

**INTERNATIONAL STUDY
ON THE IMPLEMENTATION OF
THE UN CONVENTION ON THE RIGHTS
OF PERSONS WITH DISABILITIES**

**ZERO PROJECT
REPORT 2013**

Executive Summary

Executive Summary

For many years, the Essl family, owners of the bauMax Group, have been involved in social affairs in their business lives as well as privately. In 2007, Martin and Gerda Essl established the Essl Foundation (Martin and Gerda Essl Sozialpreis Gemeinnützige Privatstiftung) in order to consolidate their social activities under one organisational roof. Since 2008, the Essl Social Prize, endowed with prize money of one million Euros, has been awarded each year to outstanding social entrepreneurs and their innovative projects. In 2010 the Zero Project was initiated as the second major project of the Essl Foundation, joined in 2011 by the World Future Council as a partner.

The Zero Project

The Zero Project (www.zeroproject.org) advocates the rights of persons with disabilities internationally. It creates platforms for sharing and developing models that clearly improve the daily lives and legal rights of persons with disabilities.

Each year, on December 3, the project's research work and findings are published as the Zero Project Report. All the research can be carried out and all results collected thanks to our network of persons with disabilities, DPOs and NGOs, academics and foundation staff, umbrella and supranational organisations, administrative staff, associations and other experts who voluntarily provide their expertise by responding to questionnaires, nominating practices and policies, adding expertise in the selection process and finally choosing the most innovative solutions. The Zero Project's network has grown constantly, with a total of 374 persons contributing to this year's research.

The follow-up and summarising were carried out by the team of the Essl Foundation and the World Future Council. Besides the present report, this year's research is also published in a German version directed at the Austrian community, which also includes a study from the research institute IHS analysing all available data in Austria on the employment of persons with disabilities. The complete research is also available at the Zero Project website (www.zeroproject.org). At the Zero Project Conference, scheduled for February 18 and 19, 2013, all Innovative Prac-

tices and Policies will be presented to, and discussed with, the members of the Zero Project network. In addition, it is planned, together with the World Future Council and the Permanent Mission of Austria to the United Nations Office at Geneva, to present the current results at a side event at the UN Human Rights Council in March 2013.

Three areas of activity

The Zero Project has identified three areas of activity:

1. Social Indicators that measure and compare the implementation of the CRPD: In addition to the social indicators used, in part, by Focal Points, independent monitoring mechanisms and shadow reports, the biggest need is seen in adding indicators that are based on examples and anecdotal evidence, and which can be easily researched and compared. The system of Zero Project Indicators contributes arguments to the discussion, helping to support those who work to implement the CRPD nationally or even regionally. Equally importantly, the data are based on how experts appraise the situation in their own countries. In the Zero Project Report of 2013, two sets of indicators are included:

- a. The "standard questionnaire", measuring the implementation of some of the most important rights (articles) of the UN CRPD. 23 indicators are defined, among them 20 that were part of the survey in 2010 ("Essl Social Index") and the Zero Project Report of 2012.
- b. The "employment questionnaire", measuring specifically the implementation of the employment rights under UN CRPD Article 27. Ten employment indicators have been defined and included in the Report for the first time.

2. Innovative Practices: The Zero Project's platform for Innovative Practices (until last year's report and conference called "Good Practices") helps decision-makers to improve both the implementation of the CRPD and the lives of persons with disabilities, and actively involves various kinds of stakeholders and experts who nominate, comment, appraise and evaluate Innovative Practices. Innovative Practices are mainly developed in a "bottom up" approach and

improve the situation of those with disabilities with new technologies, employment models etc. From this year's research 40 Innovative Practices have been selected by the Zero Project's network of experts and are presented in the report. All of them focus on employment of persons with disabilities, in line with this year's overall theme of "employment".

3. Innovative Policies: Containing promising elements and having achieved identifiable improvements on the ground, Innovative Policies point to a positive dynamic change that can be easily replicated in many countries around the world to advance the implementation of the UN CRPD. Being of either a regional or national nature, Innovative Policies are laws, regulations or programmes that overcome the conditions that act as barriers to the full exercise of employment rights by persons with disabilities, perform well in applying the Future Just Lawmaking Methodology adopted by the World Future Council, and were selected by the Scientific Advisory Board of the Zero Project.

