



**TECHNICAL ASSISTANCE FOR PROMOTING  
DECENT FUTURE OF WORK APPROACH WITH  
A FOCUS ON GENDER EQUALITY  
  
(TREESP1.3. FoW/P-01)**

**TÜRKIYE**

**CATEGORY 3: SCIENTIFIC AND TECHNICAL STUDIES**

**Intervention 9: RECOMMENDATION REPORT ON EMPLOYMENT OF PEOPLE WITH DISABILITIES FOR DECENT FUTURE OF WORK**

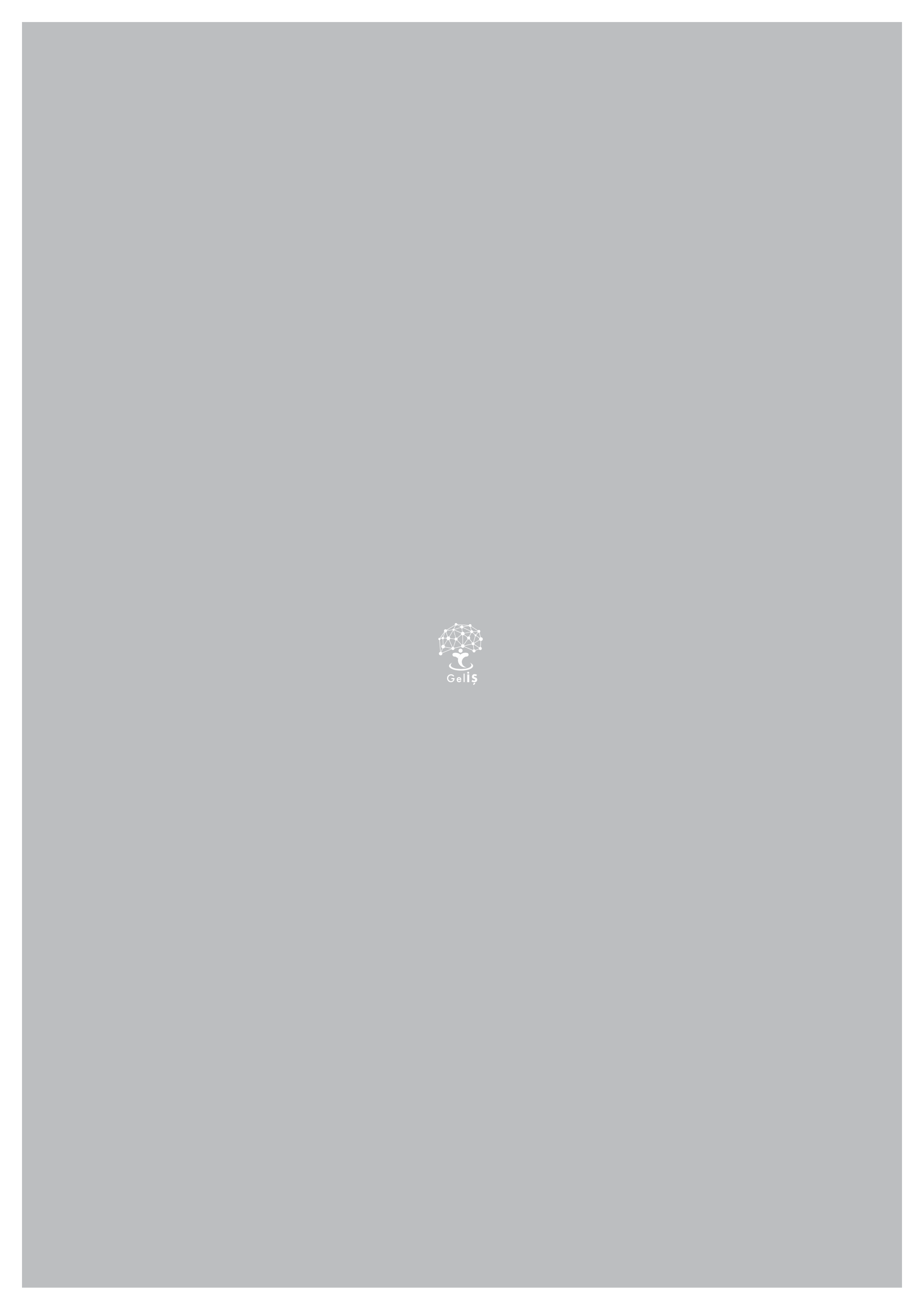
****

Table of Contents

[LIST OF ABBREVIATIONS 7](#_Toc109739952)

[EXECUTIVE SUMMARY 8](#_Toc109739953)

[1. INTRODUCTION 10](#_Toc109739954)

[a. Research Method used 10](#_Toc109739955)

[2. CONTEXT 10](#_Toc109739956)

[3. TYPES OF DISABILITY, CHALLENGES AND AVAILABLE SOLUTIONS 11](#_Toc109739957)

[3.1. Definitions 11](#_Toc109739958)

[3.2. Classification 12](#_Toc109739959)

[3.3 Mobility and Physical Impairments 13](#_Toc109739960)

[3.4 Spinal Cord Disability 13](#_Toc109739961)

[3.5 Head Injuries - Brain Disability 13](#_Toc109739962)

[3.6 Vision Disability 14](#_Toc109739963)

[3.7 Hearing Disability 14](#_Toc109739964)

[3.8 Cognitive or Learning Disabilities 14](#_Toc109739965)

[3.9 Psychological Disorders 14](#_Toc109739966)

[3.10 Invisible Disabilities 14](#_Toc109739967)

[4. CURRENT STATE OF PLAY IN THE EU: REVIEW OF OFFICIAL DATA AND INFORMATION ON PWDS 15](#_Toc109739968)

[4.1 Overview 15](#_Toc109739969)

[4.2. Legal Instruments in EU Member States to Protect the Rights of PwDs 15](#_Toc109739970)

[4.3. The EU Implementation Strategies and Policies. Supported Employment Schemes and Government Incentives 18](#_Toc109739971)

[4.3.1 Disability and Labour Market Integration: National Policy Trends and Support in EU Member States 20](#_Toc109739972)

[4.3.2 At the Level of the Employing Organisation 24](#_Toc109739973)

[4.4. Implemented solutions on the barriers to employment of PwDs 25](#_Toc109739974)

[4.4.1. Contextual and Institutional Factors 25](#_Toc109739975)

[4.4.2. The Quota System 25](#_Toc109739976)

[5. CURRENT STATE OF PLAY IN TÜRKIYE: REVIEW OF OFFICIAL DATA AND INFORMATION ON PWDS 32](#_Toc109739977)

[5.1 Legislation in Türkiye on PwDs Employment 32](#_Toc109739978)

[5.2. Current Policies and Strategies for Employment of PwDs in Türkiye. Supported Employment Schemes and Government Incentives 34](#_Toc109739979)

[5.3 Employment Rates of PwDs in Türkiye 38](#_Toc109739980)

[6. LOOKING FORWARD: OPPORTUNITIES AND RISKS FOR PwDs 40](#_Toc109739981)

[6.1 Different Forms of Work with Digitalisation, Technology and Automation 41](#_Toc109739982)

[6.1.1 Digitalisation 41](#_Toc109739983)

[6.1.2 Obsolete Occupations 48](#_Toc109739984)

[6.1.3 Changes in Traditional Jobs and in Recruitment Processes 48](#_Toc109739985)

[6.1.4. Disruptive Forms of Work 49](#_Toc109739986)

[6.1.5 Green Economies 50](#_Toc109739987)

[7. CASE STUDIES: THE FRAMEWORK BEHIND THE PRACTICE 51](#_Toc109739988)

[7.1 Selected Case Studies from EU 51](#_Toc109739989)

[7.2 Selected Case Studies from Türkiye 52](#_Toc109739990)

[8. A GENDER PERSPECTIVE OF THE INCLUSION OF PwDs 54](#_Toc109739991)

[9. ADVOCACY AND THE ROLE OF NGOS INCLUDING SOCIAL PARTNERS 57](#_Toc109739992)

[10. POLICY RECOMMENDATIONS 58](#_Toc109739993)

[10.1. Employment and Skills Development to give PwDs a Respectable Quality of Life and Independent Living 58](#_Toc109739994)

[10.1.1. Developing Independent Living and Reinforcing Community-Based Services 58](#_Toc109739995)

[10.1.2. Developing New Skills for New Jobs 59](#_Toc109739996)

[10.1.3. Fostering Access to Quality and Sustainable Jobs 60](#_Toc109739997)

[10.1.4. Consolidating Social Protection Systems 61](#_Toc109739998)

[10.1.5. Work for the FoW for PwDs 61](#_Toc109739999)

[10.2 Inclusion of PwDs in the world of work and the society through adequate data and accessibility measures 62](#_Toc109740000)

[10.2.1 Consideration of the Diversity of Disability 62](#_Toc109740001)

[10.2.2. Definition, Categorisation and Data Collection of PwDs to facilitate analysis and policies to include PwDs 62](#_Toc109740002)

[10.3. Universal Design that Facilitates Transport and Accessibility of PwDs in the World of Work and the Society 63](#_Toc109740003)

[10.4. Social Dialogue and Communication between Institutions 64](#_Toc109740004)

[10.5. Measures to Facilitate Equal Access and Non-Discrimination for PwDs in the World of Work and Society 64](#_Toc109740005)

[10.6. Women with Disabilities 65](#_Toc109740006)

[10.7. Other Recommendations 66](#_Toc109740007)

[10.8 Summation of Recommendations 66](#_Toc109740008)

[11. CONCLUSIONS 68](#_Toc109740009)

[12. Resources 70](#_Toc109740010)

**List of Tables**

Table 1: PwDs Employment Data.

