

Seminar on Supported Employment & Job Coach

New Era for Employment



Proceedings of Presentation

4 March 2010

**The Legend Hotel,
Kuala Lumpur, Malaysia**

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**Department of Social Welfare, Malaysia
Ministry of Women, Family & Community Development, Malaysia
Japan International Cooperation Agency (JICA), Japan**

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Contents

Introduction	1
Programme of the Seminar	2
Opening Speeches	3
Ms. Noriko SUZUKI, Chief Representative of JICA Malaysia	
Y. B. Datin Paduka Chew Mei Fun, Women Family & Community Development Deputy Minister	
Presentations	11
Dr. Kenji Kuno, Japan International Cooperation Agency, JICA	
Prof. Hiroshi Ogawa, Otsuma Women's University, Japan	
GCH Retails Sdn. Bhd.	
Job Coach Network Malaysia	
User of Job Coach Service / United Voice	
Public Service Department	
Department of Labour, Ministry of Human Resource	
Inland Revenue Board of Malaysia	
Department for the Development of PWDs	
Human Resource Development Fund (HRDF)	
United Nations Development Programme (UNDP)	

Introduction

This seminar was held as a part of the Project to Support Participation of Persons with Disabilities (PWDs). This project is jointly implemented by the Japan International Cooperation Agency (JICA) and the Department of Social Welfare Malaysia (DSW) from September 2009 to August 2012.

JICA and the DSW aim to support social participation, inclusion and empowerment of all persons with disabilities through the effective implementation of various policies and services in this project. Enhancement of policies and services of Supported Employment and Job Coach for PWDs is one of the core components of this project.

This seminar was implemented to raise awareness on Supported Employment and Job Coach. In total 186 people participated from various sectors. This Proceeding can be downloaded from the following two websites:

www.jkm.gov.my (Department of Social Welfare)

www.jcmalaysia.com (Job Coach Network Malaysia)

Job Coach Network Malaysia (www.jcmalaysia.com) is a national network of Job Coaches, which was initiated by the Project.

25 May 2010

Kenji Kuno, Ph.D.

Chief Advisor for the Project

Further Enquires:

The Project to Support Participation of PWDs

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Programme

4 March 2010

9.00 Opening Speech

Ms. Noriko SUZUKI,
Chief Representative of JICA Malaysia Office

9.10 Opening Speech

Y. B. Datin Paduka Chew Mei Fun,
Women Family & Community Development Deputy Minister

9.30 Presentation 1

kenji Kuno, PhD,
Japan International Cooperation Agency (JICA)

10.45 Presentation 2

Prof. Hiroshi Ogawa
Otsuma Women's University, Japan

12.15 Presentation 3 - 5

GCH Retails SDN BHD
Job Coach Network Malaysia / United Voice
User of Job Coach Service / United Voice

14.00 Panel Discussion (Presentation 6-10)

Public Service Department
Department of Labour, Ministry of Human Resource
Special Education Division, Ministry of Education (*no PowerPoint)
Inland Revenue Board of Malaysia
Department for the Development of PWDs, Ministry of Women, Family &
Community Development

15.30 Panel Discussion (Presentation 11-12)

Human Resource Development Fund (HRDF)
United Nations Development Programme (UNDP)

Opening Speech

Ms. Noriko SUZUKI,
Chief Representative of JICA Malaysia Office

4 March 2010

Y. B. Datin Paduka Chew Mei Fun, Women Family & Community Development
Deputy Minister,
Dear participants,
Ladies and Gentlemen,

“ Selamat Pagi” and a very Good Morning.

Nama saya Noriko SUZUKI dari Japan International Cooperation Agency (JICA). Saya berasa sangat gembira kerana dapat bersama-sama saudara dan saudari semua pada pagi yang mulia ini di Hyatt Regency, Kota Kinabalu, Sabah Negeri di Bawah Bayu. Saya berharap saudara dan saudari semua berada didalam keadaan sihat sehjahtera hendaknya selepas kembali dari cuti Tahun Baru Cina dan Sambutan Maulidur Rasul.

Ladies and Gentlemen,

It is indeed an honour for me to say a few words during the launching of this one day Seminar on “Supported Employment Seminar: New Era for Employment for Persons with Disabilities” or well known as “Orang Kurang Upaya (OKU)”. On behalf of JICA, I would like to express our special thanks to Y. B. Datin Paduka Chew Mei Fun, Women Family & Community Development Deputy Minister, for being with us today to officiate and launch this seminar. I also would like to express our greatest appreciation to Jabatan Pembangunan Orang Kurang Upaya (JPOKU), Ministry of Women, Family and Social Development Malaysia for their commitment and contribution to jointly organize this seminar with JICA. To all the speakers especially Dr. Kenji Kuno and Prof. Hiroshi Ogawa, JICA experts, I also would like to express our gratitude to you for your contribution and willingness to share your knowledge and experiences with us today. Not forgetting to all the participants of this seminar, I also would like to thank you for your participation. Your presence today is indeed a testimony of your strong

support, concern and commitment in ensuring that the OKU are being given the equal opportunity for self and professional development and accorded the right treatment.

Ladies and Gentlemen,

At this juncture, let me highlight some of the objectives of this seminar. This seminar is under JKM-JICA Phase II project commencing 2009 for 3 years. The Phase 1 project was successfully completed in 2008 where we had a very encouraging participation of private sectors in our project on Supported Employment through Job Coaching activities. The main objective of our project is to establish a sustainable employment system for OKU.

Our main aim in conducting today's seminar is to create a greater awareness and understanding especially to employers (private and government agencies) on the approach "SUPPORTED EMPLOYMENT" for the OKU. This is critical as according to the analysis almost 50% of the OKU employed left their job due to lack of reasonable accommodation at their working environments. This situation is indeed a cause of serious concern and we do hope this seminar will be able to enhance our understanding to explore and rectify the situation.

Today, you all have the opportunity to share some experiences of our experts from Japan, Dr. Kenji Kuno and Prof. Hiroshi Ogawa who will be presenting topics on related areas. And you can gain some ideas and hints from the panel discussions on the various roles of the government agencies and their collaborative efforts in the supported employment for the OKU.

Ladies and Gentlemen,

Before concluding my words, I would like to share with you the heart of the United Nations Convention on the Right of Persons with Disabilities, or UNCRPD. It clearly states that disability is no longer merely a functional limitation of Individuals but a restriction of participation in the societies. With this statement, it clearly indicated that what we have to do is to ensure the equal rights and opportunities of all OKU regardless of any differences.

Lastly, I would like to wish you all a fruitful seminar and hope we will be able to play a greater role to assist the "OKU" as part of our individual and corporate

social responsibility especially in supporting their employment in Malaysia.

Once again, thank you very much to the Government of Malaysia through Economic Planning Unit (EPU), Ministry of Women, Family and Social Development Malaysia and all agencies that always give their full commitment and cooperation. My sincere hope is to see this seminar will serve as a platform to promote and establish participation, cooperation and support among Employers in the implementation of “supported employment” of OKU under JKM-JICA Project.

Thank you.

Opening Speech

Y. B. Datin Paduka Chew Mei Fun

Women Family & Community Development Deputy Minister

4 March 2010

Terlebih dahulu saya mengucapkan terima kasih kepada pihak penganjur iaitu Jabatan Pembangunan Orang Kurang Upaya di bawah Jabatan Kebajikan Masyarakat dan Japan International Cooperation Agency (JICA) yang telah sudi menjemput saya untuk merasmikan Seminar Sokongan Pekerjaan bertajuk “New Era for Employment: Supported Employment and Job Coach for Persons with Disabilities” pada pagi ini.

Di sini juga, saya ingin melahirkan rasa bangga terhadap kesedaran dan komitmen yang telah ditunjukkan oleh para hadirin terutamanya dari kalangan majikan yang telah meluangkan masa untuk hadir seminar ini.

Saya berpendapat penganjuran seminar pada hari ini bertepatan pada masa dan selaras dengan usaha Kerajaan untuk mempertingkatkan taraf kehidupan isirumah berpendapatan rendah (low income households) yang disasar di bawah Bidang Keberhasilan Utama Negara (NKRA) ke empat yang diterajui oleh Menteri Pembangunan Wanita, Keluarga dan Masyarakat. Pelbagai inisiatif dan insentif telah dan akan diperkenalkan oleh Kementerian dalam memastikan Indeks Prestasi Utama (KPI) yang disasar di bawah NKRA itu tercapai.

Salah satu inisiatif adalah melalui Program Gerakan 1 Azam yang bertujuan membina keupayaan golongan miskin dan miskin tegar dengan keupayaan untuk meningkatkan pendapatan mereka dan mewujudkan peluang pekerjaan.

Tuan-tuan dan puan-puan,

Kerajaan sememangnya memberi perhatian serta pembelaan terhadap kebajikan, kesejahteraan serta hak orang kurang upaya (OKU). Komitmen kerajaan terhadap kesejahteraan dan pembangunan OKU dapat dilihat melalui

tindakan kerajaan yang menerima pakai beberapa dasar yang menjamin kedudukan OKU. Antaranya kerajaan telah menerima pakai “Biwako Millennium Framework for Action: Towards an Inclusive, Barrier-free and Rights-based Society for Persons with Disabilities in Asia and the Pacific” (2003-2012) sebagai rangka kerja dan garis panduan dasar bagi pembangunan OKU di negara ini.

Salah satu aspek yang diberi penekanan dalam rangka kerja Biwako adalah untuk menghapuskan segala rintangan sosial dan fizikal yang menghalang OKU daripada menjalani kehidupan dalam arus perdana masyarakat. Malaysia juga telah menandatangani United Nations Convention on the Rights of Persons with Disabilities pada April 2008 dan sedang membuat persediaan untuk meratifikasi konvensyen tersebut dalam masa terdekat ini.

Di peringkat kebangsaan, Kerajaan melalui Kementerian Wanita, Keluarga dan Masyarakat telah mengubal dan mengimplementasikan Dasar Orang Kurang Upaya beserta Pelan Tindakan Nasional OKU untuk memudah dan meningkatkan kesejahteraan OKU, memastikan OKU menikmati penyamaan peluang dan penyertaan penuh dalam semua aspek kehidupan termasuk dalam bidang pekerjaan.

Disamping itu, Akta Orang Kurang 2008 telah dikuatkuasakan pada 7 Julai 2008. Akta ini memberi pengiktirafan bahawa OKU mempunyai hak penyamaan peluang dan penyertaan penuh dalam masyarakat setara dengan ahli masyarakat lain yang berupaya. Antara hak yang diperuntukan di dalam Akta ini adalah hak untuk akses dan menggunakan kemudahan, ameniti, perkhidmatan, bangunan dan pengangkutan awam, akses kepada habilitasi and rehabilitasi, akses kepada pendidikan, informasi, komunikasi, teknologi dan pekerjaan.

