match the vocational needs and preferences of service users
- strengthening work attitudes and habits through training
- ongoing support according to individualised rehabilitation plans

When work skills have been enhanced, service users are “placed” in the open market. Our placement officers provide both job interview and soft skills training to enhance work-related manners and skills. Workplace visits are also arranged for persons with psychiatric disabilities to facilitate their better adjustment. The model was proven to be effective in terms of both the better adjustment of persons with psychiatric disabilities and the better employment opportunities open to them. For example, Disneyland HK employed six of our service users in January 2011.

## Key figures/scope

The association currently runs diversified self-financed vocational training and employment projects, with an annual revenue of USD 8 million, providing 400 training placements daily, together with 100 employment placements for persons with psychiatric disabilities. In the last decade (2001-2011), more than 1,600 persons received the service, and around 525 (31 percent) of them were successfully discharged from the service, i.e. were able to sustain a job for more than six months.

## Implementation in the following countries

Hong Kong and China

## Expansion to other contexts/countries

Exchange sessions have taken place with organisations from Thailand and mainland China.

## Why this is an example of Good Practice

In many developing countries, no opportunities are provided for this group of disabled persons. The NLPRA initiatives are examples of Good Practice which stand out worldwide.

*"Work and employment have proven effective means in the recovery process for persons with psychiatric disabilities."*

**Sania Yau, Chief Executive Officer**

### Usefulness/Applicability/Of Interest

People (respondents of the questionnaire) could select up to 10 (of 27) Good Practice Examples which they personally consider the most useful/interesting/applicable in their countries.

|   |  |
|---|--|
|  <b>Albania</b> (ALB) <input type="radio"/>                           |  <b>Kosovo</b> (RKS) <input type="radio"/>  |
|  <b>Argentina</b> (ARG) <input checked="" type="radio"/>              |  <b>Macedonia</b> (MKD) <input checked="" type="radio"/>                          |
|  <b>Australia</b> (AUS) <input type="radio"/>                         |  <b>Mexico</b> (MEX) <input type="radio"/>  |
|  <b>Austria</b> (AUT) <input type="radio"/>                           |  <b>Montenegro</b> (MNE) <input checked="" type="radio"/>                         |
|  <b>Belgium - Federal State Walloon</b> (BEL) <input type="radio"/>   |  <b>Netherlands</b> (NED) <input checked="" type="radio"/>                        |
|  <b>Bosnia and Herzegovina</b> (BIH) <input checked="" type="radio"/> |  <b>Portugal</b> (POR) <input checked="" type="radio"/>                           |
|  <b>Bulgaria</b> (BUL) <input checked="" type="radio"/>               |  <b>Romania</b> (ROU) <input type="radio"/>                                       |
|  <b>Canada</b> (CAN) <input type="radio"/>                          |  <b>Serbia</b> (SRB) <input checked="" type="radio"/>                           |
|  <b>Croatia</b> (CRO) <input checked="" type="radio"/>              |  <b>Slovakia</b> (SVK) <input type="radio"/>                                    |
|  <b>Denmark</b> (DNK) <input type="radio"/>                         |  <b>Slovenia</b> (SLO) <input checked="" type="radio"/>                         |
|  <b>Estonia</b> (EST) <input checked="" type="radio"/>              |  <b>South Africa</b> (RSA) <input checked="" type="radio"/>                     |
|  <b>Finland</b> (FIN) <input type="radio"/>                         |  <b>Spain</b> (ESP) <input type="radio"/>                                       |
|  <b>France</b> (FRA) <input type="radio"/>                          |  <b>Sweden</b> (SWE) <input type="radio"/>                                      |
|  <b>Germany</b> (DEU) <input checked="" type="radio"/>              |  <b>Switzerland</b> (SUI) <input checked="" type="radio"/>                      |
|  <b>Hungary</b> (HUN) <input checked="" type="radio"/>              |  <b>Turkey</b> (TUR) <input checked="" type="radio"/>                           |
|  <b>Ireland</b> (IRL) <input checked="" type="radio"/>              |  <b>United States - California</b> (US CA) <input type="radio"/>                |
|  <b>Israel</b> (ISR) <input type="radio"/>                          |  <b>United States - New York</b> (US NY state) <input checked="" type="radio"/> |
|  <b>Italy</b> (ITA) <input type="radio"/>                           |  |

### Further information and reading

<http://www.nlpra.org.hk>

#### Contact details

Ms Sania Yau, CEO  
332, Nam Cheong Street, Kowloon, Hong Kong SAR, China  
Phone: +852 2332-4343  
Email: ho@nlpra.org.hk



# Equal Employment Opportunities

Organisation: Specialist People Foundation

 Denmark

A not-for-profit organisation with the goal of enabling one million jobs for persons with ASD (and similar challenges), and thereby, making societies globally respect and accommodate persons with ASD as equal citizens.

