

## **Baseline Survey**

### **The Project to Support Participation of Persons with Disabilities**

**DRAFT**  
**(This draft does not contain annex)**

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**Japan International Cooperation Agency (JICA)**  
**Department for the Development of Persons with Disabilities,**  
**Department of Social Welfare Malaysia**

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## **Introduction**

The International trend framework on disability is shifting to the new paradigm which is based on the social model of disability, that recognizes participation restriction as a disability; and, identifies social barriers as causes of this restriction. However, medical or individual model of disability still keep its powerful influence to peoples' notion and understanding of disability.

Japan International Cooperation Agency (JICA) and the Department of Social Welfare Malaysia (DSW) jointly implemented a 3-year project on disability to develop social policies and services which support participation of Persons with disabilities (PWDs) from 2005 to 2008. This project was developed based on the social model of disability, and developed new policies and services, namely, Supported Employment or Job Coach (SE/JC), Independent Living Movement/Programme (IL), Self-Advocacy (SA), and related policies and services. These policies and services which were developed based on the social model of disability were enhanced by the enactment of new legislation on disability, PWDs Act 2008 and UN Convention on the Rights of PWDs.

The main aim of this survey was to collect basic information and statistics data on disability and employment for the "Project to Support Participation of PWDs (2009-2012)" which aims to develop policy and services to support participation of PWDs.

## 1. Disability and Social Welfare

### 1-1. Introduction

The first comprehensive legislation on disability was institutionalized in 2008. Both the Policy and the Action Plan on disability were also put in effect together with this legislation. The Malaysian government also signed the UN Convention on the Rights of PWDs (UN CRPD) in 2008. The National Consultative Committee (NCC) on Disability which consists of six technical working groups to promote the legislation held its meeting 5 times by the end of 2009. The Secretariat of this council was set in the Department of Social Welfare (DSW), and three officers were assigned as officer-in-charge.

### 1-2. Statistics

There is no accurate statistic date on disability, although there are several statistics that exists based on sample survey and voluntary registration. The number of registered PWD's to the DSW is shown in table 1 & 2. It consists of one percent to the total national population, 27 million people. The national population census in 2010 will include questions on disability.

**Table 1: Registered Number of PWDs (2009)**

Type	No.	Ratio (%)
Visual	25,575	9.2
Hearing	37,201	13.4
Physical	92,494	33.3
Intellectual	107,164	38.6
CP	3,864	1.4
Others	11,211	4.0
Total	277,509	100.0

CP: Cerebral Palsy

Source: DSW

**Table 2: Registered Number of PWDs with New Category in 2010 (by State, from Jan - Feb. 2010)**

State	Type							No.
	BL	DE	SD	PH	LD	ME	MD	
PERLIS	11	10	2	27	24	22	1	97
KEDAH	37	40	14	257	290	42	25	705
P.PINANG	17	17	2	150	106	28	12	332
PERAK	13	33	1	181	196	8	11	443
SELANGOR	53	71	22	333	340	80	64	963
WP KUALA	29	29	1	97	121	14	12	303

LUMPUR								
NEGERI	17	27	0	100	159	2	36	341
SEMBILAN								
MELAKA	27	27	8	152	223	0	23	460
JOHOR	91	85	8	430	522	101	35	1272
PAHANG	32	56	5	174	207	16	31	521
KELANTAN	41	30	5	179	276	28	32	591
TERENGGANU	26	39	0	84	53	53	12	267
SARAWAK	26	32	0	121	145	0	24	348
SABAH	10	25	2	68	170	0	2	277
WP LABUAN	0	0	0	2	14	0	1	17
<b>Total</b>	<b>430</b>	<b>521</b>	<b>70</b>	<b>2355</b>	<b>2846</b>	<b>394</b>	<b>321</b>	<b>6937</b>

Note: BL (Blind), DE (Deaf/Hearing), SD (Speech), PH (Physical), LD (Intellectual), ME (Mental), MD (Multiple)

Source: DSW

### 1-3. Legislation & Policy

The first comprehensive legislation on disability in Malaysia, The Persons with Disabilities (PWDs) Act, 2008, was institutionalized in 2008. This legislation reflects the philosophy of the UN CRPD by taking disability as an issue of rights and equality, although this is not an anti-discrimination law such as the American with Disability Act, and does not contain punitive clause within this act itself (annex 1).

National Consultative Committee (NCC) with six Technical Working Committee were set up as stated in the legislation. These six TWC are on: Transportation, Built Environment and Universal Design, Health (Quality Life Care), Employment, Education, and Registration. NCC holds committee meeting three times per year, and five meetings have been held since the enactment of the Act. Each six TWC reports the progress of implementation of the Act at the NCC meeting. DSW holds secretariat role with three officers in charge.

