

**Handbook on Employment of
Persons with Disabilities**

Support Services

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Foreword

Nowadays, more and more employers are willing to employ persons with disabilities after learning about their working capacity. However, some employers who wish to offer them employment opportunities might have concern over their accommodation in workplace and have reservation about employing them.

In fact, there are various services offered by different organizations with a view to facilitating open employment of persons with disabilities so that they could fit in to their work and integrate into society. This handbook is published by the Selective Placement Division of the Labour Department in order to enhance the confidence of employers who have already employed disabled staff or those who wish to employ persons with disabilities by introducing a range of support services and the means through which these services could be acquired. We hope that by introducing these support services to employers and disabled employees, the working relationship between them will be enhanced.

Selective Placement Division
Labour Department

Chapter 2 Transport service Rehabus

Is there any special transport service for disabled persons ?

- The majority of the public transport facilities in Hong Kong are accessible by persons with disabilities so that most of them can manage public transport. Those who find it difficult or impossible to use public transport may use the Rehabus Service.

What is Rehabus Service ?

- Rehabus Service is provided by the Hong Kong Society for Rehabilitation. It provides door-to-door transport service for persons with disabilities who have difficulties in using public transport.

What kinds of service are being provided ? Who can use these services?

The services are :

- **Scheduled Route Service:** There are four main routes, namely HK/KLN/NT/ Cross Harbour Routes, providing scheduled round-trip transport service to people with disabilities going to work or to school on a regular time basis.
- **Feeder Service:** The service mode is similar to the maxicabs in Hong Kong, which run along circular routes and allow passengers to board or alight at any spots along the route.
- **Dial-a-Ride Service:** It provides 24 hours transportation service to the passengers through advance booking.
- **Pooled Dial-a-Ride Service:** It provides service exclusively for passengers on condition that the service is used at a regular weekly schedule and the boarding and alighting spots are fixed.

How to apply for the service ?

- Persons with disabilities can apply to the Society directly. They can also apply through social service agencies.

- For more information, please contact the Hong Kong Society for Rehabilitation.

Address: 6/F., 7 Sha Wan Drive, Pokfulam, H.K.

Service Hotline: 2817 8154

Fax: 2855 7016

Website: <http://www.rehabsociety.org.hk/>

Chapter 3 Technical support

Are there any related services provided by other organizations to support open employment of persons with disabilities ?

The following organizations provide services such as the design and production of technical aids at work, technical consultation or assessment of working ability to disabled persons. To obtain detailed information on the services provided by these organizations, please contact them directly:

Rehabaid Centre, Hospital Authority

Address : G/F, Core S, Yuk Choi Road, The Hong Kong Polytechnic University, Hunghom, Kowloon

Tel : 2364 2345 Fax : 2764 5038

Technical Aids & Resource Centre, Vocational Training Council

Address : Room 536, Hong Kong Institute of Vocational Education (Lee Wai Lee Campus), 30 Renfrew Road, Kowloon Tong, Kowloon

Tel : 2339 0904 Fax : 2336 3459

Jockey Club Rehabilitation Engineering Centre

Address : Rm GH041, Core GH, G/F, The Hong Kong Polytechnic University, Hunghom, Kowloon

Tel : 2766 4454 Fax : 2362 4365

Association for Engineering and Medical Volunteer Services (EMV)

Address : Rm 207-212, Podium Floor, Block 44, Shek Kip Mei Estate, Kowloon

Tel : 2776 8569 Fax : 2788 1194

Chapter 4 Training available to persons with disabilities

What organizations provide training to persons with disabilities ?

- Vocational Training Council, Employees Retraining Board and a number of non-governmental organizations.
- A wide range of training courses are offered. Persons with disabilities may, according to their ability, apply for those courses, some of which are specially designed for them.

What kinds of training are available ?

- General courses such as office practice, computer applications, accounting and languages training are provided on a regular basis. In addition, job-specific skill courses tailored for posts with abundant vacancies in the current labour market, for example, property management and domestic helper service are provided to help trainees improve their competitive edge in a changing economy.
- The Employees Retraining Board also offers courses designed specifically for persons with disabilities such as computer applications, web page design and clerical training through its recognized training bodies.
- The Vocational Training for the Disabled Section under the Vocational Training Council provides persons with disabilities with different kinds of training courses and career support. The Section also assists persons with disabilities in applying for courses provided by the Hong Kong Institute of Vocational Education.

How much do these training courses cost ?

- Courses tailor-made for persons with disabilities or work injury victims, under the Employees Retraining Scheme, are offered free of charge. Trainees of some courses might even apply for retraining allowance.
- Full-day courses provided by the Skill Centres under the Vocational Training Council are free while course fees must be paid for evening or short courses.