Table 2: PwDs – Labour Force Participation Rate per Gender.

**List of Figures**

Figure 1. Policy measures by key type.

Figure 2. G20 countries with compulsory employment quotas for PwDs.

Figure 3. Proportion of PwDs in Total Population by type of disability.

Figure 4: The new world of work scenario.

**List of Annexes**

Annex 1. Desk Research Report.

Annex 2. Questionnaire for Stakeholder Meetings.

Annex 3. Pre-Study Workshop Report.

Annex 4. Post-Study Workshop Report.

# LIST OF ABBREVIATIONS

|  |  |
| --- | --- |
| **Abbreviation** | **Meaning** |
| **AT** | Assistive Technologies |
| **COVID – 19** | Coronavirus disease |
| **CRPD** | UN Convention on the Rights of PwDs (CRPD) |
| **EU** | European Union |
| **EYHGM** | General Directorate of Services for PwDs and the Elderly |
| **G20** | Group of Twenty |
| **GDP** | Gross domestic product |
| **ICF** | International Classification of Functioning, Disability and Health |
| **ILO** | International Labour Organisation |
| IMF | International Monetary Fund |
| IPA | Innovations for Poverty Actions |
| IT | Information Technology |
| OECD | Organisation for Economic Co-operation and Development |
| PwDs | PwDs |
| SDG | Sustainable Development Goals |
| TL | Turkish Lira |
| UN | United Nations |
| UNDESA | United Nations Department of Economic and Social Affairs |
| UNDP | United Nations Development Programme |
| UNICEF | Nations International Children's Emergency Fund |
| WHO | World Health Organisation |
| WwDs | Women with disabilities |

# EXECUTIVE SUMMARY

This Report was commissioned by the Department for Employment Policies under Ministry of Labour and Social Security, to examine the effectiveness of current systems in place in Türkiye to protect the working rights of People with Disabilities (PwDs), and to develop recommendations for ways in which these systems could support a better more decent future of work for Turkish PwDs. The Report was produced by the project team working within the EU-funded project ‘Technical Assistance for Promoting Decent Future of Work Approach with a focus on Gender Equality’.

Globally, there are 1bn People with Disabilities (PwDs)[[1]](#footnote-1). Most countries categorise theses disabilities with regard to type and severity, but, in reality, every PwDs is an individual, coping with his/her disability in their own way. The challenge for policy-makers is to create policies incorporating sufficient flexibility to take this individualism into account, and to avoid a ‘one-size-fits-all’ approach.

In order to help Turkish policy-makers embrace this challenge, the EU-funded project ‘Technical Assistance for Promoting Decent Future of Work Approach with a Focus on Gender Equality’ (2021-2023) was asked to examine the current state of play in Türkiye and internationally in relation to the legal framework for the treatment of PwDs and to develop policy recommendations which could guide the process of drafting new or adapted policies and laws which could establish a better foundation for a better and more decent future for PwDs with a focus on employment. During the period October 2022 to May 2023, the project team tackled this in 3 ways:

* By conducting extensive desk research into international and Turkish approaches towards the treatment of PwDs;
* By holding a series of structured meetings with institutions directly involved in PwDs issues in Türkiye;
* By delivering a Pre-Study Workshop during which 58 representatives of the public and third sectors were encouraged to formulate their views on how PwDs could be better served;
* By delivering a Post-Study Workshop during which 93 representatives of the public and third sectors provided feedback to the draft Recommendations.

The results of this assignment are summarised in this Report, the main outputs of which are a series of recommendations for policy reform divided into the following 8 thematic areas, each containing a range of specific policy recommendations:

* Employment and Skills Development to give PwDs a Respectable Quality of Life and Independent Living
  + Developing Independent Living and Reinforcing Community-Based Services
  + Developing New Skills for New Jobs
  + Fostering Access to Quality and Sustainable Jobs
  + Consolidating Social Protection Systems
  + Work for the FoW for PwDs
* Inclusion of PwDs in the world of work and the society through adequate data and accessibility measures
* Consideration of the Diversity of Disability
* Definition, Categorisation and Data Collection of PwDs to facilitate analysis and policies to include PwDs
* Universal Design that Facilitates Transport and Accessibility of PwDs in the World of Work and the Society
* Social Dialogue and Communication between Institutions
* Measures to Facilitate Equal Access and Non-Discrimination for PwDs in the World of Work and Society
* Women with Disabilities
* Other Recommendations

An issue of particular importance to the project team was that of women with disabilities (WwDs), given that there is a view that such women are doubly-disadvantaged by a) being a woman in a world of work biased towards men, and b) by being disabled. This Report contains a separate section devoted to this subject and recommendations are included which seek to redress the situation.

Another significant issue which confronted the project team is a certain lack or inconsistency of data regarding PwDs. Türkiye is making significant progress in its treatment of PwDs, but without reliable consistent data, it potentially could run into the problem categorised by the phrase ‘if you can’t measure it, you can’t manage it’. Again, this Report includes recommendations to mitigate this.

This Report is the result of a collaborative effort to which many stakeholders have contributed with their time, ideas and comments. This has been greatly appreciated by the project team, who have been very impressed by the depth of knowledge and commitment they have encountered during the assignment.

**FoW TAT**

**June 2022**

# INTRODUCTION

This Report has been produced by the EU-funded project ‘Technical Assistance for Promoting Decent Future of Work Approach with a Focus on Gender Equality’ (2021-2023). It analyses the current situation with regard to PwDs (PwDs) in Türkiye and internationally, presents some examples of good practice, supported by case studies, and presents a series of policy recommendations for consideration by Turkish policy-makers.

## Research Method used

The information included in this Report has been derived from:

* Extensive desk research Report into international and Turkish approaches (Annex 1). The desk study includes the best practices in the EU and the current situation in Turkey in terms of employment of PwDs. The study addressed the comparison of the Turkish and EU practices. Some statistical data, reports and research was reviewed from TurkStat, Reports prepared by the government (e.g. MoLSS, SSI, ISKUR, Ministry of Health, etc.), Studies conducted by NGOs and academia. Good practices implemented in the EU and in Turkey were also revised. The report entailed a comparative analysis of data and statistics related to employment initiatives, policies, barriers to labour market from a disability aspect and will provide a comparison between Turkey and EU.
* A series of structured meetings with institutions directly involved in PwDs’ issues (Annex 2. Questionnaire for Stakeholder Meetings). Following the TP, and in order to obtain reliable and current data reflecting the real situation in the field, we will organise informative discussion meetings with relevant organisations in Ankara. Also, some information was obtained intervention 8 by including specific questions on disability issues in the SWOT analysis workshop.
* A Pre-Study Stakeholders Workshop at which 58 representatives of the public and third sectors formulated their views on how PwDs could be better served by new and adapted policies.(Annex 3). The first workshop was a platform for receiving guidance and suggestions from stakeholders in the Study.
* A Post- Study Stakeholder Workshop at which 75 representatives of the public and third sectors formulated their views on the Report (Annex 4). This second workshop was a platform for sharing the results and findings from the study on PwDs.

Separate reports on each of these sources are attached as Annexes to the Report.