Both Policy on PWDs, and Plan of PWDs were enacted in 2008 together with the Act. "Eradication of discrimination" is taken in the policy as one of its four aims, although various clauses which stated on discrimination in the draft version of the Act were deleted in the final version of the Act. The other three targets of the Policy are: rights and opportunities of participation in the society, equal opportunities based on the rights, and awareness on the rights. The Policy adopts fifteen strategic areas, namely: advocacy on rights, accessibility, health and medical care, rehabilitation, education, employment, social welfare and security, social support, environment, human resource development, social participation, research and development,

housing, children with disabilities, and women with disabilities.

The Plan for PWDs takes 3-5 years as its target span to realize its plans. Job coaching was taken as one of the approach in the section of employment, along with other approaches and services, e.g. support for post-school young adults with disabilities, and establishment of job matching committee. List of members of all six TWC is in annex 2.

Other disability related legislations, policies, and plans are as follows:

- Special Education Regulations 1997, (Education Act 1996)
- Civil Service Circular No.10/1988 and Civil Service Circular No.3/2008
- Employment Act 1955
- Plan of Action Health Care for PWDs 1996
- Plan of Action Health Care for Child with Disabilities 1996
- Uniform Building By-Laws 1984

#### **1-4. Government Agencies**

##### **1-4-1. Department of Social Welfare**

The Division of the Development of PWDs under the DSW become the Department of the Development of PWDs (DDPWDs) in 2009 with additional officers and staff. However, DDPWDs is still under the DSW in the government structure (annex 3). DDPWDs assumes the secretariat role for the NCC. Services for PWDs by both government and private agencies are in table 3.

**Table 3: List of Services for PWDs (2009)**

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1. Special aids
  2. Entrepreneur fund (RM2700)
  3. Disabled workers allowance (RM 300 for employees who gain less than RM1200 monthly)
  4. Disability allowance (RM150)
  5. Allowance for CBR clients (RM150)
  6. Allowance for personal assistants (RM300)
  7. Vocational rehabilitation centre
  8. Residential institutions (7)
  9. Community Based Rehabilitation (CBR)
  10. Sheltered workshop
  11. Counseling
-

- 
12. School education
  13. Allowance for disabled students (RM150)
  14. Income tax exemption (including parents of PWDs)
  15. Other tax exemptions (driving license, equipments, etc)\*1
  16. Discount of public transportation \*2
  17. Priority in low income housing
  18. Reduction of medical fee (public hospitals/clinics)
  19. Reduction of fees (government: e.g., passport)
  20. Job placement/matching
  21. Income tax exemption (vehicles)
  22. Allowance for parents of children with disabilities (RM 300, and/or tax exemption)
  23. Reduction of fees (private: e.g., telephone, internet, by Telekom Malaysia)
- 

\*1 : wheelchair, prosthesis, etc

\*2 : Railway, Bus, Coaches, LRT, Malaysia Airline

Source: DSW

### **(1) Registration of PWDs**

Category of registration of PWDs was changed in January 2010. One major development was that person with mental disabilities are officially included as a category of PWDs. By this change, person with mental disabilities are eligible to receive supports and services same as persons with other types of disabilities. Guidelines for registration were also developed.

Category (by 2009)

New Category (from 2010)

Visual Impairments

Visual Impairments

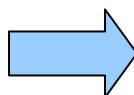
Hearing Impairments

Hearing Impairments

Intellectual Disabilities

Intellectual Disabilities

Physical Impairments



Physical Impairment

Cerebral Palsy (CP)

Speech Disabilities

Others

Mental Disabilities

Multiple Disabilities

All PWDs must be registered with the DSW to receive the services of the DSW and other agencies, including entering special schools of the Ministry of Education (MOE), employment support of the Department of Labour (DL), and subsidies of medical treatment of the Ministry of Health (MOH).



## (2) Institutional Services

There are 11 institutions under the DDPWDs.

**Table 4: Institutions for PWDs**

Institution	Number
Residential centre	Taman Sinar Harapan 7 (Johor 2, N. Sembilam 1, Selangor 2, KL 1, Terengganu 1)
Sheltered workshop	Selangor 1, Kedah 2
Rehab. centre	Selangor (PLPP Bangi) 1
Daycare centre	Pusat Harian Bukit Tunku 1
Total	11

Source: DSW

## (3) Counseling Service

The total number of clients for counseling service was 1892 in 2008. Among them only seven are PWDs (source: DSW Annual Report).

## (4) Allowance

Disabled workers' allowance (Elaun Pekerja Cacat [EPC] in Bahasa Malaysia): Any employed PWDs whose monthly wage is RM 1200 and below is eligible to apply EPC (RM 300/month).

Allowance for PWDs: Unemployed PWDs are eligible to apply this (RM150/month).