Tuan-tuan dan puan-puan,

OKU mampu bekerja dan boleh melaksanakan kerja seperti mana pekerja lain. Bagaimanapun, ramai OKU menganggur atau gagal mendapat pekerjaan yang setimpal dengan kelayakan atas pelbagai sebab. Antaranya ketiadaan peluang dan maklumat serta kekurangan kemahiran. OKU juga lazimnya dianggap sebagai “unemployable”. Ini adalah satu tanggapan yang salah, satu metos

yang perlu ditangani.

Kajian-kajian yang dijalankan di luar negara menunjukkan bahawa OKU cekap dan berkebolehan, mampu bekerja dan boleh kekal dalam pekerjaan sekiranya sokongan yang bersesuaian seperti Job Coaching serta penyesuaian munasabah (reasonable accommodation) disediakan. Bagaimanapun tidak ramai majikan yang bersedia untuk memberi mereka peluang. Ini adalah disebabkan masalah persepsi, prejudis dan juga kejahilan orang ramai mengenai OKU.

Masalah akses kepada alam bina termasuk pengangkutan juga merupakan rintangan besar. Sebahagian besar OKU tidak dapat berulang alik ke tempat kerja kerana mereka tidak dapat mengakses pengangkutan awam. Selain itu, rintangan - rintangan keadaan fizikal dalam dan luar bangunan termasuk tempat kerja juga menghalang OKU daripada menyumbang kepada tenaga kerja.

Tuan-tuan dan puan-puan,

Pekerjaan merupakan satu hak. Hak untuk mengakses kepada pekerjaan telah diperuntukan di bawah Seksyen 29 Akta Orang Kurang Upaya 2008 dan Artikel 9 Konvensyen Mengenai Hak Orang Kurang Upaya. Oleh itu, adalah menjadi tanggungjawab semua pihak kerajaan, swasta dan orang perseorangan untuk memastikan OKU tidak dinafkan hak untuk bekerja.

Kerajaan sedang mengambil tindakan untuk menangani cabaran yang dihadapi OKU dalam hal pekerjaan. Berbagai program advokasi dan kepekaan (sensitizing programmes) telah dan akan dilaksanakan untuk orang ramai khususnya majikan-majikan bagi memberi kefahaman berkenaan dengan isu dan keperluan OKU di tempat kerja, serta sokongan – sokongan yang boleh diberikan untuk memudahkan OKU bekerja dan menyumbang kepada tenaga kerja. Kerajaan juga telah memberi beberapa insentif cukai bagi menggalakkan majikan menggajikan OKU.

Baru-baru ini, Kerajaan telah menguatkuasa semula Dasar 1% Peluang Pekerjaan Di Sektor Awam Kepada

OKU yang mana Jabatan Kebajikan Masyarakat telah dipertanggungjawabkan untuk menyelaras dan memantau pelaksanaan Dasar ini. Jabatan juga diberi

tanggungjawab menjalankan pendaftaran pencari kerja OKU, membatu dalam padanan pekerjaan (job matching) dan menyesuaikan OKU di tempat kerja.

Tuan-tuan dan puan-puan,

Bagi mengatasi masalah pekerjaan OKU di pasaran terbuka, OKU juga digalakkan untuk bekerja sendiri. Jabatan Kebajikan Masyarakat menyediakan Geran Pelancaran bagi membolehkan OKU menceburi diri dalam perniagaan secara kecil-kecilan. Jabatan Tenaga Kerja juga menyediakan geran melalui Skim Bantuan Galakan Perniagaan OKU untuk membantu OKU memajukan perniagaan mereka.

Geran ini merupakan satu pelaburan sosial (social investment) yang akan mendatangkan pulangan di mana OKU akan dibangunkan selaras dengan konsep "Productive Welfare" yang menjadi matlamat akhir pemberian bantuan Jabatan Kebajikan Masyarakat. Pendekatan "Productive Welfare" dan ke arah "Social Entrepreneurship" telah diperkenalkan oleh Jabatan Kebajikan Masyarakat dalam program Transformasi Kebajikan yang sedang dilaksanakan sekarang. Menerusi pendekatan ini, selain menerima bantuan, golongan yang memerlukan bantuan akan ditingkatkan potensi melalui latihan bagi memperolehi kemahiran baru dan keyakinan diri supaya mampu berdikari tanpa bergantung sepenuhnya dengan kerajaan.

Tuan-tuan dan puan-puan,

Isu pekerjaan dan penggajian OKU adalah suatu yang kompleks dan memerlukan intervensi di pelbagai peringkat. Oleh itu, kolaborasi dan sokongan JICA dalam membawa pendekatan sokongan pekerjaan (supported employment) dan job coaching ke negara ini amatlah dihargai. Sokongan pekerjaan telah terbukti berkesan dan dapat memudahkan OKU bekerja dalam suasana pekerjaan bersepadu dengan latihan dan sokongan berterusan diberikan di tempat kerja untuk membolehkan OKU melaksanakan kerjanya.

Keberkesanan sokongan pekerjaan melalui sistem job coaching telah dapat dilihat dalam projek "Encouraging Increased Participation by Persons with Disabilities in the Workforce in the State Of Johor" yang dijalankan secara kolaborasi oleh Unit Perancangan Ekonomi, United Nations Development Programme dan Kementerian Pembangunan Wanita, Keluarga dan

Masyarakat. Hasil projek menunjukkan kejayaan yang mengalakkan di mana 94% daripada OKU telah berjaya bekerja dan mengekal dalam pekerjaan mereka. Di samping itu Majlis Bandaraya Johor Bharu telah berjaya mencapai kuota 1% pekerja OKU dalam tempoh masa 3 bulan melalui sokongan job coach. Syarikat Carrefour juga telah dapat mencapai KPI bagi tahun 2009 kerana telah berjaya menempatkan 5 OKU di dua stor di Johor Bharu dengan bantuan Job Coach

Tuan-tuan dan puan-puan.

Saya faham mungkin ada di kalangan tuan-tuan dan puan-puan khususnya para majikan masih kurang yakin dan belum bersedia memberi komitmen untuk mengambil OKU ke dalam tenaga kerja. Namun kehadiran tuan-tuan dan puan-puan dalam Seminar ini menunjukkan keprihatinan dan kesediaan untuk meneroka pendekatan baru yang saya percaya akan dapat memanfaatkan OKU dan juga majikan serta masyarakat secara keseluruhan. Seperti yang saya kata sebentar tadi, OKU cekap dan berkemampuan dan merupakan sumber-sumber yang tidak diterokai (untapped resources) yang berpotensi untuk menyumbang kepada tenaga kerja sebagai pekerja, usahawan malah sebagai majikan sendiri.

Sebelum saya mengakhiri ucapan ini, saya sekali lagi dengan sukacitanya merakamkan setinggi-tinggi penghargaan dan terima kasih kepada Jabatan Pembangunan OKU dan JICA dan semua yang terlibat dalam menjayakan Seminar ini. We are also very grateful to Professor Prof Hiroshi Ogawa and his team from Japan, who has come a long way to share his knowledge and experience in supported employment and job coach with us.

Harapan saya adalah usaha ini akan diteruskan demi untuk meningkatkan kesedaran dan komitmen semua pihak bagi membawa perubahan kepada masa depan OKU.

Kepada semua peserta-peserta saya ucapkan Selamat Bersidang. Dengan ini saya sukacitanya merasmikan Seminar Sokongan Pekerjaan Bagi OKU.

Sekian. Terima Kasih.

Presentation

Seminar on Supported Employment

Disability as Social Exclusion

- Strategy of the JKM-JICA Project -

4 March 2010

Kenji Kuno, Ph.D. (Kuno.Kenji@jica.go.jp)
Japan International Cooperation Agency (JICA)

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Contents

What is Disability?

Project.

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What is Disability?



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What is Disability?



Where is Disability?

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Persons with disabilities act 2008 (Act 685)

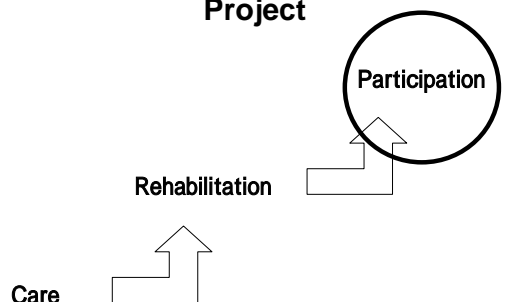
Definition of Disability

...results from the interaction between persons with disabilities and attitudinal and environmental barriers that hinders their full and effective participation in society on an equal basis with persons without disabilities.

...terhasil daripada interaksi antara OKU dengan halangan sikap dan persekitaran yang menyekat penyertaan penuh dan berkesan mereka dalam masyarakat atas asas kesetaraan dengan orang upaya.

© Kenji Kuno

Project



© Kenji Kuno

How to Realise Participation

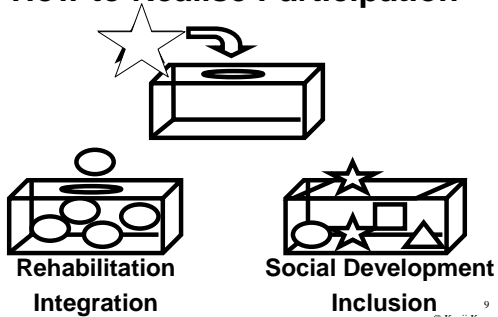
PWDs

Participation

How to Realise Participation



How to Realise Participation



Twin Track Approach



Empowerment & Enablement

Twin Track Approach

Destination: Full Participation & Equality

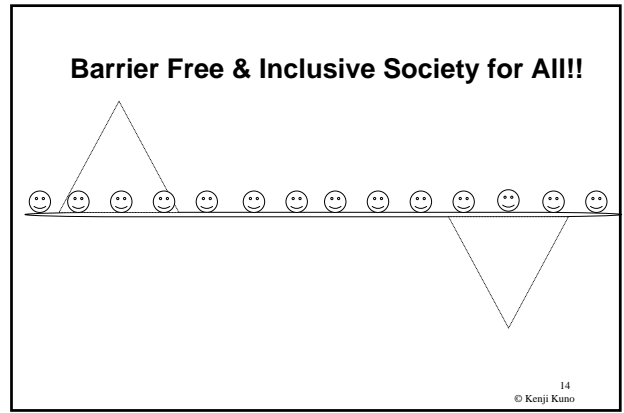
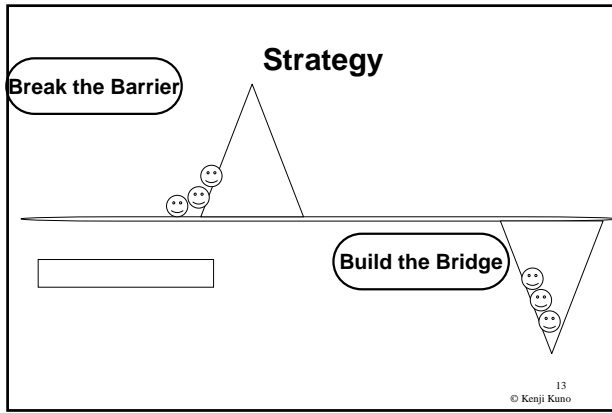
To Society
Mainstreaming of Disability
Inclusion of PWDs
Enablement

To PWDs
Empowerment of PWDs



Supported Employment
(Job Coach)





What is my achievement?

