



BETTER WORK
Indonesia

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Better Work Indonesia



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EMPLOYING PERSONS With DISABILITIES

Guideline for Employers



International
Labour
Office



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INTRODUCTION

According to the World Report on Disability (2011), published by the World Health Organization and the World Bank, there are an estimated one billion persons with disabilities in the world. Many persons with disabilities around the world still face considerable barriers to participate in society. Societies need to recognise the need for improvement of living conditions and participation of persons with disabilities for a better and more inclusive environment.

People with disabilities face greater difficulties in society than the average population, due to barriers for accessing services that many would take for granted. People with disabilities often do not have access to decent education, health care and economic activities. The lack of accessibility in transportation, buildings, education and employment are a few examples that hinder persons with disabilities in every day life.

In terms of giving opportunities for persons with disabilities to work, the government, public and private sector, as well as civil society, need to ensure that various legal and social barriers to employ people with disabilities are removed. People with disabilities have a right to work, live independently, and get opportunities of personal development. Excluding persons with disabilities from the world of work

has a cost for the society—amongst others: the productive potential of people with disabilities are often ignored. The ILO estimates that this exclusion may cost countries between one to seven per cent of its gross domestic product.

In Indonesia, the Government has ratified the UN Convention on the Rights of Persons with Disabilities (UNCRPD) in November 2011. Discrimination against persons with disabilities is prohibited by many laws. There are two major legislations concerning persons with disabilities in Indonesia: the Act of the Republic of Indonesia Number 4/1997 concerning Persons with Disabilities, and its implementing regulation, Government Regulation No. 43/1998 (on Efforts to Improve the Social Welfare of Persons with Disabilities). However, many of these laws are still charity based and therefore do not fully comply with UNCRPD. Moreover, there is no consolidated and accurate data on the situation of disabled people in Indonesia. Different methods and criterias are used which results in widely different outcomes.

The objectives of these guidelines are to provide practical guidance and advice are employers on the managing disability issues in the workplace.



WHY HIRE PEOPLE WITH DISABILITIES?

1.1 RECOGNITION BY NATIONAL LAWS

The Act of the Republic of Indonesia Number 4/1997 concerning Disabled People, and its implementing regulation, Government Regulation No. 43/1998 (on Efforts to Improve the Social Welfare of Persons with Disabilities), and the Ministry of Manpower and Transmigration Decree Number 205/1999 are the two major legislation concerning persons with disabilities. As for employment related articles, the quota provision (Article 14) states that employers/owners have to employ one person with disability per 100 employees. Article 28 sets out the penalty (around 20,000 USD) for companies that fail to fulfill the quota. However, regulations have not been adopted to give effect to this requirement, with the result that it has not been implemented.

1.2 RECOGNITION BY INTERNATIONAL CONVENTIONS

There are two main international legal instruments that regulate the employment rights of persons with disabilities.

1. UN Convention on the Rights of Persons with Disabilities (2006) and its Optional Protocol are the most achieved international legal instrument on disability. Indonesia ratified the UN Convention in November 2011. (Law No. 19 Year 2011 on the Ratification on the Convention on the Rights of Persons with Disabilities).

Article 27 of the UNCRPD concerns the employment rights of persons with disabilities, emphasizing the following:

- Non-discrimination
- Promotion of employment in the private sector.
- Ensurement of reasonable accommodation.

Reasonable accommodation means: “necessary and appropriate modification and adjustments not imposing a disproportionate or undue burden, where needed in a particular case, to ensure to persons with disabilities the enjoyment or exercise on an equal basis with others of all human rights and fundamental freedoms” (Article 2, CRPD).

2. ILO Convention No. 159 and Recommendation No. 168 also regulates rights of persons with disabilities. The Government of Indonesia is yet to ratify this ILO Convention. The Convention promote:
 - Equal opportunity between disabled workers and workers generally.
 - Equal treatment in respect of access to, retention of, and advancement in employment.

1.3 BENEFITS OF HIRING DISABLED WORKERS

Business cases indicate that workers with disabilities make productive employees and often perform better than non-disabled workers with regard to attendance, work safety and job retention.

The Business cases indicate that:

- People with disabilities make **good, dependable employees**. Many cases document comparable productivity, lower accident rates and higher job retention rates between employees with disabilities and company's general workforce.
- People with disabilities represent an **untapped source of skills and talent**, including technical skills if they have access to training, and transferable problem-solving skills developed in daily life.
- Disabled people, their families and friends are often an overlooked **market segment**.
- Hiring people with disabilities **can contribute to the overall diversity, creativity and workplace morale** and **enhance a company's image** among its staff, in the community and among customers.