Allowance for Personal Assistance for Persons with severe disabilities: RM300/month

Entrepreneur Fund: Maximum RM 2700

**Table 5: Recipients of Allowances** (person)

	2005	2006	2007	2008
EPC	11167	13836	16045	24761
Personal Assistant	-	-	-	3594
Entrepreneur	80	76	115	125

Source: DSW Annual Report 2008

## (5) Community Based Rehabilitation: CBR

There are 409 centers with 1836 CBR workers throughout Malaysia. Number of PWDs who are registered to this programme is 16,042.

**Table 6: Number of CBR programme**

Year	No. of centers	No. PWDs
2000	229	7210
2001	243	7400
2002	259	7620
2003	274	7870
2004	293	8193
2005	313	8453
2006	364	9500
2007	382	12212
2008	388	15769
2009	409	16042

Source: DSW

Most CBR programmes have at least one supervisor, and several CBR workers. It operates in the form of daycare centre, usually only in the mornings. Weekly home-visit is made as a service for person with severe disabilities who are unable to come to CBR centers to receive services. Quality of services and level of human resources in this programme are in diverse to each programme. Although no official certificate is required to work as a CBR worker currently, the DSW is planning to develop national license for CBR workers under the scheme of the Ministry of Human Resource (MHR).

### **(6) Special Aids, Wheelchair, and Prosthesis and Orthosis (PO)**

The DSW provide these equipments to PWDs (table 7).

**Table 7: Provision of Equipments by DSW**

	2005	2006	2007	2008
Glasses	532	251	190	266
Hearing aids	301	413	273	266
PO	191	209	149	152
Wheelchair	392	486	331	445
Others	156	278	223	34
<b>Total</b>	<b>1572</b>	<b>1637</b>	<b>1166</b>	<b>1131</b>

Source: DSW Annual Report 2008

### **(7) Employment of PWDs in Public Sector**

The one percent quota on employment of PWDs in public sector was introduced as circular in April 2008 (Implementation of service circular No. 3/2008: Policy on 1%).

The DSW became the department in charge for this issues in public sector, although DL is in charge on employment for PWDs in the private sector. All government agencies are responsible to report on the situations of employment of PWDs from their respective agencies to the DSW every six month.

The number of PWDs who are registered with the Public Service Department for this quota scheme in public sector is 431 in May 2009. However, only nine PWDs have been employed. Among all the government agencies, only the DSW accomplish one percent quota, whereas MOH takes 0.05% & Ministry of Transportation takes only 0.15%. The number of PWDs who are employed in government agencies are 891 (in March 2010); and, newly recruited PWDs in 2009 was 215 (source: DSW).

#### **1-4-2. Ministry of Health (MOH)**

Health of PWDs Unit was established in 2006 as one of the sections in the Family Health Development Division, Public Health Department of the MOH.

MOH assumes the secretariat role as a TWC on Quality Life Care in NCC. It implements various programmes and services for PWDs, such as medical health care provision in the community, improvement of accessibility in medical institutions, sex education for young PWDs, 10-year action plan on disability, and so on in collaboration with NGOs and related agencies.

Since person with mental disabilities are included in the new category of PWDs, psychiatrists are also taking part in this TWC. Services for person with mental disabilities will be developed jointly by the MOH and the DSW including various social services for independent living and participation in the community.

#### **1-4-3. Ministry of Education (MOE) / Ministry of Higher Education**

MOE is responsible on education for PWDs under Education Act (1996). It provides various support schemes for PWDs, such as extra assistant teachers, pilot schools to provide education for children with multiple disabilities, and individual teaching guidelines. Service support centres at state level also provide various services and resources to schools and teachers.

All special schools (school for the Deaf, School for the blind) are under renovation to be accessible to fulfill the requirements which is stated in PWDs Act (2008). By these renovations, these schools will be able to receive not only students with visual and hearing impairments, but also students with physical impairments. New and existing special needs classes in mainstream schools will also be renovated to be barrier-free

to accept students with physical impairments and multiple disabilities.

The number of special needs education school is as follows: school for the Blind, Primary 3 (367), secondary 2 (147); School for the Deaf, primary 25 (1964); and, Vocational school (Deaf 461, intellectual disabilities 128) (numbers in brackets are numbers of students). Numbers of schools with special needs classes and students are in table 8 & 9.

**Table 8: No. of School with Special Class & PWDs (2008)**

Disability	Primary	Secondary
Visual	15 (155)	19 (235)
Hearing	36 (587)	40 (973)
Intellectual	884 (16942)	412 (9760)
<b>Total</b>	<b>935 (17684)</b>	<b>471 (10968)</b>

(Numbers in bracket are students with disabilities)

**Table 9: No. of PWDs in Special Class (Dec.2008)**

Year	Primary			Secondary		
	Hearing	Visual	Intellectual	Hearing	Visual	Intellectual
2003	429	112	8496	940	222	3364
2004	416	138	10312	1006	335	4450
2005	636	200	10721	1046	204	5582
2006	389	109	13755	1072	224	6661
2007	421	146	14854	786	241	7979
2008	567	155	16942	973	235	9760

Source: Division of Special Education, MOE

Number of vocational school will be four by 2010. Transition and Skill Unit was introduced in 2009, in which promote employment after leaving a school. A school in Sabah state commenced a pilot project on employment with a fabric company as a part of this programme. This vocational school is accepting students with various types of disabilities.