# CONTEXT

The project’s Terms of Reference (ToR) set the following task for the Technical Assistance Team:

*“A comprehensive report on Employment of PwDs with the approach of decent future of work will be prepared. It will be a desk study on disabilities’ state of play in Türkiye and selected the EU Member States by comparing and interpreting of data and statistics on relevant employment incentives, implemented employment policies, barriers to labour market, etc. taken from relevant institutions. The future of work approach may bring opportunities for PwDs due to improved IT based jobs. These opportunities and best practices will also be analysed to make recommendations for Türkiye. There will be also a gender-based analysis in the report. The Report will be prepared in cooperation with the relevant institutions, NGOs, professional organisations and social partners.*

*A recommendation report which will include analysis of finding of the research will be drafted in English with executive Turkish summary and it will be used to update relevant strategy plans and/or policies. It will be published on the official web site of the Operation Beneficiary”.*

# 3. TYPES OF DISABILITY, CHALLENGES AND AVAILABLE SOLUTIONS

## 3.1. Definitions

The definitions of of PwDs according to different organisations are the following:

For the ILO: *“Persons with disabilities include those who have long-term physical, mental, intellectual or sensory impairments which in interaction with various barriers may hinder their full and effective participation in society on an equal basis with others”.[[2]](#footnote-2)*

In the UN Convention on the Rights of Persons with Disabilities *“disabled people”* is defined as meaning *“people who have long-term physical, mental, intellectual or sensory impairments which in interaction with various barriers may hinder their full and effective participation in society on an equal basis with others”.[[3]](#footnote-3)*

The definition of WHO is really important for the progress in the understanding of the barriers of PwDs: “*Disability results from the interaction between individuals with a health condition, such as cerebral palsy, Down syndrome and depression, with personal and environmental factors including negative attitudes, inaccessible transportation and public buildings, and limited social support. A person’s environment has a huge effect on the experience and extent of disability. Inaccessible environments create barriers that often hinder the full and effective participation of persons with disabilities in society on an equal basis with others. Progress on improving social participation can be made by addressing these barriers and facilitating persons with disabilities in their day to day lives*”.[[4]](#footnote-4)

The definition of PwDs used in the European Health and Social Integration Survey (EHSIS) is: *“PwDs are persons whose longstanding health condition, illness, disease or longstanding difficulty with basic activities (such as seeing, hearing, concentrating, moving around) prevents them to participate in at least one life domain”. (also included in the Regulation (EU) No 317/2010 adopting the specifications of the 2011 ad hoc module on employment of disabled people for the labour force sample survey).*

In Turkey, Parliament enacted the “[Law on Disabled People and on Making Amendments in Some Laws and Decree Laws (called Turkish Disability Act)](https://www.sciencedirect.com/science/article/pii/S187506721600016X" \l "bib0090)” in 2005, declaring the objectives, scope, definitions, and general principles of federal law. The TGNA amended the Disability Act in 2012 and 2014, but without changing its provisions in any substantive way.

Article 3 defines a person with a disability as one who *“has difficulties in adapting to the social life and meeting daily needs due to the loss of physical, mental, psychological, sensory and social capabilities” and who “therefore need(s) protection, care, rehabilitation, and consultancy and support services.” Article 3 creates classifications of “mild disability,” “severe disability,” and “care-dependent person.” It also authorizes and defines “sheltered workshops” and “rehabilitation.”*

The Labour Law No. 4857 did not define a disabled person; however, a disability was defined in the "Regulation on Domestic Job Placement Services" issued within the scope of Article 30 of the Law.

## **3**.2. Classification

1. Disability is conceptualised as being a multidimensional experience for the person involved. There may be effects on organs or body parts, and there may be effects on a person's participation in areas of life. Correspondingly, three dimensions of disability are recognised:

* Body structure and function (and impairment thereof);
* Activity (and activity restrictions);
* Participation (and participation restrictions).

1. The classification also recognises the role of physical and social environmental factors in affecting disability outcomes. Disabilities can impact people in different ways, even when one person has the same type of disability as another person. Some disabilities may be hidden, known as invisible disability. There are many types of disabilities, such as those that affect a person's:

* Vision
* Hearing
* Thinking
* Learning
* Movement
* Mental health
* Remembering
* Communicating
* Social relationships

1. The International Classification of Functioning, Disability and Health (ICF) is a classification of the health components of functioning and disability. The World Health Assembly on May 22nd, 2001, approved the International Classification of Functioning, Disability and Health and its abbreviation of "ICF." This classification was first created in 1980 and then called the International Classification of Impairments, Disabilities, and Handicaps, or ICIDH by WHO to provide a unifying framework for classifying the health components of functioning and disability. The World Health Organisation (WHO) published the International Classification of Functioning, Disability and Health (ICF) in 2001 that covers:

* Activity
* Participation
* Body Structures
* Body Functions
* Personal Factors
* Health Conditions
* Activity Limitations
* Functional Limitations
* Environmental Factors
* Participation Restrictions

1. The ICF is structured around:

* Body functions and structure.
* Additional information on severity and environmental factors.
* Activities (related to tasks and actions by an individual) and participation (involvement in a life situation).

1. Categories of disability types include various physical and mental impairments that can hamper or reduce a person's ability to carry out their day-to-day activities. These impairments can be termed as disability of the person to do his/her day-to-day activities. Disability can be broken down into a number of broad sub-categories, which include the following 8 main types of disability.

## 3.3 Mobility and Physical Impairments

1. This category of disability includes people with varying types of physical disabilities, including:

* Upper limb(s) disability
* Lower limb(s) disability
* Manual dexterity
* Disability in co-ordination with different organs of the body
* Disability in mobility can be either an in-born or acquired with age problem. It could also be the effect of a disease. People who have a broken bone also fall into this category of disability.

## 3.4 Spinal Cord Disability

1. [Spinal cord injury](https://www.disabled-world.com/disability/types/spinal/) can sometimes lead to lifelong disabilities. This kind of injury mostly occurs due to severe accidents. The injury can be either complete or incomplete. In an incomplete injury, the messages conveyed by the spinal cord are not completely lost. Whereas a complete injury results in a total dis-functioning of the sensory organs. In some cases, spinal cord disability can be a birth defect.

## 3.5 Head Injuries - Brain Disability

1. A disability in the brain occurs due to a [brain injury](https://www.disabled-world.com/health/neurology/tbi/). The magnitude of the brain injury can range from mild, moderate and severe. There are two types of brain injuries:

* Acquired Brain Injury (ABI);
* Traumatic Brain Injury (TBI).

1. ABI is not a hereditary type defect, but is the degeneration that occurs after birth. The causes of such cases of injury are many and are mainly because of external forces applied to the body parts. TBI results in emotional misfunctioning and behavioural disturbance.

## 3.6 Vision Disability

1. There are hundreds of thousands of people that have minor to various serious [vision disability](https://www.disabled-world.com/disability/types/vision/) or impairments. These injuries can also result into some serious problems or diseases like blindness and ocular trauma, to name a few. Some common vision impairment includes scratched cornea, scratches on the sclera, diabetes related eye conditions, dry eyes and corneal graft.

## 3.7 Hearing Disability

1. [Hearing disabilities](https://www.disabled-world.com/disability/types/hearing/) includes people who are completely or partially deaf, (Deaf is the politically correct term for a person with hearing impairment). People who are partially deaf can often use [hearing aids](https://www.disabled-world.com/assistivedevices/hearing/hearing-aids.php) to assist their hearing. Deafness can be evident at birth or occur later in life from several biologic causes, for example, meningitis can damage the auditory nerve or the cochlea. Deaf people use sign language as a means of communication. Hundreds of sign languages are in use around the world. In linguistic terms, sign languages are as rich and complex as any oral language, despite the common misconception that they are not "real languages".

## 3.8 Cognitive or Learning Disabilities

1. [Cognitive Disabilities](https://www.disabled-world.com/disability/types/cognitive/) are impairments present in people who are suffering from dyslexia and various other learning difficulties, and includes speech disorders.

## 3.9 Psychological Disorders

1. *Affective Disorders*: Disorders of mood or feeling states, either short or long term. Mental Health Impairment is the term used to describe people who have experienced psychiatric problems or illness, such as: Personality Disorders - Defined as deeply inadequate patterns of behaviour and thought of sufficient severity to cause significant impairment to day-to-day activities.
2. *Schizophrenia:* A mental disorder characterized by disturbances of thinking, mood, and behaviour.

## 3.10 Invisible Disabilities

1. [Invisible Disabilities](https://www.disabled-world.com/disability/types/invisible/) are disabilities that are not immediately apparent to others.
2. About the main **challenges and available solutions** for the inclusion of PwDs into everyday activities, according the different types of disabilities:
3. - There is a need to involves practices and policies designed ***to identify and remove barriers*** such as physical, communication, and attitudinal, that hamper individuals’ ability to have full participation in society, the same as people without disabilities. Inclusion involves:
   * Getting fair treatment from others (non-discrimination);
   * Making products, communications, and the physical environment more usable by as many people as possible (universal design);
   * Modifying items, procedures, or systems to enable a person with a disability to use them to the maximum extent possible (reasonable accommodations); and
   * Eliminating the belief that PwDs are unhealthy or less capable of doing things (stigma, stereotypes).
   * Disability inclusion involves inputs from PwDs, generally through disability-focused and independent living organisations, in program or structural design, implementation, monitoring, and evaluation.

