

Seminar on Supported Employment & Job Coach

New Era for Employment



Proceedings of Presentation

1 March 2010

Hyatt Regency Hotel,
Kota Kinabalu, Sabah, Malaysia



Ministry of Community Development
& Consumer Affairs, Sabah



Department of Social
Welfare, Sabah



Japan International
Cooperation Agency



Kementerian Pembangunan Wanita,
Keluarga dan Masyarakat

Ministry of Women, Family &
Community Development, Malaysia



Department of Social
Welfare Malaysia

Seminar on Supported Employment & Job Coach

New Era for Employment

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**4 March 2010
Hyatt Regency Hotel,
Kota Kinabalu, Sabah, Malaysia**

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

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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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Tel: 03 – 2616 5660 Fax: 03- 2691 7473

Programme

1 March 2010

9.10 Opening Speech

Ms. Noriko SUZUKI,

Chief Representative of JICA Malaysia Office

9.15 Opening Speech

Datuk Hajah Azizah binti Datuk Seri Panglima Haji Mohd Dun

Community Development & Consumer Affairs Minister (Sabah)

10.00 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 - 4

GCH Retails SDN BHD

Malaysian Care

14.00 Panel Discussion (Presentation 5 - 9)

Labour Department, Ministry of Human Resources

Special Education Division, Ministry of Education (*no PowerPoint)

Inland Revenue Board of Malaysia

Department of Skills Development, Ministry of Human Resources

Social Security Organisation

15.30 Panel Discussion (Presentation 11-12)

Seri Mengasih Centre

Opening Speech

Ms. Noriko SUZUKI,
Chief Representative of JICA Malaysia Office

1 March 2010

Yang Berhormat Datuk Hajah Azizah binti Datuk Seri Panglima Haji Mohd Dun,
Menteri Pembangunan Masyarakat dan Hal Ehwal Pengguna Sabah

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 sejahtera 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 the Ministry of Community Development and Consumer Affairs, Sabah, Yang Berhormat Datuk Hajah Azizah binti Datuk Seri Panglima Haji Mohd Dun, 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

**Datuk Hajah Azizah binti Datuk Seri Panglima Haji Mohd Dun,
Community Development & Consumer Affairs Minister (Sabah)**

1 March 2010

Terima kasih saudara pengacara majlis.

Yang Berbahagia Datuk Asnimar Haji Sukardi, Setiausaha Tetap
Kementerian Pembangunan Masyarakat & Hal Ehwal Pengguna Sabah

Yang Berusaha En. Ithong @ Etong Terang, Pengarah
Jabatan Perkhidmatan Kebajikan Am Sabah

Cik Norio Suzuki, Chief Representative JICA Malaysia

Ketua-ketua Jabatan, Para penceramah

Tuan-tuan dan Puan-puan yang dihormati sekalian.

Saya amat berbesar hati kerana dijemput untuk merasmikan Seminar Sokongan Pekerjaan Bagi Orang Kurang Upaya pada pagi yang mulia ini. Seminar ini diadakan tepat pada masanya kerana tajuk Sokongan Pekerjaan ini akan menyentuh isu-isu yang relevan dan berkepentingan kepada orang kurang upaya, majikan dan bakal majikan.

Tuan-tuan dan Puan-puan

Orang Kurang Upaya (OKU) berhak untuk bekerja atas asas kesetaraan dengan orang upaya. Namun OKU menghadapi masalah untuk mendapat pekerjaan dan kekal dalam sesuatu pekerjaan. Menurut Laporan Jabatan Tenaga Kerja Semenanjung Malaysia, 50 % OKU yang berjaya ditempatkan di dalam pekerjaan berhenti bekerja dalam tempoh 6 bulan kerana tidak dapat menyesuaikan diri dengan tempat dan persekitaran kerja.

Kajian yang dijalankan oleh pelbagai pihak telah menunjukkan bahawa OKU

mampu bekerja dan boleh kekal dalam sesuatu pekerjaan sekiranya diberi sokongan yang sewajarnya ditempat kerja. Supported employment atau Sokongan Pekerjaan telah dikenalpasti sebagai satu pendekatan yang berkesan dalam membantu OKU mencapai kejayaan dan mengekal dalam pekerjaan mereka.

Jabatan Kebajikan Masyarakat dengan bantuan Japan International Cooperation Agency (JICA) telah memulakan projek supported employment untuk OKU melalui kaedah Job Coaching. Dalam pada itu, di Negeri Sabah, Kementerian saya melalui Jabatan Perkhidmatan Kebajikan Am Sabah dengan semua agensi kerajaan yang berkaitan dan sektor swasta akan memulakan sokongan pekerjaan ini melalui Job Coaching.

Tuan-tuan dan Puan-puan,

Saya difahamkan bahawa jumlah peserta pada seminar ini adalah seramai 200 orang yang terdiri daripada majikan, bakal majikan, pertubuhan sukarela OKU, Job Coach Network Seri Mengasih dan agensi-agensi kerajaan yang berkaitan.

Antara objektif utama seminar pada pagi ini adalah untuk memberi pendedahan dan meningkatkan kesedaran orang ramai khususnya majikan dan bakal majikan tentang pendekatan “supported employment” untuk OKU, dan “job coaching” melalui perkongsian pengalaman dengan mereka yang pakar dalam bidang berkenaan dan memperkuuhkan kerjasama antara agensi kerajaan dan sektor swasta dalam pelaksanaan “supported employment”. Saya amat berbangga kerana pada pagi ini semua agensi kerajaan seperti Jabatan Perkhidmatan Awam Negeri Sabah, Lembaga Hasil Dalam Negeri, Jabatan Tenaga Kerja, PERKESO, Jabatan Pembangunan Kemahiran, , Bahagian Pendidikan Khas, Jabatan Pendidikan Negeri Sabah hadir bersama-sama kita pada pagi ini. Ini menunjukkan komitmen semua agensi dalam memberikan perkhidmatan yang terbaik kepada golongan kurang upaya.

Tuan-tuan dan Puan-puan,

Saya dimaklumkan bahawa Job Coaching ini telah mula dilaksanakan di GCH (Giant Hypermart), Kuala Lumpur dan perkara ini akan dipanjangkan ke Negeri Sabah. Saya amat berterima kasih kepada pihak Giant kerana telah mengambil “a very gigantic step” dalam memberikan peluang pekerjaan kepada

golongan OKU. Semoga usaha murni ini akan diambil sebagai contoh kepada bakal majikan yang lain. Saya dimaklumkan juga bahawa terdapat insentif cukai sekiranya majikan mengambil golongan OKU bekerja di premis mereka. Insentif cukai ini akan di maklumkan kemudian oleh pihak Lembaga Hasil Dalam Negeri.

Tuan-tuan dan Puan-puan,

Sebagai akhir kata, penganjuran seminar ini merupakan satu strategi untuk mengadvokasikan pendekatan supported employment bagi OKU. Melalui seminar ini para peserta akan dapat memahami dan mempelajari bagaimana supported employment dapat membantu OKU dalam pekerjaan. Jalinan kerjasama antara agensi kerajaan berkaitan serta sector swasta juga dapat diperkuatkan untuk memastikan OKU mendapat peluang pekerjaan yang saksama dan seterusnya diintegrasikan ke dalam masyarakat selaras dengan hasrat Dasar Orang Kurang Upaya dan Akta Orang Kurang Upaya 2008.

Dengan kata-kata sedemikian, dengan sukacitanya saya merasmikan Seminar Sokongan Pekerjaan Bagi Orang Kurang Upaya.

Sekian dan terima kasih.

Presentations

Seminar on Supported Employment

Disability as Social Exclusion

- Strategy of the JKM-JICA Project -

1 March 2010

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

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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)

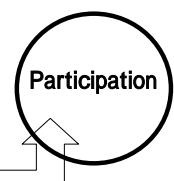
Definition of Disability

...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 dasar kesetaraan dengan orang upaya.

5
© Kenji Kuno

Project



Rehabilitation



Care

6
© Kenji Kuno

How to Realise Participation

PWDs

Participation

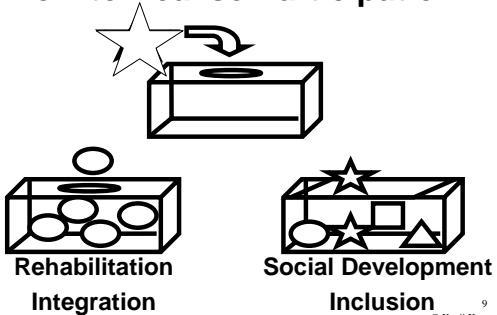
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How to Realise Participation



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How to Realise Participation



9
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Twin Track Approach

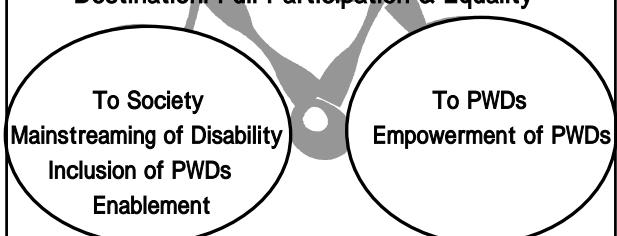


Empowerment & Enablement

10
© Kenji Kuno

Twin Track Approach

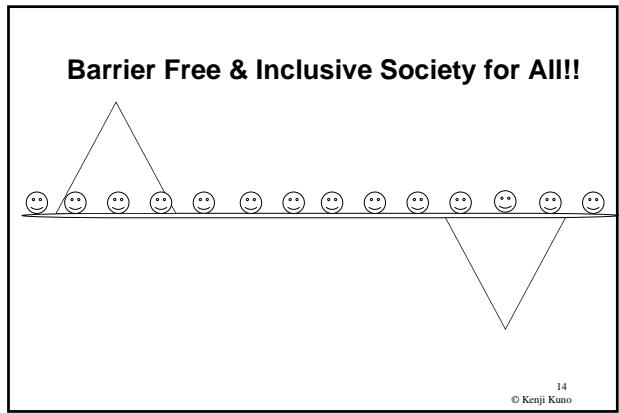
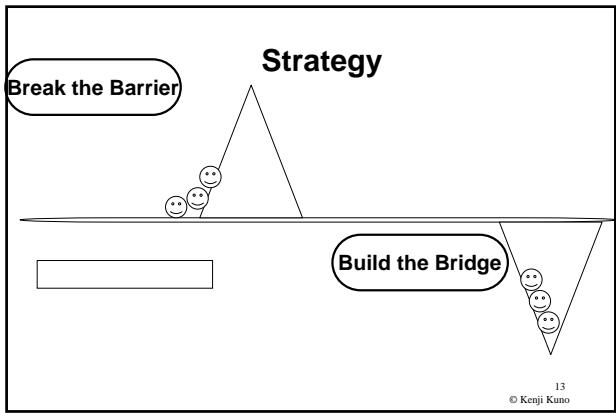
Destination: Full Participation & Equality



11
© Kenji Kuno

Supported Employment (Job Coach)





What do you teach?