What are the modes of training available ?

- There are full-day, half-day, evening and weekend courses. The duration of training varies from a few days to several weeks depending on the course requirement.
- Employers can arrange suitable course for their disabled employees based on the job nature and skills requirement.

Who can apply for these training courses ?

- Disabled employees, persons with disabilities who have been employed before or work injury victims who have lost part of their working capacity permanently may apply for retraining courses organized by the Employees Retraining Board and its training bodies.
- Persons with disabilities aged 15 or above who have passed the vocational assessment will be admitted to the training courses organized by the Vocational Training Council.

How to obtain more information ?

- For more information, please contact

Employees Retraining Board

Address : 43/F., Hopewell Centre, 183 Queen's Road East, Wanchai, Hong Kong

Tel : 2311 6696

Fax : 2369 8322

Website : <http://www.erb.org/>

Vocational Training Council

Address : VTC Tower, 27 Wood Road, Wan Chai, Hong Kong

Tel : 2836 1000

Fax : 2838 0667

Website : <http://www.vtc.edu.hk/>

Chapter 5 Sign Language training and interpretation service

Are there any channels through which employers and supervisors can learn sign language to facilitate communication with hearing impaired staff ?

- Sign language courses are organized at regular intervals by the Hong Kong Association of the Deaf, the Hong Kong Society for the Deaf, Chinese YMCA of HK Y's Men's Centre for the Deaf and HK Lutheran Social Service – Cheung Ching Centre for the Disabled. The course contents cover basic vocabulary and conversation that is work-related and commonly used in daily lives.
- Please contact the following organizations direct for details:

Organisation	Address	Tel	Fax
The Hong Kong Association of the Deaf	Rm. 109& 111-118, G/F Chi Mei House, Choi Hung Estat, Kowloon	2327 2497	2327 7445
The Hong Kong Society for the Deaf	513-516, Kar Man House, Oi Man Estate, Homantin, Kowloon , Hong Kong	2711 3873	2711 3946
Chinese YMCA of HK Y's Men's Centre for the Deaf	No. 2, G/F, Sau On House, Sau Mau Ping Estate, Kowloon	2717 1754	2348 1612
HK Lutheran Social Service – Cheung Ching Centre for the Disabled	G/F, Cheung Ching Estate Community Centre, Cheung Ching Estate, Tsing Yi, New Territories	2495 0118	2434 2198

Are there any self-learning material on sign language ?

- Self-learning materials on sign language are available at the Hong Kong Association of the Deaf and the Hong Kong Society for the Deaf. Details are as below:

Material	Organization
Sign Language Training Book (with CD), Interactive Sign Language Basic Course CD, Sign Language Dictionary for Court Uses	The Hong Kong Society for the Deaf
Hong Kong Sign Language(Training Book and CD)	The Hong Kong Association of the Deaf

How to obtain sign language interpretation service ?

- Employers can apply to the following organizations for sign language interpretation service. Please note that fee might be charged for service provided by individual organization:

Organization	Address	Tel	Fax
The Hong Kong Association of the Deaf	Rm. 109& 111-118, G/F Chi Mei House, Choi Hung Estat, Kowloon	2327 2497	2327 7445
The Hong Kong Society for the Deaf	513-516, Kar Man House, Oi Man Estate, Homantin, Kowloon , Hong Kong	2711 3873	2711 3946

Chapter 6 Services offered by Selective Placement Division of Labour Department

Free Employment Services

- The Selective Placement Division (SPD) provides free employment service for disabled job-seekers and free recruitment service for employers.

Service Targets

- Employers ; and
- Disabled job-seekers including those with visual impairment, hearing impairment, physical handicap, chronic illness, mental handicap, ex-mental illness, specific learning difficulties, attention deficit/hyperactivity disorder.

Vocational Assessment and Guidance

- Placement officers of the SPD will conduct in-depth interviews with disabled job-seekers to understand their employment needs and provide vocational guidance.
- Vocational assessment tests will also be arranged for disabled job-seekers to assess their working abilities.
- The 'Self Help Integrated Placement Service' (SHIP) is organized to help job-seekers improve their understanding of the job market and their job searching skills. Job-seekers are encouraged to make job attempts after they complete the training courses so that their chance of securing employment can be enhanced.

Job Matching and Referral

- Placement officers have detailed information on the education background, working experience and job preference of each job-seeker. Upon receiving vacancy information from employers, the most suitable candidate can be selected according to the requirement of the post.
- The placement officer will then arrange job interview with the employer and arrange transport or accompany the candidate to attend the interview when necessary.