# 4. CURRENT STATE OF PLAY IN THE EU: REVIEW OF OFFICIAL DATA AND INFORMATION ON PWDS

## 4.1 Overview

In Member States of the WHO European Region, 6-10 out of every 100 people live with a disability in 2021. Also in 2021, 87m persons in the EU have some form of disability. 50.8% of PwDs are in employment compared to 75% without disabilities; 28.4% of PwDs are at risk of poverty or social exclusion compared to 17.8% of persons without disabilities; only 29.4% of PwDs attain a tertiary degree compared to 43.8% of those without disabilities; and 52% of PwDs feel discriminated against.

## 4.2. Legal Instruments in EU Member States to Protect the Rights of PwDs

Different types of legal instruments are available in EU Member States to protect the rights of PwDs, including employment. Some measures consist of national and regional legal instruments (such as anti-discrimination legislation), plans and frameworks. More specific interventions of a legal nature correspond to collective agreements and measures to protect PwDs against the risk of dismissal. While these instruments are crucial in creating a context that is inclusive, evidence shows that this is not sufficient per se to guarantee effectiveness. Complementary strategies and actions are important to ensure compliance, awareness among employers and employees, and the coverage of the whole population. The following graphic presents a summary of the mechanisms, outcomes, and effectiveness of legal instruments:

Diagrama

Descripción generada automáticamente

Source: Eurofound, 2021

Different models of disability can explain the variations between countries in terms of legal definitions and employment policies relating to PwDs. At least three main disability models can be distinguished­:

* + The **medical model** argues that people are disabled because of their impairment or difference from others. This model focuses on removing the impairment and looks at what is ‘wrong’ with an individual, not what an individual needs in order to function fully.
  + **The social model** argues that disability is caused by the way society is organised rather than by a person’s impairment. From this perspective, disability is the result of society’s failure to meet the needs of disabled individuals[[5]](#footnote-5). PwDs developed the social model because the medical model did not explain their personal experiences and did not lead to greater inclusion in different aspects of life. However, the social model has also been criticised[[6]](#footnote-6). It has been accused of writing off the experience of impairment, downgrading the importance of medical treatment and ignoring social differences.
  + **The biopsychosocial model**, introduced in 2001 by the International Classification of Functioning (ICF), which asserts that the way a person functions arises from the interaction between health conditions and environmental and personal factors[[7]](#footnote-7). This model integrates both the medical and social models of disability and is seen as a good alternative because it recognises external barriers without ignoring the relevance of impairment.

The French definition of disability relies on the ICF and, therefore, uses the biopsychosocial disability model to define disability and implement employment policies. These policies include a quota system, which, as a compensation tool, is an emblematic feature of the biopsychosocial model of disability[[8]](#footnote-8) .

Some examples of individual country’s approaches are shown below:

**LEGISLATION IN FRANCE:**

The French disability legislation dating from 1975 set up a system of rights entitling the PwDs (having regard to their personal situation recognised as a priority) to be directed to a reception structure for vocational rehabilitation, training or employment and also to receive special benefits were warranted by their situation. The Commission Technique d’Orientation et de Reclassement Professionnel (Cotorep), represented throughout the country, is responsible for dealing with applications from PwDs for guidance on employment, training and supplementary public assistance.

The law of 1987 imposes a quota obligation on establishments with more than 20 employees, the State and local authorities and their respective establishments, other than those dealing with manufacturing and trade; they are required to employ disabled workers, persons with an occupational injury or disease, persons entitled to an invalidity pension and war veterans and similar so that they proportionately represent 6 % of their total staff.

Private-sector undertakings may also fulfil their statutory obligation: - by subcontracting to sheltered or adapted workshops for up to half of the quota; - by concluding and applying company and branch agreements setting out multiannual plans for recruitment, integration, Firms may also fulfil their obligation by paying a voluntary contribution to the fund for the vocational integration of PwDs. This fund is managed by AGEFIPH and administered by all parties concerned with the employment of PwDs (employees, employers, associations and specialists). Through its regional delegations, this body funds a wide range of measures to encourage access to employment and job retention, training, information and awareness-raising campaigns in companies and studies.

PwDs in the labour market also qualify for all public employment assistance and vocational training measures like other groups in difficulty. National policy on the employment of disabled workers and the activities of the public and private bodies and services (Agence nationale pour emploi, Association pour la formation professionnelle des adultes, specialised placement bodies) are coordinated by the Ministry of Employment and Solidarity. At local level this policy is carried through within the framework of the PDITH (programmes departementaux d’insertion des personnes handicapées) which bring together all the competent parties concerned.

In France, employers are required to provide reasonable accommodations for PwDs (L.5213-6, **French Labour Code**). The duty of reasonable accommodation requires all employers to take appropriate measures to enable PwDs to obtain or keep a job corresponding to their qualifications (**EU-Directive 2000/78/EC**). PwDs individuals need to be legally recognised as “disabled workers”, under legislation known as Reconnaissance de la Qualité de Travailleur Handicapé [Recognition of the Quality of Disabled Workers] (RQTH), in order to be counted in the French quota system. PwDs who are registered as such are not, however, obliged to inform their employer of their disability status, even when they have a visible disability (L5213-2-1, French Labour Code). Employers who fail to fulfil their quota must make a financial contribution to a specific fund, which distributes the contributions to promote disabled individuals’ access to employment. Organisations struggle to comply with the disability quotas, with 18.6 per cent of employers not hiring any disabled individuals and thus having to make the full financial contribution. Prior to Law 2018-771,[[9]](#footnote-9) half the quota (3 per cent) could be filled by sub-contracting goods and services to other organisations that employed disabled workers. However, since January 2020, this will no longer be possible, thus promoting the direct, rather than indirect, employment of disabled individuals. [[10]](#footnote-10)

**GERMANY:**

The basic principles of German policy on the occupational integration of PwDs are laid down in Volume I of the Social Code and in the law on the harmonisation of rehabilitation benefits which applies to sickness insurance, accident insurance and invalidity/old age insurance organisations, bodies responsible for social benefits and the Federal Employment Office. Under these provisions, medical, vocational and supplementary benefits and measures for the rehabilitation of PwDs must aim above all to integrate them into working life and into society. The measures must be set in train at the earliest stage possible and applied with care. The application of these provisions has led to the establishment of a very large network of institutions and vocational rehabilitation services which aim to provide the necessary assistance, taking into account the special needs of each disabled individual and meeting their specific requirements through a series of appropriate measures and means. Furthermore, under the law on severely PwDs all public and private companies with a workforce of 16 or more are required to set aside 6 % of their posts for severely PwDs or pay a compensatory levy for each unfilled compulsory post.

The law also provides for special protection for severely PwDs against dismissal, defence of their interests and possible special assistance. The Federal Employment Office receives payments from the Compensation Fund set up by the Employment and Social Affairs Ministry out of the compensatory levy imposed by the law on severely PwDs in order to pay subsidies to employers training severely PwDs or finding them permanent jobs.

German labour and employment law is not consolidated into a single labour code. Separate laws for issues exist – e.g., the Federal Vacation Act, the Working Time Act, or the Maternity Protection Act. The main sources of German employment law therefore are Federal legislation, collective bargaining agreements, works council agreements and individual employment contracts. Many labours and employment law matters are heavily influenced by case law so that judicial precedent is an important part of the legal framework. Numerous separate laws and case laws generally make German employment law difficult to navigate. There have been discussions about introducing a uniform Labour Code. The project was however abandoned and an introduction in the short- or mid-term is very unlikely.