Some polytechnic and public universities accept students with disabilities. For instance, following five polytechnic accepts students with hearing impairments: Shah Alam (Electrical Engineering: 16), Johor (hospitality: 20-30), Perlis (hospitality: 10-15), Kota Kinabalu, and Ipoh (electric: 20-30). Among these Polytechnics, Polytechnic in Shah Alam has a special class for the Deaf.

#### **1-4-4. Department of Labour (DL)**

DL established an online system to support employment of PWDs in private sectors. 565 PWDs registered via this system, and 135 were employed within the period of 10 months in 2009. This system, called SPOKU, is integrated into mainstream online job matching services, Jobs Malaysia, from 2010. The registered numbers of PWDs to the Jobs Malaysia are total 1360 (physical 327, hearing 279, intellectual 70, others 267, in May 2009).

DL implements various awareness raising and job matching programmes, e.g. Job Carnival, throughout Malaysia. It was implemented 15 times in 2008, and 10 times in 2009. Major companies that employ PWDs are: GCH Retail 105, Carrefour 56, KFC 48, Vacuumschmelza 30 (November 2009).

DL also provides entrepreneur fund for PWDs (maximum RM100,000), in addition to extending home working programme to PWDs which originally targeted household with single mother or in poverty. 39 PWDs received this service by November 2009. Numbers of supported programmes by entrepreneur fund were 242 (with 784 PWDs) with RM 890,000,000 grant (Source DL).

#### **1-4-5. Social Security Organization (SOC SO)**

SOC SO is an affiliated organization of the Ministry of Human Resource. It implemented a programme called "Return to Work" from 2005. This programme became a unit in 2007 in order to support employees who had work related disabilities/injuries/diseases to return to work. There are 34 case managers; and, each of them has about 80 on going clients to support. The number of case managers will be increased another 25. They support employees through out the process to return to work. About 60 percent of their clients were able to return to previous jobs without much supports. Among the remaining 40 percent, 10 percent are unable to return to work due to severity of disabilities, and the other 30 percent needs intensive supports to return to work.

SOC SO is planning to establish a comprehensive rehabilitation centre in 2012, which includes employment support division.

The number of approved cases of workers compensation scheme from 2007-9 was 1308. Among them, 378 obtained permanent disabilities. 956 workers used the services from the Return to Work Unit, and 714 clients (75%) succeeded to return to work (605 of them return to the previous jobs, and the rest were gained jobs at different sections/companies) (Source: SOC SO).

**Table 10: Number of Employed PWDs with Support from DL (1990-2009)**

Disability	1990	1991	1992	1993	1994	1995	1996	1997	1998	1999	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009*	Total
Visual	71	117	48	113	40	79	33	22	32	24	24	36	36	83	21	7	2	0	0	0	<b>788</b>
Hearing	94	166	154	184	165	122	99	196	59	81	119	153	150	125	139	240	243	75	112	129	<b>2805</b>
Physical	19	63	152	249	253	269	136	181	121	138	101	272	189	222	150	166	185	153	185	194	<b>3398</b>
Others	2	3	7	31	22	30	80	30	9	10	20	43	49	34	15	69	144	44	71	86	<b>799</b>
<b>Total</b>	<b>186</b>	<b>349</b>	<b>361</b>	<b>577</b>	<b>480</b>	<b>500</b>	<b>348</b>	<b>429</b>	<b>221</b>	<b>253</b>	<b>264</b>	<b>504</b>	<b>424</b>	<b>464</b>	<b>325</b>	<b>482</b>	<b>574</b>	<b>272</b>	<b>368</b>	<b>409</b>	<b>7790</b>

\*: Number of 2009 is from January to November only.

Source: Department of Labour

## **1-5. Barrier Free & Universal Design**

Development of public transportation is one of the major targets in the Ninth Malaysia Plan. TWC on transportation is chaired by the Secretary General of the Ministry of Transportations, and consists of representatives from eight related agencies. Motor Vehicle Official will implement exemption of toll charges for PWDs, and improve better parking provision for PWDs by providing official signs/stickers to PWDs from 2010. It will also publish a manual on bus services for PWDs.

All new stations of LRT will be developed with a concept of universal design. Existing LRT stations will also be audited on accessibility. Malaysia Railway Bhd, known as KTM, is renovating existing stations in order of precedence from mostly used stations by PWDs in addition to eight existing barrier-free stations. Several equipments such as portable ramps were also introduced.

Rapid KL introduced 100 units of non-step buses in Kuala Lumpur and nearby areas. Rapid Penang also introduced low floor buses. However due to inaccessibility of pavements and inconsistency of standards of various road furnitures and constructions, these bus services are not fully accessible.