HOW TO HIRE WORKERS WITH DISABILITIES?

2.1 DEFINE A DISABILITY POLICY

The disability policy should contain:

- **A disability strategy on employment objective and the long-term perspective towards sustainable employment for workers with disabilities.** It is important to determine a strategy regarding employment of persons with disabilities, including the consideration on which disability issues should be covered and how it can be linked to existing policies. In this process, you should consult with all stakeholders working in and with the factory (Trade Unions, HR manager, general managers, buyers and existing disabled employees), people with disabilities themselves and the organisations representing them (see DPO contact list).
- **An agenda on disability awareness raising training for both workers and employers.** Raising awareness of all workers and managers is crucial for inclusion of a workers with disabilities.
- **A recruitment policy to hire people with disabilities.** Targeting number of workers with disabilities establishing contact with disabled people organizations (see 2.4), and proceeding to a job analysis (see 2.2) are important parts of a recruitment policy.

2.2 JOB ANALYSIS

In order to assure effectiveness and productivity of workers with disabilities, it is important that the company conducts a job analysis. This will give valuable information to the person with disability and ensure him/her that he/she will perform the tasks in the best way. It will also assist the company in clarifying its needs and requirements for the vacant position.

Job analysis is a systematic process involving 5 (five) main elements:

1. **Purpose:** What is the general nature of a particular job? Why is it important?
2. **Tasks:** What are the major tasks of the job? How complex are they? How do they relate to other jobs in the section or department?
3. **Environment:** What is the working environment in which the tasks are performed?
4. **Working conditions:** What working conditions apply to this job?
5. **Qualifications:** What education, knowledge, skills and attributes are required for the performance of this job?

Precision while conducting a job analysis is crucial. Without precision in the process of task identification will result in the difficulties to identify:

- Which tasks might be eliminated or modified from the initial job description to potentially make it more suitable for a person with a disability.
- What adaptations to the work environment, tools and equipment would make it more suitable for a disabled employee?

When conducting a job analysis, always consider that a person with disability is able and has the skills to do the job. The purpose of this job analysis is not to discriminate and eliminate persons with disabilities from performing certain tasks. Job analysis is an assessment that can be done for any applicant, disabled or not.

If the company has never hired persons with disabilities before, it is important to do this job analysis as seriously as possible. Do everything possible to make this first recruitment a success.

2.3 PROMOTING JOBS TO PEOPLE WITH DISABILITIES

- When advertising for vacancies, mention that positions are also available for persons with disabilities/ persons with disabilities are encouraged to apply for the job.
- When participating at events (job fairs, business meetings, buyers' meetings) mention your willingness to hire persons with disabilities.

2.4 ESTABLISH CONTACT AND CONSULT WITH DISABLED PEOPLE'S ORGANIZATIONS

DPOs are organizations that are established by and for people with disabilities and committed in promoting rights of people with disabilities, and in improving the lives of people with disabilities. Giving a chance of an opportunity to work to a person with disability is a real step forward for social inclusion and equality.

DPOs can support you in various fields such as:

- Implementing a disability policy.
- Advise on accommodation for persons with disabilities at the workplace.
- Training of managers and workers on how to manage persons with disabilities.
- Training of persons with disabilities in order to fulfil job requirements.
- Advising the company in finding persons with disabilities willing to work for your factory/matching the job skill requirements.

To have a **partnership** with DPOs and support them financially is a way to successfully provide support for the DPOs to work on a longer term basis and to develop their services for employers.

Do not hesitate to invite related DPOs to the factory so they can have a better understanding of the issues and needs regarding the working environment and implemented policy of the factory, specifically regarding to the employment of people with disabilities. DPOs' role is to provide important information and act as a pivotal resource point in advising factories and companies on the right accommodation for workers with disabilities at the workplace.



MANAGING WORKERS WITH DISABILITIES

3.1 INTERACTING WITH PERSONS WITH DISABILITIES

Three important points when interacting with people with disabilities :

1. **Ask before you help.** Ask first before you help someone. In some situations people with disabilities might seem to be in difficulty in conducting tasks, yet the person is capable and prefers to do it without someone's assistance. If the person needs help, wait for the person's lead and ask if you are not sure how to provide the help. Don't get offended if the person declines your assistance.
2. **Be sensitive about physical contact.** Some people use a tool or a mobility aid such as cane, wheelchair, or walker. Consider these aids as their personal space. Be mindful not to move or lean on their mobility aids.
3. **Make no assumptions.** Never assume on what a person desires, needs, or is best for the person. If you are not sure, asking questions about what to do, what to say, what type of assistance you should offer and how to do it, will avoid misunderstanding. That person should be your first and best resource.

