

**Promoting Decent Work for All: Opening Training and
Employment Opportunities for Persons with
Disabilities**

**Prepared for “Promoting the employability and
employment of youth and persons with
disabilities in Indonesia: opening opportunities
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Purpose of Reader on Disability

This Reader Kit is prepared by the ILO as a resource for participants and organizations in supporting decent work for people with disabilities, and in particular for the upcoming multi-stakeholder national workshop in Jakarta. The objectives of the workshop include:

1. To review the status of and identify gaps in legislation and policies, programmes, and services relating to the promotion of skills development and inclusion of persons with disabilities.
2. To gain and share knowledge of various tools, methodologies, and best practices on disability inclusion in Indonesia and worldwide.
3. To re-assess existing action plans, and share good practices related to disability inclusion in education, training, and employment. To increase awareness of current regional and global network activities such as the Global Business Network, and the role of Corporate Social Responsibility (CSR).
4. To increase awareness of and about Disabled People's Organizations and networks active in the country and in the region for inclusion of people with disabilities.
5. To encourage constituents (government, employers' organisations, and trade unions) and other partners to take action at the national level on promoting policies and programs on inclusive vocational training, education and employment.

The Reader provides a quick reference on the background of people with disabilities and disability issues in Indonesia.

Introduction

“Every day we are reminded that, for everybody, work is a defining feature of human existence. It is the means of sustaining life and of meeting basic needs. But it is also an activity through which individuals affirm their own identity, both to themselves and to those around them. It is crucial to individual choice, to the welfare of families and to the stability of societies.”

Juan Somavia, ILO Director General, June 2001

The ILO’s Work on Disability Inclusion

Decent work is the ILO's primary goal for everyone, including persons with disabilities. The ILO has worked for over 50 years to promote skills development and employment opportunities for people with disabilities based on the principles of equal opportunity, equal treatment, mainstreaming into vocational rehabilitation and employment services programmes and community involvement. The principle of non-discrimination is increasingly emphasized as disability issues have come to be seen as human rights issues. The ILO works to achieve this goal through promoting labour standards, advocacy, knowledge-building on the training and employment of people with disabilities and technical cooperation services and partnerships.

Some Facts about People with Disabilities

Disability Prevalence: The World Health Organization (WHO) estimates about 15% of the world's population (seven billion persons) lives with some form of disability, of whom 2-4% experience significant difficulties in functioning. This global estimate for disability is on the rise due to population ageing and the rapid spread of chronic diseases, as well as improvements in the methodologies used to measure disability.¹The day to day life of around 25 per cent of the world’s population is affected by disability. While many are successfully employed and fully integrated into society, as a group, persons with disabilities often face disproportionate poverty and unemployment.

- Eighty per cent of disabled people in developing countries live below the poverty line, according to the United Nations. Most in developing countries live in rural areas where their access to services is limited.
- The World Bank estimates that 20 per cent of the world’s poor are disabled.
- Where they are employed, they are more likely to be in low-paid jobs with poor promotional prospects and working conditions.

¹World Health Organization and World Bank. (2011). *World Report on Disability 2011*. Geneva. Retrieved on June 29, 2011 from: http://www.who.int/disabilities/world_report/2011/report/en/index.html

- Disability affects not only individuals with disabilities, but also their families. Many family members who provide primary care to another family member with a disability have often left work due to their caring responsibilities. What is more, carers and the families of people with disabilities usually experience a higher level of financial hardship than the general population.²
- Disabled people's rights are violated in some way in all countries in the world.³
- More than 90 per cent of children with disabilities in developing countries do not attend school, according to UNICEF.⁴
- People with disabilities are less likely to be in employment than non-disabled persons.
- The global literacy rate for adults with disabilities is as low as 03 per cent, and 01per cent for women with disabilities, according to UNDP.⁵
- Poverty and disability are interlinked. Poor people are more likely to have a disability, because of the conditions in which they live. Disability is likely to make people poorer because of limited opportunities for education and skills development.
- Disabled women face a double challenge, experiencing exclusion because of their gender and their disability.

² Inclusion International, The Human Rights of Adults with Learning Disabilities, Report submitted to The Joint Committee on Human Rights Committee Office, House of Commons, 24 May 2007, p. 2.

