

- The ASEAN-JAPAN & WAPES Joint Event -

2016 WAPES Workshop for the Asian-Pacific Region  
The 14th ASEAN & Japan High Level Officials Meeting on Caring Societies

**“Facilitating the participation and improvement for  
the accessibility for those who need a social support”**

November 9 – 11, 2016, Tokyo, Japan

**Overall Summary**

**THE ASEAN-JAPAN & WAPES JOINT EVENT 2016**

2016 WAPES WORKSHOP FOR THE ASIAN-PACIFIC REGION  
THE 14TH ASEAN & JAPAN HIGH LEVEL OFFICIALS MEETING ON CARING SOCIETIES



## **1 Background and objectives of the meeting**

In recent years, policymakers have been required to formulate new policies relating to employment, pension, medical and nursing care services for the elderly, in order to meet the needs resulting from the progress of decreasing birthrate and aging population.

Furthermore, in light of the ratification of United Nation's Convention of the Rights of Persons with Disabilities in Asian countries including Japan, the employment for persons with disabilities through the improvement of the accessibility and the promotion of social participation have become political issues.

Based on the above, this joint event aims to enhance close collaboration among participants (high level government officers from ASEAN countries who are in charge of developing policies of social welfare, healthcare and employment and WAPES\* members) from health, labour and social welfare fields and develop participants' capacity, by sharing the knowledge through an exchange of opinions and introduction of the measures taken by each country under the theme of "facilitating the participation and improvement for the accessibility for those who need a social support". The proceedings and outcomes of this meeting are shown in the ANNEX as overall summary.

## **2 Duration**

From Wednesday 9 to Friday 11 November 2016, Tokyo

## **3 Venue**

Shinagawa Prince Hotel (\*Part of the session is held at Grand Prince Hotel New Takanawa)

## **4 Organizers**

Ministry of Health, Labour and Welfare (MHLW), the Government of Japan  
(Conference operation: JICWELS (Japan International Corporation of Welfare Services))

## **5 Collaborators**

The ASEAN Secretariat  
World Association of Public Employment Services (WAPES) Executive Secretariat  
International Labour Organization (ILO)  
Japan International Cooperation Agency (JICA)

## **6 Members**

### **- ASEAN Members**

*(Indonesia, Cambodia, Singapore, Thailand, Philippines, Brunei, Viet Nam, Malaysia, Myanmar, Laos)*

**- Republic of Korea and Mongolia**

**-WAPES Managing Board Members**

*(Republic of Congo, Morocco, France, Argentine, Japan, Mali, Bosnia and Herzegovina, Croatia, Hungary, Germany, Netherlands, Switzerland, Sweden, Canada, Dominican Republic)*

**-WAPES Asia & Pacific Region Members**

*(Cambodia, China, India, Japan, Mongolia, Pakistan, Philippines, Republic of Korea, Thailand, Vietnam)*

**-ASEAN, WAPES Secretariat, JICA and ILO**

## **7 Others**

- Open to media and general audience

### **\*WAPES (the World Association of Public Employment Services)**

*WAPES founded in 1988 is a global association of Public Employment Services. Almost 85 Public Employment Services from all over the world are members; together they represent more than 1 million staff, and they manage labour markets with unemployment rates ranging from two to 80 per cent.*

*WAPES arranges activities in all regions of the world every year for public employment services and other invited organisations: conferences, workshops, peer reviews, trainings, study visits and other consultancies as well as studies and surveys on public employment service's strategy and performance. The activities are arranged together with our members and partners.*

*All activities contribute to achieving the objectives of being a speaking partner in the global arena, a platform for learning and knowledge-building, and a support for capacity building among members.*

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## **Day1: Wednesday, 9 November, 2016**

Mr. Hiroyuki Yamaya, Director, Office of Global Health Cooperation, Ministry of Health, Labour and Welfare (MHLW), greeted everyone a good morning and welcomed everyone to the ASEAN-Japan & WAPES Joint Event 2016.

### **Opening Address**



Mr. Gaku Hashimoto, State Minister of MHLW, stated that he was looking forward to active discussions and expressed his hope that everyone would benefit from sharing best practices. He highlighted that their goal was to create an inclusive society and to strengthen international relations. He then thanked everyone for their attention and concluded his remarks.



Dr. Mehmet Müezzinoğlu, Ministry of Labour and Social Security of Turkey, greeted all participants a good morning, and expressed his hope that the meeting would help build stronger relations as well as help humanity. He discussed the history of relations between Japan and Turkey, reviewed economic statistics of Turkey, and hoped to share knowledge and best practices, as well as to develop peaceful policies.



Mr. Mehmet Ali Özkan, President of WAPES, welcomed everyone to the ASEAN-Japan & WAPES Joint Event in Tokyo, Japan, and stated their aim was to provide policy options that are feasible as well as reliable. He touched upon issues including the employment of the elderly and persons with disabilities, the growing global population, aging populations, and social

assistance. He hoped everyone would benefit from discussions and concluded his presentation.



Ms. Mega Irena, Assistant Director of ASEAN Secretariat, greeted all participants good morning, expressed her appreciation for Japan's hospitality and preparation for the meeting, and spoke about the strength of ASEAN-Japan relations. She commented on helping and protecting vulnerable groups, in particular children, the elderly, persons with disabilities, and people affected by natural

disasters. She hoped that ASEAN and Japan would continue to work together to strengthen sustainability in the region.

### **Keynote Speech:**

### **The participation and improvement for the accessibility for those who need a social support**



Dr. Yoshihiro Kaneko, Ph.D., Institute of Economic Research, Hitotsubashi University, started his presentation on the social policy concerns common to Asian nations, which focused on the advancing of aging populations. He discussed the definition of aging according to policy, and identified Japan, South Korea, China, and Singapore as having an elderly population. He identified potential support ratios by age group per region's population,

and compared Japan's economic growth rate with its aging population. He emphasized that as aging progresses, it correlates with the decline of productivity and GDP.

Dr. Kaneko estimated the number of persons with disabilities in Japan, and reviewed an aging population's impact on the pension system. He then reviewed the Japanese government's revenues, expenditures, and bond issues, and compared its fiscal balance to its gross debt. He then presented Japan's plan for dynamic engagement of all citizens, made on 2 June 2016, as well as improvements made to the environment for long-term care. Dr. Kaneko concluded his presentation by discussing the effect of an integrated community based care system on the elderly's labor force participation.

**Plenary Session 1:  
Facilitating the participation and improvement for the accessibility for those who need a social support**



Prof. Nobuo Matsui, Emeritus Professor of Bunkyo Gakuin University, provided a brief agenda for the first plenary session and hoped to focus on themes on persons with disabilities in relation to employment and social participation. He touched upon the Act on Employment Promotion etc. of Persons with Disabilities, highlighting key areas of support for both employer and employee, as well as amendments made to start in 2016 and 2018. He also discussed countermeasures concerning the prohibition of discrimination.

Prof. Matsui concluded by stating that “In Japan, enhancement of accessibility as a means of adjusting the environment in order to promote the employment or social participation of persons with disabilities is aimed to be achieved both through the employment quota system for persons with disabilities and securing reasonable accommodations.”

## Presentation 1



Mr. Fons Leroy, VDAB, gave his presentation on the Working Hero. He commented on the world of today being volatile, going through digitalization, automatization, and globalization. This volatility leads to uncertainties which affect both blue and white collar workers, which leads to complexity and ambiguity. We see evolution but we don't know the impact on our society and economy.

He touched upon an example of blind employees having talents that HR staff will not always recognize, emphasizing the importance of recognizing the capabilities of people. He concluded by stating that there was no such thing as persons with disabilities, but only corporations with disabilities.

## Presentation 2



Dr. Yasuhiro Yamazaki, Access Consulting, gave his presentation entitled Promote Social Participation of People Who Need Social Support. He touched upon his experience living in Japan and the US while being confined to a wheelchair. He commented that he did not feel disabled in the US. However, when returning to Japan, he felt disabled. As a result, he identified three criteria which

enabled him to think independently. He emphasized that a correct understanding of persons with disabilities, the availability of products and devices to achieve independence, as well as having a barrier free environment that enables free activities were crucial.

Dr. Yamazaki discussed the various products and services available to persons with disabilities, highlighting that persons with disabilities do not need to change their aims or goals. He then talked about various disability types, providing examples of different wheelchair types and assistive technologies and their positive effect on people. He stressed that even though these products and devices were available, Japan did not have a truly barrier free environment. He underlined that facilities in Japan should be accessible

by persons with disabilities without the need for support by others. Dr. Yamazaki concluded by stating that by achieving these three criteria, we could create a truly universal and inclusive society.

### **Presentation 3**



Ms. Zulum Avila, Employment Service Officer at the ILO, started her presentation on Fostering an Enabling Environment for Inclusion, emphasizing that disability and population aging were increasing rather than decreasing across all countries and regions. She described the global situation, highlighting that current projections estimated that there would be 2.1 billion

elderly people by 2050. She noted that the ratio of the working population to the elderly at that time would be 3.2 working people per 1 elderly person. She added that 22% of the poorest people in the world have a disability and half of people who are over the age where they could receive pension, do not receive it. She commented that by fostering a diverse labor force and making full use of available skills and capacity, it would lead to 3-7% gains in GDP for low and medium income countries.

Ms. Avila stated that public employment services provided aid in promoting inclusive labor markets. She then touched upon the availability of public employment service programs and services by region. Policy concerns related to inclusion included adequate funding, specialized and qualified staff, appropriate assessment tools, service coordination, as well as data collection. She added that increasing the employability and autonomy of jobseekers as well as supporting employers and jobseekers in parallel generated better results. She then revealed the ILO's work in developing a Global Business and Disability Network.

One participant from the Netherlands asked what percentage of the total labor force was persons with disabilities in Japan. Unfortunately, the data was not available.

A representative from the ILO asked about the study done on the impact of the elderly and persons with disabilities which did not lead to improved participation in the labor market. Was the expectation to have a larger participation rate? A colleague of Dr. Kaneko

replied that prevention activities in Japan led to a healthier and more active population; however, further studies still had to be done.

Ms. Lenka Kint, Executive Secretary, WAPES, questioned how to convince corporations to promote the employment of those with disabilities. Mr. Leroy replied that using real stories of disabled people with valuable talent would be most effective. He added that testimonials of employers who successfully employed those measures would also lead to more employers taking on that initiative.

## **Plenary Session 2: WAPES peer review final presentation on employment measures for the youth, the elderly and women**



Ms. Lenka Kint, Executive Secretary, WAPES, welcomed everyone back to the afternoon session, briefly discussed the aims of WAPES, and invited presenters to the floor.

Ms. Bettina Ziess-Kambwale, Deputy Head of International Relations, Division, Bundesagentur für Arbeit, Germany, highlighted that the inspiration for the peer review was due to the situation that many industrialized countries were struggling with, particularly the lack of a skilled workforce. She discussed that the peer review was to help figure out how to retain a skilled workforce for the labor market, to develop new ideas in order to solve this problem, to collect best practices, and to develop a toolkit to check for transferrable practices.

## Presentation 1



Ms. Angela Rauch, Senior Researcher, Bundesagentur für Arbeit, Germany, commented on developments in their Youth Employment Agency, and on the cooperation between relative stakeholders which aimed to increase the number of skilled workers. She detailed the goals of assisting in the employment of women such as to help them rejoin the workforce or to encourage negotiation processes for the redistribution of family tasks. She added that they also aim to establish a network that would be able to notify corporations of well-qualified women rejoining the labor market. She then talked about the Peer Review toolkit from Germany before concluding her presentation.