3.2 INTEGRATING WORKERS WITH DISABILITIES IN THE WORKING ENVIRONMENT

For an improved productivity and a pleasant work environment good communication and friendly relationships among staff are necessary. It is good to keep in mind that communication includes "languages, display of text, Braille, tactile communication, large print, accessible multimedia as well as written, audio, plain-language, human-reader and augmentative and alternative modes, means and formats of communication, including accessible information and communication technology" (Article 2, UNCRPD). It is important to make sure that persons with disabilities are well integrated in their new working environment. Raising awareness of managers and workers prior to the recruitment of persons with disabilities is useful. In this section you will find some advice for a smooth integration of disabled workers among company staff.

At first, know about the disability etiquette and make sure that everybody in the company is aware about it. This etiquette is understandable by everyone and easy to remember.

1. **Take time to introduce workers with disabilities to all.** This will establish a first eye contact with everyone and avoid surprised reaction from staff members. Do everything to make disabled workers feel comfortable.
2. **Give workers with disabilities time to accommodate with the workplace.** Make sure that their workplaces are appropriate to an effective and productive work.
3. **Make sure to avoid any discrimination from either supervisors or workers towards workers with disabilities.** If any case of discrimination is reported, take immediately appropriate measures to stop discriminatory behaviour.
4. **Some disabilities may require special attention.** Persons with hearing impairments may need an interpreter. Learning basics of sign language will ease the integration of persons with hearing impairments. Always remember that if you make a first step toward persons with disabilities, they will be grateful and it will in many cases be rewarded.

5. Provide real tasks that leads to real work achievements. A charity-based recruitment is not what any worker would appreciate. A motivated worker, in this case persons with disabilities are looking for jobs as anyone else, based on their skills and motivation for the job. If the recruitment is based on charity, it might be a disappointment for both the employer and the employee. However, affirmative action during the recruitment process of persons with disabilities is still not to be forgotten.

3.3 ADAPTING THE WORKPLACE

Many times it is thought that making the workplace suitable for persons with disabilities requires a big financial investment. However, accommodation does not necessarily require high expenses. Accommodating some types of disabilities does not always mean physical changes, but perhaps changes in working hours or in the way information is communicated. Persons with disabilities are the experts in what they need and will be keen to help adapting the workplace properly.

Here are some examples:

Physical reasonable accommodations

- Keep the workplace clean and tidy.
- Arrange large corridors free from any obstacles.
- Make signs easy to read.
- Ensure that washrooms facilities are accessible for persons with disabilities.
- Build ramps or handrails where necessary.

Non-physical reasonable accommodations

Accommodating the workplace does not mean only physical changes.

- Arrange flexible working hours.
- The use of sign language in order to communicate or “work from home” opportunities can be used. This will enable a person with disability to perform his tasks satisfactorily.

Always remember that those simple adaptations will benefit not only a person with a disability, but all employees. Moreover, it will enhance the company’s image and as a result improve workers satisfaction and performance.

- Notes on specific considerations for workers who are deaf or hearing-impaired.
 - Be sure the room is well-lit.
 - Get her/his attention before starting a conversation.
 - Speak slowly and clearly.
 - Take turns talking.
 - Be clear that if an interpreter is available, she/he will only be repeating what you just say without adding opinion.
 - Be prepared to offer written communication.
- Notes on specific considerations for workers who have physical impairments.
 - Allow enough space for a wheelchair.
 - Height adjustable desk or table for a person who cannot work comfortably at an existing desk.
 - Accessible filing system for a person who cannot reach upper and lower file drawers in a vertical file cabinet.
 - Office supplies and frequently used materials on most accessible shelves or drawers for a person who cannot reach upper and lower shelves and drawers.
 - Page turners and book holders for a person who cannot manipulate paper.
 - Accessible office machines, such as copiers and faxes, so a person using a wheelchair can access them from a seated position.
 - On the way to the workplace make sure of an accessible route of travel from parking lot into the building.
 - Make sure restrooms, lunchrooms, canteens, break rooms, etc. are accessible.
 - Consider giving the option of working from home if the person cannot get to the work-site.
 - When talking with a person using wheelchair for more than a few minutes, use a chair, whenever possible. This can facilitate conversation.