³ Action on Disability and Development, http://www.add.org.uk/disability_facts.asp, accessed on 11.12.09.

⁴ UNICEF, Innocenti Research Centre, Innocenti Digest No.13: Promoting the Rights of Children with Disabilities, 2007, p. vii.

⁵ UN Enable Fact sheet on Persons with Disabilities, <http://www.un.org/disabilities/default.asp?id=18>, accessed on 7.04.10.

Disability in Indonesia

In recent years, the Asia and Pacific region has made significant strides in recognizing disability as a human rights issue, and in addressing the challenges that people with disabilities face in their efforts to contribute economically, socially, and politically to their societies. Indonesia's progress to the inclusion of persons with disabilities can be attributed to measures taken such as signing the 2006 United Nations Convention on the Rights of Persons with Disabilities (UNCPRD), creating the National Plan of Action for the Measure of Social Welfare Enhancement for Indonesia's People with Disabilities (2004-2013), and ratification of ILO Convention No. 111 Discrimination (Employment and Occupation). First steps towards ratification of ILO Convention No. 159 Rehabilitation and Vocational Training (Disabled People) have been made. Indonesia has a quota provision (No. 43/98), yet access to employment options for youth, and people with disabilities remains limited.

Indonesia's Ministry of Social Affairs heads an interagency workgroup in efforts to mainstream disability, as evidenced in the creation of the National Plan of Action. Much of the existing data on the current situation of persons with disabilities in Indonesia is not easily accessible. Lack of data collection and follow-up make it difficult to assess the situation for people with disabilities and their employment outcomes beyond those formally enrolled in services. However, the Government is interested in developing its job placement services and to provide services for those who participate in the informal economy or who will become self-employed, as well as a developing a centralized system for registering job seekers and jobs available to persons and youth with disabilities. Current priorities of the Ministry of Social Affairs and the Ministry of Manpower and Transmigration are to improve the data on persons with disabilities and to implement the current quota system.

The notion of mainstream inclusion is in the beginning stage. Thus, at the strategic level, Indonesia's challenge will be to provide an enabling and inclusive environment, which ensures that youth and persons with disabilities can obtain equal access to education, skill development, and the labour market.⁶ A range of work options and emerging models of employment such as supported employment and social enterprises could be viable options for Indonesia.

⁶ILO-Jakarta. (March 2010) Concept Note: PROMOTING DECENT WORK FOR YOUNG WOMEN AND MEN WITH DISABILITIES IN INDONESIA THROUGH AN INCLUSIVE APPROACH TO VOCATIONAL TRAINING AND EQUAL ACCESS TO THE LABOUR MARKET: A TOURISM SECTOR INITIATIVE IN EAST JAVA AND BALI

International Legal Frameworks: Defining Disability

The United Nations Convention on the Rights of Persons with Disabilities

The United Nations Convention on the Rights of Persons with Disabilities (UNCRPD, 2007) is unique in that it is both a development and a human rights policy instrument. It is cross-disability, cross-sectoral, and legally binding. Its purpose is to promote, protect and ensure the full and equal enjoyment of all human rights and fundamental freedoms by all persons with disabilities, and to promote respect for their inherent dignity.

The Convention marks a 'paradigm shift' in attitudes and approaches to persons with disabilities. Persons with disabilities are not viewed as objects of charity, medical treatment and social protection; rather as persons with rights, who are capable of claiming those rights and making decisions for their lives based on their free and informed consent as well as being active members of society.

The UN Convention does not explicitly define disability. The Preamble of Convention states: 'Disability is an evolving concept, disability results from the interaction between persons with impairments and attitudinal and environmental barriers that hinder full and effective participation in society on an equal basis with others'.

Disability results from an interaction between a non-inclusive society and individuals: examples:

- A 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.
- A 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.

The Convention gives universal recognition to the dignity of persons with disabilities. General Principles covered by the Convention include full and effective participation and inclusion in society, equality of opportunity, inclusion, non-discrimination, and accessibility.