Kuala Lumpur City Municipals and Petaling Jaya City Municipals both are introducing accessible welfare taxi services in which charges are free or minimum. Mobiliti, an NGO, also provides accessible transportation services at very low charge in Klan Valley area, although number of units are limited.

TWC on universal design is chaired by the secretary general of the Ministry of Women, family and Community Development, and various related agencies are members of the committee. Various instructions and guidelines were set and implemented with manuals and standards. Several access audits and awareness raising programmes were also implemented.

## **1-6. Civil Society & Others**

### **(1) UN Development Program (UNDP)**

UNDP implemented a project on employment of PWDs in conjunction with Johor Economic Planning Unit in 2008. Supported Employment was taken as a strategy of this project. It succeeded to realize 11 employments in Johor Bharu City municipals, six employments in Carrefour. Retention rate in six months is 94 percent. Johor Economic Planning Unit established a section to be in charge on employment of

PWDs in Family Development Foundation and assigned an officer (S27) as in charge. UNDP held a national conference on employment in November 2009 in Johor, and developed a guidebook on employment of PWDs for employers, “Transitioning towards an Inclusive Future”, and a DVD (annex 4).

UNDP implemented a Disability Equality Training (DET) to officers of the human resource development section of Carrefour, and trained 16 of them as job coaches. Carrefour has succeeded in employing 73 PWDs (hearing impairments 41, intellectual disabilities 13, wheelchair user 9, and other 10) in November 2009, in Kuala Lumpur, Selangor, Johor, Kuantan, Malacca, and Penang. Carrefour aims to realize 500 employments of PWDs, which consist of 5 percent in total employee.

## **(2) NGOs**

Following NGOs are major NGOs working on employment issue of PWDs.

**Malaysian Care:** Two staffs were trained in USA on employment in 1993. Three more staffs are working on employment in addition to these two staffs. Malaysian Care also provides training to other NGOs on employment. It has special programme to support PWDs on employment, in which include peer-counseling services to support PWDs after employment.

**Joy Workshop:** It runs a programme called “Into Works”. This programme has two trained job coaches. It provides both services and training on JC for other organizations, too.

**Cheshire Home Selangor:** It runs an Economic Empowerment Program with a full-time placement officer. This programme offer one-year training course for nine to twelve PWDs annually. About 30 percent of them succeeded and were employed after this programme. It is also planning to accept 14 trainees four times a year by shortening the course period from one year to seven month.

**United Voice:** It supports open employment of persons with intellectual disabilities. There are trained JCs. One of the main aims of this NGO is to promote Self-Advocacy of persons with intellectual disabilities.

**Kajang Special Children’s Centre (Pusat Kanak-Kanak Istimewa Kajang Selangor: PKIK):** This NGO runs a sheltered workshop for persons with intellectual disabilities. It also started to support open employment and income generation programmes for PWDs.



**Beautiful Gate Foundation:** This NGO provide various supports for persons with physical impairments. There is an officer in charge on employment.

**Malaysia Federation of the Deaf (MFD):** MFD employs full time Job Placement Officer and provides various services including sign language interpretation services for interviews and follow-ups. MFD also provides matching services due to increasing demands of Deaf employees from private companies. For instance, Panasonic has started to employ six Deaf people, and has recruited up to 60 Deaf people within 4 months.

**Malaysia Association for the Blind (MAB):** MAB has a unit to support employment of its members. MAB started this programme in 1956, and currently 3 full time staffs are working on employment. This programme supports 70 members annually by providing necessity services such as counseling and follow-ups to obtain and continue a job.

**CBR Network Malaysia:** This NGO was established in 2009. It supports participation and employments of PWDs. It has a project on employment of PWDs in collaboration with hotels at Fraser Hill.

### **(3) Companies**

Following names of companies and number of PWDs with types of impairments/disabilities were reported to the DSW and DL.

Tan Chong Motor Holdings Berhad (28, persons with hearing impairments)

Panasonic Malaysia (60, persons with hearing impairments)

GCH Retail Holdings (110, persons with intellectual disabilities)

PHN Industry Sdn. Bhd. (6, persons with hearing impairments)

Carrefour Malaysia (63, persons with hearing impairments)

Mydin (40, persons with mild to moderate physical impairments)

Pizza Hut Malaysia (persons with physical impairments)

Digi (10) <sup>1</sup>

OMRON (5, persons with physical impairments)

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<sup>1</sup> Five PWDs were employed in 2007. Another five PWDs were employed in one-year contract under the programme of the Open Heart Open Mind Program. Accessibility audit was also introduced with this programme, and various necessity modifications and changes were made to support employment of PWDs, e.g. introduction of job coach, buddy system, counseling, flex time, and extension of training.