- Notes on specific considerations for workers who are blind or visually impaired
 - Check that the working space is clear of things that could block her/his moving space.
 - Don't move anything without asking first.
 - Provide documents in the person's preferred format.
 - Provide a screen reader or other tools to accommodate her/him to work on tasks
 - When explaining a location, use clock-based directions, example: the pen is on the table at your 2 o'clock.
- Notes on specific considerations for workers who have learning disability
 - Provide continuous support and acknowledgement for her/his work.
 - Provide with reasonable adjustments when necessary.

3.4 RAISE AWARENESS OF STAFF MEMBERS

Educating staff members on disabilities is an important step towards a more understanding, diverse and motivating working environment, and promoting non-discrimination at the workplace better employment of persons with disabilities. This will not only lend benefits within the company but the whole society by transforming people's mindsets and removing stigma and discriminatory behavior.

3.4.1 Provide Disability Awareness Training for All Staff

Conducting meetings for both managers and workers is necessary. A presentation, videos, testimonies from persons with disabilities and some practical exercises are good ways to raise awareness. Inviting staff members to try getting around in a wheelchair or wearing glasses that hinders visual sense are simple exercises that shows in a concrete way what people with disabilities live every day. Collaborating with DPOs on disability awareness trainings is recommended for better outcomes on the training.

3.4.2 Disability Sensitivity Training

Orientation sessions for new staff and other ongoing trainings for employees should include a disability sensitivity training. This training can serve as a tool to introduce people with disabilities to non-disabled people with a purpose of creating awareness and acceptance of people with disabilities. This training is adaptable to any environment and the materials can be adjusted based on the participants.

In relation to working environment, disability sensitivity training is generally provided for:

1. Companies or factories that previously have not recruited people with disabilities.
Strategies :
 - a. Introduce national (and international) legislation and regulations on disability issues.
 - b. Provide testimonials from companies or factories that have committed in obliging with the national legislation and regulations.
2. Companies or factories that have recruited people with disabilities. Strategies :
 - a. Provide specific guidelines on interacting with people with disabilities in the work place to minimize gaps in information about issues related to disability, and most importantly, eliminate discrimination.
 - b. Provide access to workers with disabilities to tell their stories and express their opinions to improve the quality of the working environment, especially for people with disabilities.

3.4.3 Provide Ongoing Information on Disability

Information on disability includes national and international disability legislations related to disability. This information can be provided regularly on the company's intranet site, newsletters, and other media channels. A routine dissemination of information on disability is vital to raise important topics within the working environment.

3.4.4 Establish a Disability Support Network

All employees need to fully participate in providing services and assistance for workers with disabilities to contribute to the success of creating a non-discriminatory environment within the company or factory.

3.5 ON-THE-JOB TRAINING

Trainings relating to the job's position need to be conducted for all employees, regardless of their skills and disabilities. During the training period, workers with disabilities as well as non disabled workers might encounter challenges in completing the tasks. However, their process of learning during the training period should not be seen as someone's disability. The goal is to prepare the workers in conducting their tasks so that they can fully participate in the productivity of the company or factory.

Other training methods might be used or invented to fit the workers' particular needs. For a successful training achievement expected from workers with disabilities, it is suggested that the company/factory contacts a DPO that can help with training the workers.



WHAT IS A DISABILITY?

4.1 DEFINITION

As the 2011 WHO - World Bank report on disability declares: "Disability is part of the human condition. Almost everyone will be temporarily or permanently impaired at some point in life, and those who survive to old age will experience increasing difficulties in functioning. Most extended families have a disabled member, and many non-disabled people take responsibility for supporting and caring for their relatives and friends with disabilities."

The UN Convention on the Rights of Persons with Disabilities (UNCPRD) does not define "disability" or "persons with disabilities" as such, but states that disability is "an evolving concept that results from the interaction between persons with impairments and attitudinal and environmental barriers that hinders their full and effective participation in society on an equal basis with others". Furthermore, the Convention (Article 1) states that "persons with disabilities include those who have long-term physical, mental, intellectual or sensory impairments which in interaction with various barriers may hinder their full and effective participation in society on an equal basis with others".

It is important to recognise that disability is not considered as a medical condition – it is a result of people's interactions. Therefore, negative attitudes or a discriminatory environment is to be eliminated, and persons with disabilities should not be thought as "persons to be fixed" due to their disabilities. People with disabilities do not require special treatment in adapted facilities. They deserve like everyone to be fully part of our society. Being impaired does not mean being ill or affected by one particular disease.