JC-net

J-net

Job
S i

JCNET
ジョブネット・ネットワーク
www.jc-net.jp

Self - introduction

Otsuma Women's University



My first job was a staff at
a residential institution
for persons with
intellectual disabilities

In 1992, I went for a training for Job Coach in the
United States, Virginia Commonwealth University
Rehabilitation Research and Training Center.



I changed my job to an NGO of autistics.
There I started the practice of Job Coach.



An NPO Job Coach Net Work which purpose is to develop Job Coach in Japan , and provide training program for Job Coach.



Job Coach Net Work
Annual Conference

Job Coach Net-Work Training Course

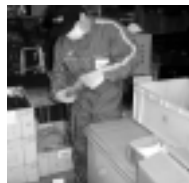


Regarding our training program, the curriculum is planned for more than 46 hours including 7 hours practice in the work places. The content is about 3 times of this training program we are having now.

Overview of the employment of persons with disability in Japan

The Employment Promotion Law of the Disabled

- The Employment Promotion Law of the Disabled
 - Backbone of Japan's efforts to promote employment of disabled people



The Employment Promotion Law of the Disabled

- Three key systems for promotion of employment of disabled people
 - Quota system for employment of disabled people
 - Levy system for employment of disabled people
 - Vocational rehabilitation

Employment Quota System

- Under the Employment Promotion Law of the Disabled, employers are required to meet the following employment quotas for physically, intellectually, or mentally disabled people.
 - Private company : 1.8%
 - Government body : 2.1%

Ex. A private company with 3,000 employees
Required to employ $3000 \times 0.018 = 54$ disabled people

Employment Levy System

- Employers (with more than 201 employees) must pay a levy (50,000 yen=RM 1,500 per person per month) for the number of disabled people they fail to employ based on the quota system.

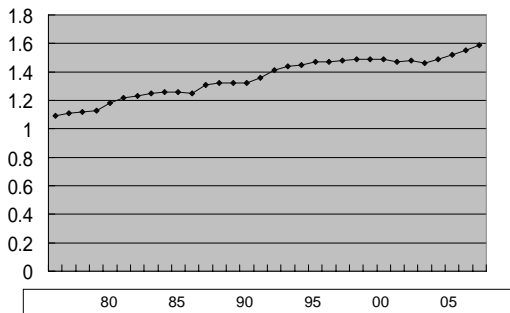
Ex. A private company with 3,000 employees which employees only 30 disabled people

- 54 people (quota) – 30 people = 24 people
- 24 people x 50,000 yen
- = 1,200,000 yen (RM 36,000)

Employment Levy System

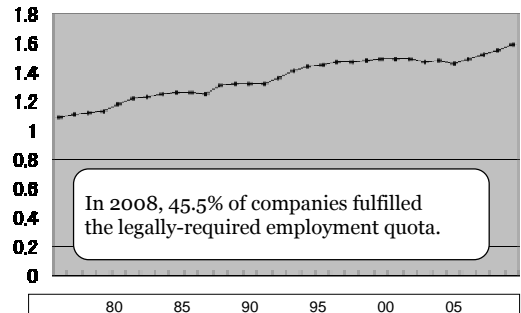
- Collected levies are used to finance the government's vocational rehabilitation programs to promote the employment of disabled people. The Job Coach is also funded by the levy system.

Employment Rates (Overall)



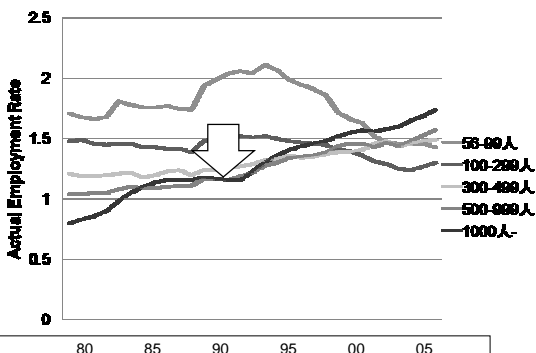
The average employment rate in the private sector was 1.63% as of June 2009.

Employment Rates (Overall)

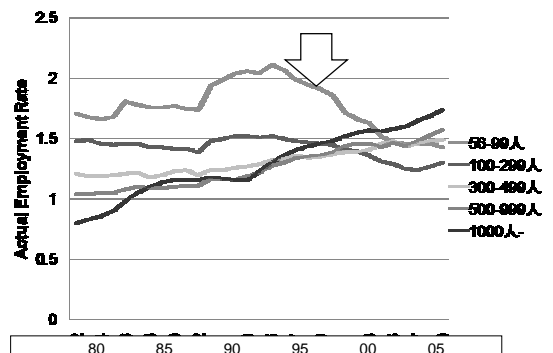


The average employment rate in the private sector was 1.63% as of June 2009.

Employment Rates by Company Size



Employment Rates by Company Size



What is Job Coach

Job Coach System in Japan

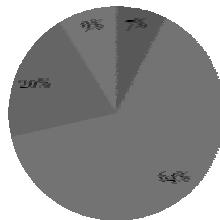
- The Job Coach system was introduced in Japan in 2002.
- Three types of Job Coaches
 - Job coaches at Community Vocational Rehabilitation Centers (public institutions) 304
 - Job Coaches at regional sheltered work shops (run by NGOs, etc.) 567
 - Job Coaches at companies that employ a large number of disabled people 31

Job Coach System in Japan

- 84.5% of persons with disability supported by job coach continue working, 6 months later of employment.

Subject of Job Coach Support

■ Physical ■ Intellectual
■ Mental ■ Others



The Origin of Job Coach

“Supported Employment” was institutionalized in the U.S. in 1986 by the Rehabilitation Act Amendments of 1986



The main focus of Vocational Rehabilitation has changed from “Preparation before employment (assessment/training)” to support after employment”
The “On the Job” method was introduced in all the processes of assessment, training and support for retention at the work places.
Job Coaches are developed in workplaces for disabled persons in the community, and the system was established in the local community to support the disabled’ work.

The three important elements in the Job Coach (1)

- Transform the focus of vocational rehabilitation from “assessment and training before employment” to “the training and continuous support at the real work places”.

Transform the focus of vocational rehabilitation

“assessment and training before employment”



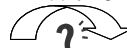
“the training and continuous support at the real work places”.

The three important elements in the Job Coach (1)

What they learned in the training In the institution



difficulties in applying



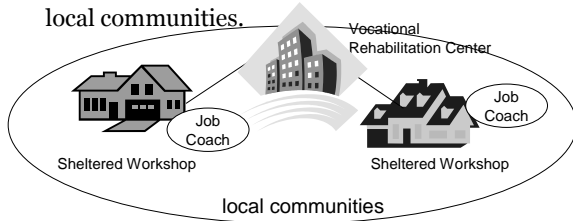
Real work places, companies



work tasks, work environments, pressure, persons, too many factors are different between them

The three important elements in the Job Coach (2)

- The working support services, vocational rehabilitation services should be based on the local communities.



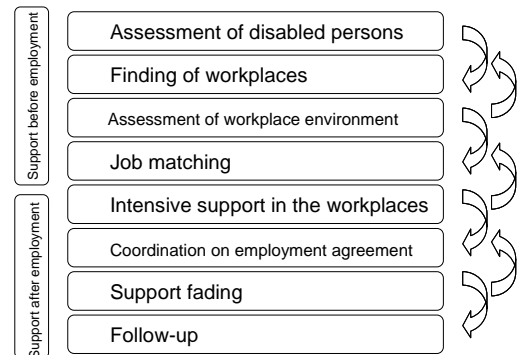
The three important elements in the Job Coach (3)

- Job Coach provide support not only for working persons with disabilities but also companies which employ them.
- We have to understand companies, the world of business.



The process of Job coach support

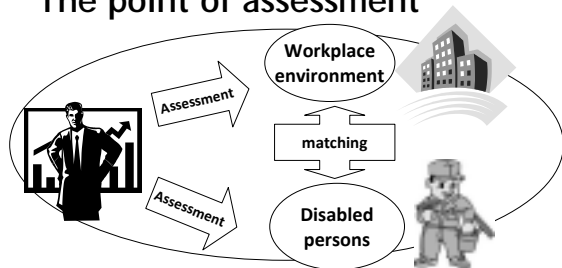
Learn the whole process



Preparation before intensive support at the work place

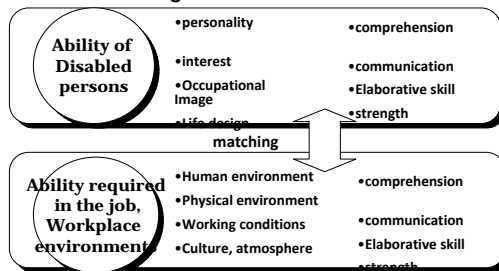
Assessment and Job Matching

The point of assessment



The focus is on both "disabled persons" and "workplace environment".
The assessment gathers information for "job matching" to obtain a good balance between the "disabled person" and "workplace environment".

Job Matching



Job matching is an operation that Job Coach mediates and matches carefully between the character of disabled person and the character of the workplace. The 50% of the success in working support is determined at this stage of job matching. In most cases when the job matching is not successful, introduction of Job Coach to the work is not effective.

Job Matching

Video

Analysis of Job Duties

- From rough analysis of job flow for a day, prepare a list briefly describes the time schedule, work contents, place, tools, notes.
- This is aimed for the job coach to make a projection of job flow, and for the disabled person to make a projection.