Eleven Innovative Policies are presented in the report. They cover mostly overlooked areas, including apprenticeships, employment services and support for people with intellectual or psychosocial disabilities.

The Zero Project Social Indicators

The Zero Project Social Indicators (chapter 1: Social Indicators and chapter 2: Employment Indicators) are specifically aimed at rendering international differences transparent and tangible. Using key data, the Zero Project Social Indicators condense the overall picture in one country and, in doing so, help render it both transparent and comparable. This is reinforced by a simple optical traffic light colour code:

GREEN: in the respective country/province the problem addressed is satisfactorily solved

ORANGE: in the respective country/province the problem addressed is partially/sometimes solved

RED: in the respective country/province the problem addressed is not satisfactorily solved

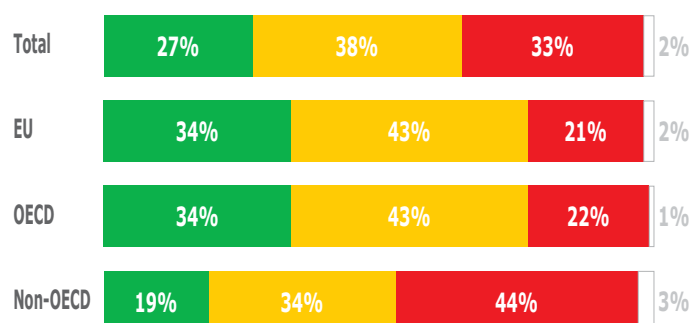
Social Indicators Survey

Various articles, specifically Articles 8-33, of the UN Convention serve to underpin the questions asked in the social indicators, which was conducted using questionnaires. The survey consisted of 23 questions and

was undertaken in 55 countries (please see map at the end of the executive summary for details and results). Here are some of the outstanding results:

- Perhaps not surprisingly in this economic climate, the question "Did the percentage of persons with disabilities employed increase in 2011?" got the most "red lights": 36 countries out of 55 answered negatively. Many persons with disabilities lost their jobs, funding for employment support was cut and most of the time employment policies for persons with disabilities have not been a priority.
- Another question with an extremely high percentage of "red lights" concerned statistics for persons with disabilities graduating from university: in most countries they are simply not available, making efficient policy-making in this field barely possible.
- Even very simple and inexpensive implementation of the UN CRPD is not undertaken in many countries. In only four countries is the official version of the UN CRPD available in an audio version, a sign language translation and a plain language version in all of the country's official languages.
- Relatively positively, however, experts from over 58% of countries confirmed that all newly constructed buildings to which there is public access are required by law to be accessible.
- In just over half of all countries, a child with disabilities has the right to receive free and compulsory primary education within the mainstream educational system. But as many of the comments and remarks testify, whether all the schools are accessible, or every child is actually able to exercise that right, is a very different matter.
- Finally, and specifically in relation to this year's theme of employment, when it comes to taking all necessary action on accommodations in the work-

Social Indicators Survey – Summary of answers



place for persons with disabilities, in only 11 responding countries did no such obligation on the part of employers exist.

- In total, only about 27% of all traffic lights chosen were “green”; in non-OECD countries the percentage is below 20%. A clear third of all traffic lights are “red”, and even in the more highly developed EU and OECD countries this figure is 21-22% (see chart).

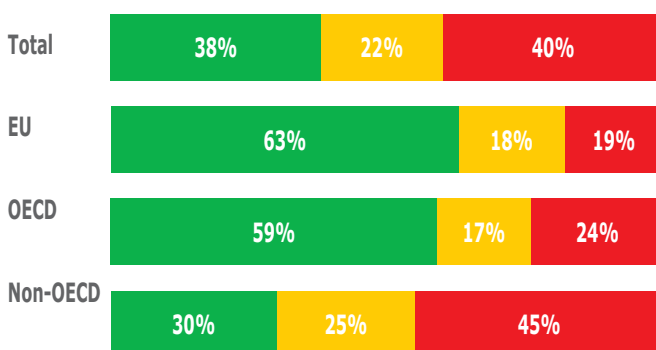
Employment Indicators Survey

Article 27 of the UN Convention (“Work and employment”) served as the basis from which to develop, in consultation with leading experts, the questions asked in our employment indicators. Like the social indicators, the employment indicators was conducted with questionnaires, using traffic lights and additional remarks as the main means of information.