Relevant articles of the UN CRPD: Art. 27 Work and employment)

Specialisterne is a for-profit company designed to assess, train and employ persons with ASD (autism spectrum disorders). Specialist People Foundation is a not-for-profit organisation with the goal of enabling one million jobs for persons with ASD and similar challenges and thereby making societies globally respect and accommodate persons with ASD as equal citizens. The Specialist People Foundation aims to enable sustainable businesses based on the skills of people with ASD in a global network of collaboration and knowledge share licensees. With local Specialisterne “show-cases”, we demonstrate to society the value of employing persons with ASD.

## Key figures/scope

Specialisterne Denmark has 35 employees with ASD, 20 candidates with ASD in a five-month assessment/training programme, and 26 students with ASD in a three-year youth education programme.

## Implementation in the following countries

Denmark, Iceland and Scotland.

## Expansion to other contexts/countries

We are in the planning phase, in different stages, in countries like Austria, Canada, Germany, Poland, Singapore, Switzerland and the USA.

## Why this is an example of Good Practice

Persons with ASD do not fit into the labour market, as they do not live up to the standard requirements of social skills, empathy, teamwork, flexibility and ability to manage stress. However, they are mostly intelligent and possess “out-of-the-box” innovative thinking capacity. 95 percent of persons with ASD do not have a job where they can make use of their skills, even though a meaningful job is the key to self-esteem and quality of life. Our concept provides jobs that are productive for the corporate sector and meaningful for the individual. As a pioneer, we encourage others to benefit from our knowledge.

*"We will not stop empowering specialist people even when we have passed our one million jobs goal. We are in it to change the world."*

**Thorkil Sonne,  
Founder of Specialisterne and Specialist People Foundation**

### Usefulness/Applicability/Of Interest

People (respondents of the questionnaire) could select up to 10 (of 27) Good Practice Examples which they personally consider the most useful/interesting/applicable in their countries.

|   |   |
|---|---|
|  <b>Albania</b> (ALB) <input type="radio"/>                           |  <b>Kosovo</b> (RKS) <input type="radio"/>                             |
|  <b>Argentina</b> (ARG) <input checked="" type="radio"/>              |  <b>Macedonia</b> (MKD) <input type="radio"/>                          |
|  <b>Australia</b> (AUS) <input type="radio"/>                         |  <b>Mexico</b> (MEX) <input type="radio"/>                             |
|  <b>Austria</b> (AUT) <input checked="" type="radio"/>                |  <b>Montenegro</b> (MNE) <input type="radio"/>                         |
|  <b>Belgium - Federal State Walloon</b> (BEL) <input type="radio"/>   |  <b>Netherlands</b> (NED) <input type="radio"/>                        |
|  <b>Bosnia and Herzegovina</b> (BIH) <input checked="" type="radio"/> |  <b>Portugal</b> (POR) <input type="radio"/>                           |
|  <b>Bulgaria</b> (BUL) <input type="radio"/>                          |  <b>Romania</b> (ROU) <input type="radio"/>                            |
|  <b>Canada</b> (CAN) <input type="radio"/>                          |  <b>Serbia</b> (SRB) <input type="radio"/>                           |
|  <b>Croatia</b> (CRO) <input type="radio"/>                         |  <b>Slovakia</b> (SVK) <input type="radio"/>                         |
|  <b>Denmark</b> (DNK) <input type="radio"/>                         |  <b>Slovenia</b> (SLO) <input checked="" type="radio"/>              |
|  <b>Estonia</b> (EST) <input type="radio"/>                         |  <b>South Africa</b> (RSA) <input type="radio"/>                     |
|  <b>Finland</b> (FIN) <input type="radio"/>                         |  <b>Spain</b> (ESP) <input type="radio"/>                            |
|  <b>France</b> (FRA) <input type="radio"/>                          |  <b>Sweden</b> (SWE) <input type="radio"/>                           |
|  <b>Germany</b> (DEU) <input type="radio"/>                         |  <b>Switzerland</b> (SUI) <input checked="" type="radio"/>           |
|  <b>Hungary</b> (HUN) <input checked="" type="radio"/>              |  <b>Turkey</b> (TUR) <input type="radio"/>                           |
|  <b>Ireland</b> (IRL) <input type="radio"/>                         |  <b>United States - California</b> (US CA) <input type="radio"/>     |
|  <b>Israel</b> (ISR) <input type="radio"/>                          |  <b>United States - New York</b> (US NY state) <input type="radio"/> |
|  <b>Italy</b> (ITA) <input type="radio"/>                           |   |