For instance, the German Severely Disabled Persons Act 1986 which regulates the following measures:

* Recruitment. An employer looking to fill vacancies is required by the Act to check, together with a representative of PwDs, whether it can recruit PwDs, particularly those who are registered at the employment office. Enterprises in the public and private sectors with more than 16 employees were obliged by the 1986 Act to employ a 6% quota of PwDs, or else pay a compensatory levy per month for every quota job not filled by a PwDs. Furthermore, employers may have fines imposed on them if they culpably violate their duty to employ PwDs. Amendments to the law adopted in 2000 reduced the quota to 5% (it will return to 6% in 2003 if disabled unemployment reduction targets are not met) and introduced a graduated compensatory levy, with companies employing a disabled quota of 3%-5% paying less than those employing under 2%.
* Vocational training. Besides providing free access for disabled employees to special rehabilitation centres and payments for maintenance and food, employers have the duty to give this group priority in workplace vocational training activities, to promote their professional advancement.
* Pay. Employers are obliged to employ PwDs on normal conditions of employment, like any other employee. This means principally that workers with disabilities are to be paid the same wage or salary as anyone else.
* Wage subsidies. Subsidies of up to 70% of the wage are paid, for a period of 12-24 months, to companies employing PwDs. In exceptional cases, the subsidy may amount to 80% of the wage for 36 months.
* Working conditions and promotion. Workplaces must be adapted to the needs of PwDs. Employers are required to give PwDs an opportunity to work that enables them to make use of their skills and expertise, and to provide them with further training to enlarge their work opportunities.
* Additional holidays and overtime work. Employers must grant disabled employees an additional five working days of annual leave. On demand, employers must exempt PwDs from overtime work; and
* Special protection from dismissal. The ordinary dismissal of PwDs requires the consent of the Employment Office.

## 4.3. The EU Implementation Strategies and Policies. Supported Employment Schemes and Government Incentives

Despite legislation and initiatives promoting diversity in the workplace, PwDs still have fewer opportunities to enter, remain in or return to employment than other people.[[11]](#footnote-11) According to OECD[[12]](#footnote-12), the employment rate of PwDs is significantly lower than those without. The employment gap of this group ranges between 0.46 and 0.91 in the prime age population. While most of them can work, they often need additional support and the coordinated provision of employment, health, and welfare services to be able to return to the labour market. The employment gap between PwDs and those without is determined by demographic and economic factors, as well as national welfare policies, but with no definitive empirical evidence on their relative strength. This lack of clarity on the causes is partly due to the lack of reliable and comparable data on PwDs. The share of PwDs varies between 5 % and 24 % of the working age population across Europe; this relatively wide range is likely to reflect medical practices, perceptions, and institutional features, as well as health conditions. A further difficulty in explaining the gap is that demand for workers with disabilities is determined by the perceived productivity of such employees and possibly also by discrimination. While some of the employment gap can be clearly attributed to the lower educational attainment of the population with disabilities[[13]](#footnote-13), the remaining gap is difficult to account for as the underlying causes cannot be directly measured.

The European Commission presented, in 2021, an ambitious 10-year[‘Strategy for the Rights of PwDs 2021-2030](https://ec.europa.eu/commission/presscorner/detail/en/ip_21_810)’,to ensure full PwDs participation in society. The new strategy builds on its predecessor, the ‘[European Disability Strategy 2010-2020](https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=LEGISSUM%3Aem0047)’, and contributes to the implementation of the ‘[European Pillar of Social Rights’.](https://ec.europa.eu/social/main.jsp?catId=1226)

An evaluation of the European Disability Strategy 2010-2020 shows that it contributed to improving the situation for PwDs in a number of areas, in particular accessibility, and promoting PwD rights by putting disability high on the EU agenda. However, PwDs still face considerable barriers in access to healthcare, education, employment, recreation activities, as well in participation in political life.

The new Strategy for Rights aims to improve the lives of PwDs in the coming decade in the EU and beyond. The objectives of this Strategy can only be reached through coordinated action at both the national and EU level, with strong commitment from the Member States and regional and local authorities to deliver on the actions proposed by the Commission.

The Strategy for Rights sets out key initiatives around three main themes:

* **EU rights:** PwDs have the same right as other EU citizens to move to another country or to participate in political life. Building on the experience of a pilot project ongoing in eight countries, by the end of 2023 the European Commission will propose a European Disability Card for all EU countries that will facilitate mutual recognition of disability status between the Member States, helping disabled people enjoy their right of free movement. The Commission will also work closely with the Member States to ensure the participation of PwDs in the electoral process in 2023.
* **Independent living and autonomy**: PwDs have the right to live independently and choose where and with whom they want to live. To support independent living and inclusion in the community, the Commission will develop guidance and launch an initiative to improve social services for PwDs.
* **Non-discrimination and equal opportunities:** The strategy aims to protect PwDs with disabilities from any form of discrimination and violence. It aims to ensure equal opportunities in and access to justice, education, culture, sport and tourism. Equal access must also be guaranteed to all health services and employment

To foster the inclusion of PwDs the Commission will propose several flagship initiatives, for example:

* **AccessibleEU:** In 2022 the Commission will launch a European resource centre AccessibleEU to increase coherence in accessibility policies and facilitate access to relevant knowledge. This cooperation framework will bring together national authorities responsible for implementing and enforcing accessibility rules with experts and professionals from all areas of accessibility, to share good practices across sectors, to inspire policy development at the national and EU level, as well as to develop tools and standards aiming to facilitate implementation of EU law. The Commission will start preparations for AccessibleEU within the newly established Disability Platform.
* **European Disability Card:** Free movement of persons is a right of every EU citizen. The Commission will propose a European Disability Card recognised by all Member States, that will make it easier for PwDs to exercise their right to move freely. The Commission will propose creating a European Disability Card by end of 2023 with a view to be recognised in all Member States. It will build on the experience of the ongoing EU Disability Card pilot project in eight Member States and upon the European parking card for PwDs.
* **Working Together:** Fulfilling our obligations under the United Nations Convention on the Rights of PwDs requires a strong commitment from Member States and EU institutions.
* Member States are encouraged to reinforce actions for PwDs, including those launched through this strategy, to make the best use of EU funds in a disability inclusive manner, and progress on the implementation of the UN Convention.
* The European Commission will reinforce the mainstreaming of disability matters in all EU policies and promote the rights of PwDs globally.
* PwDs will be part of the dialogue and part of the process.

It is also possible to identify institutional, economic, and social challenges[[14]](#footnote-14):

### 4.3.1 Disability and Labour Market Integration: National Policy Trends and Support in EU Member States

The shift towards a social model of disability and a human rights approach is reflected in the types of public support provided to ensure that PwDs can enjoy their rights, on an equal basis with others, to access, remain in and return to the labour market. To shed light on the key approaches adopted in Europe, Eurofound collected evidence on available measures offered to PwDs in all Member States to support their right to work and ensure fair labour market outcomes, as a key step to enable them to fully enjoy their right to make a living.

With the support of the Network of Eurofound Correspondents, Eurofound collected 154 examples of policy measures across all EU Member States. This included actions promoted by governments, public authorities/agencies, the social partners, and other business/employer organisations. Measures fully organised and funded by employers or NGOs and civil society organisations were excluded. To select measures, the correspondents used the definition of disability in Article 1 of the UNCRPD. The population covered was PwDs aged 15–64 years.

The different intervention types covered also included supported employment (assisting PwDs to access employment opportunities and achieve economic independence and social inclusivity) and measures supporting transitions from sheltered employment or education to the open labour market, but not sheltered employment (supporting individuals who are viewed as being unable to work in a competitive employment setting) or purely educational measures.

The 154 policy measures can be categorised into four key groups:

* support for job creation (labour supply and demand): 44 measures (29%)
* support for individuals with disabilities (employees, jobseekers) (supply side): 54 measures (35%)
* support for employing organisations (demand side): 33 measures (21%)
* support for the institutional environment (context): 23 measures (15%)

There is a high concentration of measures in certain categories, with the most common ones being workplace adaptations and assistance; all-encompassing individual support and bundles of measures; incentives for employers; matching services and placements; and quotas. The identification of other types of measures, although more infrequent, provides a richer overview of existing approaches.

The next Figure shows Policy measures by key type:

**Figure 1. Policy measures by key type**

Gráfico, Gráfico de proyección solar

Descripción generada automáticamente

Source: Eurofound, 2021

* Of the 154 policy measures, three-quarters address a combination of work entry, job retention and return to the labour market. Entry to work is the aspect most frequently covered, followed by labour market return. Job retention is covered less often, although early exit from the labour force is frequently identified as a key disability challenge (lack of retention of workers acquiring an impairment during their working lives and the need to focus on the sickness absence phase). Job retention is a particularly complicated goal to achieve, given its sustainability perspective, which relates to people not only entering employment, but also securing their jobs through, for instance, permanent contracts.
* In almost half of cases, the measures cover both labour market demand and supply, mainly consisting of workplace adaptations and assistance, matching services, and quota systems.
* Another 35% of the measures specifically target labour supply (employees/jobseekers with disabilities), consisting mainly of all-encompassing interventions, adaptations, and assistance; they also support entrepreneurship, self-employment and vocational rehabilitation.
* A further 17% of the interventions target labour demand (employing organisations) exclusively; these mostly relate to incentives for employers and, to a lesser extent, support for adaptations.
* A small proportion of the measures target other actors.