Job
s i



Self - introduction

Otsuma Women's University



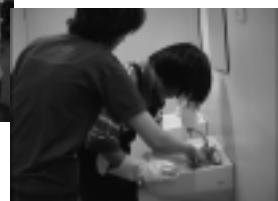
My first job was a staff at a residential institution for persons with intellectual disabilities



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

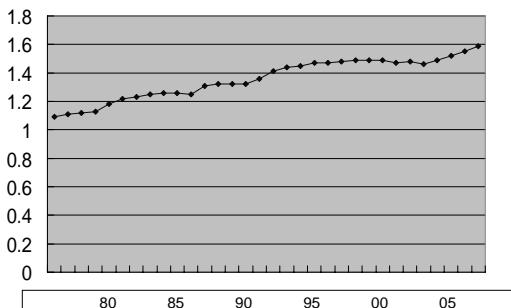
Employment Levy System

- 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

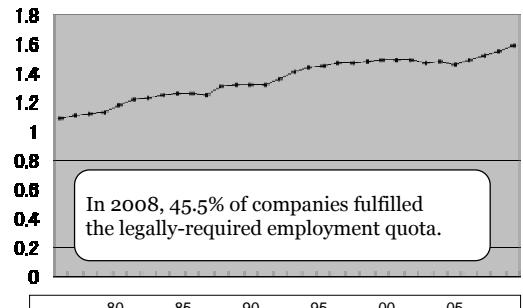
- Collected levies are used to finance the government's vocational rehabilitation programs to promote the employment of disabled people. The Job Coach is also funded by the levy system.

Employment Rates (Overall)



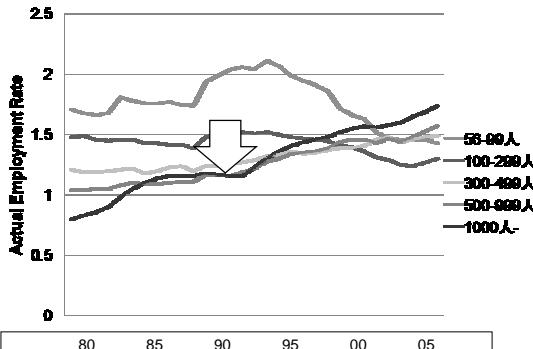
The average employment rate in the private sector was 1.63% as of June 2009.

Employment Rates (Overall)

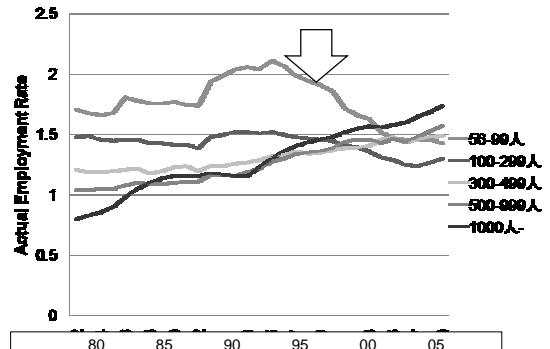


The average employment rate in the private sector was 1.63% as of June 2009.

Employment Rates by Company Size



Employment Rates by Company Size



What is Job Coach

Job Coach System in Japan

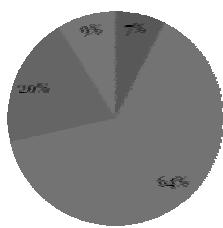
- The Job Coach system was introduced in Japan in 2002.
- Three types of Job Coaches
 - Job coaches at Community Vocational Rehabilitation Centers (public institutions) 304
 - Job Coaches at regional sheltered work shops (run by NGOs, etc.) 567
 - Job Coaches at companies that employ a large number of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

Job Coach System in Japan

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



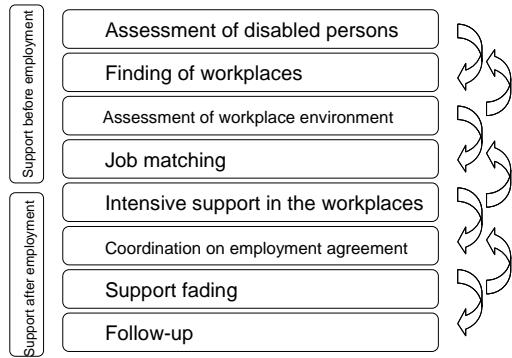
The three important elements in the Job Coach (3)

- 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

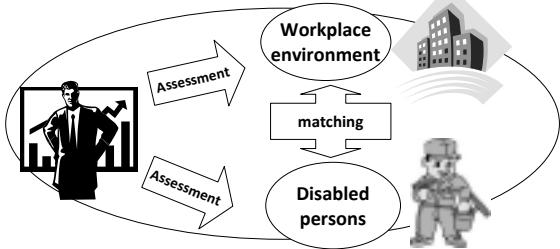
Learn the whole process



Preparation before intensive support at the work place

Assessment and Job Matching

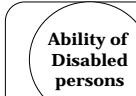
The point of assessment



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



- personality
- interest
- Occupational Image
- Life design

- comprehension
- communication
- Elaborative skill
- strength



- Human environment
- Physical environment
- Working conditions
- Culture, atmosphere

- comprehension
- communication
- Elaborative skill
- strength

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

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.

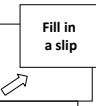


Reconstruction of job duties

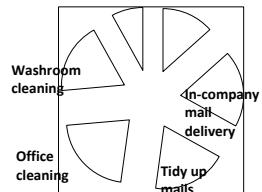
Do not try just to allocate disabled person to the existent parts or ways of works. According to the character of the disabled persons, arrange the job by removing the weak portions and gathering the favorite portions so that they can work stably.

Remove only weak portions from original task

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



Assemble parts, count the number and pack into boxes



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

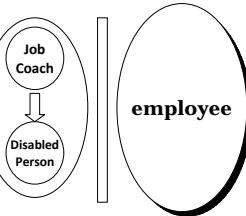
What is Natural Support?

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.

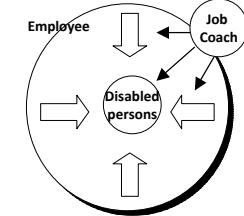
Give priority to Natural Support

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 supports the disabled persons. Job coaches basically support from the side, even though they also provide direct support when needed.

Natural Support

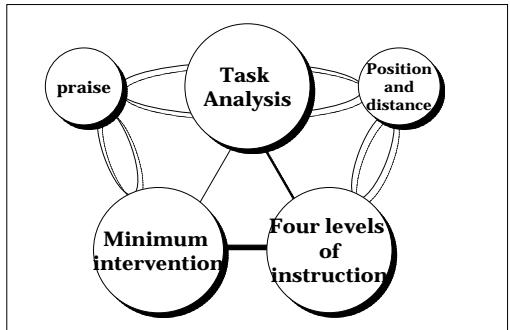
Vide

Systematic Instruction

Instruct properly and lead to independence



Elements of Systematic Instruction



Task Analysis

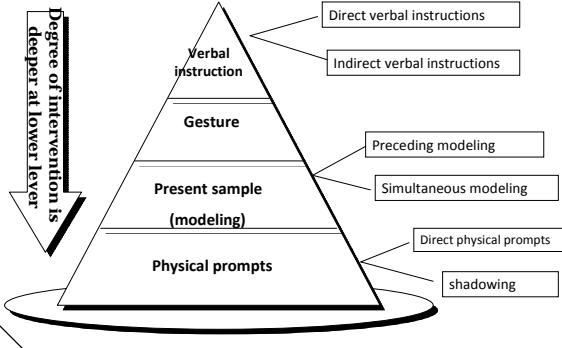
- Preparation is required for clear instruction



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

- Task analysis must be prepared so that the procedure and wording do not change erratically

Four levels



Systematic Instruction

Video



Practical use of instruction manual



Packing Turnips into bag

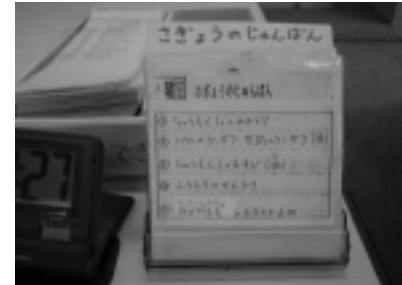
Preparation

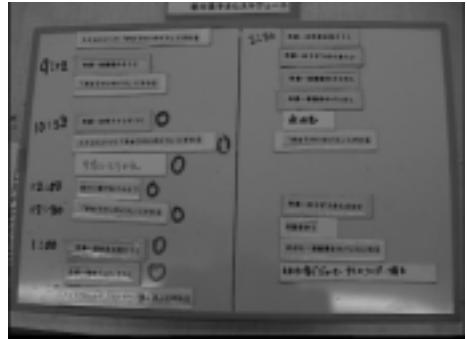
Scotch tape, scissors,
bag size No.12

Procedures of Job

- Put turnips into the No.12 bag from the leaf end.
- Twist No.12 bag
- Fasten 2 points with tape
- Cut roots with scissors
- 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

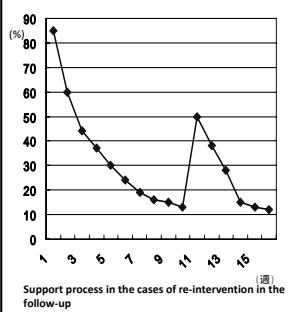
Reduce the degree of intervention in instruction

Take more distance

Prepare leads such as procedure manual

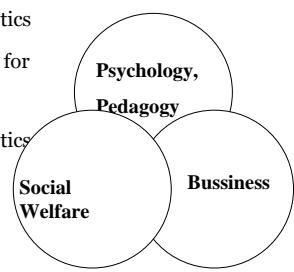
Follow up is essential

- 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.