### Further information and reading

[www.specialistpeople.com](http://www.specialistpeople.com)

[www.specialisterne.com](http://www.specialisterne.com)

#### Contact details

Thorkil Sonne, Founder and Chairman, Specialist People Foundation  
Lautruphøj 1-3, A3, 2750 Ballerup, Denmark  
Phone: +45 46 93 24 24, Fax: +45 43 71 56 21  
Email: [thso@specialistpeople.com](mailto:thso@specialistpeople.com)

# Blind Women Detect Breast Cancer

## Organisation: discovering hands



Germany

A training programme that educates blind and visually impaired women to screen other women for breast cancer and, in doing so, provides them with employment.

Relevant articles of the UN CRPD: Art. 6 Woman with disabilities, Art. 25 Health, Art. 27 Work and employment

discovering hands uses the special skills of visually impaired women to make a difference in the early detection of breast cancer. Blind women are trained with a standardised diagnostic method and are then based at physicians' offices. There they examine women for irregularities in the breast, aiming to identify any potential nodes as early as possible. This approach makes a real difference in the early detection of breast cancer as it: 1) makes use of visually impaired persons' special cognitive skills and 2) includes a 30-minute examination of the breast (whereas the physician typically spends only a few minutes on examining the breast). Parallel to this, discovering hands provides a meaningful and important employment opportunity for visually impaired women, creating a real "win-win" situation for breast cancer patients and blind women.

### Key figures/scope

As of today, 20 blind women are part of the discovering hands network, examining around 15,000 women each year. discovering hands is planning to increase substantially the number of blind technical assistants in the years to come (to around 60-80 blind women in employment in Germany alone).

### Implementation in the following countries

Germany – various federal states

### Expansion to other contexts/countries

The concept originated in Germany, but it is planned to "export" the idea to other countries.

### Why this is an example of Good Practice






In an original pilot study for the discovering hands project, the blind women trained found around 30 percent more tissue alterations than the treating physicians. In addition, the blind women found tissue alterations that were, on average, smaller than those found by the doctors (5-8mm vs. 10-15mm). In addition to this, discovering hands provides an important employment opportunity.

*"discovering hands proves that disability can be a unique talent."*

**Dr Frank Hoffmann,**  
**Project Leader, discovering hands**

### Usefulness/Applicability/Of Interest

People (respondents of the questionnaire) could select up to 10 (of 27) Good Practice Examples which they personally consider the most useful/interesting/applicable in their countries.