9 : 45 check in
put on uniform at changing room
9 : 55 clean dining hall (bucket, cloth)
11 : 00 Rest (do not read newspapers)
11 : 10 clean stairs (vacuum and cloth)
12 : 30 lunch at the office
13 : 30 Wash working gloves and uniform
13 : 50 Remove burrs (gloves, towels)
14 : 30 Rest
15 : 30 Remove burrs (gloves, towels)
15 : 45 Change in the changing room
Check out

Job analysis in a manufacturing factory (summary)

Task Analysis

- Divide the work procedure into small units of actions and arrange in time line. This is called "Task Analysis"
- The purpose is to lead to the independent work in shortest time with the same procedure, same wording and minimum instruction.
- It is important as one element of the Systematic Instruction

Switch on power supply
Open lid
Attach green hose
Feed hot water to the line
Remove green hose
Put on working gloves
Put in 3 cups of detergent
Select the course
Push start button
Set timer

Task analysis of washing working-gloves with washing machine

Task analysis for vegetable packing

Pick up plastic.
Put leaf ends into plastic
Fasten the neck area.
Attach tape twice.
Cut tails.
Put into box.

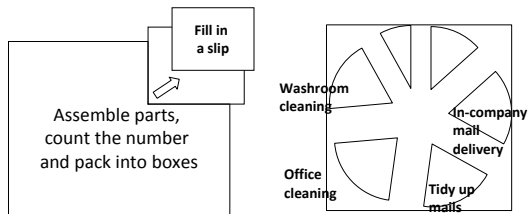


Reconstruction of job duties

Do not try just to allocate disabled person to the existent parts or ways of works. According to the character of the disabled persons, arrange the job by removing the weak portions and gathering the favorite portions so that they can work stably.

Remove only weak portions from original task

combine favorite parts (small jobs) and make up a large job



Combine the favorite parts of job



Combine the favorite parts of job



Intensive support at the work place

Roles of Job Coach at the Workplace

- 1 Mental support until the disabled person gets used to the workplace
- 2 Formation of natural support
- 3 Check and correction of job matching
- 4 Support towards self-help in work

Natural Support

Natural Support

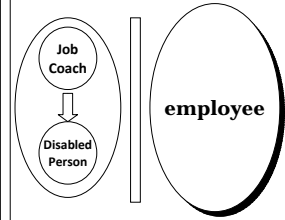
What is Natural Support?

Employees provide voluntary or systematic support required to enable disabled persons to keep working in a stable condition in the workplace

Job coaches should give priority to the formation of natural support over direct support for the disabled person, since Job coaches will fade out someday.

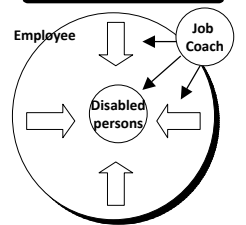
Give priority to Natural Support

Job Coach model



If the job coach exclusively deals with the disabled person, there appears a wall between the employee and "Job coach & disabled person". They start to contact only after the Job Coach fades out.

Natural support model



Hold the clear stance that it is the employee who deals with and support the disabled persons. Job coaches basically support from the side, even though they also provide direct support when needed.

Natural Support

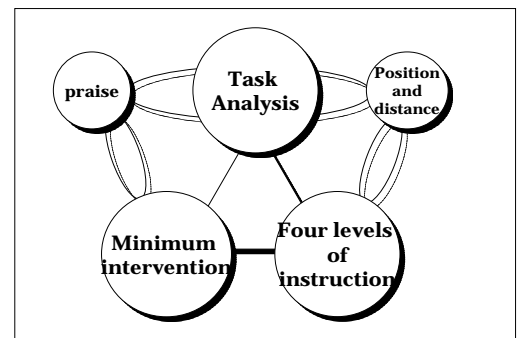
Vide

Systematic Instruction

Instruct properly and lead to independence



Elements of Systematic Instruction



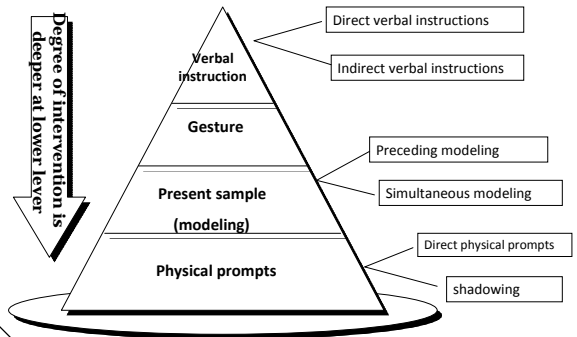
Task Analysis

- Preparation is required for clear instruction
- Task analysis must be prepared so that the procedure and wording do not change erratically



Put metal fittings into body
Put metal fittings into body
Fix cover
Turn over and place them
Put in screw

Four levels



Systematic Instruction

Video



Practical use of instruction manual



Packing Turnips into bag

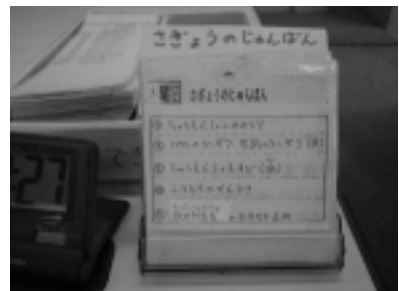
Preparation

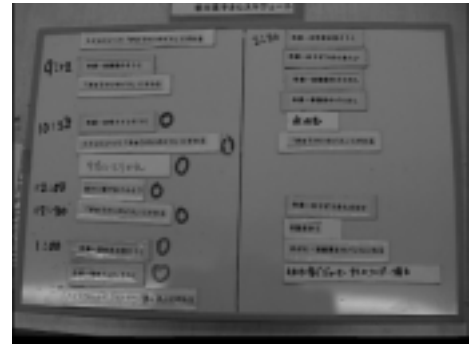
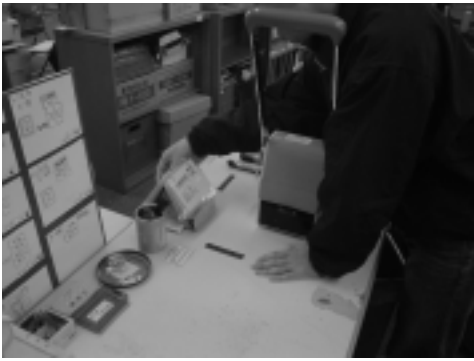
Scotch tape, scissors,
bag size No.12

Procedures of Job

- 1 . Put turnips into the No.12 bag from the leaf end.
- 2 . Twist No.12 bag
- 3 . Fasten 2 points with tape
- 4 . Cut roots with scissors
- 5 . Put in basket.

Ability to use the instruction manual cannot be acquired naturally. Practice is needed to work by checking the instruction manual.





The elements of "fading"

Increase natural support

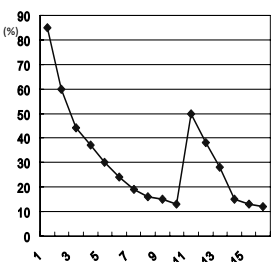
Reduce the degree of intervention in instruction

Take more distance

Prepare leads such as procedure manual

Follow up is essential

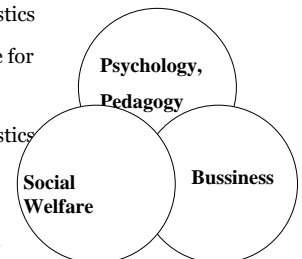
- Follow up is essential for the Job Coach support
- Disabled persons who do not need follow-up do not need Job Coaches
- In the case of working support by local community, the system and cost for follow-up must be included in the plan.



Support process in the cases of re-intervention in the follow-up (週)

Specialties of job coach

- Psychology and pedagogy
 - Understand characteristics of disability
 - Take measures suitable for the characteristics of disability
- Social welfare
 - Understand characteristics of disability
 - Casework
 - Utilize the system
- Business
 - Understand values and culture in companies
 - Job in general
 - Employment management



Characteristics of a job coach's duties

- Weight of “observation and information gathering” and “judgment, negotiation, and coordination” is very large
- Assessment, Job matching, follow-up
- Weight of direct support by Job Coach for disabled persons should be small

Systematic Instruction

Observation information gathering

- For disabled persons
- For companies

Direct support disabled persons

Judge, negotiate, coordinate

- For companies
- For disabled persons
- For related people/organizations





DAIRY FARM MALAYSIA

Equal Employment Opportunities for PWDs



CONTENTS

- Intro on Dairy Farm
- Intro on GCH Retail
- Special Employment Project



Introduction of Dairy Farm International



INTERNATIONAL

1. Listed in the Stock Exchange in London, Hong Kong and Singapore.
2. Dairy Farm operates in 10 Asia Pacific countries via 4 retailing formats:
 - Hypermarket, Supermarket, Pharmacy/Health & Beauty and Convenience stores. Achieved sales of US\$7billion in 2008.
3. More than 3,590 stores with employees over 72,000.

Dairy Farm International Holdings Ltd

- Member of Jardine Matheson Group
- Biggest retailer in Asia Pacific
- More than 3,590 branches in 10 countries



Malaysia



Hong Kong



Singapore



China



Taiwan



Macau



Brunei



Vietnam



India



Indonesia

	Supermks	Hypermks	Pharmacy	Convenience	Restaurants	Home Furnishing
Asia Utara						
Hong Kong						
China						
Taiwan						
Macau						

Asia Selatan						
Singapore						
Malaysia						
Indonesia						
India						
Brunei						
Vietnam						

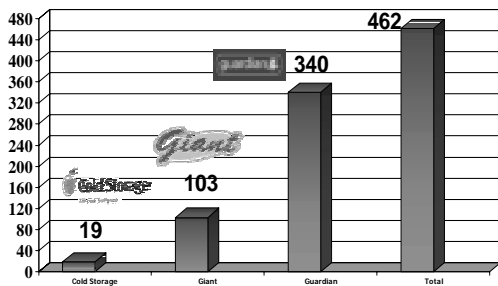
Introduction on GCH Retail (M) Sdn Bhd



GCH Retail (M) Sdn Bhd

1. 1st Born in Malaysia hypermarket chain.
2. Rated as the leader amongst the food retailers with a turnover exceeding RM4.3 billion in 2009.
3. Guardian with its professional image and superior customer service has been rated as the leading Health & Beauty outlet in Malaysia.
4. 42 hypermarkets, 80 supermarkets, 4 Distribution Centres, 341 pharmacy and Health & Beauty outlets with more than 13,000 workforce. Satisfying more than 2.5 million shoppers/consumers monthly.
5. 100% owned by Dairy Farm International, retailing powerhouse in Malaysia and Asia.

Total Stores as at 1 Feb 2010



SPECIAL EMPLOYMENT PROJECT

PERMULAAN

- Initiated in October 2007 upon approval from the management.
- This project was an equal employment opportunity driven by the Group HR Department.
- Received assistance from the Social Welfare Dept & various NGOs on the technical expertise i.e. Job Coaching.