The Zero Project Employment Indicators was undertaken in 82 countries and, with only a few exceptions, the questionnaires were completed by member organisations of the global network Disabled People’s International. The 10 questions covered:

1. Protection against discrimination in the process of hiring
2. Promotion of employment in the private sector
3. Opportunities for self-employment
4. Access to vocational and continuous training
5. Assistance to find jobs
6. Right to equal remuneration
7. Gap between the general employment rate and persons with disabilities in employment
8. Quota system in the public sector
9. Rights to redress grievances
10. Additional rules relating to the dismissal of persons with disabilities

Employment Indicators Survey – Summary of answers



Here are some of the most important results:

- Most strikingly only a tiny fraction of experts stated that the employment rate of persons with disabilities in their country differs 15% or less from the overall employment rate (question 7). Despite all the measures to promote the employment of persons with disabilities, in nearly all countries the rights as defined in UN CRPD Article 27 can barely be exercised.
- Promisingly, in almost half of the countries experts confirmed that the basic right to equal remuneration exists (question 6).
- In addition, in over 40% of countries persons with disabilities have the right to be protected against discrimination in the hiring process (question 1) and to redress grievances (question 9). However, unawareness about existing rights – not only among employers and government, but also among persons with disabilities themselves – is very often a key obstacle in translating those rights into action, especially when it comes to protection against discrimination in the hiring process (question 1).
- Quite positive is the variety and efficiency of measures to support employment in the private sector in some countries. However, most experts complained about the non-existence or inefficiency of policies supporting private sector employment, self-employment and assistance to find work (question 2, 3, 5).
- The lack of accessibility of workplaces, training facilities and public transport is often mentioned as one of the main reasons why measures to support the employment of persons with disabilities are highly inefficient (question 4 and 5).
- A quota system (which is not mandatory under the UN CRPD, but most often regarded as an efficient affirmative action) is in place for public sector employment in more than a third of the countries and in most cases appreciated by the experts.
- Not many countries (11%) received “green lights” from experts when they were asked about the existence of additional rules relating to the dismissal of persons with disabilities (question 10). However, a few experts considered those rules to be potentially counter-productive, as “over-protection” can also be an obstacle in the employment process.
- In general, 40% of all assessments by experts were “red lights”; in non-OECD countries it was up to 45% (see graph).

40 Innovative Practices

In this year's Zero Project Report, from the over 120 examples that were originally nominated, 40 Innovative Practices (2012: 25) have been published from around the world which, in keeping with this year's theme, relate specifically to persons with disabilities and employment. The selection process for "Innovative Practices" is a multistep approach, involving a network of experts at every step. The Zero Project team is grateful to the Ashoka Organisation, which helped the Zero Project team to shape this process and, also, to add expertise to the selection committee:

- First, the Zero Project team sought experts on employment and disability from around the world. About 200 experts were chosen.
- In a second stage, nominations were made on a form specially created for that purpose, which included basic facts about the nominated project. More than 120 nominations were received.
- A selection committee, consisting of a further 18 experts, evaluated the nominations, according to the following criteria: innovation, impact, chances of long-term growth and success and finally scalability.

Here are some of the most outstanding results:

1. Global outreach: One of the side events at the fifth session of the Conference of States Parties held at the UN in September 2012 was entitled "Voices from the Global South", and focused on the importance of those voices being heard. It is, therefore, very gratifying that the implementation of many of the practices has not been restricted to any particular global region. Whilst some practices have, so far, been implemented only in some individual countries in Latin America, for example, Brazil and Colombia, others have been implemented across the continent.