|   |   |
|---|---|
|  <b>Albania</b> (ALB) <input type="radio"/>                         |  <b>Kosovo</b> (RKS) <input type="radio"/>                             |
|  <b>Argentina</b> (ARG) <input type="radio"/>                       |  <b>Macedonia</b> (MKD) <input type="radio"/>                          |
|  <b>Australia</b> (AUS) <input checked="" type="radio"/>            |  <b>Mexico</b> (MEX) <input type="radio"/>                             |
|  <b>Austria</b> (AUT) <input type="radio"/>                         |  <b>Montenegro</b> (MNE) <input type="radio"/>                         |
|  <b>Belgium - Federal State Walloon</b> (BEL) <input type="radio"/> |  <b>Netherlands</b> (NED) <input checked="" type="radio"/>             |
|  <b>Bosnia and Herzegovina</b> (BIH) <input type="radio"/>          |  <b>Portugal</b> (POR) <input checked="" type="radio"/>                |
|  <b>Bulgaria</b> (BUL) <input type="radio"/>                        |  <b>Romania</b> (ROU) <input type="radio"/>                            |
|  <b>Canada</b> (CAN) <input type="radio"/>                        |  <b>Serbia</b> (SRB) <input type="radio"/>                           |
|  <b>Croatia</b> (CRO) <input type="radio"/>                       |  <b>Slovakia</b> (SVK) <input type="radio"/>                         |
|  <b>Denmark</b> (DNK) <input checked="" type="radio"/>            |  <b>Slovenia</b> (SLO) <input type="radio"/>                         |
|  <b>Estonia</b> (EST) <input checked="" type="radio"/>            |  <b>South Africa</b> (RSA) <input checked="" type="radio"/>          |
|  <b>Finland</b> (FIN) <input type="radio"/>                       |  <b>Spain</b> (ESP) <input checked="" type="radio"/>                 |
|  <b>France</b> (FRA) <input type="radio"/>                        |  <b>Sweden</b> (SWE) <input type="radio"/>                           |
|  <b>Germany</b> (DEU) <input checked="" type="radio"/>            |  <b>Switzerland</b> (SUI) <input type="radio"/>                      |
|  <b>Hungary</b> (HUN) <input type="radio"/>                       |  <b>Turkey</b> (TUR) <input checked="" type="radio"/>                |
|  <b>Ireland</b> (IRL) <input type="radio"/>                       |  <b>United States - California</b> (US CA) <input type="radio"/>     |
|  <b>Israel</b> (ISR) <input type="radio"/>                        |  <b>United States - New York</b> (US NY state) <input type="radio"/> |
|  <b>Italy</b> (ITA) <input type="radio"/>                         |   |

### Further information and reading

[http://www.ashoka.org/fellows/hoffmann\\_frank](http://www.ashoka.org/fellows/hoffmann_frank)

<http://www.stern.de/tv/sterntv/alternative-methoden-gegen-brustkrebs-wie-blinde-tumore-ertasten-702548.html>

<http://www.discovering-hands.de/>

<http://www.myhandicap.com/mtu-discovering-hands.html?PHPSESSID=bab9a67f0269a1c1ecf980382e8ca311>

### Contact details

discovering hands®

Dr Frank Hoffmann

Friedrich-Ebert-Str. 2, 47179 Duisburg, Germany

Phone: +49 (0)203 713 868-21, Email: frank.hoffmann@discovering-hands.de

# Dialogue Social Enterprise

## Organisation: Dialogue in the Dark



Germany

An approach to integrating disabled persons into various types of professions and creating an atmosphere of mutual understanding between disabled and non-disabled persons.

Relevant articles of the UN CRPD: Art. 8 Awareness-raising, Art. 27 Work and employment

In order to overcome barriers between “us” and “them” and begin to reverse deeply held prejudice and pity for the disabled, Andreas Heinecke has developed strategies that engage and enlighten individuals through action rather than words. His platform “Dialogue in the Dark” empowers the blind and does not inspire pity, but, instead, enables interaction and builds respect, understanding, and even wonder by re-defining “disability” as “ability” and “otherness” as “likeness.”

Visitors begin by being immersed in total darkness and are guided around by a blind person. They are guided through different rooms and (artificial) environments, such as a forest, a boat trip on the sea, a city centre, a vegetable stand, a sound room, ending in a bar where visitors can order a drink or something to eat. They go in small groups with one blind guide (although people are not always aware until later that the guide is blind). The guide leads, but the group is large enough that visitors must also rely on each other, in order to not lose track of where the group is going.

### Key figures/scope

Dialogue in the Dark has allowed more than 7 million people in 130 sites/exhibitions in over 30 countries, including Germany, China, US, Japan, Israel, South Africa, Mexico, Argentina and Brazil, the experience of being sightless for several hours under the guidance of more than 7,000 blind people. A growing number amongst the currently 18 exhibitions have been running successfully for several years, including Dialogue in the Dark Hamburg, Frankfurt, Holon, Hong Kong, Tokyo, Atlanta and Milan.

### Implementation in the following countries

In 36 countries worldwide.

### Expansion to other countries/contexts

The Good Practice has been expanded to include such new services as dinners in the dark, leadership and teambuilding training. Furthermore, a new exhibition called “Dialogue in Silence” has been created. It follows the same principles, but varies in terms of its beneficiaries. Here the hearing impaired are the focus. Another exhibition will come next spring: Dialogue of Generations emphasises the potential of old age and wants to close the inter-generative gap.