Lengkuas Grafik Sdn. Bhd. (5, persons with physical impairments)  
STATS Chip PAC Malaysia Sdn. Bhd. (7, persons with physical impairments)  
Air Asia (7)  
Sony (2, persons with physical impairments)  
TOKUTOMI Industries Sdn. Bhd. (8, mostly persons with hearing impairments)  
Seven Eleven (2, persons with intellectual disabilities)

**(4) Others**

Several CBR programmes have also started to work on employment. However, it has not become a national scheme or programme under CBR.

## **2. Outcomes & Impacts of the Phase 1 Project**

Phase 1 Project made various outcomes and impacts that have become parts of foundation for this Phase 2 project. Impacts made by the Phase 1 project on IL, DET, employment and self-advocacy were recognized not only nationally, but also regionally. Those who are trained in the phase 1 project were utilized as resource persons by various national and regional activities and programs. These results of the phase 1 will benefit not only to Malaysia but also to this region.

Followings are the outcomes and impacts of the phase 1 project. Challenges ahead of each topic are also summarized.

### **2-1. Supported Employment: Output 1**

- Supported employment and Job Coach is taken and mentioned as an essential approach in the Act and Policy on disability.
- GCH Retails has succeeded in employing 26 PWDs at the end of the Phase 1 (2007) in Kuala Lumpur (KL) and Selangor. In addition to this, GCH took more initiatives and has successfully added 110 employments by April 2010 not only in KL and Selangor but also in Malacca, Johor, Negeri Sembilan Perak and Penang.
- GSH was also awarded for their efforts on employment of PWDs by the Minister of Women Family and Community Development as a part of the ceremony of the International Day of PWDs on 6 December 2009.
- Two percent quota for private sectors is being discussed.
- Institute of Social Malaysia (ISM) implemented 5 training courses on Job Coach: 2-3 July 2008 (22)<sup>2</sup>, 7–10 October 2008 (35), 23-27 March 2009 (33) , 13-17 July 2009 (34) , 3-7 October (30) . Participants were officers of the DSW (90) and DL (7) (numbers in brackets are participants).
- ISM published a book on Job Coach in 2009 (annex 5) .
- A NGO (Joy Workshop) , which attended job coach training course as an observer, invited a JC trainer from England and conducted training courses on Systematic Instruction.
- UNDP applied the job coach approach in its project on employment, which made good results as shown in previous chapter.
- CBR Selayang, which attended a training course of the project, conducted a training course on job coach to other 8 CBR programmes in their areas on 29 October 2008.

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<sup>2</sup> Although this first raining is held in the period of the Phase 1, it was just before the end of the project and this course was run solely the trainee who attended training course of JICA.

- JOCV who are attached to the Kelantan welfare department held a seminar on job coach. Ex-trainees of the project were invited as resource persons for this seminar.
- Two consecutive meetings with Human Resource Development Fund were held during the period between the first and second phase, and it resulted to change its scheme to be able to use for the job coach service provision.
- DSW took 7 states (KL, Selangor, Perlis, Kelantan, Perak, Johor, Penang) as pilot states to implement supported employment, by assigning one/two officer(s) as job coaches from 2010.
- Challenges: Budget and posts of job coaches to support employment in public sectors have not been implemented. Lack of human resources is also another issue to meet the demands of services which is increasing especially from private sectors. The total working population in Malaysia is 10,894,8000, and the number of government employee is 1,052,800 in 2005<sup>3</sup>. One percent of these government employees is about 10,000. Although not all of PWDs needs full job coach support, a partial support including a series of counseling or informal support would be important even from retention point of view. In order to cover the service in public sectors only, at least 200-300 job coaches are needed<sup>4</sup>. A couple of more times of job coaches are needed to cover the private sectors and increasing working population. Human resource development and establishment of proper system to provide its services and training are urgent needs.

## **2-2. Independent Living Movement/Programme: Output 2**

- The DSW granted RM 14,000 in 2009 to Selangor IL centre (SILC) in which established in the Phase 1. SILC also received a grant (RM 14,000) from CIMB Bank. However, grant of the DSW has not been granted to SILC yet in 2010.
- SILC runs various activities for PWDs, volunteers, and community. Details of activities in annex 6.
- Peer counseling courses were conducted for 15 PWDs in 2008, and for 11 PWDs in 2009.
- Training courses for volunteer were held in conjunction with the Beautiful Gate Foundation.
- As an awareness-raising programme, SILC organized a rally in conjunction with a

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<sup>3</sup> The Economic Planning Unit (2006) Ninth Malaysia Plan 2006-2010, Kuala Lumpur, Author, pp. 239- 240.

<sup>4</sup> Ratio of PWDs/Job Coach is 50/1. One job coach is able to support 7-8 PWDs at the same time. At least 10-15 job coaches are required at each state, although it would be differ according to the population and needs of such services.

celebration of the International Day of PWDs in December 2009. 120 PWDs participated in this rally event and took good attention from media.