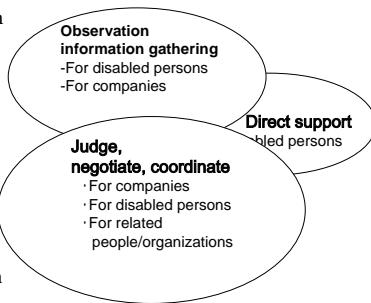
Specialties of job coach

- 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

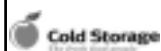
- Weight of “observation and information gathering” and “judgment, negotiation, and coordination” is very large
Assessment, Job matching, follow-up
 - Weight of direct support by Job Coach for disabled persons should be small
- Systematic Instruction





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

	Supermkts	Hypermkts	Pharmacy	Convenience	Restaurants	Home Furnishing
--	-----------	-----------	----------	-------------	-------------	-----------------

Asia Utara

Hong Kong						
China						
Taiwan						
Macau						

Asia Selatan

Singapore						
Malaysia						
Indonesia						Starmart
India						
Brunei						
Vietnam						

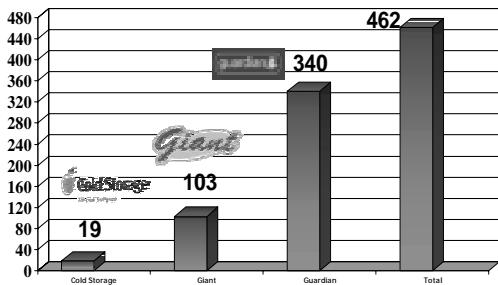
Introduction on GCH Retail (M) Sdn Bhd



GCH Retail (M) Sdn Bhd

- 1st Born in Malaysia hypermarket chain.
- Rated as the leader amongst the food retailers with a turnover exceeding RM4.3 billion in 2009.
- Guardian with its professional image and superior customer service has been rated as the leading Health & Beauty outlet in Malaysia.
- 42 supermarkets, 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.
- 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

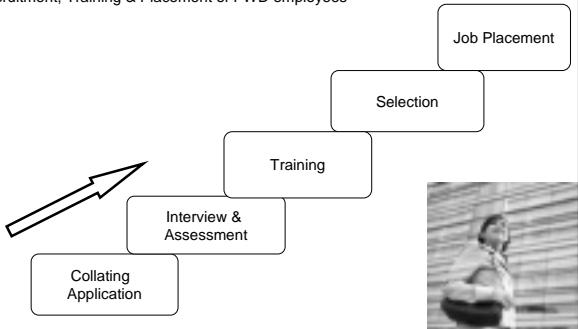
- PWDs are employed in various categories:
 - Cashiers
 - Sales Assistants
 - Customer Service Assistant
 - Bakers (graduated from Bakery School)
 - IT Clerks (keying in data)

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 PERKOBP

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



PWD Graduation Ceremony





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.



Seminar on Supported Employment for Person with Disabilities

Experience of Supported Employment in Malaysia

Presented by Ms Clarissa Chang
Malaysian Care
1 March 2010

What is Disability?

- *Disability results from an interaction between a non-inclusive society and individuals:*
 - Person using a wheelchair might have difficulties gaining employment not because of the wheelchair, but because there are environmental barriers such as inaccessible buses or staircases which impede access

Convention on the Rights of Persons with Disabilities and its Optional Protocol

What is Disability?

- Person with extreme near-sightedness who does not have access to corrective lenses may not be able to perform daily tasks. This same person with prescription eyeglasses would be able to perform all tasks without problems.

Convention on the Rights of Persons with Disabilities and its Optional Protocol

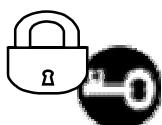
What about person with "Learning disability"?



Down Syndrome



Autism



ADD / ADHD



GDD

Pendaftaran Orang Kurang Upaya Mengikut Jenis Kecacatan

Bil	Jenis Kecacatan	2003	2004	2005	2006	2007
1.	Penglihatan 眼光障碍	14,154	15,364	16,211	18,258	20,039
2.	Pendengaran 听觉障碍	22,728	24,712	26,470	29,522	31,715
3.	Anggota 肢体障碍	45,356	51,090	58,371	66,250	73,559
4.	Akal 智力障碍	49,340				
5.	Masalah Pembelajaran 学习障碍		57,483	66,906	76,619	85,812
6.	Cerebral Palsy 脑性麻痹		34	623	887	1,787
7.	Lain-lain 其它	1,077	1,934	4,335	5,983	7,338
	JUMLAH	132,655	150,617	172,916	197,519	220,250

(http://www.irc-malaysia.com/jkm/statistik_luar.asp?Bil=5)

Spoku System

Online registration
Disabled Persons

Year	Registration	Placement
1999-2006	7,908	6,197
2005-2006	1,731	512

Department of Labour, 2006

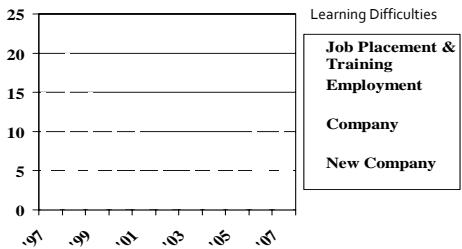
Placement

Online registration
Disabled Persons

Physical	265	Entrepreneurships
Visual	2	Entrepreneurships
Mental	3	
Others	0	

Department of Labour, 2006

Malaysian Care 10 years experience

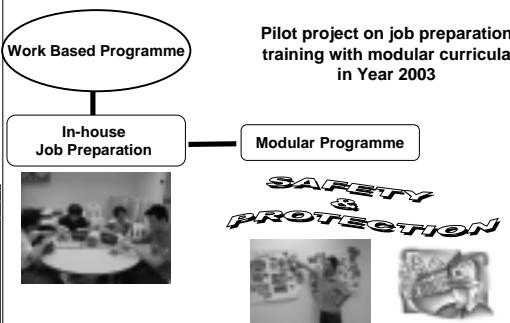


Pilot project on Job Coach Support

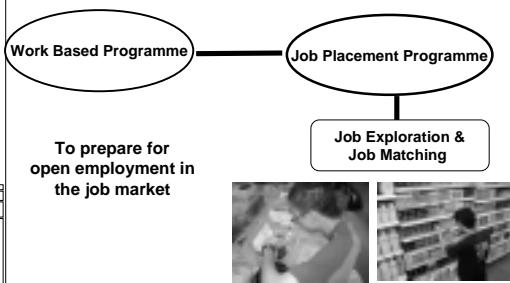
EMPOWERING CLIENTS, CHANGING LIVES



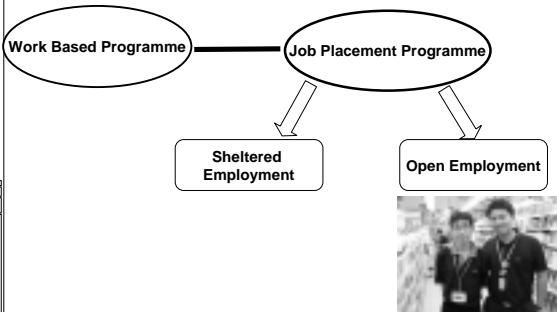
People with Special Needs "Service Models"



People with Special Needs "Service Models"

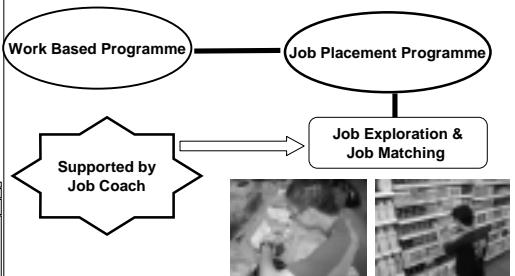


People with Special Needs "Service Models"

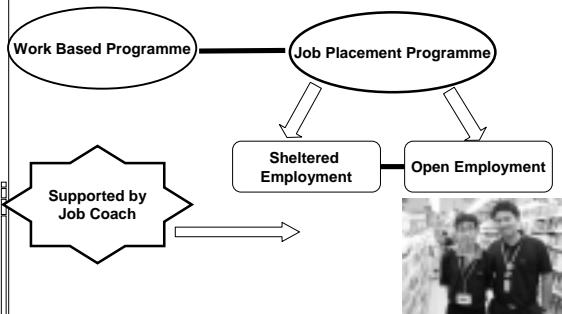


- 1) Where is Job Coach Support?
- 2) At which stage Job Coach Support is needed?