Between the policies applied mentioned by Eurofound, we can consider the following good practices[[15]](#footnote-15):

* **Incentives for Employers**

Incentives for employers operating in the private sector aim to enhance the hiring of PwDs and to avoid discouraging employers because of stronger job retention obligations. They provide employers with some form of financial gain to compensate for a perceived or actual increase in financial costs that may arise when employing PwDs. Working with an employee for a certain period at a lower cost provides the employer with the time and opportunity to assess their suitability. This is intended to eliminate barriers related to stereotypes and uncertainty about workplace abilities. Incentives mainly consist of wage subsidies, cost coverage and rebates for social security contributions. Financial support typically focuses on enabling skills development, compensation for lower productivity, and retention. In more integrated measures, the support tends to be combined with flexible work arrangements and workplace adaptations and assistance.

* **Entrepreneurship and Self-Employment**

The UNCRPD stresses the need to promote opportunities for self-employment, entrepreneurship and starting one’s own business. EU Member States typically promote these avenues for PwDs through financial aids (loans, subsidies, income support and funding for workplace adaptations) and by providing PwDs with guidance, training, and support for accessibility. Several measures disincentivise a reliance on disability benefits and pensions by making them less attractive.

* **Social Enterprises**

The social economy can be a source of valuable labour market support for people in vulnerable situations. It can enhance their employability in mainstream businesses by fostering sustainable job creation, social integration, upskilling and active citizenship. Social economy organisations cover different legal forms – cooperatives, mutual societies, non-profit associations, foundations, and social enterprises. Their activities mainly relate to work integration (training and inclusion of PwDs and unemployed people), personal social services (health, professional training, and education support for elderly and vulnerable people), local development of disadvantaged areas, and actions in other thematic fields (for example, environment, sports and science). Social enterprises support various models of work integration. Transitional employment/on-the-job training and the creation of permanent self-financed jobs are of relevance in the field of disability. In these cases, social enterprises follow market-driven models and are run as businesses that can mostly cover their costs. Employment outcomes depend on the viability of the business models.

* **Public Procurement and Public Works**

Public authorities can support the employment of people in a vulnerable position by incorporating social and employment criteria in public procurement processes, while respecting the rules relating to state aid. Key mechanisms involve partnerships with suppliers such as social enterprises, which deliver goods and services and create social benefits; clauses in contracts that oblige commercial suppliers to achieve social goals; requirements for suppliers to employ local jobseekers who are in disadvantaged situations; and requirements for large suppliers to subcontract part of their work to social benefit providers. Next figure provides a summary of the mechanisms, outcomes and effectiveness of public procurement and public works. This model can work at different administrative levels. Examples are found, especially in regional and local administrations, where the socioeconomic characteristics of the territory are taken into account.

* **Support for PwDs (employees, jobseekers)**

Several measures provide support for individuals (jobseekers or employees) with disabilities to get ready for work and achieve better employability and employment outcomes, bridging the gap to the labour market. The Network of Eurofound Correspondents identified 54 measures that aim to impact labour supply. They consist mainly of measures providing all-encompassing, individual support (17 measures), measures focused on skills (19 measures: vocational training, transition from education and skills enhancement/assessment), vocational rehabilitation (12), guidance and counselling (5) and extra benefits to PwDs who are in employment (1). Examples were identified in all countries except Ireland, Italy and Romania.

Overall, these measures have a more integrated nature than those focused solely on job creation. Personalised services tend to be more effective than large, uniform interventions in supporting the inclusion of PwDs in the open labour market. The individualised treatment, accompanied by a client-centred approach, allows for the needs of beneficiaries to be better met. An individual case management approach can support beneficiaries in finding their way through multiple and complex support systems. The flexible adjustment of services, their integrated delivery through collaboration across fields, a multi-stakeholder approach involving different administrative levels and the availability of specially trained staff are considered necessary for the effective provision of such support. Weaknesses mainly relate to difficulties in the delivery of complex measures and inefficiencies in stakeholder cooperation.

* **Guidance and Counselling**

Guidance and counselling feature in many measures and are prominent dimensions of integrated services, but some interventions provide this type of assistance exclusively in an individualised manner, for instance, on a case management basis. The support is sometimes universal, targeting the general population, and sometimes specific to PwDs. Positive results have been seen in terms of the job search capacity and self-esteem of PwDs and connections to the labour market. Limitations relate to the scale, sustainability and reach of such measures, which require the continuous, tailored follow-up of beneficiaries.

* **Skills Enhancement, Vocational Training and Transition from Education**

Vocational support and skills enhancement with a work orientation (both for searching and performing a job) are central to the labour market integration of PwDs. They typically consist of internships and vocational programmes, the establishment of specialised training centres and personalised training pathways. Assessing the skills of jobseekers with disabilities is also used to facilitate their professional reintegration, for instance, in combination with internship opportunities. Employers are typically interested in conducting the capacity assessment from a productivity point of view. Other interventions support the transition from education into employment, with highly tailored services. Overall, these measures tend to enhance the employment outcomes of participants, but in this case too, selection effects can occur (measures addressing those who are more work-ready may appear to be more effective).

* **Vocational Rehabilitation**

Vocational rehabilitation is a multidisciplinary, evidence-based approach that is provided in different settings and services for working age individuals with health-related restrictions that affect their ability to work. It focuses on retention and return for those who have acquired an impairment. Its objective is to optimise work participation. Strongly integrated in nature, it can cover guidance, accommodation, support from specialised staff and the provision of certificates, and is often combined with elements from subsidised and supported employment. These interventions allow for a thorough follow-up of the beneficiaries and yield positive returns on investments and results, especially when activated at an early stage: better employability, decision-making and emotional well-being, and a reduction in the number of employees unable to work because of health impairments. They are acquiring increasing relevance in national policies (ILO and OECD, 2018) and are becoming more integrated in-service provision.

* **Intermediation between Demand and Supply**

A positive institutional environment also supports the intermediation between labour supply and labour demand – namely through matching services and offers of placements. Effective matching provides opportunities for initial contact between employers and jobseekers, increased awareness in the workplace and ongoing assistance for jobseekers’ long-term labour market inclusion once placements have ended. Cooperation is key to enable these mechanisms to function. Aspects that hinder effectiveness mainly relate to the limited reach of these measures, which are resource intensive; limited awareness of their availability; and difficulties in ensuring sustained employment effects.

### 4.3.2 At the Level of the Employing Organisation

A Special Eurobarometer on discrimination in the EU (2019) showed that 52% of Europeans with disabilities felt discriminated against in the previous 12 months. The engagement with and openness to diversity of employers and their positive attitudes towards PwDs are fundamental for their integration into the workplace.

At an organisational level – on the demand side – key barriers relate to several factors, including:

* a lack of awareness of the composition of the workforce, in quantitative and qualitative terms
* the adoption of approaches based on compliance rather than there being a genuinely inclusive organisational culture and work ethic
* unfavourable personnel practices, work schedules, intensity, and pressure
* a lack of or a limited health and safety policy discrimination from colleagues towards PwDs
* ineffective communication between jobseekers and employers
* resource constraints, such as a lack of resources to provide support to PwDs in the workplace, which may hinder their ability to remain in an organisation for an extended period
* capacity constraints, such as a lack of relevant training provision to support effective career
* development interventions for PwDs. The drivers of these barriers mainly consist of negative stereotypical beliefs, preconceptions and stigma from both employers and co-workers. These factors can be identified throughout the whole work cycle – from recruitment to performance management[[16]](#footnote-16)
* Recruitment processes and employee selection
* Accommodation: apprehension about the costs of accommodating PwDs (including the costs and time required for training) and lack of awareness of the real accommodation costs; denial of the need for accommodation actions deriving from a misunderstanding and distrust of disabilities and lack of awareness of related needs; and lack of information on how to accommodate PwDs.
* Social context and integration at work: concerns related to organisational characteristics and interpersonal relationships at work, for instance the possible impact of PwDs on their co-workers and supervisors. This may relate to disruption of the functioning of work teams or fear of unfair work redistribution to accommodate the needs of PwDs, resulting in an increase in job difficulty or higher workload.
* Performance management: stereotypes deriving from prejudice or imperfect information relating to the perception that PwDs are less productive, slow down work and show higher levels of absenteeism, lateness, and dependence and lower levels of motivation than their counterparts without disabilities. Additional concerns are linked to the occupational health and safety behaviour of workers with disabilities, the uncertainty around how to manage discipline and work performance assessments, and the disclosure of health and disability information.