Employment Categories

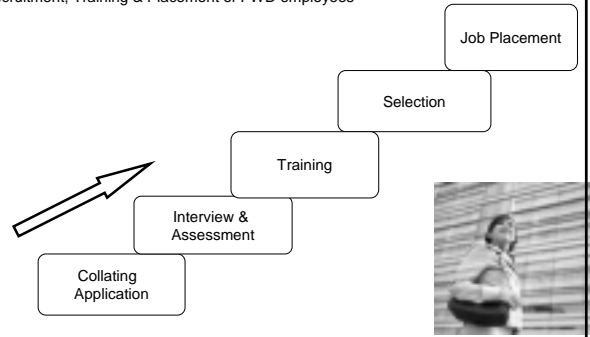
- PWDs are employed in various categories:
 - Cashiers
 - Sales Assistants
 - Customer Service Assistant
 - Bakers (graduated from Bakery School)
 - IT Clerks (keying in data)

Categories of PWDs

- There are various categories of PWDs:
 - Hearing Disability
 - Learning Disability
 - Mild Physical Disability
 - Mild Down Syndrome

PROCESS

Recruitment, Training & Placement of PWD employees



Recruitment Project

- Employment Opportunity Briefing



Trainee of PKIK Kajang



Trainee of Malaysian CARE



Trainee of PERKOB



Trainee of KJTC



Job Interview Session in Sekolah Khas. Indahpura, Kulai, Johor



Selected Trainees



PWD Employee Trainers

- All trainers and HR officers handling PWD employees are trained on “Job Coach” methodology.
- This was possible as GCH has its own Job Coach trainer, Nesan, certified by Jabatan Kebajikan Masyarakat Malaysia and also the Job Coach experts from Japan (with the assistance of JICA).

Job Coach training in Japan



HR Officers trained in Systematic Instruction



On the Job Training for HR Officers



Graduating HR Officers



Training

- All trainings conducted are based on Job Coaching methodology.
- Trained on basic retail modules i.e. customer service, communication skills, merchandising practice etc.
- The training process will take approximately 3 months to 1 year depending on each client (PWD employee).

Orientation & Motivation Session



Classroom Training



Customer Service Training



“On the Job” training



Feedback Session



Job Placement



All PWD employees in their first 3 months will be buddied together with their immediate superior

Alwin in Cold Storage MID VALLEY
together with his Job Coach



PWDs are monitored on their progress on daily basis and reported on their developments to HQ HR.

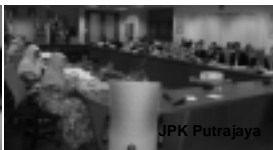
Briefing for officers from JTK & JKM



Vincent Chan (1st Batch) was awarded the Best Staff of Hypermarket in Januari 2008



GCH together with United Voice took part in 9 road shows promoting employment opportunities for PWDs in **KK, Kelantan, Ipoh, Teluk Intan, KL, Seremban and Melaka**



GCH was awarded Appreciation Certificate by Human Resource Deputy Minister

Recognition

- From Jabatan Kebajikan Masyarakat, where Nesan was chosen as the Resource Person on the Job Coach training methodology implementation in Malaysia.
- From Japanese International Cooperation Agency (JICA) as the role-model organisation in employing PWDs in South East Asia.

Recognition

- From FACID (Foundation for Advanced Studies in International Development) for assisting in educating Government Officers from Cambodia, Vietnam, Laos and Myanmar.
- From NGO such as United Voice, Malaysian Care for giving equal employment opportunities for their members.

WE TRANSFORMED THEIR LIVES,
TERIMA KASIH.



Job Coach Network

Yeo Swee Lan
Lead Coordinator of
United Voice



Different Challenges



People with Disabilities in Malaysia

PWD registered with Welfare Department (JKM, June 2009)

Total	274,107
<u>Learning Disabilities</u>	106,009
Physical Disabilities	91,208
Hearing impairment	36,854
Visual impairment	25,302
Cerebral Palsy	3,772
Others	10,962

People with Learning Disabilities may include persons with the following diagnosis:

- Down Syndrome
- Autism
- Attention Deficit Hyperactivity Disorder (ADHD)
- Cerebral Palsy
- Global Developmental Delay (GDD)
- Specific Learning Disabilities:
 - Dyslexia – difficulties in reading and writing
 - Dyscalculia – difficulties with mathematics
 - Dysgraphia – difficulties in handwriting, graphing, punctuation...
 - Dyspraxia – difficulties in motor skills, speech

Job Opportunities for People with Learning Disabilities

- Observation shows that less than 15% of adults with learning disabilities are working in the open employment.

Job Coaching



30 United Voice members have a full-time job in the open labour market.



UV Member:
Steven Teh

Johari

Admin staff (5 years)
Lee & Associates, Accounting Firm



Hooi Ting

Admin & Store Assistant (5 years)
Spraying System (M) Bhd



David Foo

Data Entry Clerk (3 years)
Cyrocord Stem Cell Bank



Esther Moo

Teacher's Aid (4 years)
Centre for Children with Learning Disabilities



Alex Tang
Admin Assistant (8 years)
Agrifert (M) Sdn Bhd



Cynthia
Clinic Receptionist (4 years)
Klinik Loh



Felicia Fang
Office Assistant (8 years)
St Paul's Church



Lim Kay Huat
Production Operator (3 years)
Factory in Shah Alam



Eugene Lau
Restaurant Crew (2 years)
A & W



Kok Woei & Kong Weng
Cargo Lift Attendants (3 years)
Malaysian Milk Sdn Bhd



Michelle Yap
Factory Packer (4 years)
Yu Yan Sang International Limited



Christina
Bakery Crew (10 years)
KFC Factory



Anthony Tan
Hotel Crew – Laundry (4 years)
JW Marriott



Aslam & Alwin
Sales Assistants
in GCH (M) Sdn Bhd
Giant &
Cold Storage



Positive Perception

- Economic Value of People with Disabilities
- Initial cost
 - Devices
 - Interpersonal skill development
 - Job Coach Services
- Long term benefits
 - Loyalty
 - Quality Performance
 - Benefits – HRDF, Tax Department

Collaboration

- Non Governmental Organisations
- Human Resource Department
- Department for People with Disabilities
- Human Resource Development Fund
- Special Education Department
- Private Companies & Corporate Sector
- Parents

Vocational Training & Internship

- NGOs
- Schools with Special Education Programme – Job Coaching services to enhance successful transition
- Corporate Partnership as CSR programme
 - Adoption Scheme
 - Long term Partnership

Paradigm Shift from Sheltered Workshop to Social Enterprise

Social Enterprise

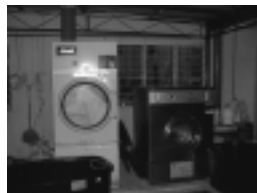
- A business with a social mission to create employment for people with disabilities
- Promotes gainful employment in an integrated setting – inclusion

- Observation shows that less than 15% of adults with learning disabilities are working in the open employment.
- Majority either work in the Sheltered Employment, Community Based Rehabilitation Centres or home bound after school

Packaging in a production line



Laundry



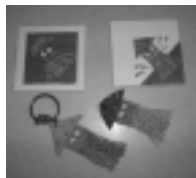
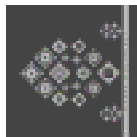
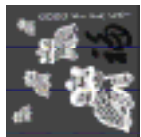
United Voice Employment Project Employees



UV started Employment Project in 2003 to provide employment for unemployed members. We have 21 workers.

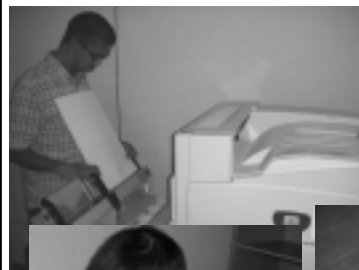


Greeting Cards



Saori Products:
Japanese Weaving

Business Cards Printing Project



Cookies



Social Enterprise Partners

- Supply sub-contract jobs
- Buy products of social enterprises
- Promote products of social enterprise
- Internship

**Consider their Ability,
Not their Disability**

Thank You!



www.unitedvoice.com.my

Tel: 03 79540701

Email: unitedvoiceinfo@gmail.com

Employment Experience



Aslam Sulaiman

My Experience

- Special Education (Completed school in 2003)
- Attended a Course on Mechanic (2004)
- Worked as a mechanic (2005)
- Unemployed (2006)
- Worked in United Voice – (2007-2008)
- Offered a job at Giant (Jun 2008)
- Still happy working at Giant!

Interview at Giant – a job coach from United Voice supported me



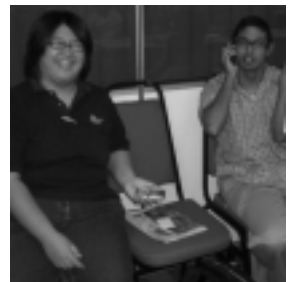
I was so happy that I was offered a job - Jun 2008. I rang my father to inform him the good news immediately...



I was given two weeks of intensive training at Giant training center before I was posted to the Giant nearest to my house, in Batu Cave



- This lady beside me is Moh Fong, a staff from United Voice
- She is my Job Coach who supported me before interview, during interview and after interview.
- She assisted me during my training and on the first week of work at Giant.
- She gave me advice and helped me settle in my work place.



My Job at Giant Bt Cave

Taking stock from the store



Displaying products on shelves



Labeling Shelves



Clearing Work Area



After one year of working experience, I have become more capable and more confident at work



I am given more responsibilities



I am proud to be an employee of
GCH Retail Sdn Bhd

The staffs of United Voice continue to give me and other
UV members working at Giant & Cold Storage
the moral support we need



My Parents

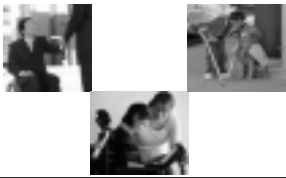
- I also want to thank my parents for the support they have given me.
- My dad taught me how to ride the motorbike to work.
- I am able to talk to them about my work.
- On difficult days at work, they will encourage me to do my best and be patient to learn from my mistakes.



I am very happy working at Giant!
I can work along with my colleagues.



Thank You!



The Implementation of Supported Employment In The Public Service: The Role of Public Service Department



Zainal Alhakab Seman
Service Division, Public Service Department, Malaysia

INTRODUCTION

- ❑ Issues and debates: awareness, perception, interest, job-people matching, facilities, caring, education, social inclusion and opportunity of employment.
- ❑ Concerns moved to find effective ways to ensure participation and contribution to society and nation in all spheres of life.
- ❑ In Malaysia, a lot of work is needed to address concerns ranging from accessibility of facilities and education to empowerment and supported employment.