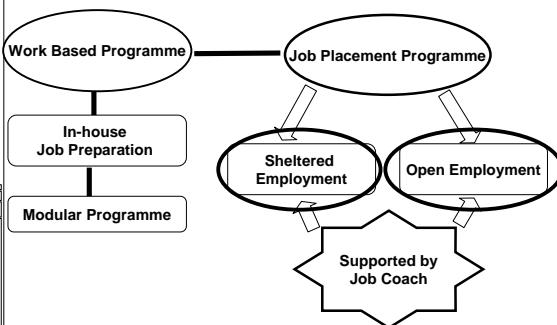
People with Special Needs "Service Models"



People with Special Needs "Service Models"



People with Special Needs "Service Models"



for "Inclusion"

Society

→ *ATTITUDES*
 → *EXPECTATIONS*
 → *RESPONSIBILITY*

*B
a
r
r
i
e
r
s*

for "Inclusion"

→ OPPORTUNITIES

→ FACILITIES



Increasing disability awareness,
changing perceptions...

Increasing ACCESSIBILITY
TO SERVICES and
support system

*These pool of
Potential can
be your workforce*

*As opposed to
foreign workers*

Thank You



Computer Graduation Certificate Presentation



Congratulations!

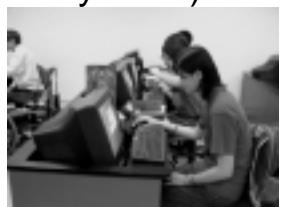
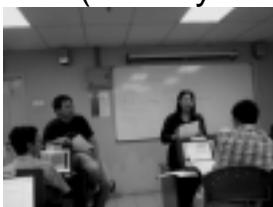
I received 1 year on-the-job placement training to explore different types of jobs to gain work experience for a suitable job match

Some of my friends was placed in factory work



LEADs Training Programme

(13 May – 31 July 2008)



A Skill Training Programme specially designed for the physically disable on Engineering Drafting complete with Job Opportunities

An Initiative of Lions Club of Kuala Lumpur (West) in Collaboration with Taylor's College (Petaling Jaya campus) & www.HATI.org.my


CROWNE PLAZA
MUTIARA
KUALA LUMPUR
THE PLACE TO MEET.

I was one of the 7 trainees given job exposure and training with the hotel



Some are placed to experience work in Petronas petrol station and I was with Shell for 4 months



Some works part-time in
CARs International
was



Job Coach prepare us and
accompany us for job interview



Job Coach assists us and
support us on-the-job training



Today there are 9 Work-based trainees working in
Giant,
3 in Science Tech Sdn Bhd,
3 in G&P Café,
3 in CARs International,
4 in Data Entry,
3 in Office General Cleaning
1 in Computer Assembly

Some of my friends has
special talents and becomes an artist



**Discovering
talents...**

I am a Immediate Past
President of Friendship Club



Attended 2nd National Self Advocacy Conference in KK year 2007



Participants – 6 Friendship Club members

Supporting Friend: Clarissa Chang,
Mrs. Wong, Yap Pui San



Vice Chairman Wong Khai Lun
Emcee for a workshop



Treasurer Josephine Yap with
Social Welfare Officer, Jabatan
Kebajikan Sabah

Inter Self Advocacy Meeting at University Malaya (12 April 2008)



Participating Self Advocacy Clubs:

United Voice, Friendship Club, Dragon Club,
Aktion Club, Adventure Club

EQUAL OPPORTUNITY

Opportunity to be given for:



- Education
- Training
- Employment
- Participation
- Protection
- Health
- Sports

Malaysian Care provides Value and right-based intervention



Example observing:
Convention on the
Rights of the Child
Disability Act 2008
Convention on the
Rights of PWDs



*"Towards
A More Independent
and
Meaningful Lifestyle"*

*"Towards
More Independent
and
Meaningful Lifestyle"*



My Journey with Malaysian Care

Wong Khai Lun



Practical Self Help Skills

Completed my DTC training, I came to Malaysian Care Work-based Programme for 2 years for job preparation training



Team Work

During my training I was offered Basic Computer Courses offered to Malaysian Care and certified by Lim Kwok Wing University

Thank You

JABATAN TENAGA KERJA SABAH
KEMENTERIAN SUMBER MANUSIA

"SEMINAR ON SUPPORTED EMPLOYMENT FOR PERSON WITH DISABILITIES"

Tujuh :
Peranan Jabatan Untuk Membantu OKU Mendapatkan Pekerjaan

Disediakan Oleh :
Othman Bin Abdullah
Penolong Kanan Pengarah Tenaga Kerja
Bahagian Perkhidmatan Pekerjaan & Pendidikan Perburuhan

jobs in malaysia,
GOV.UK

Tarikh :
1 Mac 2010

LSP OKU

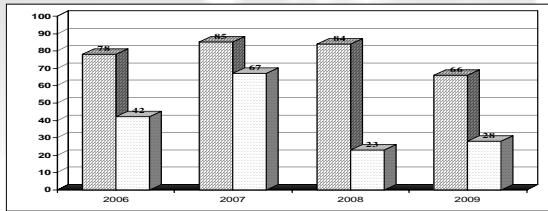
(A) PERANAN JABATAN TENAGA KERJA DI DALAM MEMBANTU OKU MENDAPATKAN PEKERJAAN

- ❖ Pendaftaran Pencari Kerja OKU
- ❖ Membantu majikan mencari pekerja OKU
- ❖ Membantu majikan di dalam proses temuduga
- ❖ Penempatan Pencari Kerja OKU
- ❖ Lawatan promosi ke tempat-tempat pekerjaan yang belum menggaji pekerja OKU
- ❖ Lawatan pemantauan ke tempat-tempat pekerjaan yang telah menggaji pekerja OKU
- ❖ Membantu peniaga OKU untuk memperbesarkan perniagaan melalui Skim bantuan Galakan Perniagaan orang Kurang Upaya (SBGP-OKU) – Tertakluk kepada peruntukan
- ❖ Memastikan peniaga dikalangan OKU memberi peluang kepada pencari kerja OKU

(B) CADANGAN MENINGKATKAN PERANAN JABATAN :

- ❖ Kerjasama Antara Jabatan / Agensi Dengan Mewujudkan Mesyuarat Jawatankuasa Pekerjaan OKU Peringkat Negeri;
- ❖ Menambahbaik Dan Menguatkuasa Akta OKU dan Kod Amalan Penggajian OKU Di Tempat Kerja;
- ❖ Meningkatkan Lebih Banyak Peluang Kursus Dan Latihan Mengikut Jenis Kecacatan Untuk Memberi Kemahiran OKU Sebelum Ke Amalan Pekerjaan;
- ❖ Menggalakkan para Majikan menggaji 1 OKU di setiap tempat pekerjaan secara berpeิงkat-peringkat;
- ❖ Mengadakan Program Penempatan Pekerjaan OKU di Peringkat Negeri melalui Kerjasama Semua Agensi / Jabatan.

(C) PENDAFTARAN DAN PENEMPATAN OKU DALAM PEKERJAAN BAGI TEMPOH 2006-2009



Tahun	2006	2007	2008	2009	Jumlah
Pendaftaran OKU	78	85	84	66	313
Penempatan OKU	42	67	23	28	160

Peratus 51%

(D) PENDAFTARAN DAN PENEMPATAN OKU SEPANJANG TAHUN 2009

PEJABAT TENAGA KERJA	PENDAFTARAN OKU	PENEMPATAN OKU
KOTA KINABALU	23	8
SANDAKAN	10	1
TAWAU	6	0
BEAUFORT	3	8
KENINGAU	3	0
KUDAT	1	0
LAHAD DATU	4	1
KUNAK	1	1
KINABATANGAN	2	0
SIPITANG	1	2
TENOM	5	0
KOTA MARUDU	2	0
SEMPORNA	3	0
KOTA BELUD	2	0
JUMLAH	66	28

(E) PENDAFTARAN DAN PENEMPATAN OKU BULAN JANUARI 2010

PEJABAT TENAGA KERJA	PENDAFTARAN OKU	PENEMPATAN OKU
KOTA KINABALU	2	1
SANDAKAN	0	0
TAWAU	2	0
BEAUFORT	2	0
KENINGAU	0	0
KUDAT	0	0
LAHAD DATU	0	0
KUNAK	0	0
KINABATANGAN	0	0
SIPITANG	0	0
TENOM	1	0
KOTA MARUDU	0	0
SEMPORNA	0	0
KOTA BELUD	0	0
JUMLAH	8	2

(F) PROMOSI PENGALAKAN PENGGAJIAN OKU DI TEMPAT PEKERJAAN SEPANJANG TAHUN 2010

Bahagian Perkhidmatan Pekerjaan dan Pejabat Tenaga Kerja Kota Kinabalu telah mengadakan Lawatan Promosi ke 30 majikan stesen minyak pada 18/01/2010. 2 majikan telah menggaji OKU dan 3 lagi majikan telah memohon calon OKU. Usaha sedang dijalankan untuk mendapatkan calon daripada Jabatan Perkhidmatan Kebajikan AM Negeri Sabah.

Jabatan Tenaga Kerja Sabah, Jabatan Perkhidmatan Kebajikan Am Sabah, PERKESO, Institut Latihan Perindustrian Kota Kinabalu dan Jabatan Pembangunan Kemahiran akan mengadakan lawatan kerja ke Giant Kelombong untuk meninjau secara lebih dekat berkaitan Peluang-peluang pencari kerja OKU di Sektor Perkhidmatan.