- SILC hires a full time staff (PWDs) and part time staffs and volunteers to run programmes such as peer counselor training courses.
- Challenges: There are three major challenges. First is the insufficient financial support from the government. Second is that SILC is not conducting a provision of personal assistant which is one of the key series as IL centre, and the last is lack of trainer who can train peer-counselor which receive high request and demands.

### **2-3. Disability Equality Training (DET): Output 3**

- Requests to organize DET from both public and private sectors are increasing. Followings are the example of the list of training that conducted by 2009: AirAsia (as a part of regular training course of the staff, 2-3 times per month), Malaysia Railway Berhad (2008), Johor Bharu City Municipal (10-11 September 2008, in conjunction with UNDP), Carrefour (11-12 September 2008).
- DET and the Social Model of Disability are taken as subjects in a module of disability for the introductory training course for the officers of the DSW.
- Ms. Sia Siew Chin, who is trained in the Phase 1 project, become a co-facilitator of TOT of DET in Philippines, which conducted by JICA with Kenji Kuno as its facilitator (7-14 September 2009).
- DET Forum in which developed in Phase 1 was enhanced with new members who are trained in JICA projects (Kyrgyzstan 11, Philippines 18, and Costa Rica 20).
- Discussions are being held with several government and private agencies, e.g. Police and Rapid KL, on implementation of DET in their staff training.
- Challenges: Although demands for DET is getting higher and higher, there are not enough DET trainers who can conduct proper training courses, and no senior trainers who can conduct TOT of DET in Malaysia. Human resource development is the urgent need in this output.

### **2-4. Network on Supported Employment: Output 4**

- Job Coach Network Malaysia held its meeting regularly (three times a year) in 2009, in order to exchange information and experiences in this meeting. Core members of this network also play important roles as senior trainers to conduct job coach training courses.

- Challenges: This network needs to be upgraded to become an official organization to take more active role in implementation of JC services and human resource development.

## **2-5. Human Resource Development: Output 5**

### **2-5-1. Self-Advocacy**

- 17 Self-Advocacy Groups were established by 2009 throughout Malaysia, including 3 groups under CBR programmes of the DSW in Klantan and Trengannu.
- The third national self-advocacy conference was held in February 2009 in Penang.
- Mr. James Lin, a person with intellectual disabilities and a board member of the United Voice, is appointed as a member of National Council on Disability in which regulated by the PWDs Act (2008). He was trained as DET trainer in the phase 1 project.
- Members of the United Voice, a NGO by the persons with leaning disabilities that was one of the key counterpart organizations of the Phase 1 project, were invited as speakers on self-advocacy for following two major important national conferences on disability: 2nd Malaysian Conference on Rehabilitation (7-9 November 2008, Kuala Lumpur), and National Conference on Disability (2–3 December 2008, Kuala Lumpur).
- Self-Advocacy is taken and implemented as one of the seven key areas of activity in CBR program.
- Self advocacy was taken as a key topic at following seminars and training courses:
  - 7 August 2009: Seminar for the Department of Labour, Johor (in conjunction with UNDP)
  - 10-12 September 2009: Seminar for Johor Bharu City Municipal (in conjunction with UNDP)
  - 1 November 2009: Lecture at DIKA University
  - 13 January 2010: Lecture at the Wrap up Seminar of the project on Capacity Development in Disability and Development for CLMV Government officers (By ASEAN Integration Fund & FASID)
  - 6 February 2010: Lecture at National CBR Conference
- Challenges: Although it has been discussed during the Phase 1 project with all related agencies, self-advocacy has not been taken as a module or topic in school education system yet.

### **2-5-2. Sign Language Interpreter**

- Diploma course on Sign Language (SL) Interpretation (2-years) was commenced in 2007. This course has produced 82 interpreters in the last two years, although not all of them are working as SL interpreters. Most of them are female, and between 19-32 years old. Applicants for this diploma course must complete 10 basic courses, 10 advance courses, and six-month full time course in advance to apply to this course.
- Malaysia Federation of the Deaf (MFD) employs 10 SL interpreters who graduated above-mentioned course. In addition to this, MFD dispatches 20 other graduates to the Polytechnics, and several more to the teachers' training college (special needs education) and University Kebansaan Malaysia (UKM).
- This Diploma course was jointly run by the MFD and Twin-tech University. Twin-tech university issues certificate (diploma).
- Official posts of SL interpreter have not been set in the government sectors yet. It seems take another year until national personnel authority approves this post.
- There are 20 teachers with hearing impairments at Schools for the Deaf.
- Challenges: Payment for the SL interpretation service is kept much lower than other language interpretation services. For instance, they are paid only RM 150 for full day translation at seminars. Even more, they often work without being paid for interpretations for courts and governments agencies due to lack of fund at these agencies. SL interpreters should be recognized as professionals same as another language interpreters. Another challenge is that lack of trainers for SL interpreters. Currently only seven trainers conduct training courses in Malaysia.