ILO Convention 159

The ILO Convention 159 defines a disabled person as "an individual whose prospects of securing, retaining and advancing in suitable employment are substantially reduced as a result of a duly recognised physical or mental impairment." Part II of the Convention requires that each member shall formulate, implement and review a national policy on vocational rehabilitation and employment of disabled persons. The policy ensures that appropriate vocational rehabilitation measures are made to all disabled persons, regardless of type or category of disability, and that they have equal opportunity with non-disabled persons of employment in the labour market. Positive measure to equalize opportunity and treatment between disabled and other workers shall not be considered discriminatory. In addition, representatives employers', workers' organisations, and disabled peoples' organisations shall be consulted on the

implementation of the policy, including the measures to be taken to promote the co-operation and co-ordination between the public and private bodies engaged in the vocational rehabilitation activities.

ILO Code of Practice: Managing Disability in the Workplace

This is a guide for employers – be they large, medium-sized or small enterprises, in the private or public sector, in developing or highly industrialized countries– to adopt a positive strategy in managing disability related issues in the workplace. While this code is principally addressed to employers, governments play an essential role in creating a supportive legislative and social policy framework and providing incentives to promote employment opportunities for people with disabilities. Moreover, the participation and initiative of people with disabilities is important for the code to be achievable. This code is intended to be read in the context of national conditions and to be applied in accordance with national law and practice. The code was finalized and unanimously adopted at the tripartite meeting of experts in Geneva, 3-12 October 2001, convened at the decision of the ILO Governing Body, taken at its 277th Session (March 2000). The objective of this code is to provide practical guidance on the management of disability issues in the workplace with a view to:

- (a) ensuring that people with disabilities have equal opportunities in the workplace;
- (b) improving employment prospects for persons with disabilities by facilitating recruitment, return to work, job retention and opportunities for advancement;
- (c) promoting a safe, accessible and healthy workplace;
- (d) assuring that employer costs associated with disability among employees are minimized – including healthcare and insurance payments, in some instances;
- (e) maximising the contribution which workers with disabilities can make to the enterprise.

Key Disability Principles

Accessibility:

Art. 9 of the UNCRPD states that accessibility is essential to enable persons with disabilities to live independently and participate fully in life. Accessibility is relevant to a wide range of issues:

- Physical accessibility – buildings, transport, etc. Access to schools, access to courts, access to hospitals, and access to the workplace are essential to the enjoyment of human rights. These can include: a ramp (instead or in addition to stairs).
- Information and communication accessibility – e-accessibility is very important given the importance of the internet to access information, but also accessibility to documentation (Braille) or to aural information (sign language).

Reasonable Accommodation:

Reasonable accommodation falls under UNCRPD General Principle of Non-Discrimination Art. 2. Reasonable accommodation must be made for persons with disabilities and is defined as ‘necessary and appropriate modification and adjustments not imposing a disproportionate or undue burden, where needed in a particular case, to

ensure to persons with disabilities the enjoyment or exercise on an equal basis with others of all human rights and fundamental freedoms'. For example, reasonable accommodation may include making physical changes to the worksite or equipment, modifying work schedules, or modifying a workplace policy. Reasonable accommodation does not require lowering performance standards or removing essential functions of the individual's job. ⁷

Reasonable accommodation: The keys to providing successful accommodations include having a clear definition of a particular job's essential functions, an understanding of how the person's disability may affect her/his performance of those essential functions, and on-going direct communication between the employee and the supervisor. It is critical to involve the person who has the disability in the process of identifying and assessing possible accommodations. While the preferences of the individual with a disability should be carefully considered, the primary criterion for determining if an accommodation is reasonable is whether or not it is effective in allowing the person to perform essential job duties.

Since limitations caused by psychiatric disabilities vary widely among individuals, and since the functions of jobs differ widely, effective accommodations must be determined on a case-by-case basis. Creativity and flexibility are also important tools in the process of meeting the needs of both the employee and the employer. ⁸

Statistics: Measuring Disability

ILO publication *"The employment situation of people with disabilities: Towards improved statistical information"* provides information on creating and improving statistical data on persons with disabilities, and especially as relates to employment. In compiling statistics on the employment situation of people with disabilities, several aspects of this information are particularly relevant such as the general issues of planning and organizing, measuring disability, different data sources on disability (*population census, survey including labour surveys, administrative registers*), and the dissemination and use of disability data. The way questions on disability are asked can have a massive impact on the statistics obtained from censuses and surveys. The following example highlights this:

⁷&⁸ University of Michigan Human Resources. Retrieved 23/06/2011 from: <http://www.hr.umich.edu/ability/aepd/reasonable.html>.