There are examples of practices in both Australia and New Zealand. One innovative practice's reach includes Bangladesh, China, India, Liberia, Pakistan and Uganda. Four other, separate practices have been implemented in India alone. The Middle East is represented with an example from Lebanon. In addition to practices from Canada, Europe, Scandinavia and the USA, practices in Eastern Europe, Bulgaria, the Czech Republic, Moldova and Poland are also represented. Then there are practices that, because they are Internet-based, transcend all geographical boundaries, becoming truly borderless.

2. Stunning variety. As gratifying as the breadth of their geographical implementation is, perhaps equally gratifying is the stunning variety of the examples and the issues they address. Individual disabilities addressed by specific practices include autism spectrum disorders, intellectual and developmental disabilities, psychosocial disabilities, sight impairment and blindness, and auditory impairment and deafness. Then there are other practices that address, without distinction, all persons with disabilities.

3. Going international: Some of these Innovative Practices have already gone international, so that, taken together, they are implemented in a further 25 countries across all continents. The following Innovative Practices have been implemented across borders:

- CHANGE
- Dialogue in the Dark
- Employment Toolkit
- Genashtim
- Inclusive Careworker Training
- Inclusive Post-Secondary Education
- Livelihood Resources Centres
- POETA
- Rotary Employment Partnership
- SEARCH
- Specialisterne
- Telenor

4. Decent work and employment: A significant proportion of the 40 Innovative Practices provide direct employment for persons with disabilities in workplaces that especially support their special skills. Among them are:

- CHANGE
- Discovering Hands
- Genashtim
- NLPRA
- Postpartnerschaft
- Sabooj
- Smart
- Specialisterne
- The Siro Group
- Wipro

Summary of Innovative Practices

Title	Organisation	Brief summary	Country of origin	Implemented in
Post-secondary inclusion: A path to employment	Alberta Association for Community Living (AACL)	The initiative develops inclusive post-secondary education opportunities for individuals with developmental disabilities, not least as an increasingly necessary precursor to obtaining meaningful employment.	Canada	Canada, Australia, Ireland
Rotary employment partnership	Alberta Association for Community Living	Engaging the business community to create employment for individuals with developmental disabilities.	Canada	Canada, Australia, New Zealand, USA
Support in transition to adult life	The Arc of the United States, Inc.	The School-to-Community Transition Initiative is improving the quality of transition planning and transition services by identifying successful programmes that can be replicated nationwide within The Arc's network of local and state chapters.	USA	USA
Promoting micro-enterprises and entrepreneurship	Assoc. for Rehabilitation under Nat. Trust Init. of Marketing (ARUNIM)	ARUNIM is a pioneering and path-breaking innovation for creating livelihoods through entrepreneurship, with a special focus on persons with developmental disabilities.	India	India
Making microfinance inclusive	Banco D-MIRO	The bank has created a microcredit product for persons with disabilities called Creer, which means "Believe". With the help of the product the bank has been very successful in providing financial services for persons with disabilities.	Ecuador	Ecuador
Personalised coaching in the workplace	Best Buddies Colombia	Providing individuals who have intellectual and developmental disabilities (IDD) with the opportunity to have personalised coaching in the workplace and become integrated in their place of employment.	Colombia	Colombia
Building disability-smart business	Business Disability Forum	Business Disability Forum promotes the economic and social inclusion of persons with disabilities by making it easier for corporations to employ and do business with disabled people.	UK	UK
Training carers for the elderly	Caritas Austria	The project "Carer for the Elderly" (HelferIn für alte Menschen) aims at training young persons with a disability or impairment, between the ages of 18 and 24, as in-patient care assistants in retirement or care homes, and at placing them in the primary job market.	Austria	Austria
A co-working model of employment	CHANGE Ltd.	CHANGE is an international human rights organisation led by disabled people that employs persons with learning disabilities. It promotes choice, independence and control for all people with learning disabilities. Through its innovative resources and by piloting new tools and ways of working, it influences policy and practice throughout the UK and across Europe.	United Kingdom	United Kingdom, Czech Republic, Moldavia, Bulgaria
Dialogue social enterprise	Dialogue in the Dark	Dialogue in the Dark is a unique platform for communication and close exchange, provoking a change in perspectives and, in the process, creating jobs worldwide for blind and differently-abled people.	Germany	Germany
Blind women as experts in detecting breast cancer	discovering hands®	discovering hands® uses the superior tactile perception of blind and visually impaired persons to improve palpatory diagnosis in the early detection of breast cancer.	Germany	Germany
Disabled people leading career development	Disability Rights UK/ Doing Careers Differently	A series of projects led by disabled people enable other disabled people not just to "get in" to work, but also to "get on" in their careers.	United Kingdom	United Kingdom