### **3. Baseline Information and Statistic Date for Project Outputs Evaluation**

Followings are the baseline information and statistic data to evaluate progress and achievement of outputs of the project.

#### **3-1. Supported Employment / Job Coach: Output 1**

##### **3-1-1. Policy & Structure**

- Public Sector: No job coach posts or financial provision schemes have been set to apply job coach services for the public sector yet. The DSW commence a pilot project at seven states to implement job coach services by appointing an officer (S27) at each state to work as a job coach. Annual budget and posts of job coach under the DSW has not been set in the annual budget yet.
- Private Sector: Human Resource Development Fund (HRDF) made necessity changes to provide financial support to utilize job coach services under its training scheme (annex 7: Employers Circular No.3/2010, Financial Assistance for Training for Person With Disabilities or Job Coach)
- Circular was issued to promote one percent quota to employ PWDs in government sectors (Implementation of Service circular No. 3/2008: Policy on 1% : annex 8). Current rate on the employment of PWDs is in annex 9.

##### **3-1-2. Human Resource**

- Number of job coaches (JC) who were trained in the phase 1 project: 26 (8 JC were trained in Japan)
- Number of senior JC trainer who were trained in Japan: 3 (Ms. Wan Fadlina Wan Husain [DSW], Ms. Yeoh wee Lan [Unite Voice, NGO], Mr. Nesan A/L Kandiah [GCH Retail S/D]. These three senior trainers are able to conduct basic training course on JC (equivalent to 3 days course of Japan). This 2<sup>nd</sup> phase project aims to train senior trainers to be able to conduct a regular JC training course, in which equivalent to 5 days training course of Japan.
- Number of JC who were trained in Malaysia by senior JC trainer: 97 (mostly officers of the DSW: annex 10)
- Manual and Module: One English Manual with module (developed in Phase 1), one Bahasa Malaysia Manual with module (developed by senior JC trainers and JC network Malaysia: annex 11 &12)
- Training schedule of JC: After the period of the phase1, three training courses were conducted by senior trainers at the Institute Social Malaysia (ISM) on following dates in 2009: 23-27 March, 13-17 July and 3-7 August. Following training courses will be implemented in 2010: at ISM for government officers (twice a year: date to be confirmed); at MAKPEM for NGO staffs (28 June – 2 July, 2-6 August).



### **3-1-3. Network**

- Job Coach Network Malaysia held its meeting three times a year in 2009: 13 January, 4 March, and 25 August (annex 13) . It also share information on JC via, [www.jcmalaysia.com](http://www.jcmalaysia.com).

### **3-1-4. Outcome and Impact of Phase 1**

- Numbers of PWDs who were employed by private sectors with JC supports at: GCH 121, Carrefour 73, OMRON 5.
- Although full JC support was not applied, with partial supports such as provision of interpreters and matching, about 70 Deaf people are employed with the supports of the Malaysia Federation of the Deaf (MFD), and another 70 persons with visual impairments with the efforts of the Malaysia Association for the Blind (MAB) in 2009.

## **3-2. Disability Equality Training (DET): Output 2**

### **3-2-1. Trainers on DET**

- In total 22 DET trainers were trained in phase 1.
- Trainers who are conducting DET for AirAsia and other organizations as members of Barrier-Free Environment and Accessible Transport (BEAT) have sufficient skills and knowledge to conduct DET. However, others who were not doing the practices did not maintain their training skills on DET because of the lack of experience of real practices.

### **3-2-2. Manual and other resources**

- Three manuals were published from Utusan Publications in Phase 1:
  - Training Them and Us: Lizz Carr, Paul Darke, Kenji Kuno
  - Promoting Disability Equality: Kevin McLaughlin, Kenji Kuno
  - Disability Equality and Inclusion: Sue Rickell, Yuko Yokotobi, Kenji Kuno

### **3-2-3. Implementation of DET: Outcome and Impact**

- DET were implemented for various public and private organizations as reported in previous chapter. One of the major impacts of the project is that AirAsia took DET within its official regular training course.

## **3-3. Other Related Disability Issues: Output 3**

- Current situation on the IL, Self-Advocacy, sign language interpreter training, and CBR are as reported in previous chapter. Progress of these will be supported in order to enhance the impact of employment of PWDs in this project.

## **Conclusion**

This baseline survey was conducted to collect necessary information and statistical data to monitor the progress and evaluate outcomes of the project. This report consists of three chapters: general information and statistics on disability and employment in Malaysia such as legislation, policy, and administration; outcomes and impacts of the Phase 1 project; and, baseline data to evaluate the progress of this project.

This report was developed to benefit primarily for the project. However, this report will also provide useful information not only for the purpose of the project but also for JICA, DSW and other related agencies working on disability and social issues in Malaysia.