## Presentation 2



Dr. Sang Hyon Lee, Research Fellow, Korea Employment Information Service (KEIS), Republic of Korea, touched upon the employment programs for older workers in Canada, and then provided information on the unemployment rates in South Korea by age group, as well as the issue of employment mismatching due to “over-education.” He then commented on policy measures they had taken, which included setting up 21 on-campus creative job centers, a Work-Study Dual System, providing funds to SMEs to implement internship programs, as well as the development of a Youth Employment Success Package Program.

He added that they were also continually restructuring their education system such as by updating curriculums, as well as implementing a period of one semester where students could experience various job types.

Dr. Lee commented that one of the more serious issues in South Korea was the lack of labor participation of women. He discussed initiatives to support women, including job

resource centers aimed at supporting women as well as increased funding toward maternity protection and child care benefits. He also noted that they have taken steps to develop decent part time work and concluded his presentation.

### **Presentation 3**



Ms. Minako Takasaki, MHLW, spoke about measures being taken in Japan for the benefit of youth, including for new graduates as well as non-regular workers. She also presented details on utilizing Hello Work as well as regional youth support stations. She concluded by stating that the common points toward success were one on one, continuous, and personalized consultations; collaboration

between public employment services and related organizations; as well as implementing integrated approaches.

One participant asked how resource intensive the Peer Reviews were, and how they could make them more accessible. Dr. Lee replied that it was a good opportunity to learn from their neighbors, that there were many policy implications, and that bench learning would significantly be of benefit.

A representative from the ILO asked about the youth in non-regular employment in Japan. Ms. Takasaki replied that students who were seeking jobs but could not find suitable work due to economic situations or lack of skill would be able to find work through Hello Work.

## **Parallel Session 1, Group 1:**

### **Best measures and practices for employment promotion of older workers and persons with disabilities in PES**



Dr. Tomoyo Takagi, Ph.D., Professor of Human Resources Management at Keiai University, greeted everyone a good afternoon and welcomed everyone to the first parallel session for group 1. She started her presentation on Worldwide Convergence towards the Policies Based on Anti-Discrimination Acts (Age/Disability): Are We Seeking ‘Equality of Opportunity’ or ‘Equality of Outcome’? She highlighted that there has been a worldwide convergence of employment policies for the elderly and persons with disabilities that moved toward anti-discrimination acts. She added that studies have shown that the unemployment rate was not declining, that the level of working conditions remains low, and that it seems clear that some regulations do not always work equally well among different countries.

Dr. Takagi emphasized that it was not easy to adjust a common framework to suit each country, that the Anti-Discrimination Act was too idealistic to be effective, and that one couldn’t forecast how people would function under the act. Other social policy researchers have predicted that the differences between states might lessen through the influence of regional and international agreements. However, she cited ‘path-dependency’ made it difficult to adjust the same law to suit different countries, and highlighted that discrimination doesn’t necessarily disappear under the Anti-Discrimination Act.

Dr. Takagi hoped to develop concrete measures to be taken to promote employment, to increase the number of elderly and disabled workers, and to exchange ideas about best practices. She added that they must expect to take into account complicated human behavior when adopting employment policies. She concluded by stating that there was a need for good, workable measures that may lead to ‘equality of outcome’.

Dr. Sang Hyon Lee, Research Fellow from KEIS, began his presentation on employment programs for older workers in South Korea. After providing a background on South Korea, he stated that longer life expectancies were having a great impact on their employment and economy. He provided data that suggested South Korea’s elderly population, defined

as over the age of 65, was growing along the same rate as Japan. He discussed the establishment and implementation of a basic plan to promote employment of the aged, as well as the implementation of a peak wage system, which would cut the wages of long-term elderly employees to avoid layoffs.

Dr. Lee also spoke about subsidies for extended employment of the aged that were over the retirement age, and job placement services specifically for the aged. He added that they also provided support for an internship program for unemployed people aged 50 or over, as well as developed a 4-day group counseling program to meet the various needs of jobseekers. He stated that the program's content would include activities to encourage their willingness to work, improve their abilities for self-development, and prepare their resume.

Dr. Lee then provided statistics for the number of registered disabled in South Korea, comparing it to their employment rate, and reviewed policies that helped to support persons with disabilities in South Korea. This included setting an employment quota for persons with disabilities, providing support for employment for those with severe disabilities, and providing equipment for disabled workers. He then stated that they also targeted specific training for different types of disabilities, and implemented a mindset change program for employers.

Ms. Corine Peeters, Business Advisor International Affairs of UWV, The Netherlands, stated that society functions best when everyone can participate through work. She described the labor market of 8.3 million in the Netherlands, as well as the implementation of the Participation Act which will create 125,000 extra jobs for persons with disabilities. She discussed the issue where once a worker is unemployed, it was very hard to re-join the labor market, noting that the longer someone spent out of the labor market, the harder it was to re-join. She added that those above the age of 50 had an especially difficult time.

Ms. Peeters touched upon activities, including a mass media campaign and cooperation with employment organizations to change the attitude of employers; as well as the implementation of Individual Placement and Support to help those with severe mental disorders. She noted that the Individual Placement and Support method had a 44% success rate compared to the previous method which only had a 25% success rate.

Ms. Peeters then spoke about a video on the services of UWV and trends in the Dutch labor market that are expected for the rest of 2016. The YouTube link will be provided to all participants through the website of WAPES.

Mr. Yoshihiro Yamashita, Deputy Director, Employment Measures for the Elderly Division, Employment Development Department, Employment Security Bureau, MHLW, began his presentation entitled Overview of Employment Measures for Older Persons. He provided information on measures that have been taken to promote employment among the elderly in Japan, providing detail on the demographic changes in Japan, stressing that 26% of the population in Japan was classified as elderly, which will only grow in the future and lead to an economy that will be difficult to sustain. He emphasized that Japan must tap into the potential that the elderly, persons with disabilities, and women could provide to help sustain the economy of Japan.

Mr. Yamashita then presented information on changes in the employment rate in Japan, noting that they wanted to ensure employment for those over the age of 65. He then reviewed some of Japan's employment promotion activities, and described its mandatory retirement system, as well as the role of public employment service offices and Hello Work.

He also outlined measures that Japan has taken to ensure employment opportunities for the elderly, provided an overview of comprehensive support programs, as well as an overview of the Silver Human Resources Center Project.

Mr. Yamashita concluded by displaying information on Japan's plan for dynamic engagement of all citizens, and the subsidy to promote the employment of workers beyond the age of 65.

A participant asked about South Korea's experience in job placement for senior citizens, noting the remarkable numbers they presented. She questioned how they convince companies to hire senior citizens, and how similar the new jobs were to the senior citizens' previous jobs.

Dr. Lee replied that there were many jobs available and that it wasn't necessary for senior citizens to accept lower level jobs, although some persuasion and training was necessary. He noted that job centers of the government and public employment services played a big role in employment for the elderly.

Another participant asked for clarification about Japan's new policy implemented in 2016 which introduced a system to provide 1 million yen to companies who increased the working age to 65 and how it affects Japan's older policy from 2004. He questioned what options corporations have once an employee reaches the age of 65.

Mr. Yamashita replied that extending the retirement age had been difficult, but that employees were basically rehired after the age of 60, at which point one of the options could be implemented and subsidies could be offered depending on which option was taken. He added that the subsidies were designed to support the more challenging options.

Dr. Takagi closed the session by thanking all the presenters for their contribution.

### **Parallel Session 1, Group 2: Role of public service to realize society regardless of age**



Moderator Dr. Shuzo Nishimura, President of the Institute for Health, Economics and Policy (Japan), opened the session by describing the session, its purpose, and its process. There will be 15 minute presentations followed by a question and answer session. Dr. Nishimura stated that there is a hyper-aging situation in Japan accompanied by a low birthrate. Based on the aging society, and low fertility, Japan is working to create a new society to combat these problems.

One way is through employing the elderly and persons with disabilities. Another way is addressing the workload allotment between the genders. The youth unemployment rate is another problem. The participation of the elderly in the community engagement is attracting attention in Japan.

Although the problem of hyper-aging is a common problem around the world, Japan's rate of longevity is the highest in the world, uniquely exacerbating the problem in the region. The trend of hyper-aging is likely to continue escalating in the future, while

fertility rates are declining substantially. Japan is said to be experiencing low fertility rates but it should be noted that other Asian countries are also low.

As far as employment for the elderly is concerned, up until now the legally mandated age of retirement has been dominant in Japan. By 2025, Japan would like to extend the minimum age from 60 to 65 years. Japanese labor participation among the elderly is high, but they tend to be hired as non-regular workers.

Recently, there are many involuntarily non-regular workers of young age. The number of young people suffering from this problem is declining, but only because the number of young people is declining. Child education, childrearing, and the unequal share of household chores is also pushing down the birthrate in Japan. Additionally, there is a large number of middle-aged women who want to find work, but can't find work. There is a trend of employment for the elderly which is increasing gradually.

The increase in non-regular workers is closely related to the low unemployment rate, but 90% of the increase of non-regular workers are explained by the increase in the elderly turning into non-regular workers. Meanwhile, middle-aged female workers' labor participation rate is markedly lower than other groups.

With women aged 20-30, it is possible to see a positive correlation between fertility rate and labor participation. Japanese people, but especially men, work very long hours, reducing the amount of time they can find to spend at home. This usually translates to reduced participation with household chores, although the figures for time spent with children aren't that different from other countries. These ratios vary greatly depending on the industry, however. The industrial difference really affects the situation of non-regular workers.

In Japan, there is a promotion of an integrated care system. In each regional community, there is a push to improve long-term care services. Long-term care and elderly employment should be linked. Japanese old people are living longer, but they are living healthier than before. Aged 65 to 70 year old people are now part of the work force. Utilizing both market based and voluntarily based activities, they should be encouraged to work in local community in different ways.

In many countries, there are elderly people active in rural areas. Traditionally it was thought that elderly people were inactive in urban areas, but current research has proven

this to be wrong. There should be policy to promote local employment for the elderly to lower the gap between activity and inactivity.

Mrs. Sally Sinclair, CEO of National Employment Services Association (Australia) began her presentation by thanking Dr. Nishimura, ASEAN, and WAPES for allowing her to participate in the event.

In Australia, there is a focus on employment. The systems are geared around optimum employment participation.

In the Australian context, baby boomers, born between 1946 and 1965, are now between the ages of 51 to 70, while the elderly would be around 80. The terminology is different. Similar to Japan, the baby boomers are the healthiest and most educated population that have aged through Australian society.

Optimum participation is important to Australia. There was a proposal to reform Australia's welfare system to increase social and economic outcomes for all Australians. In Australia, despite the aging population, the indigenous population represents a significant youth unemployment rate.

Mature workers' skills are not current. As Australia has gone through a structural adjustment, manufacturing jobs have been shifted overseas, leaving workers' skills redundant. Additionally, the use of technology in job seeking is moving so quickly, that it discourages mature workers from seeking employment. This is in addition to age discrimination. If someone is injured at work, Australia has a system of worker's compensation where older workers are thought to pose a higher premium risk to the employer, and displaced job seekers are at a greater risk to be part of the long-term unemployed.

The Australian Federal Government Department of Employment provides funding for employment services. There are specialist programs for persons with disabilities and remote Australia, mostly aimed at the indigenous population of Australia. These programs are contracted out to non-government employment service providers. These arrangements are measured by KPIs and are rated by the star rating system. Providers compete against one another and work with job seekers, education and training, and business and industry, while also having an integrated approach with health. The aim is to increase employment participation to build skills and help individual job seekers. This

is a very strong activation system; anyone who is receiving unemployment benefits are obligated to participate in these labor market programs. The systems are well placed to help mature job seekers due to their flexibility.