SUPPORTED EMPLOYMENT (SE)

- ❑ It is about a system that support and provides assistance to People With Disabilities (PWD) –involve certain reasonable adjustment such as job coaches, job development, assistive facilities, and individually tailored supervision and training.
- ❑ In some situations, SE often referred to both the development of employment opportunities and on-going support for PWD to remain employed.
- ❑ In the government perspectives, components of SE may be referred to vocational profile or assessment, job searching, job preparation, job placement and job coaching.



JOB OPENINGS IN THE PUBLIC SERVICE

- ❑ Since 1988, Malaysian government has initiated a policy of equal chances to PWD to secure jobs in the public service.
- ❑ Made official on 20 December 1988, via service circular No. 10, 1988 and also via Service Circular No. 3, 2008 by Public Service Department, government has agreed on the policy of at least one (1) percent of job opportunities for PWD in the public service.
- ❑ It is hoped that many qualified PWD with academic qualifications would have the opportunity serving in the government.



COLLECTIVE APPROACH

- ❑ Each and every public agency and the appointing authorities to make sure the achievement of the target.
- ❑ PWD are encourage-to submit their application and register with the Social and Welfare Department.
- ❑ Social and Welfare Department-to provide guidelines-matching between categories of PWD and job functions, monitor the numbers of PWD that had secured jobs in public service.
- ❑ Public agencies provide training and job coaching, facilities and conducive environment.
- ❑ PSD as a central agency will review the policy and report the progress of recruitment of PWD to the government.



CONCLUSION

- ❑ Government (PSD) has provided policy on job opportunities to PWD and currently all relevant agencies are working closely to speeding up the achievement of the target.
- ❑ Such engagement by other parties are highly appreciated to play their roles in concerted efforts to ladder up the numbers of application of PWD and maintain employment.
- ❑ The target can be achieved in a reasonable time if every parties is seriously taking part and continuously putting a great effort towards making it a reality.





MINISTRY OF HUMAN RESOURCES

“SUPPORTED EMPLOYMENT: THE ROLES OF THE GOVERNMENT”

**NEW ERA FOR EMPLOYMENT: SUPPORTED EMPLOYMENT
AND JOB COACH FOR PERSONS WITH DISABILITIES,
Hotel Legend Kuala Lumpur
4 March 2010**

**Presented by: Puan Johana Bt Bakar
Assistant Director of Labour Department**

1



THE ROLE OF MINISTRY OF HUMAN RESOURCES

Vision & Mission

- Developing a workforce that is productive, informative, discipline, caring and responsive to the changing labor environment towards increasing the economic growth and hence create more job opportunities.
- To be the leader in development of nation's human resources.
- To ensure safety and health of workforce is assured.
- To develop skilled, knowledgeable and competitive workforce in a harmonious industrial relations with social justice.
- To update and implement labor policies and laws to create efficient, productive and discipline workforce with positive values and good work ethics.

2



DEPARTMENTS/AGENCIES

Departments/Agencies responsible in assisting PwDs under Ministry of Human Resources (MoHR):-

- i. Department of Labour/ Peninsular Malaysia (JTKSM);
- ii. Department of Labour Sabah (JTK Sabah);
- iii. Department of Labour Sarawak (JTK Sarawak);
- iv. Department of Skills and Development (JPK);
- v. Department of Manpower (JTM); and
- vi. Social Security Organization (SOCSO)

3



EMPLOYMENT COMMITTEE

Duties and Responsibilities:

- (i) Monitor registration and job placement of PwDs in private and public sector;
- (i) Monitor the implementation of PwDs policies to ensure it can efficiently carried out; and
- (i) Planning of strategies to overcome problems which arise from time to time.

4



TERMS OF REFERENCE EMPLOYMENT COMMITTEE

- (i) Monitor the implementation of job policy and employment of PwDs in private and public sector;
- (ii) Monitor the registration and job placement of PwDs;
- (iii) Improve the existing mechanism and develop new mechanism to increase job placement for PwDs; and
- (iv) Increasing opportunity and skills training access to PwDs in public and private sector.

5



PROGRAMMES

PROGRAMMES UNDER EMPLOYMENT COMMITTEE IN MINISTRY OF HUMAN RESOURCES:-

- i. Registration and Placement of PwDs in Private Sectors;
- ii. Programmes to Promote Employment of PwDs;
- iii. The Disabled Business Assistance Scheme (SBGP-OKU)

6



REGISTRATION AND PLACEMENT OF PwDs IN PRIVATE SECTORS

- (SPOKU) is a job placement system developed specifically to assist PwDs to seek employment and giving access to employers to offer job opportunities to PwDs.
- Statistics on Registration and Job Placement Involving PwDs in Private Sectors since 1990 till 2009 are 11210 registration with 7943 placement. Current Statistic from January – January 2010 are as follows:

DEPARTMENT	SPOKU REGISTRATION	PLACEMENT
JTKSM	881	562

(Source:JTKSM)

7



EMPLOYMENT OF PwDs IN PUBLIC SECTORS

Statistics on employment of PwDs in public sectors as at January - October 2009:

QUALIFICATIONS	REGISTERED NUMBER OF PwDs
BACHELOR DEGREE	112
DIPLOMA	45
SPM	89
TOTAL	146

* 146 PwDs are appointed from the total of 26, 205 employees in public sectors as at Januari-October 2009

(Source: Public Services Commission Malaysia)

8



PROGRAMMES TO PROMOTE EMPLOYMENT OF PwDs

Promotional programs and activities conducted are as follows:-

a) Labour Department

- Organised ten (10) Job Carnivals around the states to promote the employment of PwDs;
- Organised eight (8) *Homeworking* Programs;
- Formed a Job Promotion Committee of Employment for PwDs in all states;
- Collaboration with Social Welfare Department and *Japan International Cooperation Agency (JICA)* in *Job Coach* programs
- Promotion job placement for latent workforce group including PwDs,housewife,single mother,pensioner ,ex prisoner and others
- Conducting promotional activities via *in-situ* counseling sessions and inspections to business premises

9



Cont...

- Organised *On The Job Training* Programme to PwDs;
- Invited as panel in forums concerning PwDs organised by Non-Government Organisation;
- Organised exhibitions and career talk to employers and PwDs;
- Conducted promotional visit on employers to promote the employment of PwDs; and
- Formed Technical Committee to discuss issues concerning PwDs.

10



Cont...

- Collaborating with PwDs societies in programmes on entrepreneurship;
- Involve in programmes, forums, and dialogues concerning PwDs organised by Department of Information and Social Welfare Department;

11



THE DISABLED BUSINESS ASSISTANCE SCHEME (SBGP-OKU)

- This Scheme is initiated under the 9th Malaysian Plan (RMK-9) which allocates RM16 million to assist PwDs entrepreneur to expand their business.
- This allocation has been reduced to RM16 million as cost saving strategy by the government.
- As to February 2010, the allocations of the said scheme to PwDs entrepreneur are RM15.3 millions awarded to 461 PwDs Entrepreneur :-

12



INCENTIVES FOR HIRING PwDs

Tax Exemptions for employers:

- Stated under the Income Tax (Deductions for the Employment of Disabled Person) Rules 1982-Tax-changes for 1982.

(The remuneration must be of a kind allowable under Section 33 & Section 34 of the Income Tax Act 1967)

Types of Incentives:

- Double tax deduction on salary;
- Training for PwDs;
- Deduction in respect of capital expenditure for the purchase of any equipment necessary to assist disabled individuals; and
- Building of / renovation of infrastructure by the employer for the usage of PwDs.

13

THANK YOU

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14



SUPPORTED EMPLOYMENT

THE ROLES OF THE GOVERNMENT

1



TAX BENEFITS OF EMPLOYING PERSONS WITH DISABILITIES

2



Definition

Section 2 Income Tax Act (ITA) 1967

Employment means

- (a) Employment in which the relationship of master and servant subsists;
- (b) Any appointment or office, whether public or not and whether or not that relationship subsists, for which remuneration is payable.

3



Definition

Section 18 ITA 1967

Disabled person means any individual certified in writing by the Department of Social Welfare to be a disabled person.

4



Allowable expenses for tax deduction to employers

1.1 additional / further deduction

P.U (A) 73/1982

Income Tax (Deductions For The Employment Of Disabled Persons) Rules 1982.

Shall have effect for the year of assessment 1982 and subsequent years of assessment.

5



For the purpose of ascertaining the adjusted income of a person under the Act, there shall be allowed as a deduction the **remuneration** of a kind allowable under section 33 of the Act payable by him to each employee who is physically or mentally disabled

Deduction allowable under this rules is additional to the kind allowable under section 33 of the Act.

Remuneration means any wages, salary, or allowances in respect of having or exercising employment.

6



Section 33 (1) Income Tax Act (ITA) 1967

Subject to this Act, the adjusted income of a person from a source for the basis period for a year of assessment shall be an amount ascertained by deducting from the gross income of that person from that source for that period all outgoings and expenses wholly and exclusively incurred.....



Example:

An employer who employed disabled person
Salary per year paid by an employer to the employee (PWD) is RM 12,000 (RM1,000 x 12). Salary paid to the employee is an allowable expenses under section 33 (1) ITA 1967.

Under this rules, an additional / further deduction of RM 12,000 is allowable in calculating the adjusted.

Therefore employer is allowed to deduct RM 24,000 per year instead of RM12,000.



How to claim.

To qualify for deduction the person claiming (employer) the deduction shall prove to the satisfaction of the Director General that the employee is physically or mentally disabled and is not able to perform the work of a normal person. Must register with Social Welfare Department.

Self-assessment

As an expenses in profit and loss account

Keep document for audit purposes or when required by IRB.



1.2 Double deduction

P.U.(A) 61/1992

Income Tax (Deductions For Approved Training) Rules 1992

Shall have effect for the year of assessment 1992 and subsequent years of assessment.

P.U.(A) 111

Income Tax (Deductions For Approved Training)(Amendment)Rules 1995



For the purpose of ascertaining the adjusted income of a company under the Act, there shall be allowed as a deduction double the amount of any expenditure incurred in training any disabled person registered with Department of Social Welfare who is not an employee of the company under:



- (a) a training programme approved by the Minister of Finance, which is conducted in Malaysia; or
- (b) a training programme conducted by a training institution

And the training programme is for the purpose of enhancing his employment prospect.



1.3 Single Deduction

(i) Subsection 34(6)(e) ITA 1967

Provided under special provision

With effect from year of assessment 1992 and subsequent years.

With effect from year of assessment 2008, the scope of expenses is extended.

13



An amount equal to the amount of expenditure incurred by the relevant person in the relevant period on the provision of any equipment necessary to assist any disabled person employed by him in the production of gross income of his from the business.

Scope of expenses is extended to alteration or renovation of premises with effect from year of assessment 2008.

14



Example:

Structural such as lowering the height of a workbench or putting in a wheelchair ramp.