Title	Organisation	Brief summary	Country of origin	Implemented in
Job support for persons with intellectual disabilities	Centrum DZWONI	The aim of the initiative is to find places of work in the open labour market for persons with intellectual difficulties.	Poland	Poland
An employment resource for the visually impaired	European Blind Union (EBU)	The EBU job website informs visually impaired people, employers and policy makers across Europe about the huge range of jobs undertaken by visually impaired people. It is part of a range of work carried out by EBU to examine, promote, and facilitate the employment of blind and partially sighted people.	Europe	Europe
Help for Supported Employment services providers	European Union of Supported Employment	The European Supported Employment Toolkit is a practical guide aimed at providers of employment services for people with disabilities.	Europe	Europe, Australia, Argentina, Chile
A scalable assistive technology initiative	F123 Consulting	The F123 Initiative leverages investments made by thousands of individuals, companies, and governments in free and open source technologies to make internship, and consequently employment opportunities, available in small companies accessible to persons with disabilities.	Brazil	Brazil
Developing work and employment opportunities	First Step Trust/SMaRT business model	The Socially Minded and Responsible Trading™ (SMaRT) business model enables First Step Trust (FST) to develop work and employment opportunities for people for people with mental health conditions and other disabilities/disadvantages.	United Kingdom	United Kingdom
Integration of disabled persons in the labour market	Friends of Integration Association	The local and national campaigns (e.g. Sprawni w Pracy - "Able at Work") run by the Friends of Integration Association have drawn Polish society's attention to the situation of people with disabilities and their low level of employment.	Poland	Poland
Inclusion in a virtual organisation	Genasstim Innovative Learning Pte. Ltd.	Persons with disabilities work side-by-side with staff without disabilities, with no difference in pay rates and full equality. In addition, staff without disabilities report to managers with disabilities.	Singapore*	Malaysia, China, the Philippines
Anti-stigma campaign	Handisam & NSPH/Hjärnkoll	Hjärnkoll is a national anti-stigma campaign in Sweden run by 200 "ambassadors" - people with their own experience of mental illness.	Sweden	Sweden
Integrated employment model SPAGAT	IFS - Institut für Sozialdienste gemeinnützige GmbH	SPAGAT is a model for the integration of persons with severe disabilities into the employment world. SPAGAT supports, accompanies and finds work for such persons in the primary labour market.	Austria	Austria
Support for students with disabilities	Johannes Kepler University, Linz/ Institute Integriert Studieren	The Institute Integriert Studieren is a teaching and research facility at Johannes Kepler University in Upper Austria for accessibility and assisted technologies and a support centre for students with disabilities.	Austria	Austria
Promoting inclusive business	Kanchi/ Ability Awards	Through its Ability Awards, Kanchi aims to promote the disability business case and create a global business movement by engaging critical influence to drive positive societal change and economic empowerment for the one billion people living with a disability.	Ireland	Ireland, Spain
Economic and social inclusion	Lebanese Physical Handicapped Union/ Unlocking Potentials	The Unlocking Potentials programme contributes to improving the living conditions of persons with disabilities in Lebanon and supports them in accessing formal employment through vocational training; comprehensive support for jobseekers; providing job opportunities in public and private sectors; and a pilot scheme for income generation.	Lebanon	Lebanon