There are many copycat initiatives. More than 250 “in the dark” operations based on Dialogue in the Dark have been identified.

### Why this is an example of Good Practice

Andreas Heinecke integrates different types of disabled persons. In each country he recruits the staff from that country, looking for “stellar” disabled persons to represent the whole group. In setting up the staff this way, he attempts to show strength and talent amongst the disabled. In most places, for instance, a blind person is the “master guide,” responsible for training the others. The staff are not only disabled, but also generally from various underprivileged backgrounds. Many do not have formal degrees or CVs. Often, their job with “Dialogue in the Dark” is the first job they have ever had. They learn not only basic skills such as punctuality, but also management skills, communication skills, responsibility, and more, discovering leadership qualities in the process, which many of them did not previously know they possessed. Disabled persons are, therefore, integrated into various types of professions and an atmosphere of mutual understanding between disabled and non-disabled persons is created.

*"After 23 years of Dialogue in the Dark, I still feel a beginner. Dialogue is my life and I feel so rewarded having the chance to work in such a fascinating and challenging environment."*

**Prof Andreas Heinecke,  
CEO of Dialogue Social Enterprise GmbH and Founder of Dialogue in the Dark**

### Usefulness/Applicability/Of Interest

People (respondents of the questionnaire) could select up to 10 (of 27) Good Practice Examples which they personally consider the most useful/interesting/applicable in their countries.

|   |  |
|---|--|
|  <b>Albania</b> (ALB) <input checked="" type="radio"/>                |  <b>Kosovo</b> (RKS) <input checked="" type="radio"/>                         |
|  <b>Argentina</b> (ARG) <input checked="" type="radio"/>              |  <b>Macedonia</b> (MKD) <input type="radio"/>                                 |
|  <b>Australia</b> (AUS) <input checked="" type="radio"/>              |  <b>Mexico</b> (MEX) <input type="radio"/>                                    |
|  <b>Austria</b> (AUT) <input type="radio"/>                           |  <b>Montenegro</b> (MNE) <input checked="" type="radio"/>                     |
|  <b>Belgium - Federal State Walloon</b> (BEL) <input type="radio"/>   |  <b>Netherlands</b> (NED) <input type="radio"/>                               |
|  <b>Bosnia and Herzegovina</b> (BIH) <input checked="" type="radio"/> |  <b>Portugal</b> (POR) <input checked="" type="radio"/>                       |
|  <b>Bulgaria</b> (BUL) <input type="radio"/>                          |  <b>Romania</b> (ROU) <input type="radio"/>                                   |
|  <b>Canada</b> (CAN) <input type="radio"/>                          |  <b>Serbia</b> (SRB) <input type="radio"/>                                  |
|  <b>Croatia</b> (CRO) <input type="radio"/>                         |  <b>Slovakia</b> (SVK) <input type="radio"/>                                |
|  <b>Denmark</b> (DNK) <input type="radio"/>                         |  <b>Slovenia</b> (SLO) <input checked="" type="radio"/>                     |
|  <b>Estonia</b> (EST) <input checked="" type="radio"/>              |  <b>South Africa</b> (RSA) <input type="radio"/>                            |
|  <b>Finland</b> (FIN) <input type="radio"/>                         |  <b>Spain</b> (ESP) <input type="radio"/>                                   |
|  <b>France</b> (FRA) <input type="radio"/>                          |  <b>Sweden</b> (SWE) <input type="radio"/>                                  |
|  <b>Germany</b> (DEU) <input type="radio"/>                         |  <b>Switzerland</b> (SUI) <input type="radio"/>                             |
|  <b>Hungary</b> (HUN) <input type="radio"/>                         |  <b>Turkey</b> (TUR) <input type="radio"/>                                  |
|  <b>Ireland</b> (IRL) <input checked="" type="radio"/>              |  <b>United States - California</b> (US CA) <input checked="" type="radio"/> |
|  <b>Israel</b> (ISR) <input checked="" type="radio"/>               |  <b>United States - New York</b> (US NY state) <input type="radio"/>        |
|  <b>Italy</b> (ITA) <input checked="" type="radio"/>                |  |

### Further information and reading

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

#### Contact details

Dialogue in the Dark®  
Alter Wandrahm 8/9, 20457 Hamburg, Germany  
Phone: + 49 (0)40 300 923 20  
Email: andreas.heinecke@dialogue-se.com

# Supporting Persons Finding Employment

Organisation: Bizlink

 Singapore

A service where staff consults with employers and disabled employees about their job performance and work place needs. In addition, job coaches help ensure that the employees succeed in their jobs.