Moreover, it is also important to recognize that people with disabilities do not represent a homogenous group. Some people have disabilities that are permanent, others are only temporarily disabled. Some people may have a disability from birth, while others acquire a disability later in life. Some disabilities are visible; others are not. Each person is different.

Persons with disabilities are wrongly considered as being shy or having a lack of confidence. This comes from basic misunderstandings on disabilities as well as environmental barriers such as difficulties in general access to transportation or buildings.

Using appropriate vocabulary is a first and easy step to respect persons with disabilities. For this reason, please use the terms 'persons with disabilities' or 'disabled persons'. The term 'handicapped' (penyandang cacat) is not to be used when referring to persons with disabilities.

4.2 CATEGORIES

There are different categories of impairments:

- **Physical** : limited mobility, strength, dexterity.
- **Sensory / Communication** : hearing, vision, speaking problems.
- **Intellectual** : brain injuries that results in cognitive difficulties.
- **Learning** : for example dyslexia, attention deficit disorder.

These categories are not classifications of persons with disabilities. The distinction between the categories does not imply that individuals with different impairments are unequal in their capacity to fulfill a job. The categories simply portray the diversity included by the term "disability". Thinking that one kind of disability is only suitable to one particular job is a stigma against persons with disabilities. Disability should not be a barrier as long as the person has the required abilities and skills to do the job.





CASE STUDY 5.1 CASE STUDY 1: DHARMAWANGSA HOTEL (JAKARTA)

Dharmawangsa Hotel is a luxury 5-star hotel located in South Jakarta. It opened in 1997 and employs 350 persons for a total of 100 rooms.

Currently two persons with disabilities are working in the hotel. One of them is hearing impaired and work as a chef assistant in the kitchen of the hotel restaurant. He graduated from a tourism school and has been hired on the base of his skills and abilities. Means of communication are lip reading and written communication. The Human Resources Manager of the hotel has also been practising sign language in order to communicate with deaf and hearing impaired employees.

The other one is working as a timekeeper security officer for the hotel. Due to a motorbike accident he became physically impaired and first wanted to resign from his job. He thought that being now impaired he couldn't be working for the hotel anymore. Fact is that because of his length of service and his abilities the hotel management found no reason to accept his resignation and invite him to remain within the hotel security team.

Giving a chance to injured workers to keep their job even if their accident has life time consequences is an important issue. Efforts to keep staff members whatever happend to them during or after working hours strengthen employers-workers relations and increase wokers commitment to their jobs as they know their company cares for them.

HR policy is to give an opportunity to every disabled worker based on their skills and abilities. Dharmawangsa HR manager is a member of the Hotel HR manager association in Jakarta and he is committed to raise awareness on disabilities issues among association's members in order to support and enhance employment of persons with disabilities.

Notes :

Even though Dharmawangsa Hotel is not complying with the one percent quota law, HR manager approach on disability is going in the right direction. An employee who gets disabled should be supported and given the opportunity to continue his/her job, or to be offered a similar position or job where he/she can successfully carry out the job despite his/her disability. Based on the abilities and not disability, the employee at the Dharmawangsa Hotel was considered able to continue to perform the job. The HR manager's commitment to awareness raising on disabilities in the tourism branch is a behaviour that benefit employment of persons with disabilities.

5.2 CASE STUDY 2: HOA LAN JOINT STOCK COMPANY (VIETNAM)

Hoa Lan Joint Stock Company is in Hung Yen province, approximately 60 km from Hanoi. The company was established in 2007 and manufactures cardboard packaging, detergents, anti-bacterial hand sanitizer, personal lubricant, cosmetics and soaps, and Ginseng tablets. Currently the company hires eighty five workers, including three people with disabilities.

Hoa Lan company has a dormitory for workers from outside the local area. The company facilities, including the dormitory is not yet wheelchair accessible, except for the packaging workshop. The production buildings are quite old, but clean and ordered. Workers are provided with on site training, and pay and conditions are according to the labour law. The company also provides lunch. Much of the work is paid on a piece work basis, thus dependent on customer orders.

The company already had several workers with mild disabilities working in the company, but not as a result of any particular recruitment effort. The security supervisor is disabled, as are two workers in the packaging factory, one a line leader. The company has not experienced any difficulties with their existing workers with disabilities, and the persons with disabilities have not faced any discrimination at the workplace.