Job Active is the main part of the public employment system, with over 200 contracts held by 44 providers, covering about 1700 local area sites. There are obligations on providers and job seekers to meet their commitments. If you are aged 55 years or over, a principle care provider, or if you have a medical condition, then the system will be more flexible.

The solutions for optimizing employment for mature job seekers revolve around early intervention. With structural adjustment programs, if a company in a particular area is going to close, then access to these programs and stimulus will be increased in that area. It's important to educate employers about the importance of employment for everyone, educating them on the employee and employer rights and responsibilities. One example is the UN award-winning web site Job Access.

Another specialized service is Disability Employment Services. When applying for income support, there will be an assessment about whether the disability is the primary barrier for employment. If found to be so, then the job seeker will go to Disability Employment Service, if not, then they are redirected to Job Active. There are about 130 organizations contracted to help provide this support. There are ongoing reform efforts to increase the individual's control in determining who they will go into contract with.

There was a recent report from the Australian National University Press saying that society should reconsider the concept of retirement. There are many people who are active contributors in an economic and social sense, despite being in their 70s. In Australia, the logic has changed from retirement to transitions. There is a focus on staying a healthy and productive member of society. A cultural change from the ground up is currently happening, but it should be guided by government support.

Ms. Annie Gauvin, Director of International Affairs at Pôle Emploi (France) began her presentation by thanking Dr. Nishimura, ASEAN, and WAPES.

A comprehensive approach in France is applied to both elderly and persons with disabilities. At Pôle Emploi, a comprehensive service is given to job seekers who encounter the most difficulty. Job seekers receive the RSA, a form of livelihood support

welfare. There is a similar public service in other countries. It consists of 54,000 employees and 920 local centers. There are 3 million people currently unemployed. They need services which suit their needs, especially those who face challenges seeking employment.

There is special support given to those with the highest needs. 250,000 people have received this special support, but there are efforts being made to double this support to 500,000. The procedures to giving support include: online registration system, situation interview (diagnosis is given), support identified and administered.

For job seekers who need the most intense support, there are peripheral issues, such as family constraints or health conditions. The public employment service and welfare case workers and administrators are all mobilized to give general, comprehensive support. One advisor is in charge of 70 job seekers. Advice is given via collaboration between the unemployment office and prefectural councils.

Services that a person cannot provide for themselves will be given to them via support, including social supports like personal finances or driving.

There are seven identified needs. They are medical care, housing, mobility, family constraints, legal problems, financial difficulties, and isolation. The elderly face these problems, but young people do too. There is a common site that anyone can access. There are 1500 community-based services available. This system is generating a good cycle, because peripheral constraints can be solved via counseling and support, preventing situations from escalating into poverty. Most counties in France have signed collaboration agreements, ensuring the health of the program.

Two out of five people are called residents of vulnerable communities. 55% of these people are job seekers that have been unemployed for more than year. A significant portion of these people are homeless or foreigners, and they receive global support as well.

Caseworkers work to match the needs of the job seekers, working with them on writing resumes, interview practice, and the processes to engage in the labor market. It's a comprehensive approach to allow people to return to work.

There are other major problems to employment. There are multiple difficulties that make finding a suitable job impossible, including lack of experience, training, or mobility. One third of jobseekers have also stated that they were subject to discrimination.

Cooperation with companies is very important for global support recipients. 65% of advisors say that they are often in contact with companies. 75% of advisors say that they collaborate with companies. This collaboration often includes matching job seekers with appropriate jobs. 80% of job seekers say they are satisfied with this level of service. As time goes by, their degree of satisfaction doesn't deteriorate. There was a concern that job seekers who received global support would be dissatisfied by the end of the program, but this didn't manifest.

Even though a person is disabled or young, a person with difficulties should receive global support and government agencies should give comprehensive programs to help them.

Mr. Chinchai Cheechareon, Technical Social Development Advisor at the Ministry of Social Development and Human Security (Thailand) began his presentation by thanking Dr. Nishimura and the Ministry Health, Labour and Welfare for the opportunity to present at this event.

No one should be left behind. When these people are identified, programs should help them regardless of age. There are 12 ideas which should be thought about: dignity, rights-based approach, gender-based approach, life cycle approach, diversity, discrimination, barrier-free society, no one is left behind, make the world better, welfare for all, social protection floor, and inclusive society. These are clear concepts for humanity, where one side of humanity works in service for the public. The government of Thailand makes programs with these ideas in mind and creates social policies.

The National Education Act of 1999 included inclusive education, long life learning, and alternative learning. Thailand has 9 years of compulsive education, but Thailand has schools for general citizens, including senior citizens.

In Thailand, there is a system to provide health care for all, including free medication programs and emergency needs programs. There is also a community-based approach to healthcare, with local health promotion committees and volunteers.

Thailand is also pursuing employment for all by pursuing policies for both the formal and informal sectors and providing programs for the unemployed.

Income security for all includes unemployment, pension, and social insurance programs. These programs extend to the elderly and persons with disabilities via government allowances. Social support models place more importance on civil engagement, promoting NGOs and government-public systems.

The Thai government has a policy to support all people through good practices. There is a community role model program to promote equality in government service access. There is another good practice where the Thai government encourages businesses to employ persons with disabilities in suitable roles. 97% of people with disabilities can be employed via this law. Recently, the project was expanded to apply to elderly people as well.

There are challenges for the government. To make sure that no one is left behind, Registration for Government Welfare Scheme is open to unemployed or low-income people making less than 100,000 Baht or less than USD 2,880 per year. Gender equality and the elimination of violence against women and children laws were enacted. Laws that protect LGBT populations were enacted in 2007. There is a Public-Private collaboration project called the Pracha Rat strategy (CIVIL STATE POLICY), which features collaboration between heads of industry and the heads of the economic sector.

People should be the center of development. Their basic success and social security should be the highest priority. In order to achieve this, every person must play a role. Mr. Cheechareon concluded his presentation by quoting King Bhumibol Adulyadej, stating that embracing a society of giving will make for a better world.

Dr. Nishimura expressed his regret that there was no discussion time, but stated that there would be time for it on the next day and that he hoped the next day would provide for even further fruitful discussion.

### **Parallel Session 1, Group 3: Facilitating the participation for those who need a social support**



Moderator, Dr. Satoshi Kawashima, Associate Professor, Okayama University of Science first gave a presentation titled Non-Discrimination and Quotas in Japanese Disability Employment Policy. The Japanese government passed the Convention on the Rights of Persons with Disabilities (CRPD) in January 2014, and amended the Act on Employment Promotion of Persons with

Disabilities (AEPPD) in 2013. There are three pillars: a quota-levy system, prohibiting unfair discriminatory treatment, and prohibiting denial of reasonable accommodation. The latter two pillars are new.

The quota-levy system involves the obligation for employers to achieve the statutory employment ratio of persons with disabilities at 2% or more of the total workers. Those who fail to meet this ratio must pay 50,000 yen per person per month as a levy. Those employers who hire more persons with disabilities over the 2% ratio receive 27,000 yen per person per month as an adjustment allowance.

Companies may establish exceptional subsidiary companies which focus on hiring persons with disabilities, and these persons are included in the parent company's ratio of persons with disabilities. This thus makes it easier for the parent company to achieve the 2% ratio.

Under prohibiting unfair discriminatory treatment, discrimination based on disabilities and issues directly related to them (such as issues related to guide dogs or wheelchairs) is prohibited. However, Dr. Kawashima pointed out that this serves to prohibit direct discrimination, but the narrow scope can allow room for indirect discrimination. Under prohibiting denial of reasonable accommodation, employers are obliged to provide accommodation to employees with disabilities. For example, employers must extend test time for those who need it.

Mr. Martin Vadelius, Head of Unit, Department Rehabilitation to Work, Arbetsförmedlingen, Sweden gave the second presentation titled Arbetsförmedlingen:

Supported Employment in a Swedish Context. Arbetsförmedlingen is a central government authority under the Ministry of Employment of Sweden, with 280 local employment offices, an average of 14,000 employees, and 860 specialists and 810 SIUS (supported employment) consultants in 2015. Arbetsförmedlingen has three main goals: matching jobseekers with employers, prioritizing those who are far removed from the labor market, and contributing to constantly increasing the rate of employment in the long-term. Occupational rehabilitation is a primary task of the Arbetsförmedlingen, utilizing the skills of jobseekers to help them join or return to employment.

In Sweden, supported employment is a labor market policy, and not social policy. This is carried out by the central government with special funding allocation, in contrast to many other countries. Arbetsförmedlingen is Europe's largest employer for SE activities. Out of Arbetsförmedlingen's budget of SEK 77 billion, 13 billion goes toward wage subsidies and other inventions for persons with disabilities, and SEK 460 million goes to SIUS activities.

There are five methodical steps for consultants supporting those with disabilities: vocational profile/client engagement, the job-finding process, job analysis, on and off the job support, and long-term follow-up. The goal is to find a job that suits the candidate's skillset and then help to train them on the job.

Sweden's initiatives have resulted in approximately 60% of those who benefited from SIUS interventions gained regular employment in 2015. The aim is to develop the capacity to work of those with disabilities, and this is a qualitative and not a quantitative intervention. Regarding the future development of the method, there is a government commission to evaluate the efficacy of the interventions for young people receiving disability pensions, and the results will be reported in 2017. Mr. Vadelius concluded by saying that these efforts increase the diversity of the workplace, and in the long-term leads to the enrichment of Sweden.

Mr. Sem Sokpanha, Director, Disability Rights Administration, Cambodia gave a presentation titled Facilitating the Participation and Improvement for Accessibility for Those who Need Social Support. Mr. Sem first introduced general information about Cambodia, noting that civil war in the country has led to many people with disabilities. Related challenges include discrimination, the idea that one's past life can cause deserved disability in the current life, inequality in education and vocational training, accessibility issues, and dependence of persons with disabilities on their families. There are particular

issues related to the elderly, as Cambodia lacks security fund for them and their employment numbers are low.

The government of Cambodia has paid great attention to social welfare, and established the Cambodia National Committee for Older People on July 15, 2011. It uses a rectangular strategy regarding persons with disabilities, implementing national policy through the Disability Action Council, strengthening the implementation of the Law on the Protection and promotion of the Rights of Persons with Disabilities, and promoting the enhancement of rights and welfare according to the United Nations Convention on the Rights of Persons with Disabilities. Cambodia also adopted the Incheon Strategy “Make the Right Real” on November 2, 2012. The country’s National Disability Strategy Plan is its first disability strategic plan, with 10 strategic objectives aligned with the CRPD and the Incheon Strategy.

Cambodia has a sub decree on an employment quota system for persons with disabilities, and 40 public institutions employed 1,999 persons with disabilities in 2013. There is also a Persons with Disabilities Foundation. The country also encourages social participation for the elderly, and the National Committee for Disaster Management responds to the needs of people who are affected by disaster.

Ms. Ang Bee Lian, Director of Social Welfare, Ministry of Social and Family Development, Singapore gave a presentation titled The 14<sup>th</sup> ASEAN & Japan High Level Officials Meeting on Caring Societies. She spoke about facilitating participation for those in need of social support in Singapore, helping people help themselves, safeguarding self-reliance, and helping people have a sense of empowerment. It is important to provide the tools and resources for people to improve their lives, stressing having the family as part of the support structure and involving the community in accepting and reaching out to the vulnerable.