An independent research organization from Norway (SINTEF Group¹) analysed censuses and surveys in the framework of a research project on disability in Zambia. Comparisons of the censuses in 1990 and 2000 and the Living Conditions Survey in 2006 yielded the following results for the prevalence rate of disability in this country:

- Census questions 1990 asked whether someone is blind, deaf, dumb, and so forth (the “what’s wrong with you?” approach): the resulting prevalence rate was 0.9 per cent.*
- Census questions 2000 asked whether “a person is limited in the kind or amount of activities that he or she can do because of on-going difficulties due to long term physical, mental or health problems”: the resulting prevalence rate was 2.7 per cent.*
- Questions of the 2006 Living Conditions Survey asked people whether they had “difficulties in seeing, hearing, walking, remembering, self-care, communication” and offered five categories for the answer (no, slight, moderate, severe difficulty, unable to do): the resulting prevalence rate was 13.3 per cent.*

¹http://www.sintef.no/default_490.aspx

In principle, there are two different ways of measuring disability in censuses and nationwide surveys. Questionnaires used in health surveys or special disability surveys provide enough space for detailed questions on the issue of health-related problems and/or disability and therefore facilitate an exact analysis of this complex phenomenon as well as a clear distinction between the disabled and non-disabled population. Questionnaires used in population censuses and nationwide surveys on other topics (for example, labour force) can provide space for, at most, only few questions on disability. These formats can provide information on the main characteristics of disability and for certain health domains might not capture the disabled population precisely.

A population census is the most common type of data source and in developing countries it very often is the only one. The measurement of employment is generally available and very often complies with the international standards and definitions; disability is not always atopic in censuses, however, and there are currently numerous different ways of measuring it. The short set of questions developed by the Washington Group can help to overcome these problems since it is based on international standards and consists of only a few questions.

These sample questions ask about difficulties you may have doing certain activities because of a HEALTH PROBLEM.

Core Questions:

1. Do you have difficulty seeing, even if wearing glasses?

- a. No – no difficulty
- b. Yes – some difficulty
- c. Yes – a lot of difficulty
- d. Cannot do at all

2. Do you have difficulty hearing, even if using a hearing aid?

- a. No – no difficulty

- b. Yes – some difficulty
- c. Yes – a lot of difficulty
- d. Cannot do at all

3. Do you have difficulty walking or climbing steps?

- a. No – no difficulty
- b. Yes – some difficulty
- c. Yes – a lot of difficulty
- d. Cannot do at all

4. Do you have difficulty remembering or concentrating?

- a. No – no difficulty
- b. Yes – some difficulty
- c. Yes – a lot of difficulty
- d. Cannot do at all

Additional questions:

5. Do you have difficulty (with self-care such as) washing all over or dressing?

- a. No – no difficulty
- b. Yes – some difficulty
- c. Yes – a lot of difficulty
- d. Cannot do at all

6. Do you have difficulty using your arms, hands and fingers (lifting, holding, gripping)?

- a. No – no difficulty
- b. Yes – some difficulty
- c. Yes – a lot of difficulty
- d. Cannot do at all.

7. Using your usual (customary) language, do you have difficulty communicating, for example understanding others or others understanding you?

- a. No – no difficulty
- b. Yes – some difficulty
- c. Yes – a lot of difficulty
- d. Cannot do at all.

The Right to Decent Work:

UNCRPD: Work and employment

Article 27 of the UNCRPD sets forth the right for persons with disabilities to “work, on an equal basis with others; this includes the right to the opportunity to gain a living by work freely chosen or accepted in a labour market and work environment that is open, inclusive and accessible to persons with disabilities”. This article prohibits discrimination on the basis of disability with regard to all matters concerning all forms of employment such as during recruitment, hiring and employment, retirement, etc. Article 27 promotes employment opportunities and career advancement for persons with disabilities in the labour market, as well as assistance in finding, obtaining,

maintaining and returning to employment. It ensures that persons with disabilities are able to exercise their labour and trade union rights on an equal basis with others, and that reasonable accommodation is provided to persons with disabilities in the workplace, amongst others.