The company established a disability management committee consisting of five people:

1. The general director of the company
2. The chair of the Trade Union
3. The human resources manager
4. A human resources officer
5. A worker and trade union member.

This group took on the task of developing a disability policy for the company. The group has also analysed the work in the factory to identify the areas most appropriate for people with disabilities. They decided that work in the packaging workshop, the mechanised production, bottling and packaging in the cosmetic production workshop and packing the soaps would be appropriate for people with disabilities.

In April the Opportunity for All programme (ILO project on disabilities in Vietnam) arranged a meeting between Hoa Lan and Uniden and the Hai Duong Disabled Persons' Association. During this meeting the Director of Hoa Lan company explained about the products of the company and the kind of work available. She stressed that the company was very willing to hire people with disabilities and encouraged people to apply.

Following this meeting, two members from the Hai Duong DPO visited the Hoa Lan company to see the facilities and get a better idea of the work and working environment. Following this, they circulated information to the members of the Organisation. As a result, three people with disabilities submitted job applications and were hired by the company.

The new workers are working in the cardboard box manufacturing workshop. The company is providing them lunch, necessary equipment and accommodation in the dormitory so they do not have to travel to work each day. The disabled workers have the same pay and conditions as other workers. The company reports that the newly recruited people with disabilities are working very well, and are happy with their jobs.

The company is pleased with their experiences of hiring people with disabilities and intends to hire more in the future. Their connection with the organisation of people with disabilities will ensure that this should be possible.

Notes :

This example shows that hiring disabled workers needs some planning and committed partners such as DPOs that are willing to support you moving forward on disability issues. Companies like Hoa Lan are similar to those in the garment sector. As Hoa Lan is a manufacturing company most of the jobs are suitable for low skilled workers. Low skilled jobs have the advantage to allow an on-site training within a short time period.

5.3 CASE STUDY: PT DEWHIRST (GARMENT FACTORY IN BANDUNG, WEST JAVA)

Established in 1998, PT Dewhirst is a factory manufacturing 215,000 garment units per week. 5,400 employees produce an extensive range of menswear and womenswear. Located in Bandung, the facility has its own product development centre to manage fit approvals, piloting, manufacturing and bulk quality testing. The factory's primary buyer is Marks & Spencer UK.

PT Dewhirst is one of the few factories that comply with the 1% quota law. Their aim is to have at least 1.5% disabled employees of their total workforce at all times. Most of the disabled employees are recruited (after general recruiting and assessment procedures) from the National Vocational Rehabilitation Center in Cibinong, West Java. Some of the workers with disabilities are also recruited locally through their "usual recruitment processes". Moreover, PT Dewhirst is supporting local deaf foundations.

Dewhirst localities are mostly accessible for persons with disabilities. However, one of the factory buildings previously had the canteen and the praying room upstairs, so they adapted the workplace to persons with disabilities. Today, all facilities including the canteens and praying rooms are all on the ground level. Workstations are also accommodated to the person's needs.

In general, PT Dewhirst standards on health, safety and working conditions are high. Contact with the National Vocational Rehabilitation Center in Cibinong through a Memorandum of Understanding (MoU) offers PT Dewhirst to comply with national quota on employment of persons with disabilities. In addition to the partnership with the rehabilitation center, cooperation with DPOs is also important for more specific advice on disability issues in order to achieve the 1% objective.

Notes :

Balai Besar Rehabilitasi Vokasional Bina Daksa (National Vocational Rehabilitation Center) located in Cibinong, West Java is administered by the Ministry of Social Affairs. Established in 1997, the center has a capacity of 120 graduates per year in six different skills areas (sewing, graphic design, computer operations, electronics, metalwork, automotive). Courses include a nine-month training and a two-month internship period. Minimum entry requirements is senior secondary school. All courses use the national standards (SKKNI) and in two courses certification to national standard is offered. Formally employed are mostly getting jobs in the greater Jakarta area.

PT Dewhirst implemented a disability policy a long time ago allowing the factory to sign a memorandum of understanding with the rehabilitation centre. It means that both parties have a special agreement on the placement of freshly graduates students from the centre within the garment factory. PT Dewhirst's real commitment towards employing persons with disabilities allows them to be one of the few factories complying with the one percent quota law.

DPO'S CONTACT LIST

- **PPCI (Persatuan Penyandang Cacat Indonesia)**

PPCI is the Indonesian Disabled People's Association, and is the umbrella organisation of the DPOs in Indonesia.