The Community Care Endowment Fund (Com Care) has accessible social service offices and offers short, medium, and long term assistance. The social service offices work with families to develop a plan of action to work for a better future, as well as financial support, including support for daily expenses as well as support to help them handle adverse life events.

Facilitating participation in Singapore comprises the presence of social service professionals, providing assistance for employment and employability, and support for

adults to learn new skills. Social service professionals provide service at social service offices, as well as family service centers which work to help families avoid falling through the cracks. Family service centers are run by NGOs but fully funded by the government.

The world economy is changing, and Singapore is working to attract and build new kinds of jobs. The retraining of workers is required for this, and career consultants and job coaches help workers achieve their goals. Finally, Ms. Bee described the paper that was distributed describing how Singapore applies good practice in facilitating participation for those who need social support.

Following the presentations, a brief discussion was held. There was a question for Mr. Vadelius about the high employment of persons with disabilities in Sweden, and he answered that these are regular jobs that are subsidized by the government.

### **Parallel Session 2, Group 1: Future prospects and challenges to promote employment policy for people who need social support**



Moderator Mr. Peter Fremlin, Independent Expert, Independent Consultant, UK, welcomed all participants to the last parallel session of the day, thanked WAPES and ASEAN for organizing the event, and expressed his hope that there would be time for discussion.

Mr. Andrey Tarakanov, Deputy Director of the Department (Rostrud), Russia, provided a background on public employment services in the Russian Federation, which included the addition of federal programs to support the employment of persons with disabilities. He highlighted that 200,000 people with disabilities apply for public employment services annually, that 15,000 workplaces are provided with funding annually in order to purchase equipment needed for persons with disabilities, and that the allocation according to the quota for the employment of persons with disabilities is 2-4%. Mr. Tarakanov then touched upon the creation of a special federal register of persons with disabilities in Russia before concluding his presentation.

Mr. Fremlin asked what he saw as a key challenge for the future. Mr. Tarakanov responded that it was the implementation of new measures that would help with professional education while being profitable.

Mr. Emrullah Uludağ, Employment Expert, İŞKUR, Turkey, started his presentation by providing information on the ILO Convention, Turkish Constitution, and law on persons with disabilities. He stated that challenges included low vocational education levels, low qualification levels, slight prejudice towards persons with disabilities, as well as a lack of proper equipment to access the workplace. He then listed services provided by İŞKUR, and provided figures for the increases in counseling activities for persons with disabilities over the last decade.

Mr. Uludağ described the employment processes in both the public and private sectors, and noted that self-employment grants were around EUR 10,000. He added that they provided support on specific projects that would enable access for persons with disabilities, were implementing activities to promote sign language training, and were in the process of implementing a Job Club Project in 2017.

Mr. Keiji Endou, Section Chief, Employment Measures for the Persons with Disabilities Division, Employment Development Department, Employment Security Bureau, MHLW, started his presentation with an outline of the law for the promotion of employment for persons with disabilities. He discussed the progress Japan was making in employing persons with disabilities, noting work done by Hello Work, as well as the implementation of a “Special Subsidiary System”.

Mr. Fremlin asked what challenges he saw going forward. Mr. Endou identified employment promotion, effectively employing persons with intellectual disabilities, and being able to clarify what is considered to be discrimination towards persons with disabilities as key challenges.

Mr. Fremlin commented that although there has been a lot of progress made, there were still many challenges to face in the future. He then thanked all the panelists and attendees for their participation, and concluded the first day of the ASEAN-Japan & WAPES Joint Event 2016.

## **Parallel Session 2, Group 2:**

### **Role of administration to promote barrier-free society and improve accessibility**



The session was moderated by Ms. Elisabeth Arp, Swedish Public Employment Service (Sweden). She began the session by greeting the participants and thanking the hosts of the event. She noted that the logo of the Ministry of Health, Labour and Welfare embodied the ideas of what all the present organizations are trying to achieve.

For employment programs to be successful, three ingredients are needed: the support of autonomy of the job seeker, the support of both demand and supply, and collaboration. With these ingredients in mind, the Swedish Public Employment Service, has a strong responsible to coordinate and drive all factors that would lead to an inclusive society. With current demographic trends, it is crucial to create an inclusive labor force.

If coordination were better from the start, it would decrease specialized needs, increase the thinking on competence instead of thinking of problems and limitations. Persons with disabilities are more likely to face long term unemployment. The public employment service sector has a role to play in addressing this, but other organizations gain benefits from these solutions as well.

Accessibility, if defined as “being able to participate despite ability to function,” is a difficult thing to achieve. Challenges, opportunities, and obstacles vary depend on region and on the individual’s conditions. Thus, the work to eliminate obstacles and increase opportunities is a complex task. There is a dual need to secure individual rights while building a sustainable future. This is an ongoing and evolving process.

If there were a greater focus on universal factors, such as environment, programs, etc., that were adapted for everyone from the beginning, then problems would be significantly reduced for many countries. A starting point for all is the UN declaration, which has been interpreted in the ASEAN commitment to reach a caring society for all. This relates to how governments act in a national context, as they all have different assets and goals.

The first presentation was conducted by Mr. Artak Simonyan, Deputy Head of State Employment Agency (Armenia). He began by thanking the participants and the organizers for their role in allowing him to present his experience.

The State Employment Agency of Armenia consists of one administrative and 51 local employment centers. It conducts employment services for the country of Armenia.

In Armenia, 12% of people are elderly, while 7% are disabled. Engaging the elderly and persons with disabilities is one of the main problems of the government in Armenia. In 2004, Armenia ratified the European Social Charter. In 2010, they ratified the UN convention on the Rights on Persons with Disabilities. Due to these laws, current policies were reviewed, and reformed policies are in the process of introduction.

In 2016, the social inclusion program was developed which included all the issues that Armenia currently faces. The first issue is accessibility. Other issues are directly related to public accessibility. Medical and educational issues are determined by the ability to access public services.

Accessibility refers to the ability to access services without discrimination. An important step to creating a more accessible society. Currently 153 secondary schools are organized around inclusive education, where 4,700 children with special education needs are currently studying. Policies were passed to consider persons with disabilities' access to services and the labor market matter their situation.

The labor market access is limited by problems such as lack of skills, lack of motivation, discrimination, and intolerant work environment. Combatting these issues is the main role of the State Employment Agency of Armenia. Thirteen public employment support programs are conducted in Armenia, with three being targeted toward persons with disabilities. A wage subsidy program is used to provide stable employment to people who would not be normally employable under regular circumstances. Up to 50% of the wages are reimbursed by the government in this program.

The lump-sum allowance subsidy program supports uncompetitive jobseekers by providing them a lump-sum allowance of \$415 to seek training. Vocational training and job fair organization programs are also highly effective. Special job fairs for persons with disabilities are also conducted. The small business support program provides about 2,000 USD to help startup businesses in their first year.

Physical inaccessibility is a problem in Armenia. Work places and roads are being adjusted with universal design, but previously designed buildings are hard to match to these modern principles. Schools, cultural centers, and public buildings are among the inaccessible places. Despite this, social stereotypes and discrimination are becoming more of a thing of the past, so universal design is becoming widely accepted. The government is supported by civil society and international donors.

The slogan that guides the organization is “Nothing for us without us.” Because of this, they work to actively cooperate with NGOs. The Ministry of Emergency Situations has been making strides to provide greater accessibility services for persons with disabilities.

The second presentation was given by Ms. Yu Yu Swe, Director of the Ministry of Social Welfare, Relief and Resettlement (Myanmar). She stated the theme of her presentation would be about her experience as it related to the elderly and persons with disabilities in Myanmar.

There are 51 million people living in Myanmar. 70% of the population lives in rural areas. The aging population is rapidly increasing, and 4.6% of people have disabilities.

The Ministry of Health and Sports initiated the Elderly Health Care project in 1993. It started with 160 townships and has extended by 4 townships every year since. It’s a grassroots effort to spread rural health clinics to townships.

The Ministry of Labour, Immigration and Population implemented the social security law in 2011. The Ministry of Labour’s key law, the Employment Restriction Act was implanted in 1960, implementing long-term insurance care for the elderly and improving their living standards. The Ministry of Labour is currently implementing policies focusing around the labor market and skills development.

The Ministry of Social Welfare, Relief, and Resettlement issued the Myanmar National Social protection Policy & National Security Plan in 2014. This dictated being elderly as one of the eight flag ship life cycles, providing a social pension for the elderly (90 years and above). The national Myanmar Strategy for Development of Persons with Disabilities has just been enacted, with a focus on accessibility.

Other legal aids include the Older Persons Law (Ministry of Social Welfare), which is an ongoing process, highlighting the importance of enabling environments.

Older peoples' groups are a focus by creating a social network of support. There are 100 groups in 110 villages. These groups are income generating, enhance livelihood skills, organize social support networks, and lead rural development. Most of the activities are conducted by NGOs and other social organizations. For persons with disabilities, public accessibility is a focus.

The challenges of Myanmar include accessibility advocacy for both government and the public. Employment for persons with disabilities and skill training are still needed. The need to change the social model is very important.

The third presentation was by Dr. Mu'man Nuryana, Ministry of Social Affairs of the Republic of Indonesia. He started his presentation by thanking the chair and the participants.

There are some points of consideration when thinking about the role of administration in creating a barrier free society. The ASEAN countries represent 300 million people. There's a lot of untapped production in that population. The key challenge will be implementing programs that increase accessibility for those who need it.

Indonesia changed from a centralized to a decentralized government in 2000. Statistically, Indonesia's population is growing older, and 8% of the population has a disability of some sort. In 2018, 10% of Indonesia's population will be elderly, meaning the number of people with disabilities will also increase.

It is a national commitment of the Indonesian government to support a free society. Long before the concept of functional limitation, the government has been committed to helping persons with disabilities. In 2011, a refined law helped lay further ground for legal regulations to help persons with disabilities and created mechanisms between national and local governments.

Indonesia created laws related to the elderly and persons with disabilities. In this creation, manuals were very important to facilitate the quality of local governments and the management of public places. Norms, standards, policies, and criteria (NSPK) are used to further accessibility for disadvantaged populations.

The major approach the government takes to combatting disabilities is funding health programs and public services. Health services are complementary and are provided by national health insurance. In south ASEAN countries, Indonesia's insurance has the largest coverage.

From a social welfare perspective, the government has developed social programs, but most of the budget is allocated for health or education. Despite this, the responsibility is divided among three ministries, so these needs don't go unaddressed.

The challenge for a barrier-free society is the lack of design criteria for those people who are responsible for creating buildings. The lack of social education for planners and architects and the inadequate analysis, legislation, public education and stigmatization still present problems and continue the lack of integration.

Barrier-free municipalities are a legislative approach to make local handbooks or manuals that emphasize universal design. Another challenge is training staff at the municipality and implementing the framework. The core ideas are already distributed, but there are still challenges for municipalities such as transportation systems, landscaping, and building design.

The government of Indonesia would like to propose to the rest of the ASEAN members to design handbooks to promote awareness and accessibility based on their own resources. This handbook provides an opportunity for all community members to play a role in creating accessibility in their communities.

Ms. Arp concluded by saying that all of the international examples discussed today are helping further the cause of creating a sustainable society for the future.

**Parallel Session 2, Group 3:  
Promotion of health and welfare policies for older people and persons with disabilities focusing on aging society**



As moderator, Mr. Shintaro Nakamura, Senior Advisor on Social Security, Japan International Cooperation Agency (JICA) gave a presentation titled Promoting Health and Welfare of Older People and Persons with Disabilities Under Aging Challenges. Japan's population is rapidly aging, and this trend is also seen throughout all of Asia. In particular, the rapidly increasing percentage

of the population aged over 75 in Asian countries is an important issue, as this age group requires a large amount of care. Aging and disability issues are closely related, as those with physical impairments increase with age. It is important to be able to extend the healthy life expectancy of people, allowing them to live longer with less care.