Pihak Jabatan telah merancang Program Sepanjang Tahun 2010 untuk memastikan para pendaftar pencari kerja OKU Tahun 2009 diberi peluang untuk hadiri temuduga dan peluang penempatan pekerjaan.

PEJABAT TENAGA KERJA KUDAT

Lawatan promosi telah diadakan di Santana Food Industries dan Faber Medi Services pada 12/01/2010.

PEJABAT TENAGA KERJA KUNAK

Lawatan Promosi telah diadakan di Ladang Bongallo, Ladang Madai, Ladang Sg.Tingkayu, Kilang Kelapa Sawit madai (Kunak Mill) dan Kunak Refinery Sdn.Bhd pada 22/01/2010.

PEJABAT TENAGA KERJA LAHAD DATU

Telah mengikuti Pameran Program Kesedaran Awam mengenai keperluan dan kehendak OKU anjuran Pusat Dalam Komuniti (PDK) Peringkat Lahad Datu pada 30/01/2010.



**SEKIAN
DAN
TERIMA KASIH**

TAKLIMAT

PELUANG LATIHAN KEMAHIRAN KEPADÀ ORANG KURANG UPAYA (OKU) DALAM PERSIJILAN KEMAHIRAN MALAYSIA

Oleh:

Syahrull Nizam Bin Hj. Perdan
Pengarah
Jabatan Pembangunan Kemahiran W. Sabah
Kementerian Sumber Manusia

KANDUNGAN TAKLIMAT

Memberi kefahaman tentang:

- Peranan Jabatan Pembangunan Kemahiran (JPK) dalam pembangunan sumber tenaga mahir negara.
- Peluang-peluang mengikuti latihan kemahiran dan persijilan di bawah Sistem Persijilan Kemahiran Malaysia.

2

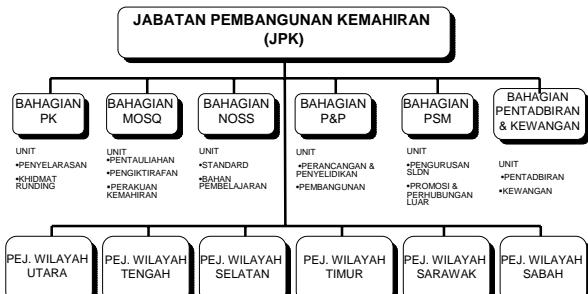
PERANAN JPK

3

ORGANISASI KESELURUHAN



CARTA ORGANISASI JPK



5

JABATAN PEMBANGUNAN KEMAHIRAN



Punca Kuasa;

Akta Pembangunan Kemahiran Kebangsaan 2006 (Akta 652) mulai 1 September 2006.

6

JABATAN PEMBANGUNAN KEMAHIRAN

TUJUAN PENUBUHAN

Tujuan utama penubuhan JPK adalah untuk:

- merumus
- menggalak
- menyelaras

strategi dan program latihan kemahiran sejajar dengan keperluan dan perkembangan teknologi dan ekonomi negara



7

KEPELBAGAIAN LATIHAN PERLUKAN PENYELARASAN



... Jabatan Pembangunan Kemahiran (JPK) ditubuhkan sebagai agensi penyelaras pelaksanaan latihan kemahiran

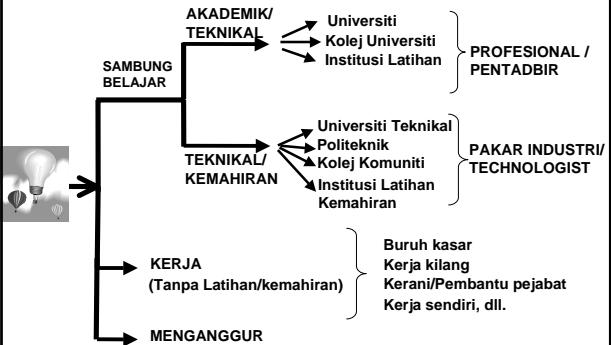
JPK

8

LATIHAN KEMAHIRAN DAN PERSIJILAN KEMAHIRAN MALAYSIA

9

KE MANA HALA TUJU OKU DALAM MENCINTA KERJAYA ...



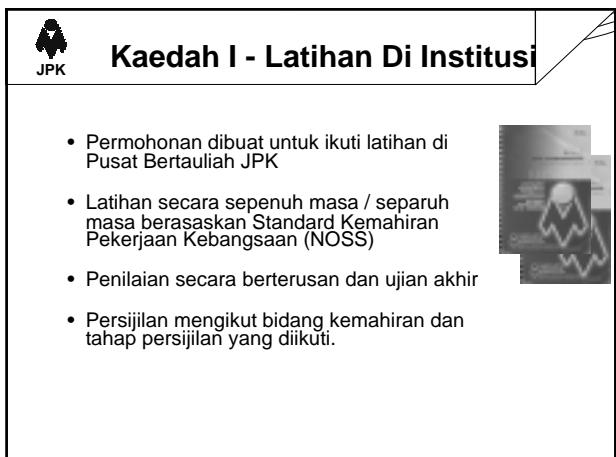
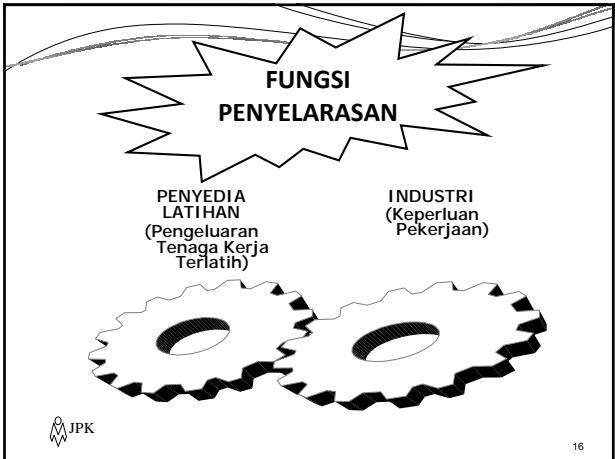
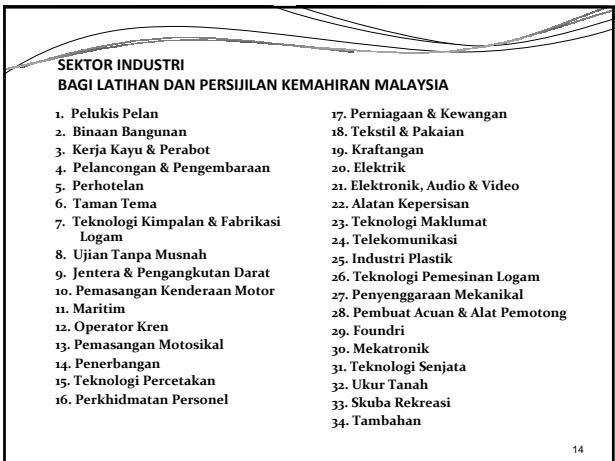
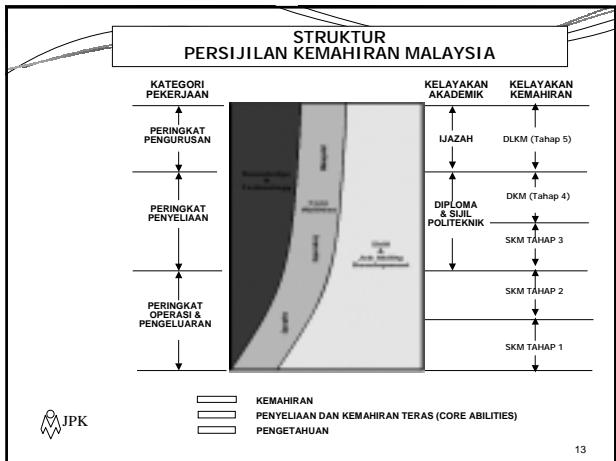
MQF qualifications and levels chart

MQF Levels	Sectors			Lifelong Learning Accreditation for Prior Experiential Learning (APEL)
	Skills	Vocational and Training	Higher Education	
8			Doctoral Degree	
7			Master's Degree	
6			Postgraduate Certificate & Diploma	
			Bachelor's Degree	
5	Skills Advanced Diploma	Advanced Diploma	Graduate Certificate & Diploma	Advanced Diploma
4	Skills Diploma	Diploma	Diploma	
3	Skills Certificate 3	Vocational & Technical Certificate	Certificate	
2	Skills Certificate 2			
1	Skills Certificate 1			

Sumber: http://en.wikipedia.org/wiki/Malaysian_Qualifications_Framework

PERSIJILAN KEMAHIRAN MALAYSIA

MALAYSIAN OCCUPATIONAL SKILLS QUALIFICATION (MOSQ)





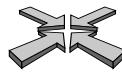
AGENSI LATIHAN KEMAHIRAN AWAM LAIN

- KEMENTERIAN DALAM NEGERI
- KEMENTERIAN PERTAHANAN
- KEMENTERIAN PERTANIAN
- KEMENTERIAN PERPADUAN NEGARA & PEMBANGUNAN MASYARAKAT
- KERAJAAN-KERAJAAN NEGERI seperti... PSDC/KISMEC/PESDEC/SHRDC dll.



19

INSTITUSI LATIHAN SWASTA



✓ Pusat/Institusi Latihan Swasta

✓ Pusat-pusat Latihan yang dikendalikan oleh pihak Majikan, Pertubuhan, dsbnya.

Sehingga kini terdapat hampir 1,000 pusat latihan (Pusat Bertauliah) awam dan swasta menawarkan pelbagai program latihan kemahiran di bawah Sistem Persijilan Kemahiran Malaysia

20

BAGAIMANA MEMOHON UNTUK MENGIKUTI LATIHAN DI INSTITUSI?