## 4.4. Implemented solutions on the barriers to employment of PwDs

### 4.4.1. Contextual and Institutional Factors

Contextual factors (social, legal, institutional, and economic) also play a role. PwDs can be exposed to stigma, discrimination, and adverse societal attitudes. These can manifest themselves in their daily lives as ableism – a cultural and systemic preference in society for a set of physical, cognitive, and sensory abilities, and the consideration of people with differing abilities as impaired – and disability – prejudices and negative attitudes that result in social exclusion and the oppression of PwDs.

A legal setting that does not include ambitious anti-discrimination laws, segregation and labour law regulations and legal mechanisms to implement international regulations at a national level might lack the capacity to counteract stereotypes and discrimination.[[17]](#footnote-17)

Access to basic services is an additional obstacle. Access to mainstream education is an issue in many countries, and especially for those with severe disabilities acquired in early life. Moreover, the education and vocational training offered often do not meet the needs of PwDs, nor are they necessarily relevant or market oriented. Additional barriers are a lack of relevant or flexible provision of social services in the fields of professional and social rehabilitation, healthcare and social assistance and support for independent living.

### 4.4.2. The Quota System

Many international organisations have reports and documents on this subject, looking for promoting employment opportunities for PwDs. Particularly the ILO [[18]](#footnote-18) reflects the importance of the UN Convention on the Rights of PwDs (UNCRPD), that entered into force in 2008. The UNCRPD obliges States Parties to recognize the right of PwDs to work on an equal basis with others; and to safeguard and promote the realization of the right to work by taking appropriate steps, among other measures, to:

• Prohibit discrimination based on disability about all matters concerning all forms of employment,

• Employ PwDs in the public sector.

• Promote the employment of PwDs in the private sector through appropriate policies and measures, which may include affirmative action programmes, incentives, and other measures.

The concern is also apparent in the Sustainable Development Goals (SDGs) adopted by all UN Member States for the period 2015 to 2030. The SDGs include several goals which explicitly mention PwDs – Goal 4 on education and life-long learning which includes ensuring equal access to all levels of education and vocational training for the vulnerable, including PwDs; Goal 8 on economic growth, full and productive employment and decent work for all which includes achieving full and productive employment and decent work for women and men with disabilities, and equal pay for work of equal value; and Goal 10 on reducing inequality within and among countries including by promoting the social, economic and political inclusion of PwDs. More recently, the employment of PwDs was a topic of discussion at a joint meeting of G20 Education and Labour and Employment Ministers in Argentina in September 2018. Following the joint meeting, a G20 Declaration was adopted, recognizing that a comprehensive policy is needed to improve employment outcomes for PwDs, reflecting the diversity of this group comprising individuals who require different approaches. G20 Principles for the Labour Market Integration of PwDs, list policy options for promoting employment in the public and private sectors. These include:

* the introduction of nationally defined goals for the labour market participation of PwDs.
* the provision of tax, financial incentives, or other support for the employment of PwDs.
* and incentives and supports to private sector investment in accommodations in the workplace and promotion of accessibility to help workers with disabilities retain their jobs or access employment.

This commitment to promoting the labour market inclusion of PwDs was reiterated in the G20 Osaka Leaders Declaration, focusing on working towards an inclusive society, adopted following the Osaka Summit in June 2019. Given this growing concern, the discussion is to how to review the operation of quota schemes as a measure to promote employment opportunities for this marginalized group in the labour market.

The next Figure shows G20 countries with compulsory employment quotas for PwDs:

**Figure 2. G20 countries with compulsory employment quotas for PwDs**

Source: G20, 2019

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Percentage of PwDs in G20 countries** | | | | | |
|  | Country | **Compulsory**  **Employment**  **Quota** | **Public** | **Private** | **Percentage** |
| 1 | Argentina | Yes |  |  | 4% |
| 2 | Australia | No | - | - | - |
| 3 | Brazil | Yes |  |  | 2 - 5% |
| 4 | Canada | No | - | - | - |
| 5 | China | Yes |  |  | 1.5% |
| 6 | France | Yes |  |  | 6% |
| 7 | Germany | Yes |  |  | 6% |
| 8 | India | Yes |  |  | 3% |
| 9 | Indonesia | Yes |  |  | 1% |
| 10 | Italy | Yes |  |  | 7% |
| 11 | Japan | Yes |  |  | 2 - 2.3% |
| 12 | Mexico | No | - | - | - |
| 13 | Russia | Yes |  |  | 2 - 4% |
| 14 | Saudi Arabia | Yes |  |  | 4% |
| 15 | South Africa | No | - | - | - |
| 16 | South Korea | Yes |  |  | 2% |
| 17 | Turkey | Yes |  |  | 3% |
| 18 | United Kingdom | No | - | - | - |
| 19 | United States | No | - | - | - |
| 20 | European Union | No | - | - | - |

According to the reports submitted by States Parties to the UNCRPD to the Committee on the Rights of PwDs (the Committee), 103 countries were identified as having quota systems in place. Available information made it possible to make a preliminary classification of existing quotas into those which are backed by levies or fines payable for non-compliance and systematically enforced, and those for which no effective sanction or enforcement method appeared to be in place. 33 of the countries identified (32%) have quotas backed by levies or fines; 64 (62%) have binding quotas though it is unclear from the available information whether or how these are enforced; and 6 (6%) have quotas introduced by government decisions or decrees, rather than laws, so may not be binding. 6 further countries were either in the process of introducing a legally binding quota or considering the introduction of a quota.[[19]](#footnote-19)

* To clarify the Quota system, it is important to note that they were initially introduced in several countries in the early 1920s, to provide employment opportunities for people who acquired disabilities during the First World War. Austria, France, Germany, Italy and Poland introduced obligations on employers to recruit disabled war veterans, an obligation generally accepted at the time by employers and workers alike. More such schemes were introduced following the Second World War, with the schemes gradually being extended from the initial focus on physical disability to include people with intellectual and psychosocial disabilities as beneficiaries of the quota scheme. In some cases, the quota was voluntary to start with, becoming obligatory with an established sanction later on. While these early schemes were developed with the involvement and commitment of employers, quotas introduced more recently frequently arise from decisions taken by governments with lesser or no apparent consultation. This emerging trend may indicate that quotas are being used as a form of affirmative action to promote equality of opportunity for PwDs and their right to work, linked to overarching non-discrimination and equality legislation.
* This use of quotas would bring them into compliance with the UNCRPD and with ILO Convention concerning Vocational Rehabilitation and Employment of Disabled Persons (C. No. 159) of 1983 which states that special positive measures aimed at effective equality of opportunity and treatment between disabled workers and other workers shall not be regarded as discriminating against other workers. The quota schemes identified in this Report vary considerably in terms of employers covered and the level of the quota obligation. They also vary in terms of who stands to benefit from the quota provisions. Enforcement methods differ too, as do the measures in place to compensate employers who fulfil the quota obligations and sanction those who do not comply.
* **Features of quota systems:**
* **Employers covered**: According to ILO, in countries for which this information was available (100), over two thirds (70%) of the quota schemes applied to employers in both the public and private sectors, 24% to public sector employers only (though several of these countries were considering expanding the quota to the private sector also) and 6% to private sector employers only
* **On the level of quota requirement**: There is considerable variation between countries in the level of obligation posed, with the specified quota rates ranging between 1 and 10 per cent, with one outlier at 15%. One in five of the schemes (20%) set the quota requirements at between 1 and 2%; just under two thirds (62%) set the obligation at between 2 and 5%; 8% required employers to fulfil a quota of between 6 and 7%; and the remaining schemes set rates that range outside of these categories.
* **Incentives for employers**: Employers who fulfil the quota obligation are entitled to avail of different measures – including financial incentives and employment-related support services.
* **Measures in cases of non-compliance**:
* **Payment of a levy or fine** Employers who do not meet their quota obligation in around a quarter of the schemes identified (24%) are required to pay a levy or fine, usually into a designated fund, though sometimes into the state budget.
* **Use of levy funds** The funds accumulated through payment for unfilled quota positions are generally used either to provide compensatory support to those employers who meet their obligation to employ PwDs, through incentives or support services, or to finance vocational training or other employment-related supports for PwDs. In some countries, the use of the funds is determined by regulations, usually closely linked to the world of work.
* The **quota** scheme should be a **binding** obligation, backed by law, preferably under the overall umbrella of anti-discrimination legislation