Mr. Nakamura then gave three observations on what can happen in aging Asian countries in the near future. The challenges for maintaining decent livelihoods of elderly households include the limited number of beneficiaries of the contributory pension, that the non-contributory pension is not sufficient to cover necessary living costs, and shrinking family sizes that mean less financial support from family members. It is also important to address the increase of lifestyle-related diseases and growing pressure on the health system. Finally, the topic of the emergence of long-term care needs is important, including how to delay frailty among older persons.

Next, Mr. Nakamura introduced the LTOP Project for cooperation on long-term care by JICA and the Thai government. The key point is the development of a care management system. The system involves an assessment by a care manager of the needs of the elderly person and caregivers, development of a care plan, provision of the services, monitoring and evaluation, and addressing any need for revision of the care plan. Mr. Nakamura also showed the service delivery model of the LTOP Project.

Ms. Vilma Batuhan Cabrera, Undersecretary, Department of Social Welfare and Development, Philippines gave a presentation titled Promotion of Health and Welfare for Older Persons and Persons with Disabilities. The National Statistics Office in 2010 said

that there are over six million seniors citizens in the Philippines. Indigent Senior Citizens refer to senior citizens who are frail, sickly, or with disability; who are not receiving a pension and have no permanent source of income nor regular financial support from relatives.

Policies for the promotion of welfare of older people include the Expanded Senior Citizens Act of 2010 and Centenarians Act of 2016. There is a program that provides a monthly stipend for indigent senior citizens, with 1.3 million beneficiaries in 2016. The Philippines provides financial assistance to senior citizens in crisis situations and cash incentives to centenarians. The social pension provides invaluable support to a selection of vulnerable older people, but falls short of truly addressing the economic challenges of old age in the Philippines. It proposes a universal approach instead of a targeting approach to accommodate a large proportion of older people. Challenges include delivering the program in far-flung areas, and it is recommended to increase the benefit amount and create an improved mechanism for delivery of the social pension.

The Philippines also has the Magna Carta for Disabled Persons, which ensures that persons with disabilities are not left behind in the country's journey to inclusive growth through livelihood training, capital assistance, and employment through Rehabilitation Sheltered Workshops. About 16 in every 1,000 Filipinos has a disability, for a total of 1,433,000 Filipinos out of the total population of 100 million. They are given discounts on things like hotels, travel, and basic necessities.

Dr. Roger P. Tong-an, MAN, RN, Undersecretary of Health Philippines presented on DOH policies for the promotion of health and wellness programs for older people. The DOH works to give better quality of life through areas such as promoting healthy aging, and provides various programs. The representative also covered policies on health and wellness for persons with disabilities, mentioning the National Council on Disability Affairs. The government believes that making all health care services accessible to persons with disabilities is achievable and will reduce unacceptable health disparities.

Ms. Angela Rauch, Senior Researcher, Bundesagentur für Arbeit, Germany gave a presentation titled Vocational Rehabilitation for People with Disability Provided by the German Federal Employment Agency. Future labor market challenges include the rising average age of the overall population with shrinking labor force potential, and the necessity of increasing labor force potential. There is a close correlation between disability and employment barriers in Germany.

Ms. Rauch outlined the populations that are the targets of efforts, with young adults who are first entering the labor market, and adults who are re-entering the labor market. Socio-demographic characteristics show young adults with low education levels, and increasing numbers of people with a psychological disability. Germany has a broad range of labor market schemes, with schemes designed for unemployed persons and schemes specially designed for persons with disabilities. They include preparation schemes, vocational training, and employment support schemes.

Mr. To Duc, Deputy Director, General Department of Social Assistance, Ministry of Labour - Invalids and Social Affairs gave a presentation titled Social Welfare Policy for Elderly People and Disabled People in Vietnam. Vietnam has about 9.4 million elderly people (defined as over 60), and their percentage of the entire population is expected to rise. The central agencies for elderly people are the Vietnam National Committee on Aging (VNCA) and the Vietnam Central Association of the Elderly. Vietnam has about 7.2 million disabled people and is now one of the countries with the highest proportion of people with disability in the total population in the Asia-Pacific region. There are a number of central agencies for assisting those with disabilities, such as the Vietnam National Committee on Aging.

Vietnam's social assistance policies include monthly social allowances, assistance with healthcare and funeral costs for elderly people, and healthcare and tuition fee exemption/reduction for people with disabilities. Emergency relief activities provide assistance such as food assistance for elderly and people with disabilities suffering from hunger, injuries, and housing problems.

Vietnam's programs for elderly people include those to accelerate activities to promote the roles of the elderly in the community, and raising their living standards. People with disabilities benefit from programs that help them access education and vocational training, and helping to raise awareness.

Challenges include Vietnam's rapidly aging population, the relatively low standard of living for elderly people, and the number of elderly people living in temporary shelters. For people with disabilities, the challenges include their large numbers, health access issues, and limited accessibility to things like sports and transportation. The country will work to address these challenges through the enhancement of the effectiveness of the

National Committee on Elderly People and Disabled People, increasing social assistance funding, and raising awareness.

Ms. Nguyen Viet Ha, MA, General Office for Population and Family Planning, Vietnam Ministry of Health gave a presentation titled Population Aging in Viet Nam. Even in comparison with other aging countries, Vietnam is seeing very rapid aging of its population. Life expectancy is increasing, and because women tend to live longer than men there is the phenomenon of “femalizing of the elderly people.”

Recommendations and orientation for policy include the need for a long term strategy to slow down the aging population and maintaining an appropriate fertility rate. It is also important to use the benefits the elderly bring, including high capability and knowledge, and give them job opportunities. The elderly should also have roles in policy development, social criticism, scientific research, and teaching.

Dr. Arildiipurev Tsevelragchaa, Director, Ministry of Labour and Social Protection of Mongolia spoke about the aging of the population and the 4.4% of the population comprising persons with disabilities. Traditionally, Mongolia helps those in need and has closely-knit families. Almost 60 laws and regulations have been adopted regarding older people and persons with disabilities. They are given help with areas such as employment, rehabilitation, and health issues. Welfare examples include 74 benefits for the elderly and those with disabilities, such as private pensions, allowances for persons with disabilities, and social welfare pensions.

Mongolia has a National Strategy for Ageing passed in 2009, with the two components including a strategy to prepare for population aging. The latest achievements include the health insurance package extended by the new health insurance law in January 2015. Flexibility has been introduced in payment of social insurance contributions by herders and the self-employed. Projections for Mongolia include future aging issues and increased pension expenditures than can be supported, and the country is undertaking a plan of action to address this. The country is focusing on collection to secure the funding for its efforts. Mr. Nakamura concluded the session by mentioning JICA’s work in Mongolia.

## **Day2: Thursday, 10 November, 2016**

Study tours to various facilities in the Tokyo metropolitan area to study good practices facilitating social participation for those who need social support.

There were 3 groups for tour; Group 1 visited Hello Work Iidabashi (Public Employment Service Office), Prosthetics and Orthotics Support Center and the Associated Clinic, and Sumida-ku Silver Human Resource Center to study Good Practice in Public Service for Employment of the elderly and persons with disabilities. Group2 visited Kashiwa City Kashiwa Community General Support Center and Toshikidai Housing Complex to study the role of public service for realization of Age-Free Society. Group3 visited Ranzan Gakuen (a carehouse for emotionally disturbed children) and SEIYU Services Company (a special subsidiary company system is established to facilitate hiring of persons with disabilities) to study how to facilitate social participation of those who need social support.

### **Study Tour, Group 1**



**Hello Work Iidabashi**



**Prosthetics and Orthotics Support Center**



**Sumida-ku Silver Human Resource Center**

## Study Tour, Group 2



**Kashiwa City Kashiwa Community  
General Support Center**



**Toshikidai Housing Complex**

## Study Tour, Group 3



**Ranzan Gakuen**



**SEIYU Services Company**

**Day3: Friday, 11 November, 2016**

### **Review of the Parallel Session 1 and study tour, Group 1**



Dr. Tomoyo Takagi, Ph.D., Professor of HRM, Keiai University, greeted everyone a good morning and welcomed everyone to the General Overview of Parallel Session 1 for Group 1. She discussed their visit to Hello Work Iidabashi where they received an overview of their employment support system for the elderly and persons with disabilities.

Many asked where the boundary was between disability and non-disability. The consensus seems to be that no boundary should be drawn. However, identifying what jobs person with disabilities and the elderly are able to do and how they can be supported would help improve their employment rate.

She touched upon issues of job mismatching and job satisfaction due to the availability of work only being of lower levels, and questioned when one actually becomes identified as elderly among the employed. The elderly sometimes have to change to another occupation after reaching the mandatory retirement age due to a mismatching in the labor market. Most jobs were considered light work that private companies do not handle and a lot of those jobs fell within the low-skilled category. She then invited Mr. Fremlin to talk about the boundary between disability and non-disability.

Mr. Fremlin questioned whether or not there was a segregation of jobs for person with disabilities or whether persons with disabilities were in mainstream employment. He commented that they should remind themselves of the model of disabilities in the UN Convention on the rights of persons with disabilities that says that disability is the interaction between a physical and mental impairment on one side, and social, environmental, and attitudinal factors on the other side. He emphasized that they should be aware of whether this difference comes from social factors or from the individual, and that they should attempt to lift as many barriers as possible to allow persons with disabilities to have equal opportunity. He added that experience, interests, and skills

should also be taken into consideration. Mr. Fremlin then concluded his comments by stating that his impression of the employment support system was that they expressed the ambition that they should be getting persons with disabilities into all types of jobs, which is an ambition we should all share.

In the Q&A, a participant agreed with having a balanced approach and focusing on the individual's experience. He commented that the experiences they saw on the study trip yesterday were positive overall, but that there was still a lot of work to be done.

Prof. Kaneko requested to hear the opinions of ASEAN members. A representative from the Philippines discussed that they did not have facilities such as Hello Work, and that they were focusing on enhancing and strengthening community and family support inside the residence, as opposed to workplaces that are further away that can be impeded by a lack of transportation. She stated that the quota for the employment rate of government workers in hiring persons with disabilities was currently at 1%. However, this quota was still a challenge to achieve in the private sector. In terms of the elderly, she noted they had to balance the compulsory retirement age, which is 65, with early retirement as well as with the total number of available positions to provide others with the opportunity to join the workforce.

A representative from Myanmar spoke about prosthetics which were available from NPOs and NGOs free of charge due to the number of landmines in the country, and the implementation of skill training.

A representative from Vietnam touched upon issues of population aging in Vietnam, stating that the retirement age was 55 for women and 60 for men. She noted that the speed of population aging has been accelerating, and that discussions to extend the maximum working age to 65 were ongoing. However, she questioned if increasing the retirement age would impact the career advancement of young people. A participant from Canada mentioned that they found that increasing opportunities for the elderly did not displace the younger workforce. A representative from Sweden agreed, noting that the market would grow alongside a larger workforce.

A participant added that in some rural areas of ASEAN countries, particularly in the developing countries, the proper infrastructure for access for persons with disabilities was still a challenge which needed to be addressed. She suggested implementing a quota

system to require companies to hire employees with disabilities, but reiterated that the proper infrastructure was required to enable the system to be effective.

## **Review of the Parallel Session 1 and study tour, Group 2**



Moderator Dr. Shuzo Nishimura, the President of the Institute for Health Economics and Policy, began the session by introducing the topic. This session will be a review of the previous day's activities, including hearing feedback from the participants' experience at Kashiwa and reviewing the role of public service in society regardless of age. The main theme was eliminating age discrimination in employment.