Contact person:
ppci_dpi@yahoo.co.id
Tel : (021) 390 40 26

- **PERTUNI (Persatuan Tunanetra Indonesia/ Indonesian Blind Union)**

Pertuni conducts various activities to expand access to education for blind through various ways such as through provision of scholarship, implementation of inclusive education advocacy, supporting the effort to strengthen the functions of Special Schools (Sekolah Luar Biasa/SLB) for the blinds, whether as the implementer of education unit or as a resource centre of inclusive education conducting vocational skill training that is customized to fit with the general market demand, etc.

Contact person:
Rina Prasarani: Chairman (visually impaired)
rinalamsyah@gmail.com
Tel : (021) 800 54 80

- **GERKATIN (Gerakan untuk Kesejahteraan Tunarungu Indonesia)**

Well established DPO supporting people with hearing impairment, GERKATIN can provide awareness raising programs as well as trained disabled workers.

Contact person:
Aprizar Zakaria: Ketua (hambatan pendengaran)
zakariaaprizar@ymail.com
Tel : 0812 966 2533 atau 0878 8692 6969 (SMS only)

- **Yayasan Mitra Netra**

Among other goals Mitra Netra aims to develop employment opportunities for visually impaired. They are also committed to develop the potential of visually impaired persons through education and training. Mitra Netra can provide awareness training to managers and workers to support employment of persons with disabilities

Contact person:
Arya Indrawati: Ketua (hambatan penglihatan)
aria.indrawati@gmail.com
Tel : 0815 1147 8478

- **HWDI (Himpunan Wanita Disabilitas Indonesia)**

HWDI is a women organization established since 1997. HWDI is not focused on one particular impairment but aims to gather any kind of disability. Very active in advocating on disability issues HWDI also aims to fight for equal opportunity and full participation of women with disabilities.

Contact person:
Maulani A. Rotinsulu : Ketua
Rotinsulu.maulani@gmail.com
Tel : (021) 4904 1858

- **BILiC (Bandung Independent Living Center)**

BILiC is a non-government organization that has the basic focus on independent living concept. With this philosophical way of living, people with disabilities are considered to be their best experts of their needs and they are the ones who must take initiatives in creating and promoting solutions for themselves.

Contact person:
Ibu Yati Suryati Dinata
Infobilic@yahoo.com
Tel : 0813 2233 1303

- **CIQAL (Center of Improving Qualified Activity in Life)**

Based in Jogjakarta, CIQAL (Center for Improving Qualified Activity in Live of People with Disabilities) is a non-profit organization that focuses on activities to improve the quality of people with disabilities through economy empowerment, welfare, and independent living of persons with disabilities, aiming for equal opportunity.

Contact person:

Ibu Nuning Suryatiningsih :

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Tel: 0274 7483 185 / 0812 2756 973

- **Mimi Institute**

As a non-profit institution, Mimi Institute was founded by Mimi Mariani Lusli in 2009 in the hope for the creation of Indonesia as an inclusive society. Mimi Institute also offers sensitivity courses for employers. It can also assess your company regarding appropriate and accessible facilities for persons with disabilities.

Contact person:

Mimi Lusli: Pendiri

info@mimiinstitute.com

Tel : (021) 5698 0294

- **SAPDA (Sentra Advokasi Perempuan Difabel dan Anak)**

Established in July 2005, SAPDA aims to create the concept of "inclusive" that serves as a basic human rights for women, people with disabilities and children in all aspects of social environment, primarily education, healthcare services and employment. SAPDA advocates for disability policies to be implemented in regional level's departments of health and education.

Contact person:

Nurul Saadah Andriani

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

info_sapda@yahoo.com; nurul_sa54@yahoo.com

Tel : 0274 3840 66 / 0856 2914 654

- **Yayasan Tunarungu Sehjira**

This non-profit organization was established in December 2001 by a group of volunteers who are hearing impaired or deaf to raise fund and provide information on education and employment for those who have disability in hearing. Sehjira also provides supports to families of persons with hearing impaired or deaf to achieve equality.

Contact person:

Rachmita Maun Harahap

sehjira_vdf@yahoo.com

<http://www.sehjira.or.id>

Tel : (021) 3608 6952

Belle Y.C. Mantiri

rawinala@indo.net.id

Tel : (021) 809 04 07 / 924 9215

- **Lembaga Pemberdayaan Tenaga Kerja Penyandang Cacat (LPTKP)**

LPTKP is an organization that promotes people with disabilities in employment across Indonesia, specifically Jakarta.