Relevant articles of the UN CRPD: Art. 8 Awareness-raising, Art. 27 Work and employment

Bizlink's placement services target both disabled persons and employers. Staff consults with employers and employees about job performance, the need for any workplace modifications and aids, logistical concerns, such as transport, and any other issues affecting the placement. Job coaches are also supplied to ensure that new employees have the skills and knowledge to succeed in the job.

## Key figures/scope

From the commencement of the recruitment process to the eventual placement of a disabled person, one of the major emphases of the job placement service is to ensure employers are well supported in their effort to employ persons with disabilities. Typically, a job placement officer will survey the potential work site for accessibility and also take the opportunity to get to know a new employer. Through the interaction, an officer shares with the employer the mission of Bizlink and how, through various means, the employer can help make a difference to this community. The job placement officer also ensures that the employer's queries are being addressed and highlights that Bizlink's support for both employer and the person with disability will be for a period of six months.

For the year 2009, Bizlink managed to secure jobs from a total of 127 employers, of which 74 were new employers and 53 were existing employers. In 2010, this figure rose to a total of 171 employers, of which 104 were new employers and 67 were existing employers.

## Implementation in the following countries

Singapore

## Expansion to other contexts/countries

Bizlink's employment placement service has attracted government officials and community development councils from countries such as People's Republic of China, Malaysia and United Arab Emirates.

## Why this is an example of Good Practice

Employment services focusing specifically on job seekers with disabilities can be found in many countries. Bizlink stands out in terms of both its close collaboration with employers and job sustainability for job seekers with disabilities. Furthermore, Bizlink promotes not only the equal employment opportunities for persons with disabilities that they duly deserve, but also, as individuals, their independence, dignity and inclusion in the mainstream of society.

"We believe that every human individual has the capacity to work and that there is no work too big or too small to be deemed non-purposeful."

**Joseph Chan,**  
Head – Employment Placement Group, Bizlink Centre Singapore Ltd

### Usefulness/Applicability/Of Interest

People (respondents of the questionnaire) could select up to 10 (of 27) Good Practice Examples which they personally consider the most useful/interesting/applicable in their countries.

|   |  |
|---|--|
|  <b>Albania</b> (ALB) <input checked="" type="radio"/>                |  <b>Kosovo</b> (RKS) <input checked="" type="radio"/>                             |
|  <b>Argentina</b> (ARG) <input type="radio"/>                         |  <b>Macedonia</b> (MKD) <input checked="" type="radio"/>                          |
|  <b>Australia</b> (AUS) <input type="radio"/>                         |  <b>Mexico</b> (MEX) <input type="radio"/>  |
|  <b>Austria</b> (AUT) <input type="radio"/>                           |  <b>Montenegro</b> (MNE) <input type="radio"/>                                    |
|  <b>Belgium – Federal State Walloon</b> (BEL) <input type="radio"/>   |  <b>Netherlands</b> (NED) <input checked="" type="radio"/>                        |
|  <b>Bosnia and Herzegovina</b> (BIH) <input checked="" type="radio"/> |  <b>Portugal</b> (POR) <input checked="" type="radio"/>                           |
|  <b>Bulgaria</b> (BUL) <input type="radio"/>                          |  <b>Romania</b> (ROU) <input checked="" type="radio"/>                            |
|  <b>Canada</b> (CAN) <input type="radio"/>                          |  <b>Serbia</b> (SRB) <input checked="" type="radio"/>                           |
|  <b>Croatia</b> (CRO) <input checked="" type="radio"/>              |  <b>Slovakia</b> (SVK) <input checked="" type="radio"/>                         |
|  <b>Denmark</b> (DNK) <input type="radio"/>                         |  <b>Slovenia</b> (SLO) <input checked="" type="radio"/>                         |
|  <b>Estonia</b> (EST) <input checked="" type="radio"/>              |  <b>South Africa</b> (RSA) <input checked="" type="radio"/>                     |
|  <b>Finland</b> (FIN) <input type="radio"/>                         |  <b>Spain</b> (ESP) <input checked="" type="radio"/>                            |
|  <b>France</b> (FRA) <input type="radio"/>                          |  <b>Sweden</b> (SWE) <input type="radio"/>                                      |
|  <b>Germany</b> (DEU) <input checked="" type="radio"/>              |  <b>Switzerland</b> (SUI) <input type="radio"/>                                 |
|  <b>Hungary</b> (HUN) <input type="radio"/>                         |  <b>Turkey</b> (TUR) <input checked="" type="radio"/>                           |
|  <b>Ireland</b> (IRL) <input checked="" type="radio"/>              |  <b>United States – California</b> (US CA) <input checked="" type="radio"/>     |
|  <b>Israel</b> (ISR) <input type="radio"/>                          |  <b>United States – New York</b> (US NY state) <input checked="" type="radio"/> |
|  <b>Italy</b> (ITA) <input checked="" type="radio"/>                |  |