The Kashiwa area is a suburban area with a big population of baby boomer “salarymen.” There is a community-based job matching program there (the Kashiwa Project), that focuses on jobs that can help the community. The objective is to support baby boomers aged 65-68, the biggest population segment who will soon be in the “old-old” stage of life. Dr. Nishimura invited the participants to share their experience and insights from visiting Kashiwa.

One participant expressed his appreciation for the project and for the opportunity to see a home for the elderly. There is a place for the elderly that both need care and those that don't. There was an integrated facility where they cared for kindergarten children. The government should have a strategy for enhancing life quality after retirement.

Another participant noted that the public housing wasn't completely modernized. This could be because the public housing was not for low income people in Kashiwa. In the participant's country, there is a problem of providing adequate, modern public housing for low income populations.

Another participant asked whether the extension of the retirement age is for all employees in all sectors.

Dr. Nishimura explained that in Japan 60 years old is the normal retirement age. The age will be raised to 65 years old over the next 12 years. If the worker wants to retire earlier, they can, but they will need to retire by the retirement age or the hiring company will need to hold a position for them. Younger people typically make more money than people over 60 for the same work. This could be represented by the shift from regular to non-regular work amongst the population.

Yesterday there were a lot of ideas provided about how to help jobseekers and job matching. The process of matching jobs in the Kashiwa Project consists of identifying jobs for the project, soliciting job applicants through employment seminars, work experience/observation tours, interviews with employers, and finally hiring processes.

One participant asked how to solve money lending problems, specifically for building renovations that won't produce economic gains.

Dr. Nishimura answered that Kashiwa has been unable to renovate all of their buildings. People who can't pay their rent and don't want to move out of their buildings are moved to public housing with lower rent.

Another participant asked about the presence of employers at seminars.

Dr. Nishimura answered that potential employers are not present in the seminars. Potential employees will first interface with potential employers at the interview step.

The participant noted that in Australia they take a job fair approach. Potential employers are present to help potential employees learn about their companies.

Dr. Nishimura noted that this might be a more favorable system, although in Kashiwa it's a community-based job matching program. The Kashiwa Project is designed for the more senior elderly, so the central government doesn't give out subsidies, although the local government does offer subsidies, especially to employers, which helps support the program.

Dr. Nishimura opened up the floor for questions about the previous day's presentations.

A participant asked about the methods that the elderly use to get job information and which subset of the elderly population is interested in joining the programs.

Dr. Nishimura answered that the process is a step-by-step matching approach. The first step in the process is identifying what type of job the jobseeker wants. There are areas with concentrated populations of elderly due to the commuting culture of Tokyo, creating residential complexes where only one generation reside. The communities in these areas are very close, and they are able to exchange information by word of mouth. There are both elderly people who want to work and don't want to work. For those who are interested in working, seminar pamphlets are disseminated. There are a variety of supporting structures to help potential employees in the process, including trainings. Most people will go on to non-regular work. The mandatory retirement age is 63, so the program focuses around those that want to work after this period.

One participant asked about the Kashiwa Project. It's a project in the suburbs, but the participant wanted to know about the existence of projects in rural areas. The central government is not so involved in the project. Additionally, she asked about its future expansion.

Dr. Nishimura answered that this type of project is rare in urban areas, however in rural areas, there are many elderly working in industries that don't have mandatory retirement ages. It is not a serious issue in rural areas, due to the labor shortage coupled with the strength of industries without mandatory retirement ages. There are regional care projects where the central government issues a variety of subsidies to local governments to help them deal with the labor shortage. In the metropolitan area, the number of elderly presents a big problem for employment for this demographic.

The participant asked an additional question about health insurance payments.

Dr. Nishimura answered that for ages 60-65 until they retire, the government pays 50% of insurance costs while the employer pays 50% of insurance costs. After retirement, they won't have the support of the employer, so they instead get supported by local government insurance schemes.

Another participant asked about the retirement of the military and who is responsible for the retirement processes of this population.

Dr. Nishimura answered that the central government takes care of military retired veterans, including a specific program for people older than 75 years old. This program is for everyone and is covered by social insurance.

Another participant asked about the participation of elderly in the Kashiwa Project committee.

Dr. Nishimura said that they participate and then further noted that Tokyo University supports the program, but the main part of the program is managed by the elderly people living in the community.

One participant noted that one interesting point of Thailand was the government's tax reductions for companies that give employment to the elderly. She asked about the market response.

Mr. Chinchai Cheechareon, Technical Social Development Advisor, Ministry of Social Development and Human Security (Thailand) answered that all companies must hire persons with disabilities. 97% of companies have hired persons with disabilities. Building infrastructure for persons with disabilities is also tax deductible. The government also recently decided that there will be tax deductions for hiring the elderly as well.

Dr. Nishimura reiterated a sentiment from the previous session, stating that people in need of help are easier to help when they are not labeled with their problem. Dr. Nishimura asked the participants to talk about the situation in their countries.

One participant asked about the laws governing social workers.

Ms. Sally Sinclair, CEO, National Employment Services Association (Australia), said that there are a number of systems in Australia that are designed to empower the individual. Employment services and support are contracted out to NGOs, who can make decisions on workforce structure. Characteristically, three quarters of the frontline workers in these companies have human-focused specializations (social work, psychology, etc.), while also having specialization in employment services. The Employment Services Institute has a framework with credentialing for employment services practitioners.

Dr. Nishimura stated that the role of professionals in the frontline have not been discussed in detail, including the roles of social work and medical professionals.

He then invited the participants to further explain their countries' strengths and weaknesses, starting with a participant from Taiwan. He asked about employment policies for the elderly in Taiwan.

A participant from Taiwan said that the elderly employment rate in Taiwan is between 5 and 8%. Taiwan is currently working on an employment law for advanced age persons, which would promote part time and short term jobs for this population.

A participant from Cambodia noted that officials with higher education will often continue employment in universities or in advisory roles.

Dr. Nishimura noted that there is a problem of both over and under education around the world. It becomes difficult to find appropriate jobs based on both of these problems. We see that over education is a problem in Europe, while in Japan the job market for university graduates has been shrinking.

A participant from Mongolia stated that the situation is different due to the young demographic of the country. Elderly care is not a burden for Mongolia. In youth development centers, elderly people will volunteer as councilors, such as giving entrepreneurial advice, and will be given some compensation in the form of food, services, money, etc. There is a law called the Appreciation Law that would provide more benefits for the elderly and make sure that they have a good financial foundation, good health condition, and good living situation. This would also provide a subsidy at 60 years old that increases every 10 years. The Mongolian average life span is short, although it is extending now. The government will now have to provide more services as people begin to live longer.

A participant from the Philippines noted that a major problem is youth employment. Recently there was a law passed against discrimination at work, including age discrimination. The challenge for the Philippines is to actively support the elderly while limiting employment competition with the youth.

A participant from Indonesia said that retirement age is 58 years old. The government will provide training, but employment should be sought independently. The youth unemployment problem is a bigger focus for the Indonesian government.

Another participant from Indonesia stated that culturally, elderly people stay around their extended families. Women stay productive, while elderly women take responsibility for childrearing duties. There is a program called Empowerment of Elderly to support the health of women and the elderly who take care of children.

Dr. Nishimura thanked the participants for their attention and closed the session.

## **Review of the Parallel Session 1 and study tour, Group 3**

### **Study Tour Impressions**



As moderator, Dr. Satoshi Kawashima, Associate Professor, Okayama University of Science invited the participants to give their impressions of the previous day's study tour. One participant summarized his impression as stirring a deep sense of hope within him and the others, and said such hope and energy are vital in work related to those with disabilities and pushing forward with

initiatives.

Additional impressions included one participant who was very impressed with the open facilities and joint activities at Ranzan Gakuen, which creates an excellent atmosphere. Another participant highlighted the advantages of its small class sizes. Another participant said the study trip to Ranzan Gakuen spurred many new ideas that can be implemented on an international scale.

An additional participant from the Philippines thanked the Japanese government for its work in taking care of disturbed children, saying the government has done its best to help them and value them in a community. He said he will bring what he observed of Japan's efforts related to persons with disabilities and the elderly to a high level meeting in the Philippines. Another participant from Malaysia said it was excellent that the headmaster had a medical background and also observed the excellent teacher-student dynamic.

Many of the participants also pointed out how impressed they were with the inclusive efforts of SEIYU Services Company, and the lectures by the Kawagoe Employment and Livelihood Support Centers for Persons with Disabilities. Overall, they were impressed with the work of the private sector in Japan in employing persons with disabilities, and many said they would seek to learn from the Japanese model for their own countries. They noted that it is not simply charity, but is mutually positive for both the company and the employees, who are truly valued as workers and produce value themselves.

One participant said SEIYU prompted him to ask a question: should we set regulations for companies in employing persons with disabilities? He said he personally did not agree with this, but he noted what a big difference it would make to redesign jobs to enable persons with disabilities to do the valuable work they can provide. He said companies need to step up and be champions of employing persons with disabilities. Another participant from Vietnam said this raised important questions about how to encourage companies to employ persons with disabilities.

Dr. Kawashima said that we must change social barriers such as barriers to employment, as outlined under the Convention on the Rights of Persons with Disabilities. He pointed out that the CRPD does not mention productivity, and we must balance it with independence and inclusion in “real life.” However, the previous day’s study trip showed real examples of working toward this balance.

## **Discussion**

Next, Dr. Kawashima invited the participants to discuss topics relevant to their impressions of the study visit. One participant noted the importance of an aspect he saw at SEIYU, which has a promotion system in place that serves as an important motivator for persons with disabilities to move up in their work. He also said that schools for children with disabilities have all been closed in Malaysia, even high quality boarding schools, because they separate children from their families. He said he was impressed with Ranzan Gakuen and how it emphasizes family inclusiveness.

However, another participant said she did not see as much family involvement at Ranzan Gakuen, and believed there should be more family participation. She also said spiritual aspects are essential for young persons with disabilities. A third participant also noted the importance of follow-up after children are discharged from institutions. In response, a participant from Japan said that follow-up is emphasized in the country, but noted that

problems arise when children grow up and age out of the services. Regarding the comments about families, he said many of the children experience problems or alienation from their families, and the services thus emphasize relationships outside of family to give them a sense of belonging and security.

Regarding a point about productivity, Dr. Kawashima said that regardless of productivity, companies are required by law to employ persons with disabilities. In fact, many Japanese companies do not achieve true productivity in their systems to meet these requirements, and thus SEIYU serves as an important model for achieving productivity. A participant from Sweden noted that beyond productivity, employing persons with disabilities has other benefits. For example, companies that have trouble retaining employees find that persons with disabilities are much less likely to change jobs constantly. Dr. Kawashima then concluded the session by thanking the participants for their comments.

### **Parallel Session 3, Group 1:**

#### **Effective approaches – how to cooperate with employers and other stakeholders in implementation of employment policy for older workers and persons with disabilities –**



Moderator Dr. Kenji Kuno, Senior Advisor on Disability, Japan International Cooperation Agency (JICA), greeted everyone a good morning, and started Parallel Session 3 for Group 1 on Effective Approaches – how to cooperate with employers and other stakeholders in implementation of employment policy for older workers and persons with disabilities. He expressed his hope that all participants would be able to share a great deal of knowledge and experiences, and then shared his experience in supporting persons with disabilities and with disability equality training in Malaysia.