Intensive Follow-up Service

- Upon placement of a disabled job-seeker into employment, the placement officer will provide a minimum 3-month follow-up service to ensure a harmonious working relationship between the employer and the disabled employee. The follow-up service will be extended upon the request of the employer or the disabled employee.

Promotion of open employment for persons with disabilities

- Promotional activities such as seminars, talks, exhibitions and promotional visits to employers are organized regularly by the SPD to promote working abilities of persons with disabilities.
- Provision of financial incentive to employers who employ people with disabilities through the 'Work Orientation and Placement Scheme' (WOPS) so as to encourage them to offer job opportunities to disabled persons. Employers who would like to participate in WOPS could contact SPD.

More information

- Details of the placement service are shown in the Flowchart of Services of the Selective Placement Division of the Labour Department (please refer to Annex 1). Employers wishing to make use of the service may contact the respective branch office for details.

Chapter 7 How to cultivate peer acceptance of disabled employees

Are there any tips for effective communication with disabled employees ?

- Objective assessment of their abilities and suitable encouragement from peers will help build up their confidence at work.
- Take into consideration their disabilities when communicating with them. For example, talk face to face with hearing impaired employees to facilitate their lip reading; use written message for conveying complicated idea; use simple and clear phrases in communicating with mentally handicapped employees.

How to help disabled employees adapt to the working environment and enhance their efficiency ?

- Explain to disabled employees the company regulations and their duties in detail.
- Appoint a patient and experienced colleague as mentor to help new disabled employees settle in their work.
- Staggered working hours, re-arrangement of duties or alteration of office physical setting may also help increase the productivity of disabled employees.

How to promote work harmony among disabled employees and their colleagues ?

- Encourage communication between colleagues.
- Set an example to other staff by being receptive and caring to disabled staff.
- Organize more group activities to help build up good relationship among employees.

How to obtain more information ?

- 'Practical Guide to Employing People with Disabilities' are available at SPD.
- For further information, please contact SPD.

Chapter 8 Disability Discrimination Ordinance

To safeguard the rights of persons with disabilities, the Disability Discrimination Ordinance (DDO) has been implemented since 1996 in order to ensure equal opportunities for persons with disabilities in areas such as employment, education, access to premises and provision of goods, services or facilities.

The DDO is enforced by the Equal Opportunities Commission (EOC). By implementing the legislation, public education, investigation and conciliation over complaints, the EOC seeks to protect persons with disabilities against any discriminatory action, harassment or vilification.

To help promote good employment practice by employers, the EOC has issued a Code of Practice on Employment in accordance with the DDO to help employees with disabilities, their colleagues and employers understand their responsibilities under the DDO so that a policy of equal opportunities can be adopted within an organization. To obtain detailed information on the application of DDO in the area of employment, please contact the EOC directly.

The Equal Opportunities Commission

Address : 19/F., CityPlaza Three, 14 Taikoo Wan Road, Taikoo Shing, Hong Kong.