ILO Recommendation No. 168

As set out in ILO Recommendation No. 168, persons with disabilities should enjoy equality of opportunity and treatment in respect of access to, retention of and advancement in employment which, wherever possible, corresponds to their own choice and takes account of their individual suitability for such employment. Such employment includes jobs in the open labour market which, again subject to individual suitability, are open to persons without disabilities. For persons with disabilities for whom, for reasons of choice and/or suitability, open employment may not be appropriate, alternative forms of employment of a sheltered or supported nature are usually provided. There are numerous variations of these options across countries, depending on factors such as tradition and culture, economic, social and labour market conditions, social welfare benefit systems, availability of trained personnel, and influence of stakeholders, including disability organizations. Briefly discussed are four broad headings:

- Open/competitive employment, including self-employment;
- Sheltered employment;
- Supported employment;
- Social enterprises.

Open/competitive employment

The participation rate of persons with disabilities in the open labour force tends to be considerably lower than that of other workers, while the unemployment rate tends to be higher. In general, persons with disabilities in the labour market tend to have a lower level of education than others. They are also more likely to be in part-time jobs. Unemployment rates vary between types of disability, being highest among those with mental illness. In the United Kingdom, it is estimated that 75 per cent of those of working age with mental illness are unemployed.

Based on a review of available information, reasons given for low employment rates among persons with disabilities include:

- Low level of education and training;
 - Declining demand for unskilled labour;
 - Reductions in the workforce of large enterprises and the public service;
 - Concern about accidents and insurance costs;
 - Reluctance to register as having a disability;
 - Lack of information on work opportunities;
 - Lack of awareness among employers of needs and abilities of persons with disabilities;
 - “benefits trap”;
 - Fear of losing welfare benefits;
 - Discouragement due to experiences of failure in obtaining jobs and/or internalized negative images; and
-
- Inadequate technical/personal supports.

More active labour market policy

Many countries are concerned about increasing levels of unemployment among persons with disabilities and their low rate of labour market participation, linked to concerns about increasing social assistance costs. In general, the thrust of new policy moves reflects an emphasis on greater activation of labour market policy through measures to prevent and discourage welfare dependency; mainstreaming of employment and training services for persons with disabilities; and incentives to participate in educational, training and work initiatives, amongst others.

Sheltered employment

It is generally accepted that for some disabled persons, open employment may not be a practicable option, for various reasons. In calling for measures to promote employment opportunities for persons with disabilities, ILO Recommendation No. 168 states that such measures should include “appropriate government support for the establishment of various types of sheltered employment for disabled persons for who access to open employment is not practicable” (emphasis added). As ILO Recommendation No. 168 implies, there are possibilities for different types of sheltered employment. The concept of sheltered employment does not have the same meaning for all people, therefore, some countries have found it useful, for planning purposes, to make distinctions between certain forms of work and employment. In **Ireland**, for example, a committee set up to advise on a strategy for employment for persons with disabilities in sheltered and supported work and employment used the following definitions:

Work is the undertaking of organized tasks which may attract some forms of remuneration, but which is not covered by employment protection legislation or pay-related social insurance.

Employment is remunerated work which complies with statutory requirements in regard to employment protection legislation, pay-related social insurance and income tax liability.

Sheltered Work is work undertaken by persons with disabilities in workshops specifically established for that purpose. People working in sheltered workshops retain their social insurance benefits and usually receive a small additional weekly payment from the work provider. Sheltered workers are not employed and are not covered by employment protection legislation.

Sheltered Employment is employment in an enterprise established specifically for the employment of persons with disabilities and which is in receipt of funding from the State.

Supported employment

Is defined by law and regulation as paid work in integrated work settings, with on-going support services, for persons with severe disabilities. There are a variety of ways in which supported employment may be provided. These include individual placement, enclaves, mobile work crews and small business arrangements (Moon and Griffin 1988). An enclave is a group of individuals, usually three to eight, who work in a special training group within a host company. Not all members of the group may move into the company's regular workforce. A mobile work crew may be a similar sized group, with one or more supervisors, which travels through a community offering specialized contract services, such as gardening or grounds-keeping. The small business option

could be a manufacturing service or a subcontract operation, with a small number of workers with disabilities and non-disabled workers. The business might provide only one type of product or service.