1. Semak akhbar - lazimnya iklan pengambilan dalam bulan April dan Oktober.
2. Layari Laman Web berikut yang memberi maklumat tentang latihan:

www.mohr.gov.my	- (Kementerian Sumber Manusia)
www.dsdl.gov.my	- (Jabatan Pembangunan Kemahiran)
www.jtm.gov.my	- (Jabatan Tenaga Manusia)
www.kbs.gov.my	- (Kementerian Belia dan Sukan)
www.mara.gov.my	- (Mara)
www.giatmara.edu.my	- (Giatmara)
www.mate-moa.org	- [Majlis Latihan Pertanian Kebangsaan (NATC), Pertanian dan Industri Asas Tani]
www.trainingmalaysia.com	- Challenger Concept (M) Sdn. Bhd.

....dan lain-lain laman web institusi swasta untuk melihat peluang-peluang mengikuti pendidikan/latihan kemahiran

Kementerian

21



Kaedah II – Pentauliahan Pencapaian Terdahulu (PPT)

- Khusus kepada mereka yang berpengalaman.
- Penilaian dilakukan terhadap bukti-buktii pengalaman kerja / latihan yang terdahulu.
- Perajuh mengiktirau Tahap yang dipelohn dan bukti kecapaian yang dapat disediakan.

Cara memohon:

Dapatkan borang permohonan di laman web JPK dan kantur berserta bayaran.

RS



SKIM LATIHAN-PERANTISAN PSMB – Bidang Kemahiran



Kaedah III – Latihan Berorientasikan Industri

1. Program-program dalam Skim Latihan Perantisan PSMB – Persijilan SKM Tahap 2 + Sijil Perantisan PSMB
2. Program-program di bawah Sistem Latihan Dual Nasional (SLDN) – Pelbagai Tahap Persijilan SKM/DKM/DLK

RS

MULTIMODAL TRANSPORT OPERATOR (MTMO)

"PLASTIC INJECTION MOULDING"

MEKATRONIK

TEKNOLOGI MAKLUMAT - Multimedia Artist-Authoring

"Industrial Sewing Machine Technician"

"TOOL & DIE MAKER (MOULD)"

INDUSTRI BERASASKAN KAYU (PERABOT)

INDUSTRI PERHOTELAN

Khidmat Sajian Makanan & Minuman

Penyediaan Makanan



Penginapan & Teknik Penyambutan

SKIM LATIHAN PERANTISAN PSMB

CARA MEMOHON

1. Semak iklan pengambilan di akhbar yang dilakukan oleh syarikat-syarikat dari semasa ke semasa.
2. Layari laman web PSMB di <http://www.hrdnet.com.my/perantis.html>

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SISTEM LATIHAN DUAL NASIONAL

Sistem Latihan Dual Nasional (SLDN).



- Agenda nasional untuk membangunkan K-Pekerja.
- Di mulakan pada 2005 berdasarkan keputusan Kabinet pada 10 Mei 2004 dan telah dirasmikan oleh YAB Perdana Menteri Malaysia pada 3 Mei 2008.
- Diselaraskan oleh JPK.
- Latihan melibatkan pihak industri dan pusat latihan.
- 30% latihan teori dan kemahiran asas di pusat latihan, 70% latihan praktikal di industri.
- Pelatih diambil oleh syarikat sebagai perantis untuk dilatih.
- Perantis dibayar eluan latihan dan dikehendaki bekerja dengan syarikat setelah tamat latihan jika ditawarkan pekerjaan.
- Latihan selama 6 - 24 bulan bergantung kepada program.
- Layak mendapat kelayakan kemahiran Tahap 1 hingga Tahap 5 bergantung kepada program yang diikuti.

Pertanyaan lanjut:

Ibu Pejabat:

Jabatan Pembangunan Kemahiran (JPK)
(Kementerian Sumber Manusia)
Level 7-8, Block D4, Kompleks D
Pusat Pentadbiran Kerajaan Persekutuan,
62530 W. P. PUTRAJAYA
Tel: 03-88865000 (General Line)
Fax: 03-88892430 or 88892423
Email: jpk@mohr.gov.my

Jabatan Pembangunan Kemahiran (JPK)
(Kementerian Sumber Manusia)
Blok A802, Suite 0-10, Bangunan CDB Perdana
Off Persiaran Multimedia
63000 CYBERJAYA
Selangor Darul Ehsan.
Tel: 03-83214700 (General Line)
Fax: 03-83214888
Email: jpk@mohr.gov.my

Laman web: <http://www.dsd.gov.my>

28

PEJABAT-PEJABAT JPK WILAYAH

Jabatan Pembangunan Kemahiran Wilayah Sabah
Kementerian Sumber Manusia
Lot A6.2 & A6.3, Tingkat 3
Blok A, Bangunan KWSP, P.S. 21.
Jalan Karamunsing,
88598 Kota Kinabalu
Sabah

Tel : 088-270420
Faks : 088-270424
Email : jpk sabah@mohr.gov.my
Website : www.dsd.govc.my

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SEKIAN

TERIMA KASIH
THANK YOU



30



SUPPORTED EMPLOYMENT THE ROLES OF THE GOVERNMENT



LEMBAGA HASIL DALAM NEGERI MALAYSIA
CAWANGAN KOTA KINABALU

BERSAMA MEMBANGUN NEGARA
www.hasil.gov.my

1



Kandungan

1. SEKSYEN 33(1), ACP 1967
2. POTONGAN CUKAI DUA KALI
- P.U (A) 73/1982 [saraan]
- P.U (A) 61/1992 [latihan]
3. SEKSYEN 34(6)(e) & (n) ACP 1967
4. SEKSYEN 44 (6) &(9) ACP 1967

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www.hasil.gov.my

2



Pengiraan Pendapatan bercukai

Pendapatan Kasar		
	Tolak :	Perbelanjaan dibenarkan
	Tolak :	Potongan Cukai Dua Kali
	Tolak :	Perbelanjaan di benarkan di bawah Sek. 34(6)(e), (n)ACP 1967]]
Pendapatan Larasan		
	Tolak	Elaun Modal
Pendapatan Statutori/Agregat		Potongan s.44(6),(9)

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3



PERUNTUKAN SEKSYEN 33 (1) AKTA CUKAI PENDAPATAN (ACP) 1967

“...all outgoings and expenses wholly and exclusively incurred during that period by that person in the production of gross income...”

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4



PERUNTUKAN SEKSYEN 33 (1) AKTA CUKAI PENDAPATAN (ACP) 1967

Ia adalah peruntukan am, di mana perbelanjaan kesemua dan semata-mata dalam menghasilkan pendapatan kasar termasuk :

- a. faedah atas pinjaman yang digunakan dalam perniagaan atau aset yang digunakan dalam perniagaan
- b. gaji,sewa
- c. pemberian
- d. lain-lain potongan yang diperuntukkan

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5



POTONGAN CUKAI DUA KALI

Bayaran saraan yang dibayar kepada pekerja kurang upaya.

P.U. (A) 73/1982

❖ Syarat – syarat

1. Status pekerja kurang upaya disahkan oleh pakar perubatan bertauliah atau pertubuhan berdaftar yang terlibat secara langsung dengan penjagaan dan pemuliharaan golongan orang kurang upaya.
2. Tidak berupaya melaksanakan sesuatu tugas setara dengan orang biasa.

* Bayaran dibenarkan di bawah Seksyen 33, ACP 1967 seperti gaji,komisen,bonus,ganjaran dan elauan tetapi tidak termasuk caruman EPF & SOCSO

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6



POTONGAN CUKAI DUA KALI

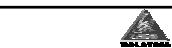
- Latihan untuk Orang Kurang Upaya (Training of handicapped persons)

❖ Syarat-syarat

1. Program latihan yang dianjurkan dalam Malaysia yang diluluskan oleh Kementerian Kewangan; atau
2. Program latihan yang dianjurkan oleh Institut Latihan yang diiktiraf oleh Kerajaan
3. Program latihan yang bertujuan untuk meningkatkan peluang pekerjaan
4. Pelatif berdaftar dengan Jabatan Perpaduan dan Kebajikan
5. Bukan pekerja kepada syarikat

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7



DOKUMEN SOKONGAN KELAYAKAN POTONGAN CUKAI DUA KALI LATIHAN ORANG KURANG UPAYA

- Program Latihan yang diluluskan – Surat Pengesahan daripada pihak berkuasa berkenaan yang meluluskan, dan

- Program Latihan di institusi yang diluluskan – Surat Pengesahan Kehadiran Pelatih

- P.U. (A) 61/1992

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8



DOKUMEN SOKONGAN KELAYAKAN POTONGAN CUKAI

- Invois
- Resit bayaran
- Surat bukti pengambilan pelatih (dikeluarkan oleh Jabatan Pembangunan Kemahiran /JPK)
- Bukti menyertai Skim Latihan Dual Nasional (akuan pendaftaran syarikat menyertai SLDN)

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9



DOKUMEN SOKONGAN KELAYAKAN POTONGAN CUKAI

- Amaun dibenarkan sebagai tuntutan potongan cukai adalah bersamaan amaun dibelanjakan bagi tahun taksiran tahun yang berkenaan.
- Perbelanjaan untuk latihan SLDN adalah perbelanjaan yang dibenarkan ditolak sewaktu pengiraan untung bersih syarikat.
- Bukti-bukti penyertaan tak perlu dikepilkhan dalam Borang Nyata, sebaliknya ia diperlukan sewaktu di audit oleh pegawai LHDNM.