Tel : 2511 8211 Fax : 2511 8142

Website : <http://www.eoc.org.hk/>

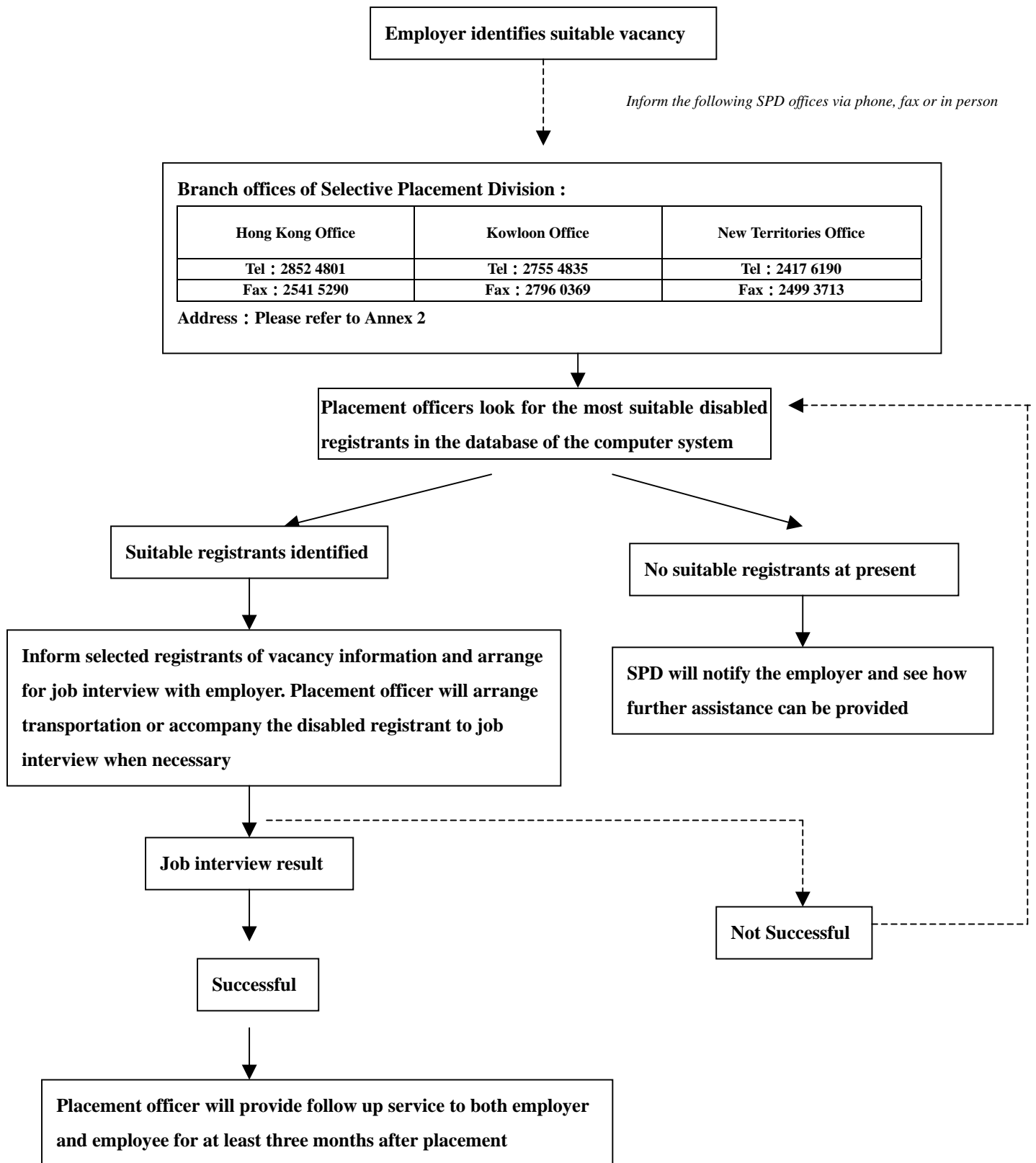
Chapter 9 Closing remarks

After reading this handbook, employers should become more familiar with the various kinds of services which can give them support in employing persons with disabilities.

Annex 2 provides the addresses, telephone and facsimile numbers of the branch offices of SPD. Employers wishing to recruit persons with disabilities can simply fill in the reply slip at Annex 2 and fax it to our branch offices. You will be contacted and suitable disabled job-seekers will be introduced to you as soon as possible.

We believe that equal employment opportunities will help persons with disabilities support themselves and integrate into society. By tapping into the largest pool of talent available, employers who are willing to employ persons with disabilities can enhance the quality of their employees and improve their competitive edge.

Annex 1 Flowchart of services of Selective Placement Division of Labour Department



Annex 2 Regional offices of Selective Placement Division and reply slip

Hong Kong Office G/F., East Wing, Harbour Building, 38 Pier Road, Central, Hong Kong
Tel : 2852 4801 Fax : 2541 5290

Kowloon Office G/F., Ngau Tau Kok Government Offices, 21 On Wah Street, Ngau Tau Kok, Kowloon
Tel : 2755 4835 Fax : 2796 0369

New Territories Office 2/F., Tsuen Wan Government Offices, 38 Sai Lau Kok Road, Tsuen Wan, New Territories
Tel : 2417 6190 Fax : 2499 3713

Website of SPD : <http://www.jobs.gov.hk/isps>

Reply Slip

To : Selective Placement Division
Labour Department

Our company/organization

wishes to employ persons with disabilities

wants to obtain further information on open employment of persons with disabilities

Name : _____ Post Title : _____

Company/Organization name : _____

Tel : _____ Fax : _____

Note:

Please fill in and fax this reply slip to our regional office of the Selective Placement Division. Our placement officers will provide you with professional job matching/referral services promptly. Please contact us by phone should you have further enquiries.

The personal data you provide here would be used by the Selective Placement Division in :

- (1) providing recruitment service to you;
- (2) providing information on open employment of people with disabilities to you.

Acknowledgement

Association for Engineering and Medical Volunteer Services
Chinese YMCA of HK's Y's Men's Centre for the Deaf
Employees Retraining Board
Equal Opportunities Commission
Hong Kong Association of the Deaf
Hong Kong Lutheran Social Service – Cheung Ching Centre for the Disabled
Hong Kong Society for the Deaf
Jockey Club Rehabilitation Engineering Centre
Rehabaid Centre, Hospital Authority
The Hong Kong Society for Rehabilitation
Vocational Training Council