15



(ii) 34(6)(h) ITA 1967

an amount equal to the expenditure incurred by the relevant person in the relevant period on the provision of services, public amenities and contribution to a charity or community project pertaining to education, health, housing, conservation or preservation of environment, enhancement of income of a poor, infrastructure and information and communication technology approved by the Minister;

Provided that....no deduction under subsection 44(6)

16



(iii) Subsection 44(9) ITA 1967

There shall be deducted pursuant to this subsection from the aggregate income of a relevant person who is an individual for the relevant year reduced by any deduction for that year in accordance with subsection (1) an amount equal to any gift of money or contribution in kind (the value to be determined by the relevant local authority) made by him in the basis year for that year for the provision of facilities in public places for the benefit of disabled persons.

17



Thank you.....!

18



SEMINAR ON SUPPORTED EMPLOYMENT :

NEW ERA FOR EMPLOYMENT : SUPPORTED EMPLOYMENT AND JOB COACH FOR PERSONS WITH DISABILITIES

ROLE OF DEPARTMENT FOR DEVELOPMENT OF PWDs

NORANI HJ. MOHD HASHIM
Director
Department for the Development of PWDs
4 March 2010

INTRODUCTION

- No comprehensive data on the prevalence of disabilities in Malaysia.
- WHO estimates between 5 and 10 percent of the population have some form of disabilities
- Total number of PWDs registered with DSW : 277, 509 (as of November 2009)

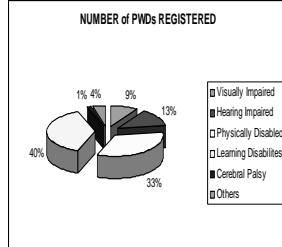


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REGISTRATION ACCORDING TO CATEGORIES OF DISABILITIES (as at November 2009)



Category	Num Registered
Visually Impaired	25,575
Hearing Impaired	37,201
Physically Disabled	92,494
Learning Disabilities	107,164
Cerebral Palsy	3,864
Others	11,211
Total:	277,509



REGISTRATION ACCORDING TO STATES



State	Num Registered
Perlis	4,719
Kedah	21,600
Penang	18,063
Perak	29,163
Selangor	39,744
FT Kuala Lumpur	21,401
Negeri Sembilan	13,861
Melaka	13,736
Johor	33,245
Pahang	12,242
Terengganu	16,296
Kelantan	24,640
Sarawak	13,961
Sabah	14,150
FT Labuan	688

REGISTRATION ACCORDING TO AGE IN YEAR 2009

Age	Num Registered
Below 6 years	3,056
7-12 years	5,238
13-18 years	3,352
19-21 years	1,811
22-35 years	4,638
35-45 years	3,607
46-59 years	4,460
Above 60 years	2,466
Total:	28,628

DEPARTMENT OF SOCIAL WELFARE



Focal Point For Development & Well-Being of PWDS
Since 1946



Establishment of Department for the Development of PWDs

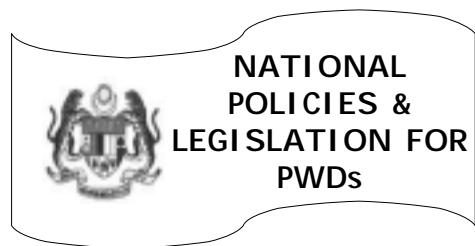


- ❑ Under the Department of Social Welfare (Sept 2008)
- ❑ Roles of Dept for the Development of PWDs
 - Responsible for the registration, protection, rehabilitation, development and wellbeing of persons with disabilities
 - Assist National Council for Persons with Disabilities in the performance of its functions and the exercise of its powers Persons with Disabilities Act 2008.

International Commitment : Employment



- ❖ 1993 – 2002: Asean and Pacific Decade of Disabled Persons
- ❖ 1993: United Nations Standard Rules on Equalization of Opportunities for Persons with Disabilities
- ❖ 1994: Proclamation on the full participation and equality for PWDs
- ❖ 2003 – 2012 : Biwako Millennium Framework for Action



Policy For Persons With Disabilities



- 15 priority areas including employment for PWDs
- Provide more employment opportunities and promote the employment of PWDs in all sectors.
- Encourage PWDs to be self-employed and independent

9

National Plan Of Action For Persons With Disabilities – (2008 – 2012)



Translate the Policy for PWDs into programmes and activity : 28 strategies including employment.

Strategy on employment :-

- ✓ Providing training and skills expertise including on-the-job training to PWDs based on the needs of the job market
- ✓ Giving special consideration to PWDs who fulfill the requirements for employment in the public and private sectors ;
- ✓ Setting up a Job Placement Committee to aid job placements for PWDs

10

Cont.



- ❖ Enhancing the effectiveness of support systems (like Job Coaching, etc) to aid PWDs and employers .
- ❖ Developing and expanding specialised programmes/ courses to aid PWDs to be self employed or to become entrepreneurs
- ❖ Setting up special marketing units to assist in promotion and marketing of product by PWDs .
- ❖ Enhancing the effectiveness of financial schemes/ launching grants/ micro-credit to help PWDs undertake bussiness.

11

PERSONS WITH DISABILITIES ACT 2008



Section 29: Access to employment :-

- Persons with disabilities shall have the right to access to employment on equal basis with persons without disabilities.

12

DSW Provides :



- Financial schemes to ensure that PWDs continue to benefit as well as participate in mainstream society
 - Disabled Worker Allowance of RM300.00 per month.
 - Assistance for purchase of assistive and artificial devices
 - Launching grant of RM2,700.00(max)
 - Financial Assistance of RM150 per month for PWDs unable to work due to their disability



- Industrial training and rehabilitation for the physically disabled
- Sheltered employment
 - Sungai Petani : 33 employees
 - Klang : 22 employees

NEW INITIATIVES TO PROMOTE EMPLOYMENT FOR PERSONS WITH DISABILITIES



15

Disability Equality Training (DET)



- ❖ Aims to promote an understanding of disability from social model perspective;
- ❖ It helps identify the barriers that exist in society and facilitates proactive measures towards removing these barriers;
- ❖ DET takes a facilitated and participatory learning approach as the framework for all its training.

16

Independent Living (IL)



- Advocating PWDs to live independently in the community with support.
- Using peer counselling concept :
"PWDS for PWDS"
- 3 NGOs has been trained to promote IL in Malaysia
 - i. Beautiful Gate Foundation - PJ
 - ii. D2D (Door to Door) - Kepong
 - iii. Independent Living Centre KL - KL

17

Job Coach



- New approach in employment support service, which has been designed to aid PWDs and employers.
- Job coaches will help PWDs to get a job suitable to their eligibility, ability, skills and knowledge.
- In order to obtain and sustain their job at workplace job coaches are responsible to supervise PWDs at their workplace and to advice the employer regarding facilities for PWDs such as transportation, accommodation, working environment, etc.

18



Strategic Alliances with NGOs

- ❖ The NGOs complement and supplement efforts in providing various services for the benefit of PWDs
- ❖ Vocational training
- ❖ Employment
- ❖ Job Placement

19



POLICY ON 1 % EMPLOYMENT OF PWDs IN PUBLIC SECTOR

- 1 April 2008 : Implementation of Service Circular Letter 3/2008 : Policy on 1% employment of PWDs in Public Sector

20



Roles of DSW

- ❖ Registration of disabled job seeker.
- ❖ Assist in job matching
- ❖ Provide information to relevant agencies.
- ❖ Undertake discussions on employment issues.
- ❖ Implementation of job coaching programme.
- ❖ Coordinate and monitor the implementation of the policy

21



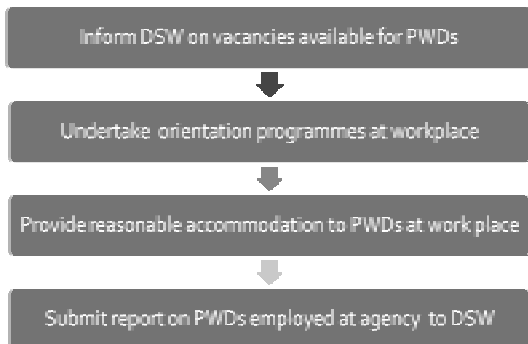
Achievement of 1% Quota by Ministries/Agencies

- | | |
|---|---|
| 1. MWFC (1%) | 8. Prime Minister Department |
| 2. DSW (1.68%) | a) Administration unit (1.33 %) |
| 3. Malaysian Timber Industry Board (1.33 %) | b) Implementation Coordination Unit, ICU (1%) |
| 4. Polytechnic Kuching, Sarawak (1.75%) | c) Ceremonial And International Conference secretariat (1%) |
| 5. Public Library Selangor (1%) | d) Syariah Judiciary Malaysia (1%) |
| 6. Public Library Pahang (1%) | |
| 7. Bera District Council (2%) | |
| 8. MBB (1%) | |

22



ROLES OF OTHER AGENCIES



23



TARGETS TO ACHIEVE

- Immediate
 - Raising awareness and change mindset among participants of the seminar
- Short term (2010 -2012)
 - Raise awareness on 1% policy and DET training to Human Resource Department of all Ministries/Agencies
- Long term (2013-2020)
 - Job Coach officer at Ministries and agencies
 - 90% of Ministries/Agencies adhere to 1% quota

24

CONCLUSION



- ❖ Increasing awareness of people in Malaysia on issues confronting PWDs
- ❖ PWDs able to perform the task if they are given the opportunity.
- ❖ We have to consider the ability not disability of PWDs
- ❖ All agencies should play the roles to fulfill the rights of PWDs

25



THANK YOU

26



PEMBANGUNAN SUMBER MANUSIA BERHAD (545143-D)
MINISTRY OF HUMAN RESOURCES

INCENTIVES OFFERED BY PSMB



HUMAN RESOURCES DEVELOPMENT ACT, 1992
(IMPLEMENTED ON JANUARY 1993)

PEMBANGUNAN SUMBER MANUSIA BERHAD ACT, 2001

(16 May 2001)

▶ HUMAN RESOURCES DEVELOPMENT
FUND

▶ HUMAN RESOURCES DEVELOPMENT
CORPORATION (TRUSTEE)



BRIEFING ON INCENTIVES OFFERED BY PEMBANGUNAN SUMBER MANUSIA BERHAD

Page 2

COVERAGE OF THE PSMB ACT, 2001

- MANUFACTURING SECTOR
- SERVICES SECTOR



BRIEFING ON INCENTIVES OFFERED BY PEMBANGUNAN SUMBER MANUSIA BERHAD

Page 3

COVERAGE OF EMPLOYERS UNDER THE PEMBANGUNAN SUMBER MANUSIA ACT, 2001

Category	Status
• Manufacturing Sector > 50 workers	Mandatory
• Manufacturing Sector > 10 – 49 workers with a paid up capital > 2.5 million	Mandatory
• Services Sector > 10 workers	Mandatory
• Manufacturing Sector > 10 – 49 workers with a paid up capital < 2.5 million	Optional