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10



INSTITUSI YANG DILULUSKAN

- PUSAT DAYA PENGETAHUAN NEGARA (PDPN)
- INSTITUT STANDARD DAN PENYELIDIKAN PERINDUSTRIAN MALAYSIA
- UNIVERSITI TEKNOLOGI MARA (UiTM)
- INSTITUT PENYELIDIKAN DAN KEMAJUAN PERTANIAN MALAYSIA
- INSTITUT PENYELIDIKAN PERHUTANAN MALAYSIA
- INSTITUT KEMAHIRAN MARA (IKM)
- PUSAT PEMBANGUNAN KEMAHIRAN PULAU PINANG
- PUSAT LATIHAN PENGAJAR DAN KEMAHIRAN LANJUTAN
- INSTITUT MALAYSIA PERANCIS
- PUSAT PEMBANGUNAN TENAGA MANUSIA SELANGOR
- PUSAT PEMBANGUNAN KEMAHIRAN INDUSTRI & PENGURUSAN KEDAH
- PUSAT PEMBANGUNAN USAHAWAN DAN KEMAHIRAN PEKERJA PERAK
- INSTITUT MALAYSIA GERMAN
- PUSAT PEMBANGUNAN TENAGA INDUSTRI JOHOR (PUSPATRI)
- PUSAT TEKNOLOGI PERKAYUAN ASEAN
- AFCM TRAINING SERVICES SDN BHD
- PUSAT PEMBANGUNAN USAHAWAN & JABATAN KEMAHIRAN PERSEKUTUAN PENIGILANG-PENIGILANG MALAYSIA
- PERSATUAN JURUTERA PERUNDING MALAYSIA
- INSTITUT KEjuruteraan MALAYSIA
- PERSATUAN ELEKTRIK & ELEKTRONIK MALAYSIA
- INSTITUT PENGURUSAN MALAYSIA
- INSTITUT BANK-BANK MALAYSIA
- POLITEKNIK TUAS
- PERBADANAN KEMAJUAN PERUSAHAAN KAYU SARAWAK
- INSTITUT INSURAN MALAYSIA

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11



PERUNTUKAN SUBSEKSYEN 34(6)(e) AKTA CUKAI PENDAPATAN (ACP) 1967

“Sec 34(6) (e)

There may be deducted from the relevant gross income an amount equal to the amount of expenditure incurred by the relevant person in the relevant period on the provision of any equipment or on the alteration or renovation of premises necessary to assist any disabled person employed by him in the production of gross income of his from the business.”

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12



PERUNTUKAN SUBSEKSYEN 34(6)(n) AKTA CUKAI PENDAPATAN (ACP) 1967

"Sec 34(6) (n) w.e.f YA 2002

There may be deducted from the relevant gross income an amount equal to expenditure incurred by person in the relevant period on provision of practical training in Malaysia in relation to his business, to an individual who is –

- (i) Resident in basis year for a year of assessment; and
- (ii) Not an employee of that person;"

PERUNTUKAN SUBSEKSYEN 34(6)(n) ACP 1967

- Ia adalah peruntukan khusus.
- Perbelanjaan yang dibelanjakan bagi menyediakan latihan amali oleh syarikat yang menjalankan perniagaan dibenarkan sebagai potongan daripada untung kasar dalam menentukan untung bersih perniagaan.
- Jenis perbelanjaan yang dimaksudkan termasuk elaun pelatih serta elaun/bayaran lain yang munasabah dan berpatutan mengikut kadar bayaran yang layak sebagai pelatih.



SYARAT UNTUK KELAYAKAN POTONGAN CUKAI PERUNTUKAN SUBSEKSYEN 34(6)(n) ACP 1967

- Pelatih adalah pemastautin di Malaysia.
- Pelatih bukan pekerja syarikat.
- Latihan amali berkaitan dengan perniagaan syarikat.
- Latihan amali dijalankan di Malaysia.
- Tidak boleh mengikat (bonded) pelatih.



Sumbangan/derma dibenarkan

Sek.44 (6) ACP 1967

Potongan dibenarkan daripada pendapatan agregat bersamaan sumbangan tunai kepada institusi/organisasi yang diluluskan oleh Ketua Pengarah LHDNM tertakluk kepada maksima;

- Selain syarikat - 7 % pendapatan agregat
- Syarikat - 10% pendapatan agregat



Sumbangan/derma dibenarkan

• Sek.44 (9) ACP 1967

Potongan dibenarkan daripada pendapatan agregat bersamaan sumbangan dalam bentuk tunai atau bersamaan tunai * yang dilakukan untuk menyediakan kemudahan di tempat awam untuk manfaat orang kurang kupaya

* ditentukan oleh pihak berkuasa tempatan



Pengecualian pendapatan

Para 13, Jadual 6, ACP 1967

Pendapatan organisasi/institusi yang diluluskan di bawah s. 44 (6) ACP 1967



Thank you



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www.hasil.gov.my



SUPPORTED EMPLOYMENT FOR PERSON WITH DISABILITIES

HYATT REGENCY KOTA KINABALU

1 MARCH 2010

BY

GAYATHRI VADIVEL

CASE MANAGER / HEAD OF JOB PLACEMENT UNIT
RTW DEPARTMENT

1

SOCSCO SCHEMES

EMPLOYMENT INJURY INSURANCE SCHEME

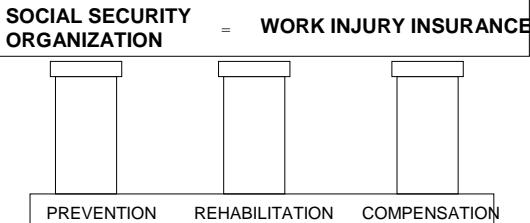
- Rated of contribution: 1.25% of employee's monthly wage
- Paid solely by employer
- Rate determined and not changed since 1971
- Fully Funded scheme
- Protection for work related commuting accidents; industrial injury & Occupational Diseases
- Benefits:
 - Medical Disablement Benefit
 - Temporary Disablement Benefit
 - Permanent Disability Benefit
 - Constant Attendance Allowance
 - Dependants Benefit
 - Funeral Benefit
 - Rehabilitation Benefit
 - Educational Benefit

INVALIDITY PENSION SCHEME

- Rated of Contribution: 1% of monthly wages equally shared between employer and employee
- Scheme introduced in 1974
- Partially Funded
- 24 hr. Protection for Invalidity from illness or accident or death irrespective of cause. Death coverage from 1985
- Benefits:
 - Invalidity Pension
 - Survivors Pension
 - Constant Attendance Allowance
 - Funeral Benefit
 - Rehabilitation Benefit
 - Educational Benefit

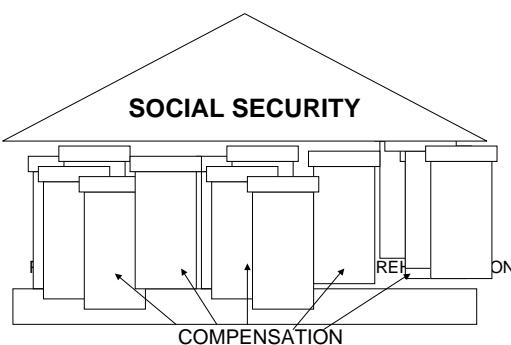
2

SOCIAL SECURITY



3

SOCIAL SECURITY



4

Return to Work

- This programme was established with the objective of assisting SOCSO's Insured Persons with employment injury as well as those claiming for invalidity pension to be able to return to work through a **biopsychosocial and multidisciplinary** approach as quickly and safe as possible.



Types of Rehabilitation Coverage

- Physical Rehabilitation
 - Prosthetics
 - Orthotics
 - Implants
- The Return to Work Program
- Vocational Rehabilitation / Train and Place

6

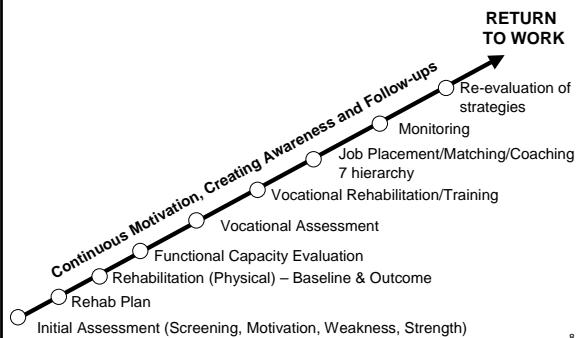
Section 57(1)

"An Insured Person suffering from or claiming to suffer from invalidity or permanent disablement may be provided by the Organization, free of charge facilities for physical or vocational rehabilitation."

(Employees Social Security Act 1969)

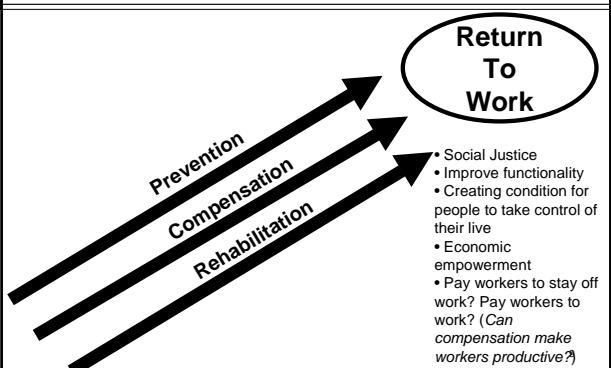


Case Management Standard

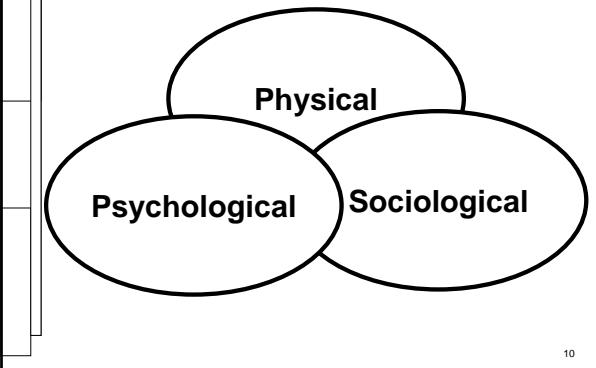


8

Combining the 3 elements

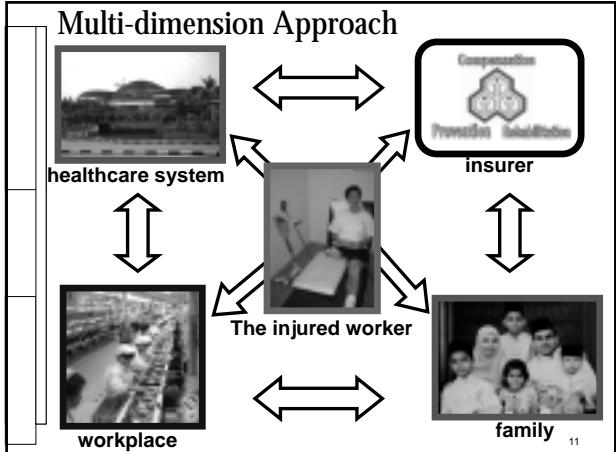


Biopsychosocial Intervention



10

Multi-dimension Approach



11

Scenario 1

- Continue Physiotherapy
- Identify, other possible prosthesis, orthotic aides
- Identify other psychological problems
- Vocational Retraining?