EXECUTIVE SUMMARY

Title	Organisation	Brief summary	Country of origin	Implemented in
Inclusive care worker training	Lebenshilfe Graz und Umgebung-Voitsberg	This project trains persons with learning disabilities as care workers and enables them to gain a professional foothold in the social sector.	Austria	Austria, Spain, Poland
Livelihoods resource centres	Leonard Cheshire Disability	Livelihood Resource Centres, as "one-stop-shops", provide training, career guidance and links between employees and employers.	United Kingdom*	Bangladesh, China, India, Philippines, Pakistan, Sri Lanka, Liberia, S. Leone, Tanzania, Uganda
Sustained advocacy for promoting equality	NCPEPD – National Centre	A pioneering, cross-disability (covering ALL disabilities) organisation that takes the policy advocacy route to address the issue of employment.	India	India
Jobs for persons with psychosocial disabilities	NLPRA – New Life Psychiatric Rehabilitation Association	Brings new life to people in recovery from mental illness through social enterprises.	China (Hong Kong)	China (Hong Kong)
Youth transition programme	Oregon Vocational Rehabilitation	The preparation of youth with disabilities for employment or career-related post-secondary education.	USA	USA
Helping disabled employees understand their rights	People First New Zealand Inc. Nga Tangata Tuatahi	The Easy Read Individual Employment Agreement assists all potential and employed workers understand what their rights and responsibilities are at work.	New Zealand	New Zealand
Employment of the hearing impaired	Sabooj	Employment of persons with hearing impairment in visual and graphical creation and production.	France	France
Personal development through employment	Samhall AB	Samhall is a state-owned Swedish company assigned to provide meaningful work that furthers the personal development of people with disabilities.	Sweden	Sweden
Supported internship	SEARCH	Project SEARCH is a unique, one-year, school-to-work programme for young people with intellectual and developmental disabilities.	USA	USA, UK, Canada, Australia
Labour integration in rural areas	The Siro Group	The integration in the workplace of the greatest number of people at risk of social exclusion, especially people with disabilities.	Spain	Spain
Inclusive partnering with the post office	Soziale Dienste der Kapuziner (SLW) Austria	The "Inclusive Postal Partnership" project makes it possible for persons with disabilities to participate in the general labour market.	Austria	Austria
Equal employment opportunities	Specialist People Foundation	Specialisterne is internationally recognised as the first and foremost example of how highly functioning people with autism can become effectively integrated in society and provide valuable, high quality services to their employers.	Denmark	Denmark, UK, Iceland, Austria, USA, Poland, Germany, Ireland, Canada, Singapore

Title	Organisation	Brief summary	Country of origin	Implemented in
Gateway to employment: opportunities not obstacles	Telenor Group/ Telenor Open Mind	Acting as a springboard into the workplace, the Telenor Open Mind programme offers an opportunity for people with reduced mobility, mental health, hearing or visual impairments to get into the workplace and develop the necessary skills and experiences to be successful at work.	Norway	Norway, Sweden, Pakistan, India
A new approach to labour inclusion	The Trust for the Americas - Organization of American States/POETA	Partnership in Opportunities for Employment through Technology in the Americas (POETA) accessible centres increase social inclusion and improve competitiveness by providing technology and job-readiness training to persons with disabilities.	Guatemala	Guatemala, Argentina, Brazil, Colombia, Costa Rica, Ecuador, El Salvador, Honduras, Mexico, Panama, Peru, Puerto Rico, Dominican Republic, Venezuela
A personal network	Tyze Personal Networks	Tyze Personal Networks is an online service that helps people to connect and collaborate in order to support individuals to achieve goals and realise dreams.	Canada	Canada, USA, UK, Australia
Promoting an inclusive workplace	Wipro Ltd.	The "implementation and governance mechanism" for the company's Equal Opportunity Policy.	India	India, USA, UK

Eleven Innovative Policies

In this year's report 11 Innovative Policies (2012: 8) are published that specifically concern the employment rights of persons with disabilities. The Zero Project's policy research followed three steps:

- In April 2012, the Essl Foundation and the World Future Council reached out to disability employment experts, including members of the UN CRPD Committee, the International Disability Alliance, the International Labour Organization and many others. Thanks to them, the Zero Project team received 31 policy nominations from 26 countries around the world.
- By September 2012, the World Future Council (WFC) had completed its policy research. Applying the WFC's Future Just Lawmaking Methodology, the researchers conducted interviews with representatives from governments, academia and non-governmental organisations about each of the policies and produced in-depth policy evaluation reports. The methodology is based on the seven principles for sustainable development law (2002 Johannesburg World Summit on Sustainable Development):
 1. Sustainable use of resources
 2. Equity and the eradication of poverty
 3. Precautionary approach to human health
 4. Public participation
 5. Governance and human security
 6. Integration
 7. Common but differentiated obligations

- As the final step, in September 2012, the Zero Project's International Scientific Advisory Board agreed upon 11 "policy finalists", which come from nine different countries in Europe, Asia, America and Oceania.

Promotion of the social model of disability

It is positive that most Innovative Policies address the environmental and social barriers that persons with disabilities face in the open labour market.

Rights-based

Promisingly, some policies, for example the Austrian Vocational Training Act, have established legal entitlements for persons with disabilities. Others, such as Malaysia's Return to Work Programme, still do not provide statutory benefits. If funding is scarce, or implementation depends on decentralised bodies, as is the case for the UK's Individual Placement and Support, then the spread of the policy throughout the country is problematic.

Based on mainstreaming

Some of the selected laws are of particular interest as they are based on mainstreaming, especially the Swedish Employment Protection Act.

About Innovative Policies

Innovative Policies contain promising elements, have achieved identifiable improvements on the ground, and point to a positive dynamic of change that can be easily replicated in many countries around the world to advance the implementation of the UN Convention on the Rights of Persons with Disabilities (UN CRPD). Like all innovations, some policies may, however, be incomplete or dependent on other developments to maximise their impact, and some policies, no matter how positive, may also contain elements of old thinking. Since the implementation of the UN CRPD is a work in progress for all countries, these elements are not excluded in the overall assessment of innovation, simply because they contain such elements of old thinking.

Consulting DPOs

Positively, eight policies were either the direct result of lobbying by, or of consultations with, disabled people's organisations.

Research-based

Most policies have been positively evaluated by experts and, for some, cost-benefit studies were carried out by the implementing organisations or by DPOs. For example, in the UK's Access to Work Programme, for every pound spent there is a net return of £1.48 to the Treasury.

Remarkable facts and achievements:

- The Danish Act on Secondary Education of Youth with Special Needs No. 564 of 6 June 2007 enables young people with special needs who are not able to complete mainstream education to attain personal, social and vocational competencies through a three-year youth education after primary and lower secondary education. In 2012, more than 5,000 people have already enrolled in youth education. Of the 1,300 young Danish people with disabilities who have completed youth education so far, 20% have found a job or attained further education.
- In order to make the vocational training system more accessible to many young people, the Austrian Vocational Training Act of 1969, as amended in

2003, in particular §8b-c, was further amended and the possibility of undertaking a prolonged or partial qualification was introduced. In 2011, 7,014 persons were undergoing mostly prolonged Inclusive Vocational Training, of whom about 20% had disabilities. About 61% were trained in companies and almost 70% of graduates with inclusive company-based vocational training were still employed after four years.

- The Australian JobAccess Programme of 2006 complements non-discrimination legislation and facilitates the removal of workplace barriers through advice and grants, while it offers to persons with disabilities the means and support to find or retain a job. In light of the impressive number of enquiries (120,000) and applications for funding (17,000) since 2006, and a 90% consumer satisfaction rate, the programme responded to a real need. Being highly replicable, JobAccess won a UN Public Service Award.
- Complementing the Equality Act 2010, the British Access to Work Programme of 1994 provides advice and support to people with disabilities and their employers to help them to overcome work-related obstacles resulting from disability. During 2009-2010, Access to Work supported 37,300 persons with disabilities, of whom 45% would be otherwise out of work. There is a net return to the Treasury of £1.48 for every £1 spent. In 2012, the British Government announced its intent to invest funds of £15 million.
- Recognising that supported employment is an effective means through which people with high support needs can obtain meaningful employment, Spain introduced the Royal Decree on Rules for the Supported Employment Programme No. 870 of 2 July 2007. Currently, about 500 job coaches assist about 5,000 persons with disabilities in the open labour market. Thanks to supported employment, during the period 1995-2008, 14,159 people with disabilities found employment.
- Comprising work analysis, job coaching and full-time support by a co-worker, the Job Trainer Supports Programme of 1986 of Newfoundland and Labrador, Canada, facilitates meaningful employment for people with intellectual disabilities that pays at least the minimum wage, in an integrated setting. In 2011, 1,075 people with intellectual disabilities were supported by a job trainer in integrated employment

settings and received competitive wages; many have successfully started their own businesses.