BRIEFING ON INCENTIVES OFFERED BY PEMBANGUNAN SUMBER MANUSIA BERHAD

Page 4

SERVICES SECTOR

- Hotel Industries
- Telecommunications
- Tourism (In-Bound)
- Shipping
- Computer Services
- Postal And Courier
- Freight Forwarding
- Advertising
- Aviation
- Warehousing Services
- Hypermarket / Supermarket
& Dept. Store
- Training Provider
- Private Higher Education
Institution
- Energy
- Direct Selling
- Port Services
- Engineering Support And
Maintenance Services
- Research & Development
- Land Transport
- Security Services
- Private Hospital Services

BRIEFING ON INCENTIVES OFFERED BY PEMBANGUNAN SUMBER MANUSIA BERHAD

Page 5

PSMB TRAINING SCHEMES

- SBL Scheme
- SBL-Khas Scheme
- PROLUS Scheme
- PERLA Scheme
- Industrial Training Scheme, and others

BRIEFING ON INCENTIVES OFFERED BY PEMBANGUNAN SUMBER MANUSIA BERHAD

Page 6

PSMB TRAINING INCENTIVES

- Apprenticeship Scheme
- Retrenched Workers Training Scheme
- SME TNA Consultancy Scheme
- Training Incentive For Small Employers
- Graduate Training Scheme
- 1 Malaysia HRDF Skills Upgrading Fund
- 1 Malaysia Financial Assistance Fund

PSMB APPRENTICESHIP SCHEME

- This scheme focuses on skills training required by specific industries.
- This scheme is developed based on standards approved by the Department of Skills Development (DSD)
- Under this scheme, school leavers/selected employees who have been successfully selected by employers will undergo "off-the-job" training at approved training centres and "on-the-job" training at the premises of sponsoring employers.
- Upon completion of training, apprentices are required to work with the sponsoring for a duration of time specified in the apprenticeship contracts (if offered employment).

PSMB APPRENTICESHIP SCHEME

- The course fees of this scheme is borne by the Government and paid to training providers by PSMB.
- Monthly allowances for apprentices while undergoing training at the training centres are paid by PSMB while the allowances for apprentices while undergoing OJT will be paid by the sponsoring employers using the HRDF.
- From 1996 until 2009, a total of 10,755 apprentices had been trained with a financial assistance approved of RM64.7 million.

RETRENCHED WORKERS AND UNEMPLOYED TRAINING SCHEME

The objectives of this scheme are:

- (a) Enhance and equip retrenched workers with higher skills to increase their opportunities in securing new employment;
- (b) Increase the supply of skilled workers and assist employers to engage workers with higher skills in the labour market especially when the economy improves; and
- (c) Assist unemployed Sijil Pelajaran Malaysia (SPM) school leavers to undergo skills training to enhance their employment opportunities.

SME TRAINING CONSULTANCY SCHEME

- This scheme is to assist SMEs to identify current and future training needs on a systematic basis, resulting in the preparation of their annual training plans.
- Provide free TNA training to assist and equip the management of SMEs with training needs analysis skills so that subsequent TNAs can be conducted by SME themselves

Training Incentive For Small Employers

- The objective of this incentive is to encourage small employers to systematically retrain and upgrade the skills of their employees.
- Registered employers from the manufacturing and services sectors with 10 – 49 workers and a paid-up capital of less than RM2.5 million are eligible for the training incentive at the rate of RM1.00 for every RM1.00 spent on retraining and skills upgrading of their employees.
- The availability of the incentive is based on "first come, first served" basis for training claims submitted and not based on approvals for training grants.
- As from 1996 to 31st December 2009, the government has allocated a total of RM45.5 million to fund the training incentives. PSMB has requested an allocation under the RMK10 (2011–2015)

GRADUATE TRAINING SCHEME

- This scheme is to assist and equip unemployed graduates with specialised skills in Information and Communication Technology (ICT), Executive Development, Marketing, Business Accounting, Financial Planning, and the English Language to enhance their employability.
- Financial Assistance provided by the Government for this training scheme are as follows:
 - In 2001 RM 70 million
 - In 2003 RM 70 million
 - In 2005 RM100 million
 - In 2009 RM 70 million

1 MALAYSIA HRDF SKILLS UPGRADING FUND

The objectives of this fund are as follows:

- To provide financial assistance and opportunity to Malaysian employees from PSMB registered SME employers to upgrade their knowledge and skills in certification programmes in order for them to acquire higher income; and
- To support the national Human Capital Development agenda and also assisting the nation in attaining a high-income economy status by 2020.

1 MALAYSIA FINANCIAL ASSISTANCE FUND FOR SMALL EMPLOYERS

The objectives of this fund are as follows:

- To assist small employers who do not have sufficient levy balance to send their workers for training during the exemption period;
- To encourage continuous retraining (not to stop training activities) and to prepare workers for the right skills when the economy improves;
- To encourage employers to send workers for high value-added training that could assist in getting higher income; and
- To support the government's mission in attaining high income economy by 2020.

1 MALAYSIA FINANCIAL ASSISTANCE FUND FOR SMALL EMPLOYERS

MECHANISM

- Incentive will be provided for fees and daily allowances spent on retraining and skills upgrading;
- Incentive will be provided for high-value added programmes with orientation towards innovation and creativity; and
- Incentive will be provided for these high-value added programmes must be registered under the SBL-Khas, PROLUS, PERLA and SMETAP Schemes.

(High-value added programme refers to non-generic areas that require specialised, certified or professional knowledge and skilled workers to perform a job that is generally associated with high-income employment.)

JOB COACH FOR PERSONS WITH DISABILITIES

MECHANISM

- Course fee that can be claimed from the HRDF will be based on the rate of RM50 for each hour for the first 2 hours and RM30 for each subsequent hour but will not exceed RM300 per day. ;
- Other allowable costs that are claimable will be subjected to the current guidelines and regulations ; and
- Financial assistance will only be given to employers employing PWDs who have contract of service with the employers .

FINANCIAL ASSISTANCE AND TRAINING PLACES

As from 1993 till Jan 2010, a total of RM 3.18 billion had been approved for training while RM2.39 billion had been paid to employers and training providers for conducting training during the same period.

Total number of training places approved for training is 7.67 million



THANK YOU

www.hrdf.com.my



Seminar on Supported Employment & Job Coach

New Era for Employment



UNDP Project:
ENCOURAGING INCREASED PARTICIPATION BY
PERSONS WITH DISABILITIES IN THE WORKFORCE IN
THE STATE OF JOHOR

Project Aim



To support the future increases to the numbers of Persons with Disabilities (PWDs) in seeking, obtaining and retaining jobs, particularly in Open Employment.

Key Outputs



1. Data Collection and Documentation on PWDs
2. Capacity Building (NGO + public sector placement officers)
3. Employer Resources for hiring PWDs (video + booklet)
4. Employment Model
5. National Awareness and Advocacy Campaign

Project Period: January 2008-December 2009

Main Output: Employment Model



- Step 1: Identifying and developing a suitable employment model
Step 2: Identifying partners in the private and public sector to pilot model
Step 3: DET/ Systematic Instruction
Step 4: Access Audits
Step 5: Implementation (pilot)
Step 6: Monitoring & Evaluation
- Jan – March 2009
 - Employers:
 - Public sector (MBJB)
 - Private sector (Carrefour Malaysia)
 - 2 dedicated state government Job Coaches

Methodology



- Participatory stakeholder consultations
- Inter-agency coordination
- Comparative study of international best practices on employing PWDs
- Adaptation of employment model to local context

Private Sector Partnership



- Selected Carrefour as private sector partner
- Carrefour has vision of achieving a KPI of 5% for employing PWDs by 2012
- Commitment at MD level and with HR Director
- Carrefour an equal opportunity employer
- Employing PWDs under the umbrella of a company policy of Corporate Social Responsibility
- Is considering having in-house job-coaches

Findings



- Initial challenges in implementation:
 - No dedicated job coach (JTK, Deputy State Director; JKM, Penolong Pegawai Kebajikan Masyarakat)
 - Job coaching is a full time activity
 - Identifying responsible agency; UPEN Johor allocated 2 staff to be trained as job coaches
 - Challenges in the usage of data (SPOKU): (1) accuracy, (2) not up-to-date, (3) process of obtaining information [BTM], (4) period of time & (5) quality of information

Project Achievements



- 94% success rate (16 out of 17 individuals retained in employment)
- MBBJ achieved 1% quota (of PWDs in jobs) in 3 months with 1 dedicated Job Coach
- Carrefour stores (Sutera & Pandan) achieved their 2009 KPIs (5 PWDs per store) with 1 dedicated Job Coach
- Menteri Besar of Johor, Dato' Abdul Ghani Othman, announced in the 2010 budget speech that the State of Johor would fund the establishment of a PWD Employment Unit that would provide employment services to PWDs based on the positive findings of the pilot project.

Recommendations



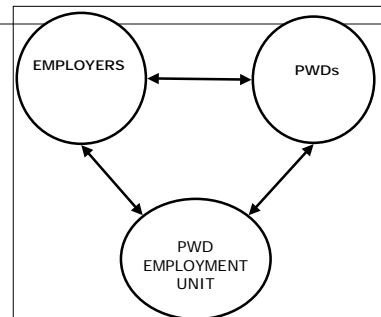
The establishment of a PWD Employment Unit at Federal and State level (as per Johor)

Objectives:

- Assist PWDs to prepare, obtain and retain employment or self-employment
- Assist employers in recruiting, training and advising PWDs employees (job matching)
- Advice PWDs on labour rights (fair wage etc)
- Advice employers on tax incentives, workplace modification/access audits etc.
- Encourage working partnerships between PWD organizations and employers to facilitate employment of PWDs
- Collate and update all data and information related to the employment of PWDs
- (Federal Unit) – monitor and provide ongoing training to State level job coaches

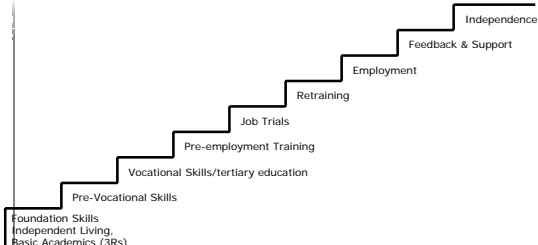
Job coaches

PWD Employment Unit



©Dr Angeline Cheah Soo Bee
2009

Steps To Open Employment



© Project to Support Participation of Persons with Disabilities

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