Scenario 2

- Workplace modifications
- Working strategies
- Job Coaching/Matching/Placement

12

Return to Work Hierarchy

- Same job Same employer
- Similar job Same employer
- Different job Same employer
- Same job Different employer
- Similar job Different employer
- Different job Different employer
- Self Employed

13

JOB PLACEMENT UNIT

- NEW ORGANIZATIONAL STRUCTURE
- JOB PLACEMENT UNIT (JANUARY 2010)
- 6 JOB PLACEMENT OFFICERS
 - WORK ANALYSIS, JOB MATCHING, VOCATIONAL ASSESSMENTS, DISABILITY EQUALITY TRAINING

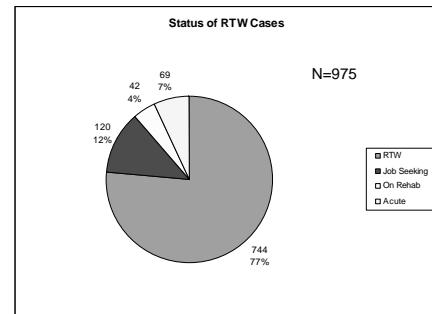
14

CHALLENGES

- LACK OF ACCEPTANCE BY EMPLOYERS
- INSUFFICIENT AWARENESS PERTAINING TO BENEFITS OF EMPLOYING PERSONS WITH DISABILITIES
- PRIVATE SECTOR'S ROLE IN ADHERING TO CORPORATE SOCIAL RESPONSIBILITY OR CORPORATE RESPONSIBILITY

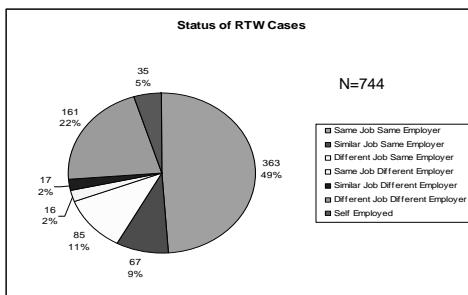
15

Statistics



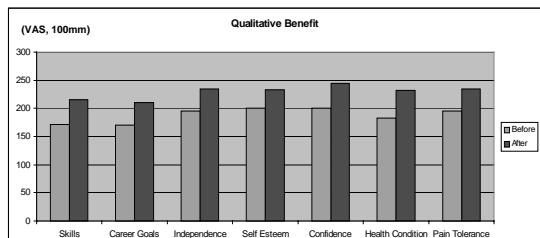
16

Statistics



17

Statistics



18

Thank You



19

Gayathri Vadivel

03 - 4264 5386

gayathri.vad@perkeso.gov.my

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TENTANG SERI MENGASIH

LATAR BELAKANG

Sejak 1981

Pusat Pendidikan Khas dan Latihan Kerja kanak-kanak dan orang dewasa kurang upaya intelek supaya mereka:

* Boleh mengurus diri sendiri.

* Di hormati oleh masyarakat



TENTANG SERI MENGASIH

TERKINI (Jan 2010)

Pelajar seramai	- 130
- Kanak-kanak	- 90
- Pelatih dewasa	- 40
Berkerja (sejak 1995)	- 29

Kakitangan

- Para Pengajar	- 41
(2 orang adalah bekas pelajar)	
- Sheltered Employees	- 14



TENTANG SERI MENGASIH

Konsep am

Pusat + Rumah =
Bergembira seperti
orang lain.

Fokus kepada kebolehan

Semuta berkaitan dengan
KAMI MANUSIA SESAMA
ANDA



FOKUS PERKEMBANGAN TERKINI

- Memberi perkhidmatan dari bayi hingga akhir hayat
- Purata 10 pelatih baru masuk, hanya 2 orang keluar - 1 orang mendapat kerja manakala 1 akan berhenti.
- Keadaan "bottleneck" – apa penyelesaian?



CARTA PROGRAM VOKASIONAL



PROGRAM TRANSISI (1 tahun)



Latihan kemahiran kerja
Lawatan sambil belajar ke tempat kerja
Latihan kerja dalam dan luar pusat
“Partnership” dengan ibubapa



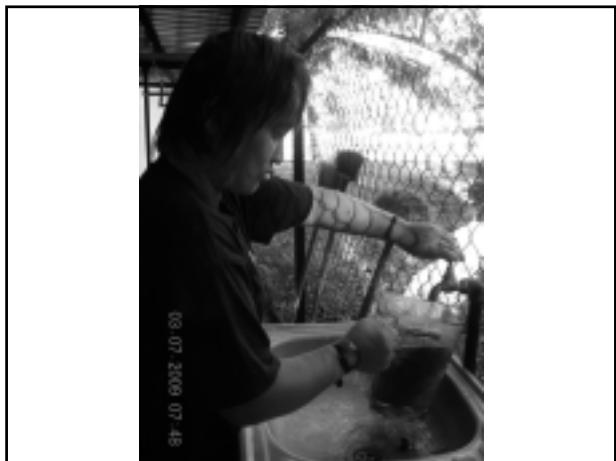
PERKEMBANGAN EKONOMI UNTUK ORANG DEWASA



LATIHAN VOKASIONAL (4 tahun)

Bengkel Berlindung – berlatih dalam Unit-unit Food & Beverage (Bakery & Canteen), Art & Craft (Recycled Paper & Souvenir)





PERKEMBANGAN EKONOMI UNTUK ORANG DEWASA



KERJA DALAM MASYARAKAT

OETU - Unit Latihan Kerja di Luar.

- * Latihan berkerja
- * Pemantauan kerja
- * Bergaji
- * Job Coach



Social Enterprise –

- * Perniagaan "tanpa profit"
- * "Cleaning Project" – bersih pejabat di KK

Open Employment

- | | |
|--|--|
| <ul style="list-style-type: none">• KFC – 4• Khong Guan – 2• Coffee Bean – 2• SID – 1• Southern Bakery – 2• Pizza Hut – 1• Sunny Supermarket – 1• Lo Siew Lin – 1 | <ul style="list-style-type: none">Self-employed – 3Kiwanis Down Syndrome – 1Seri Mengasih Centre – 2Taman Selera Tg Aru – 1Burger King – 1Playschool – 1Xplorers Backpackers Lodge – 1 |
|--|--|





PERKEMBANGAN EKONOMI UNTUK ORANG DEWASA

- Bengkel Berlindung ke arah Social Enterprise
- Tamat Latihan Vokasional, Pelatih digaji sebagai Sheltered Employee dengan gaji bulanan + EPF + SOCSO
- Mendapat EPC (Elauan Pekerja Cacat)
- 14 pekerja



PERKEMBANGAN EKONOMI UNTUK ORANG DEWASA

Contoh-contoh lain:

- Parents Cooperatives – PERKOBP
- Self Advocacy – United Voice

Perkembangan Sosial

• INDEPENDENT LIVING

- “.....is a philosophy and a movement of people with disabilities who work for self-determination, equal opportunities and self-respect. Independent Living does not mean that we want to do everything by ourselves and do not need anybody or that we want to live in isolation. Independent Living means that we demand the same choices and control in our every-day lives that our non-disabled brothers and sisters, neighbors and friends take for granted. We want to grow up in our families, go to the neighborhood school, use the same bus as our neighbors, work in jobs that are in line with our education and interests, and start families of our own.” (www.independentliving.org)

Hidup Yang Bererti



Independent Living House



2nd National Conference on Self Advocacy, Penang



Forum on Accessibility



Berumah tangga dengan 3 anak

“Bottom line”.....

Sewa	RM 125
Makan minum	200
Pengangkutan	100
Letrik dan Air	50
Peribadi	50
Kebersihan Rumah	50
Lain-lain	50
JUMLAH	RM 625

Supported Employment

- Amat penting dan relevan untuk tujuan hidup.
- Bantuan Kerajaan:
 - EPC (tingkatkan amaun)
 - Jawatan "Job Coach" (kesinambungan)
 - "Seed money" > RM2,000
 - Pengangkutan
 - Insentif untuk sektor swasta



OUR PHILOSOPHY

*Where there is Love,
There is Hope;*

*Where there is Integrity,
There is Dignity;*

*Where there is Caring & Sharing,
There is Meaning and Purpose to
Life.*

Datuk Hj. Safari Manan
Chairman - Board of Directors

© Project to Support Participation of Persons with Disabilities

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