Social enterprises

Have been defined as “those entities that do not belong to the public sector, are run and managed in a democratic way, whose members have equal rights, and that adhere to a special regime of property and distribution of profits whereby any surplus is reinvested in the growth of the entity and the improvement of services offered to its members and society at large” (quoted in Viorreta 1998). A wide variety of social economy enterprises exist; all sharing similar values. They include social firms; social businesses; social enterprises; community enterprises; development trusts; community, neighbourhood, worker and social cooperatives; credit unions; microcredit and mutual guarantee societies.

Employability and the Business Case

What is the business case? The business case basically states that hiring workers with disabilities can positively impact a company’s bottom line. Here’s why:

- People with disabilities make good, dependable employees. Employers of disabled workers consistently report that, as a group, people with disabilities perform on par or better than their non-disabled peers on measures such as productivity, safety and attendance.
- People with disabilities are more likely to stay on the job. The costs of job turnover, such as lost productivity and expenses related to recruitment and training, are well known to most employers.
- Hiring people with disabilities increases workforce morale. Many employers report that teamwork and morale improves when disabled workers become part of the staff.
- People with disabilities are an untapped resource of skills and talents. In many countries, people with disabilities have skills that businesses need, both technical job skills and transferable problem-solving skills developed in daily life.
- People with disabilities represent an overlooked and multibillion-dollar market segment. That market is disabled persons and their families and friends. The annual disposable income of disabled persons is estimated to be US\$200 billion in the United States, \$50 billion in the United Kingdom and \$25 billion in Canada. Ignoring this market may mean losing not only the disabled consumer but his or her family and friends. As the population ages, so does the incidence of disability. It makes sense to have employees who know first-hand about the product and service needs of this consumer segment.

The ILO Business and Disability Network

Across the world, employers are realizing the value of a diverse labour force, one that is inclusive of people with disabilities. National governments, recognizing the barriers to socio-economic participation that disabled persons face, have enacted legislation, including non-discrimination and quota systems related to unequal access to decent work. Also, in response to the UN Convention on the Rights of Persons with Disabilities (UNCRPD), many laws are being changed or updated to comply with UNCRPD provisions, which will have specific implications for employers and businesses. At the

same time, the business case for hiring people with disabilities is also becoming increasingly well known, while corporate social responsibility (CSR) and human rights increasingly capture the attention of employers' organizations, multinational corporations and small and medium sized enterprises. In several parts of the world, national and regional networks of employers have been formed to address diversity issues in general and, in some cases, disability in particular. However, there is no network to bind these existing networks or to address the disability inclusion needs of the private sector from the global perspective.

The Network

The ILO has developed a global network of multinational companies, existing employer and business networks on disability, along with representatives of disabled persons' organizations to assist companies integrate disability into the workplace and their strategic business plans. The ILO believes that by participating in such a network and the knowledge-sharing and capacity-building activities it has begun to facilitate, companies will benefit from more diverse workforces, improved productivity, reduced turnover, safer workplaces and increased customer and community brand loyalty. Employers' organizations will increase their capacity to address their members' needs related to disability diversity, corporate social responsibility, legal adherence and human resources.

The Network is a joint activity of the Employers' Bureau and the Disability Team in the Skills and Employability Department, operating out of the ILO headquarters office in Geneva. A formal Secretariat is planned initially, with the possible addition of regional networks.