### Further information and reading

<http://www.bizlink.org.sg>

#### Contact details

Bizlink Centre Singapore Limited  
Blk 512 Chai Chee Lane #01-09 Bedok Industrial Estate, Singapore 469028  
Phone: +65 6449 5652, Fax: +65 6449 5694  
Email: rebecca@bizlink.org.sg/josephc@bizlink.org.sg



Notes on methodology etc from the *International Study on the Implementation of the UN Convention on the Rights of Persons with Disabilities - Zero Project Report 2012*

### Details of the Indicator “Traffic Light” System

The Zero Project indicators are specifically aimed at rendering international differences transparent and tangible. Using key figures, the Zero Project 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 has been satisfactorily solved;
- ORANGE:** in the respective country/province the problem addressed has been partially/sometimes solved; and,
- RED:** in the respective country/province the problem addressed has not been satisfactorily solved.

### Requirements of the indicators for the Zero Project Report

- Measurable, representative and comparable facts
- Surveyability with reasonable effort and costs by international experts and NGO networks in the absence of available statistics and figures
- Selectivity so that, to some degree, there are solutions in at least one of the countries considered
- Objective surveyability, independent of the respondent and questioner
- Simple, understandable language for the questions and clearly specified options for response
- Long-term representativeness
- Representative consideration of various groups among persons with disabilities
- Avoidance of questions in which the definition of disability plays a role, as this definition varies extremely in different contexts
- Illustration of concrete problems or laws for which improvement can occur as directly as possible
- Possibility for supplementary descriptions.

The survey was conducted using questionnaires, in the spring and summer of 2011, by:

- Foundations (with strong support from the European Foundation Centre)
- NGOs with international connections
- International networks of scientists and experts

Altogether 56 persons and organisations contributed to the survey. The follow-up and summarizing was undertaken by the Essl Foundation.

## Background of the Good Practice research

The Essl Foundation created an **international network of more than 100 persons** with disabilities, NGOs, social entrepreneurs, foundations, networks, media, companies (e.g. infrastructure providers), academics, administration staff, politicians etc. who were not only proven experts in their fields, but were also willing to contribute to the Zero Project (and its predecessor, the Essl Social Index). Based on that network a four-stage process was developed to select the most outstanding Good Practices.

1. The network was asked to nominate (up to 3) Good Practices using a questionnaire in which the ‘nominators’ also had to fill in details about their nominations and reasons why they considered them as outstanding. Altogether 70 projects, products, organisations etc. were nominated as Good Practices.

2. In a second step, experts at the Essl Foundation assessed the nominations based on basic research. 30 nominations passed this hurdle. The criteria for selecting Good Practices were: outstanding innovation, proof-of-concept, potential to be scaled up and internationalised, potential for improvements in both qualitative and quantitative terms.

3. In the next step, the nominated organisations were contacted to provide further, fuller, information about themselves and authorise the research results to be used and published as part of the Zero Project. 27 nominations were involved in this final selection step.

4. Finally, all the respondents of the UN CRPD implementation questionnaire in the first section of the report (except the Czech Republic and the UK) also assessed the importance of the selected Good Practices to their own countries. This they did considering relevance, importance and practicability issues. Each respondent could choose up to 10 Good Practices for his/her country. They were marked with a “black traffic light”, all the others remained white. Thus, in every description of the Good Practice, the number of “black lights” indicates how important it was considered.