He identified social issues, stressing that being analytical in identifying the various problems to solve was essential. He then highlighted that empowering persons with disabilities and enabling the environment to be inclusive would greatly affect the overall outcome when implementing changes to society.

Dr. Kuno provided a background on the cooperation between Japan and Malaysia that had been in effect since 2004, which included activities such as job coaching and employment support of persons with disabilities. He then reviewed the various employment support services and legislation that had been undertaken in Malaysia. He concluded his presentation with a short video presentation and invited the next speaker to give his presentation.

Mr. Anton Eckersley, International Relations Director, Ingeus, UK, greeted all participants and provided a background of his organization. He stated that global forces were driving economic and labor market changes. The four forces he highlighted included globalization, technological changes, demographic changes, and a slowing global economy. He then underlined effective policy responses, which included reaching out to marginalized groups, making labor market infrastructure more holistic as one size does not fit all, making skill systems more flexible and demand-led, improving stakeholder coordination and performance management, as well as testing what works and to build evidence bases. He also emphasized the importance of coordinating the work of different actors and engaging with employers.

Mr. Eckersley identified that employers wanted to get the right people for the job in the most efficient way possible, to know about ways they could save money, to have organized approaches, and to have up to date and accurate information. By engaging with employers, changing their mindset, promoting specific business cases, providing advice and practical support, implementing short work trials to build trust, and by providing post-employment support to help grow productivity, win-win relationships can be achieved. He emphasized that listening to customer insights and building up an evidence base by using data to understand the journey that seniors and persons with disabilities go through to gain employment was crucial. He then touched upon common practices that were successful when cooperating with international partners, such as in South Korea and Germany.

Mr. Todor Krastev, Chief Expert, Bulgaria, began his presentation on How to Cooperate with Employers and Other Stakeholders in Implementation of Employment Policy for Older Workers and Persons with Disabilities. He provided a background of Bulgaria and its employment statistics, stating that the main approaches in the policy of employing persons with disabilities and elderly people involve partnerships, cooperation, and the

active inclusion of all participants in the process of problem identification, design of policies, and strategies, etc.

Mr. Krastev provided a background of the National Council for Promotion of Employment, which discusses and gives opinions on design and implementation of employment policy, and adopts the National Employment Action Plan for the respective year. He then described initiatives in attracting employers as important partners, as well as financial incentives and adapting workplaces, and concluded his presentation.

Mr. Peter Fremlin, Independent Expert, Independent Consultant, UK, started his presentation on Pathways and Partnerships. He started with a case study in garments factories in Indonesia, stating that the quota legislations in Indonesia specified a 1% employment of persons with disabilities. Many corporations had difficulty in fulfilling the quota, and employers were concerned with the capabilities of persons with disabilities in doing the work, with safety and adaptation concerns, as well as finding persons with the right skill set. He emphasized that it did not create a mutually supportive discussion.

Mr. Fremlin identified various challenges, including reaching and recruiting persons with disabilities that were appropriate for the specific type of employment, supporting persons with disabilities to complete the training, finding partners in implementation, recruitment and development in employment, as well as turning employer goodwill into action. He concluded that many could start supporting initiatives by focusing on changing values and understanding, supporting institutions that have technical skills, building bridges between organizations, as well as developing networks.

Ms. McDowell commented that supporting employer to employer discussions was beneficial. A representative from Sweden noted that hiring individuals with disabilities changed the culture and environment of the workplace in a positive way. Another participant agreed that having a mindset that supports awareness and cultural change had a large impact on implementation initiatives. Dr. Kuno then thanked everyone for their presentations and participation, and concluded the parallel session.

## **Parallel Session 3, Group 2:**

### **Future challenges on employment and social Welfare services for disadvantaged people**



Moderator Dr. Hiroshi Hayakawa, Vice President and Medical Director, Medical Care House of Child (Ranzan Gakuen; Japan), opened the session by explaining its theme and structure.

Dr. Hayakawa treats emotionally disturbed children suffering from child abuse or with development disabilities in psychiatric care, in addition to his work at other hospitals treating other conditions. Two cases will be discussed today.

A man in his 20s grew up in an abusive environment. His mental situation improved with the support of psychologists and case workers. As a result of his background, his social anxiety became severe, but he improved with support.

A woman in her 20s couldn't continue work in the same place very long due to ADHD. She didn't receive proper support as a child, so she didn't learn proper coping skills. After medical therapy, she acquired coping strategies and became capable of retaining information.

Social adaptation is hindered by lack of support or abuse, but can be improved by future support. People from child welfare institutions rarely pursue higher education and only half gain employment. Educational support is not enough in these cases. In general, it is difficult for women to work in Japan, but this is even further exacerbated by poverty. Child welfare problems will present challenges for Japan's continued status as an advanced nation.

Workplace depression and social withdrawal are serious issues surrounding Japanese employment. There is a social welfare problem hidden in background of these issues, which can be solved by proper support. Children in poverty have far more problems, including disabilities, than those who don't live in poverty. Some children adapt poorly,

going on to develop superficial adaptation techniques in the work place as adults. In the future, the working population will shrink. Japan must seriously consider how to support every potential worker.

Children who lose their sense of security lose their sense of attachment, causing various mental problems. When uniform education is given to these children, they experience the pressure of being normal, causing problems almost immediately. Children with mild developmental disabilities will attempt to over adapt, while children with severe disabilities learn to endure. In both cases, it produces further problems as an adult.

In the field of child welfare, there are support structures that help focus and improve adaptation techniques. When children can understand their own characteristics, they can understand the cause of their problems, bringing relief. This allows them to develop coping methods suitable for their own characteristics.

Society should be responsible for the cost of their learning equal to the investment in the future. Investment in individual education tends to be done in ways where there is a visible result. It is hard to see the outcome of psychiatric care, and the targets of care are often impoverished, which means that a portion of society's productive power will be lost without proper investment.

If society does not support families without the means to provide adequate childrearing, then risks to society will increase. For those children with impossible adaptation, society should embrace diversity. Following these principles will enable a new respect for disadvantaged people and will improve society.

Mr. Kla Jean-Michel, GNEPA, Head Study Service and Development (Cote d'Ivoire) started his presentation by introducing himself and thanking the organizers.

Cote d'Ivoire is a West African country with 23 million people. The president has placed a priority on employment and social problems. In the 1990s, Cote d'Ivoire was faced with a number of crises. The national population was under duress. The president has put together a Ministry of Youth Employment, due to the young population. Only 4% of Cote d'Ivoire is between the age of 60 and 80.

Among the female population, the employment rate is very low. Disadvantaged people can be described as being in a state of physical, mental, and financial vulnerability. 30%

of adults aged 35 and above are unemployed. When it comes to those above 25, 46% are in poverty. These present challenges in the employment sector.

However, many steps have been taken by the government, including the adoption of a new liberal code. Education and vocational training have been given priority. In the past, companies have not been able to employ the majority of people, due to the unskilled population.

It is very difficult for the private sector to employ persons with disabilities due to the cost of infrastructure improvements. It is very difficult for the private sector to make a profit, which makes it hard to employ disadvantaged populations. The president has pledged to hire 300 people with disabilities in public jobs.

Six ministries and 42 agencies have pursued the creation of 854,000 new jobs. It is impossible to create this number of jobs by the government alone, so cooperation with NGOs is underway. Through the DGE, there has been a project that provides subsidies that cover 31 projects where 148 million francs have been dispensed to generate 277 jobs.

Although measures have been taken, there are still many challenges. There aren't ample economic resources to provide proper accessibility, training, or industrial support.

In 2015, a new law was enacted placed within the Labor Act, for the benefit of those with disabilities to enhance their employability. Private companies will be responsible for employing a quota of persons with disabilities. Discharging persons with disabilities must be given approval by authorities.

The Youth Employment Agency provides measures for the young. Financing is a challenge for these measures. While there is a certain budget, it is not adequate. Partners are needed for this project, and funding has been secured from a variety of sources, including from Japan.

To promote participation in society and in the labor force, there is a program for woman to create sewing machines, participate in agriculture, etc. Microbusiness funding is also provided. This is an effort to create entrepreneurship on a small scale.

Some of the other challenges facing Cote d'Ivoire include implementing social insurance. There are many programs, and the benefits must be distributed equally. There is an effort

to spread these services. There is an effort to introduce universal health care with a premium of 1000 francs per person.

There is a 4 axes strategy. Axis 1 looks to improve poverty in society. There are measures taken for women and children, including distribution of food. Training will be provided to those who have not been able to engage in formal education. For those above 35 years of age, simple work opportunities will be provided. 115 funds have been installed to support this project.

Axis 2 will enhance schooling, especially for young girls. Parents must ensure that their daughters are placed in schools. This will enhance access to safe drinking water and health coverage. Construction projects are another part of this axis to assist those without homes or those that live in landslide prone areas.

Axis 3 provides for those people vulnerable to abuse.

Axis 4 is about enhancing social insurance levels. There are measures to gain funding at both a public and private level.

Enhancing social participation as labor participation is a priority for Cote d'Ivoire. Resources have been mobilized for employment and social insurance promotion. These are dependent on the national will, but will result in positive growth for the country.

Mr. Borhan Bin Osman, General Manager, Legal Division, Social Security Organization (Malaysia), began his presentation by thanking the chairman and the organizers

Malaysia has a population of 3.17 million people. 10% of the population are non-citizens who have come to Malaysia for work.

Malaysia is guided by the ILO convention 159 and Recommendation 169. They promote the rehabilitation and employment of persons with disabilities. The Social Security Organization provides programs to help reintroduce persons with disabilities to work.

The government has a policy of employing 1% of its staff as people with disabilities in the public sector. There are additionally employment and training programs. Tax deductions are provided for both employers and employees. The government has a

program to help persons with disabilities start entrepreneurship. Many of the programs are interrelated between the departments and ministries in Malaysia.

There is a problem of lack of confidence on the part of the parents of persons with disabilities. Persons with disabilities themselves have a lack of skills and self-confidence. Employers have a lack of experience and a lack of knowledge. Job coaches, those who help persons with disabilities, have a lack of experience and adequate time to handle all of their cases.

Factors contributing to unemployment include frictional unemployment (the period between moving from one job to another), structural unemployment (a mismatch between location of jobs and jobseekers), cyclical unemployment (due to recession), technological unemployment (replacement of workers by machines), seasonal unemployment (occupation isn't in demand in certain times), etc. There are motivation problems on hiring persons with disabilities, including compensation and accessibility issues.

Solutions could include government partnerships with employers, coordination with case managers, coordination and good relationships with family members. By excluding persons with disabilities, there is a cost to society. The benefits of employing persons with disabilities into the labor market will result in great capital increases. The government must pursue even greater policies to further these results.

Ms. Wendy Ranschaert, Special Targets Group Manager in VDAB (Belgium), began her presentation by thanking WAPES and ASEAN for providing her with the opportunity to share her experiences today

The number of persons living on invalidity benefits, meaning they are inactive for one year or longer, has almost doubled in the past 10 years. Two top groups of people living on invalidity benefits include those with mental health problems and musculoskeletal problems. For the budget spent on benefits in Belgium since 2015, there is more money spent on sickness than on unemployment benefits.

Belgium must deal with the increased amount of people living on invalidity benefits, the increase of people with mental health problems, and the budget for invalidity benefits that are higher than unemployment benefits.

Belgium must avoid long term sickness leave. Employers must invest in changing the working environment and should encourage their employees to seek medical treatment as soon as possible. Doctors must also recognize that becoming inactive can make patients sicker. It is a common belief in Belgium that working can have a benefit for health. A focus on work-life balance and employment programs will prevent people from becoming ill. There is a program in Belgium for people with cancer to continue working for 3 to 4 hours a day, protecting their social connections and keeping them healthier.