Network Activities

The Network has four main purposes and areas of focus:

- Sharing knowledge and identifying good practices among companies and employers' organizations. For example, as a first knowledge sharing activity, the ILO published *Disability in the Workplace: Company Practices*, which documents how 25 companies address disability inclusion as it relates to hiring and retention, products and services, and corporate social responsibility.
- Developing joint products and services for employers and companies to facilitate hiring and retention. For example, many companies have requested a centralized database of laws related to disability and employment so that these can be readily accessed and checked against company policies and practices.
- Strengthening the work of employers' organizations and business networks that have greater access to small and medium size companies at the national level, and building their technical expertise on disability issues. For example, the Employers' Federation of Ceylon (EFC) in Sri Lanka has maintained an Employers' Network on Disability for years and received support from many national and multinational companies. The ILO is now planning a study tour among South Asian employer groups to learn from the EFC experience.
- Linking companies to ILO activities and partners at the national level and working through their local offices and supply chains. For example, a major multinational retailer and its nongovernment partner are now working with an

ILO project in Bangladesh to increase the skills and number of disabled persons entering the company's supply chain factories.

Media Guidelines

Disability Terminology: words and images used to portray a person or situation can have a positive or negative effect. Avoid categorizing a person based on their disability. Refer to the person and not the disability.

AVOID PHRASES LIKE	USE PHRASES LIKE
Afflicted by multiple sclerosis, cerebral palsy, etc.	Person who has cerebral palsy, etc., Person with cerebral palsy
Attack, spells, fits	Seizure
Birth defects, deformity	Person born with a disability, Person with a disability from birth
The blind, the visually impaired	Person who is blind Person with visual impairment
Confined to a wheelchair, Wheelchair-bound	Person who uses a wheelchair; A wheelchair user
Crazy, insane, mad, demented, psychotic, lunatic, schizophrenic, deviant	Person with a mental health disability, Person who has schizophrenia, etc.
Cripple/crippled	Person with a physical disability, Person with a mobility impairment, Person who walks with crutches, Person who uses a walker
Deaf-mute, deaf and dumb	Person who is deaf Person who is hearing impaired
Disabled community	Disability community
The Disabled	Person with a disability, People with disabilities, A woman or man with a disability, *Disabled people or disabled person
Dwarf, midget	A person of short stature
Handicapped seating, parking, washrooms	Accessible seating, parking, washrooms
Invalid	Person with a disability
Mentally retarded, idiot, imbecile, slow	Person with an intellectual disability,

	Persons with learning disabilities
Mongoloid, mongolism	Person with Down Syndrome
Normal	Person without a disability Non-disabled person
Spastic	Person who has muscle spasms
Suffers from Stricken with Cripple	Person with a disability, Person who has cerebral palsy, etc. (Disability is not synonymous with suffering)

Source: excerpted from Suggested language for people with disabilities: Together We Rock!, http://www.togetherwerock.com/pdfs/Draper_SuggGuidLang_Nov14.pdf.

*These ILO Media Guidelines use both “people with disabilities” and “disabled people” interchangeably, reflecting accepted usage in different parts of the world.

Resources

Australian Government AusAID and Disability:
<http://www.ausaid.gov.au/keyaid/disability.cfm>

The International Labour Organization AbilityAsia Pacific:
<http://www.ilo.org/public/english/region/asro/bangkok/ability/index.htm>

ILO. (n.d.) *Brief Profile on Disability*:
http://www.ilo.org/wcmsp5/groups/public/@ed_emp/documents/publication/wcms_140958.pdf

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(http://www.ilo.org/public/english/dialogue/actemp/downloads/publications/working_paper_n3.pdf)

ILO. Gilbert, M.; ILO Skills and Employability Department. 2008. Count us in! How to make sure that women with disabilities can participate effectively in mainstream women's entrepreneurship development activities (Geneva, ILO).

ILO. O'Reilly, A. 2007. The right to decent work of persons with disabilities (Geneva, ILO).
<http://digitalcommons.ilr.cornell.edu/cgi/viewcontent.cgi?article=1177&context=gladnetcollect&sei-redir=1#search=%22OReilly%20right%20decent%20work%22>

ILO. 2007. *"The employment situation of people with disabilities: Towards improved statistical information"* and on-line at:
<http://www.ilocarib.org.tt/portal/images/stories/contenido/pdf/Disability/statsguide.pdf>

ILO. 2008. From rights to reality: Trade unions promoting decent work for persons with disabilities. Video (Geneva).

The World Health Organization (WHO) World Report on Disability:
http://www.who.int/disabilities/world_report/2011/en/index.html

ILO Global Business and Disability Network:

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ILO Global Business and Disability Network developed a playlist on ILO TV
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