- In the UK the majority of mental health service clients do not receive help with finding paid work. Based on the rationale that everyone is capable of working in the open labour market, Individual Placement and Support (IPS) of 1998, unlike the traditional sequential rehabilitation approach, embeds employment specialists in clinical treatment teams so that clinical treatment and employment support occur in parallel. About 61% of people with psychosocial disabilities can successfully gain employment using IPS.
- New Zealand enacted in 2007 the Disabled Persons Employment Promotion Repeal Act No. 11 which revoked discriminatory provisions, under which operators of sheltered workshops were given a blanket exemption from minimum wage and holiday and sick leave legislation. As a result, the number of New Zealanders who were employed in segregated work environments decreased from 5,400 in 2001 to 1,202 in 2007. At the same time, the number of persons using employment services increased by more than 300%.
- According to the Swedish Employment Protection Act No. 80 of 1982, lesser capability because of illness or acquired disability is not an objective ground for dismissal and employers must make all reasonable efforts to retain the worker. As a result, Sweden's employment rate of persons with health problems or disability was at 62% (2010) and around 50% of those with reduced ability to work are in employment. In 2009, the absolute majority of employees requiring adaptation of working conditions received the help they needed.
- Providing for a comprehensive physical and vocational rehabilitation, Malaysia's Return to Work Programme of 2007 uses individual case management to assist employees to recover and return to employment. Since the programme's inception, 4,842 workers have returned to work. Of those who returned to work, 84% continued to work for the same employer (2010: 65%). The benefits far outweigh the costs by a 1.43:1 ratio.
- In 2008, Upper Austria established Peer Counselling as a profession under its Social Professions Act of 2008, in particular §§45-47. This step has been internationally unique. A Peer Counsellor has direct

experience of disability and gives advice to similarly affected people, in order to enable them to take control of their lives. The comprehensive qualification values the experience of different types of disabilities as a fundamental quality. Currently, 54 Counsellors are offering about 750 to 1,000 hours per week.

Looking ahead: The Zero Project in 2013

Financed by the Essl Foundation, the Zero Project will be able to continue to advance the implementation of the UN CRPD on a sustainable basis, together with the World Future Council, with whom the Essl Foundation has entered into a long-term partnership.

In its second year, 2012, the Zero Project was adapted and refined, based on the experiences of publishing its report, launching its website and organising its first conference in January 2012.

An annual topic, employment, was chosen for the first time, and Innovative Policies and Practices were centred around this topic. A further survey, specifically covering employment, was also added.

The conference in February 2013 will extend over two days instead of one, and will cover Innovative Practices on the same level as Innovative Policies.

The website will be transformed into an encyclopaedia-like database for the content of the Zero Project, open to everyone. The Zero Project has gained a great deal of visibility, due, not least, to the success of its first conference in January 2012 in Vienna, which was attended by 250 delegates from more than 30 countries. In addition, the Zero Project's findings on accessibility were presented in June 2012 in a brochure and at a joint conference with the World Future Council, Dr Ádám Kósa MEP (President of the Disability Intergroup of European Parliament) and the European Disability Forum. In March 2013, it is planned to present the Zero Project's current results at a side event in Geneva at the UN Human Rights Council, together with the World Future Council and the Permanent Mission of Austria to the United Nations Office at Geneva.

The Zero Project, together with its growing network of persons with disabilities, DPOs, NGOs, foundations, academics and decision-makers, will remain focused on its goal of breaking down barriers for persons with disabilities, in line with the rights promoted by the UN CRPD. But it will also remain flexible, ready to identify new tasks and goals.