Contact person:

Kasih Ani, SH

lptkp_lptkp@yahoo.co.id

Contact person:

Jaimun

jaimunpry@yahoo.co.id

Tel: 0274 8953 86

- Aliansi DPO Kabupaten Bantul (Yogyakarta)

Contact person:
Jayadi
Tel : 0878 39998060

- KONAS Pemantau Hak Disabilitas (Jakarta)

Contact person:
Dra. Ariani
Tel: 021 29376482 / 0813 18907184

- Konas Difabel (Yogyakarta)

Contact person:
Risnawati Utami
Tel: 0812 542315 / 0812 27289686

- THISABLE ENTERPRISE

Thisable Enterprise is a Social Enterprise that connects corporate social responsibility to disabled people all over Indonesia. Thisable Enterprise has a noble mission of empowering disabled in Indonesia to have equal opportunities in every part of society. Thisable assists companies in creating social responsibility programs which have strong sustainable impact to personal and professional life of disabled.

Contact Person:
Angkie Yudistia: Ketua (hambatan pendengaran)
angkie.yudistia@thisable.org
Tel: 0811 155 3050 (SMS only)

Firman Yudha Natapradja: Direktur Program
firman.yudha@thisable.org
Tel : 0858 4658 2119

- Yayasan Wisma Cheshire

Located in South Jakarta this foundation offers a home to physically impaired people. The foundation provides sewing workshop and computer training to their occupants.

Contact person:
Petty Elliott: Ketua
Petty.elliott@gmail.com
Tel : 0816 9220 99

- Yayasan Emmanuel

Committed to improve life of children facing difficulties, Yayasan Emmanuel gives training and education to disadvantaged children. Yayasan Emmanuel has a strong network and is working in several places in Java.

Contact person:
Diana: Koordinator Program
Diana@yayasan-emmanuel.org
Tel : 0857 1081 3311

USEFUL LINKS REGARDING EMPLOYMENT OF PERSONS WITH DISABILITIES (ENGLISH only)

ILO GLOBAL BUSINESS AND DISABILITY NETWORK

<http://www.businessanddisability.org>

The ILO Global Business and Disability Network is comprised of representatives from multinational enterprises, employers' organizations and business networks, and selected non-governmental and disabled peoples' organizations to assist companies include people with disabilities in the workforce from the perspective of business and human rights cases.

WORLD REPORT ON DISABILITY

http://www.businessanddisability.org/images/pdf/World_report_Disability.pdf

This document, jointly published by the World Health Organization and the World Bank, reviews evidence about the situation of people with disabilities around the world. It contains specific chapters on health, rehabilitation, assistance and support, enabling environments, education and employment. The final chapter offers nine concrete recommendations for policy and practice, which if put in place, could lead to real improvements on the lives of people with disabilities. For recommendations to the private sector refer to page 269.

JAN: JOB ACCOMMODATION NETWORK

<http://askjan.org/espanol/index.htm>

Job Accommodation Network website specialized in adapting the workplace for disabled workers is a valuable source of information. Since more than 25 years, JAN assists persons with disabilities improving their abilities in order to be employed. JAN also point out to employers the benefits of hiring disabled workers.

This website provides useful good practices for accommodating the workplace such as:

Guidelines on including persons with disabilities in emergency evacuation plans

<http://askjan.org/media/EmployersGuideEmergencyEvacuation.pdf>

EMPLOYABILITY: A RESOURCE GUIDE ON DISABILITY FOR EMPLOYERS IN ASIA AND THE PACIFIC

<http://www.businessanddisability.org/images/pdf/employability.pdf>

This document contains information to assist businesses and organizations that want to benefit from the business case for recruiting, hiring and retaining people with disabilities as employees. It presents a collection of resources and examples of good practices.

ILO CODE OF PRACTICE: MANAGING DISABILITY IN THE WORKPLACE

http://www.ilo.org/public/libdoc/ilo/2002/102B09_340_engl.pdf

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ILO, Managing disability in the workplace, 2002

ILO, Job and Work Analysis, Guidelines on Identifying Jobs for Persons with Disabilities, 2005

ILO, Employability – A Resource Guide on Disability For Employers in Asia and The Pacific, 2007

<http://eeotrust.org.nz/toolkits/disability.cfm?section=practicaltips>

<http://askjan.org/espanol/index.htm>

<http://www.uiaccess.com/accessucd/interact.html#ref3>

http://www.uiaccess.com/accessucd/ut_conduct.html