Illness and inactivity can't be avoided, so there should be strategies to reintegrate and reactivate people. The same stakeholders should be working and communicating together. Employers must create environments where people can learn new job skills and where people can be hired despite their health problems. People with health problems will need to develop the motivation to return to work despite their condition. Individuals must become aware of what they still *can* do instead of what they *can't*. In Belgium, there is a core set of ICF categories that are used in communication with health care organizations.

Activation Guidance, a service developed to guide people with severe mental health problems back to work, is a new program in Belgium. The individual is supported by a job coach, a mental coach, and an empowerment coach. The job coach will set up an individual plan for the jobseeker, and will work with the mental coach to provide the appropriate rehabilitation and training. Individual and group therapies are provided. The empowerment coach deals with financial, housing, and individual issues. The job coach makes sure that the entire process has a focus on employment.

As a result, one third of the target group was reactivated toward work. While this may seem low, this is the hardest group to reactivate. Reports on return on investments state that working for a period between 3 to 6 months is enough to pay back all of the investment that went into their participation in the program.

Dr. Hayakawa closed the session by stating that every speaker's talk was very impressive. Summarizing all of the presentations, Dr. Hayakawa said that creating jobs and creating infrastructure for persons with disabilities is a motivating and positive pursuit for society.

### **Parallel Session 3, Group 3:**

#### **Securing local basis by resident participation in order to realize the convivial society**



As moderator, Dr. Shuzo Nishimura, President, Institute for Health Economics and Policy opened the parallel session and said he would begin with an explanation of Japan under the session topic of securing a local basis by resident participation in order to realize a convivial society. He outlined improved home medical care and the integrated community care system, and noted

that it is important to establish an effective system that helps people once they leave the hospital with long-term care.

Support for quality of life and preventive long-term care are thus being emphasized by the government of Japan, with encouragement of neighbors and the community to provide this to the elderly. This includes activities such as encouraging the elderly to have shared meals with community members, exercise classes that keep health in top form, and just having a conversation with elderly neighbors, which has a preventive effect against dementia. In this way, the Japanese government is providing social security and social insurance while strongly recommending self-help.

Ms. Vauxay Souvannamethy, Ministry of Labour and Social Welfare, Lao PDR outlined her country's specific policies and programs implemented for the elderly, such as the Decree on the Organization and Operation of the National Committee for Disabled People and the Elderly. The National Committee for Disabled People and the Elderly (NCDE) represents a commitment by the government to research, materialize, and implement the guidelines, policies, laws, and regulations of the administrations to assist, heal, and develop persons with disabilities and the elderly. Social security benefits include health care benefits, pension benefits, and unemployment benefits.

There is a culture in the country in which families take care of their elderly and disabled members, in addition to the support given by the government. A disability fund is being established with a state budget as well as contributions from individuals and national and international organizations. Challenges for Lao PDR include a lack of awareness and

public relations on the policy, and difficulties encountered in the establishment of the disability fund.

Ms. Rostinah Pehin Dato HJ Mohd Tahir, Acting Director, Department of Community Development, Ministry of Culture, Youth and Sports, Brunei Darussalam gave a presentation titled Increasing Employment Participation for the Elderly and the Disabled. Brunei established its National Council of Social Issues in 2008, addressing 11 issues including issues related to the elderly and persons with disabilities. One of the special committees set up is the Special Committee for Elderly and People with Disabilities, with a plan of action covering short-term and long-term efforts. Brunei also recently ratified the Convention on the Rights of Persons with Disabilities in 2016.

The country's efforts are still in progress, and it is working on a concrete definition of what it means to be disabled. Compulsory education in the country promotes inclusive education. Education for persons with special needs is coordinated by the Special Education Unit of the MOE. Other efforts include the Old Age Pension and Disable Act, which gives financial assistance to residents over 60 years old and persons with disabilities.

Brunei is very concerned with the health status of the elderly and persons with disabilities, giving free medical care to the elderly, and efforts include the provision of special lanes for the elderly to receive health care. Health services include geriatrician services, home-based long-term care services, and the promotion of healthy lifestyles.

The country also works to set up government operated centers for persons with disabilities, running activities and programs such as conducting community-based rehabilitation programs with persons with disabilities in their home environment, conducting skill training, and running employment programs such as giving job placements. The government also provides special funding and even land for NGOs, such as with the Brunei Council on Social Welfare and others.

Following the presentations, a discussion and Q&A session was held. One participant from Germany noted that her country shares issues related to the elderly with Japan, with problems arising related to funding for long-term care homes and home health care. She asked about how Japan is dealing with this. Dr. Nishimura noted that much of the care needed by the elderly is paid for by their long-term care insurance. Unlike Germany, if

family members provide care then there is no payment, which represents a major difference.

A participant from the Philippines asked about bilateral agreements for long-term care. Dr. Nishimura said that Japan's long-term care insurance can be used to care for Filipinos living in Japan, but noted that it probably cannot be used by Japanese people living in the Philippines. A participant from Indonesia asked about home health care in Brunei. The presenter from Brunei responded that government efforts stress upholding the family and including the elderly in the family structure. She noted that family is defined in Brunei as extended family, with many households having large numbers such as 14-23 members.

There was a question about improved home medical care in Japan, and whether it includes training staff members or the family members themselves. Dr. Nishimura highlighted the great advances achieved in home health care due to technology. Visiting nurses and home helpers are now placing particular focus on nutrition and exercise, encouraging the elderly to live at home and preserving their health. Another question was about people who cannot afford national insurance. Dr. Nishimura said that the very great majority of Japanese people are part of national insurance, but that small percentage that does not have insurance is mostly young people, especially as payments tend to be lower for older people. Some young people prefer to not pay insurance premiums, and their numbers are increasing gradually.

A participant asked about how Japan had succeeded in making grassroots systems, and if there were enough doctors or nurses in Japan. In response to the question, Dr. Nishimura said that a mechanism is in place to deliver home health care to people living in low population density areas, even using helicopters to send staff and supplies to remote islands. One problem that has arisen is that due to the decreasing numbers of children in Japan due to the low birth rate, pediatrician numbers are going down. The most important problem facing the government right now is financing health care, as costs are going up.

Another question from a representative from Vietnam asked about having separate hospitals for elderly people as they have needs that are different from people from different age groups. Dr. Nishimura said that during Japan's period of economic growth, free medical services were given to elderly people. As a result, many hospitals are focused on elderly patients, even though the elderly now must contribute to the payment due to Japan's changed financial situation. He also noted that Japan has too few general practitioners and too many specialists who cannot give treatment outside their area.

Dr. Nishimura also pointed out the importance of anti-smoking efforts, and promotion of healthy diets, exercise, and lifestyle. Several participants made points about problems related to promotion of healthy lifestyles, due to increased smoking and consumption of fast food in their countries. Dr. Nishimura then mentioned Japan's school lunch program, which has recently allowed children to experience growing vegetables, and such initiatives help curb gradually increasing rates of obesity in Japan. A representative from Brunei noted that people in the country are becoming much more health-conscious, and group runs, spinning, and yoga are becoming very popular.

Returning to the subject of hospitals and serving the elderly, a representative from Vietnam said that the country is piloting a model of intergeneration linkage for healthcare, giving basic training to citizens on areas such as early symptoms of diseases that often affect the elderly. This provides cost savings for health care. She also invited APEC member economy representatives to attend meetings and workshops on aging populations in October in Ho Chi Minh. Dr. Nishimura then concluded the session.

### **Plenary session 3**

Dr. Shuzo Nishimura, the President of Institute for Health Economics and Policy, greeted all participants a good afternoon, provided the agenda for the session, and gave Ms. Arp the floor.

### **Sharing for Parallel Session 2:**



Ms. Elisabeth Arp summarized discussions on Armenia, Myanmar, and Indonesia. She touched upon raising awareness, social security issues, and universal approaches when realizing new products, public facilities, and technology to achieve cultural change.



Mr. Peter Fremlin discussed future prospects and challenges, which included approaches taken by Russia, Turkey, and Japan. He highlighted the extent to which countries utilized individual assessments and how Russia looked at individual needs, as well as the importance of developing partnerships with different branches of the government. He emphasized moving the

view of employing persons with disabilities as an obligation to a view of recognizing the benefits of employing persons with disabilities.

Mr. Shintaro Nakamura, Senior Advisor of Social Security, JICA, commented on the dialogue with the Philippines, Vietnam, Germany, and Mongolia. He stated that increasing life expectancies will put pressures on the financial system as well as the health system. He talked about the completion of JICA's project on long-term care, political decision making processes, and the prospect of vocational training. He also spoke about the importance of social participation, realizing the capabilities of the elderly, as well as the benefits of increasing funding for social assistance.



### **Sharing for Parallel Session 3:**



Dr. Kenji Kuno reported on effective approaches, how to effectively communicate with employers and other stakeholders, as well as the importance of partnerships and cooperation. He noted key concepts, including efficient coordination among stakeholders, employment retention, listening to the voice of persons with disabilities, and focusing on the benefits of

utilizing persons with disabilities. He added that a key challenge was changing the

mindset of people, and that initiating employer to employer communication was an important part of the implementation process.



Dr. Hiroshi Hayakawa described the job coaching initiative in Malaysia, the support of disadvantaged people in Belgium, as well as the diverse characteristics of persons with disabilities and how Japan has been working on recognizing this fact.

Dr. Shuzo Nishimura summarized their discussion on the elderly in Australia, France, and Thailand. He highlighted topics which included how to develop mechanisms to support the elderly, how to address the elderly in need of support through policies, as well as the importance of giving to others. He then touched upon examples of the systems that were being implemented in Laos, Brunei, and Japan.



## **Report of ILO project**



Mr. Michael Mwasikakata, Coordinator, ALMPs and Employment Services, ILO, reflected on the need for good fiscal policies that would support activities in the labor market, good institutional frameworks on the national and local levels, as well as on the role of cooperation and partnerships that support the implementation of policy.

He expressed that the workshops had all been inspiring, and specified that identifying why good practices were effective and then applying them according to region was essential. He discussed the impact of public employment services, how to deliver more services with less resources, and designing policy based on evidence.

Mr. Mwasikakata then explained that the ILO was undertaking a project where they would conduct five country studies, produce an International Literature Review report, as well as one synthesis report that would include case studies, and concluded his presentation.

## **Discussion**

A representative from France provided recommendations to public employment services, which included conducting individual diagnoses and identifying individual characteristics when assessing employment opportunities for persons with disabilities, taking a holistic approach, and also looking at issues outside of employment.

Ms. Mega Irena, Assistant Director of the ASEAN Secretariat agreed with the need for a comprehensive approach, and raised the issue of having multiple branches of ministries resulting in different levels of responsibility and principles. She also questioned the ability of countries to absorb the younger workforce and emphasized the importance of sharing knowledge and experience. A participant agreed with the benefits of taking a holistic approach, revealed employment opportunities in the field of long-term care, and added that having the right leadership to extend a helping hand to those in need would be effective.

Dr. Nishimura expressed his hope that all the participants participated in active discussions, and were able to bring back best practices to their respective countries.

## Conclusion and Summary



Mr. Yamaya thanked all representatives and participants, reflected on the past three days, and hoped that everyone's nations would benefit from the experiences and knowledge gained through this joint event.

## Closing Remarks



Dr. Yusuke Fukuda, Assistant Minister for Technical Affairs and Global Health, MHLW, thanked everyone for their participation, wished everyone a safe trip home, and officially concluded the ASEAN-Japan & WAPES Joint Event 2016.