All European countries except Denmark, Finland, Latvia and Sweden have a quota system in place, whereby employers must employ a minimum percentage of PwDs, typically between 2% and 7%. Their target is to stimulate labour demand by committing employers to employ a certain share of employees with disabilities. In most countries the degree of fulfilment ranges between 30% and 70%. According to available empirical data, quota systems only lead to small net employment gains. While already employed people who become disabled and can be included are more likely to remain employed, quotas only provide small incentives to hire PwDs.[[20]](#footnote-20)

About the European quota system, there are some points to consider:

* Generally, quotas are only valid above a certain manpower threshold, which ranges between 15 (Italy) and 50 employees (Estonia, Lithuania)
* Alternatively, in some of the existing systems it is possible to conclude sub-contracts with organisations which feature a significant share of employees with disabilities, etc. (e.g. Czech Republic, Denmark, France).
* From differences in employment rates, no clear recommendations for certain measures for PwDs can be derived empirically. In case the commitments are not met by the employers, usually they have to pay a fee to special funds (Austria, Denmark, Hungary, Italy, Slovenia). Those funds distribute the resources to employees with disabilities, providers of special activities and employers with disabled employees. The spectrum of sanctions ranges from almost completely lacking fines in Spain, via small sanctions in most countries (additional payroll tax of approximately 0.5%, e.g., Austria, Denmark) to relatively high sanctions (1 to 4% of the payroll, in France, Italy and Poland). In principle, the lack of sanctions or enforcement instruments represents a problem of quota systems. In some countries there is also a bonus for companies which employ more than the required number of disabled persons (e.g., Poland, Slovenia)
* Almost all countries with quota systems have implemented measures for the registration of PwDs at public institutions. They should determine the entitlement to working places reserved for PwDs. For the quota only those persons registered as disabled count who fulfil the stipulated criteria. The legally registered status defines disability rather in a narrow way. Thus, for persons with less disabilities or health constraints quota systems are not relevant. However, a broad definition would not provide an adequate foundation, as quota systems have to be selective.[[21]](#footnote-21)

Quota systems stress the concept of “limitation of abilities” and rely less on the concept of “capability”. They implicitly act on the assumption that PwDs are unable to compete for an occupation on the open labour market. A certain share of working places has to be reserved. Thus, quotas coincide only to a limited extent with the principle of equal access and equal chances for all or with the social model of disability. Accordingly, the required registration and classification processes have been criticised as potentially representing a discriminating treatment themselves.

Furthermore, an exclusive anti-discrimination approach could be insufficiently directed towards clearly defined policy targets. The EU-Directive 2000/78/EG should guarantee equal treatment of all persons on the labour market and prevent discrimination inter alia related to disability. The directive is inspired by a “civil rights”-approach and guarantees PwDs individual rights for equal treatment with persons without disabilities. It considers reasonable workplace adaptations which do not represent an undue burden for employers. The directive also indicates that more far-reaching measures related to disability are permitted. Thus, it grants the option to Member States to continue with quota systems along the required anti-discrimination legislation. Also, disabilities are more or less the only reason for which Member States have implemented quota systems or similar measures. In fact, in most EU countries the directive co-exists with other approaches which are embedded in employment and welfare measures already existing before, among them quota systems in 20 of 27 countries. Thus, the majority of EU countries has implemented approaches to prevent discrimination in addition to quota systems. [[22]](#footnote-22)

According to OECD, experiences on the quota system are mixed:

* Employment rates neither systematically higher nor lower
* Overall employment prospects play a more important role
* In some countries, quota system works better for severely disabled persons
* In general, governments are not subsidising levy funds which are often statutory bodies (e.g., PFRON in Poland, AGEFIPH in France)
* However, in some country’s employment services are organised and co-funded by local governments (e.g., Germany)
* Some quota countries do not apply sanctions in case of nonfulfillment (e.g., Luxembourg, Spain). (OECD, 2020)

Very few of the quota laws reviewed make explicit provision for **women with disabilities**. Exceptions are South Korea and Albania. In South Korea, the law provides for special emphasis to be given to the employment promotion of women with disabilities (Article 3 (2)), and business owners employing disabled women are entitled to preferential treatment (Article 21). As an example, in the grant aid provisions for employers with disabled workers, the government provides more financial assistance to business owners who hire women with disabilities than to those who hire men with disabilities. In Albania, provisions are made to encourage the employment of women with disabilities along with other groups of disadvantaged women and girls, with the Government paying a proportion of mandatory insurance on behalf of the employer. Incentives for employers who comply Employers who fulfil the quota obligation are entitled to avail of different measures – including financial incentives and employment-related support services. Information on these incentives Quota systems – an overview 5 were available for two in five (40%) of the quota schemes reviewed, with more than one type of incentive involved in 17 cases. The most frequent incentives were in the form of wage subsidies for the workers with disabilities employed under the quota (over a third of these schemes – 35%); followed by tax exemptions or rebates (a third of the schemes - 33%); subsidies to promote accessibility/workplace adaptation/purchase of suitable equipment/reasonable accommodation (30%); reduction or exemption from social security contributions (23%); or unspecified grants (17%). In some countries, in the tendering process for public procurement, preference is given to companies that meet their quota obligation.

Other affirmative action measures have been taken by several countries that have explicitly avoided the introduction of quotas but have established other positive action measures to promote the right to work of PwDs which can be considered close to quotas in terms of their requirements. In Ireland, for example, a statutory target of 3% has been set for public sector agencies, except for the police force and prison officers. In the United States, regulations were introduced in 2014, updating the Rehabilitation Act of 1973, adding a nationwide disability employment ‘utilisation goal’ of 7% for businesses with federal contracts or subcontracts.

Other measures such as reserved occupations or designated employment which were suggested as options in the UN Standard Rules on the Equalisation of Opportunities for PwDs (1993, Rule 7) do not aim to achieve equality of opportunity or treatment in employment, and thus appear to be incompliant with the UNCRPD. Such reserved jobs are still maintained in some countries. In Argentina, for example, as part of provisions for the quota, one of the mechanisms established for increasing public employment opportunities is the reservation of jobs to be filled only by PwDs. In Italy, a law was introduced in 1985 concerning the employment of visually impaired people as switchboard operators (Law no. 113, 1985). The Committee on the Rights of PwDs has on occasion expressed concern about the practice of reserved employment, which it considers as discriminating against PwDs in their vocational and career choices and recommended that all necessary measures be undertaken to ensure PwDs freedom of choice to pursue vocations according to their preferences. [[23]](#footnote-23)

Two case analyses are considered:

**GERMANY:**

In 1953, a quota system for the employment of PwDs was introduced in Germany. All public and private companies with a minimum of 20 employees in the yearly average have to employ at least 5% of people with severe disabilities. If the company does not fulfil this quota, it has to pay a penalty: the so-called equalisation levy. The maximum is € 320 per month and work place not occupied by a PwDs. If a company awards a contract to a sheltered workshop, half of the value of the work done by the sheltered workshop (minus the materials costs) can be subtracted from the equalisation levy. The amount of money collected from the equalisation levy is put into the so-called equalisation fund. The equalisation fund has to be used for the financial support of measures for employers hiring a PwDs and for measures and infrastructures supporting the participation of PwDs in working life. If an employer hires a former workshop user who is trying to make the transition onto the open labour market, there is financial support for a testing-period of three months. The complete costs of labour of the person can be paid by the rehabilitation agency. In some cases, financial support can be given for more than three months, depending on the individual case.

The rehabilitation, the integration or the federal employment agency bears the costs for the accessibility and the workplace adaption for a person with disability. The employer is entitled to receive the complete costs depending on the individual case.

Additionally, there is a compensation for the lower working performance of PwDs who work under the conditions of the open labour market. The amount of money paid depends on the level of performance and also on the need for qualification, adjustment to the new job, etc. Support of up to 70 % of the wages for a period of 24 months is possible. For people with particular severe disabilities – for example PwDs who come from sheltered workshops and are no longer considered fully incapacitated for work – can receive support for a period of 60 months. If the work performance improves after 12 months, the financial support is reduced by 10 % per year.  
  
PwDs who are considered fully incapacitated for work and are therefore entitled to the services of a sheltered workshop can also use the so-called “budget for work”. This measure was explicitly introduced by the new legislation described above to provide an alternative to the services of sheltered workshops for people unable to work under the conditions of the open labour market, but who still prefer to work outside a sheltered workshop.

The new regulation states that PwDs who are entitled to the services of a sheltered workshop and who are offered an employment contract on the open labour market, which is remunerated according to market conditions or a collective agreement, are entitled to a “budget for work”. Basically, the “budget for work” is a service to enable participation in working life and thus despite their employee status, these people remain fully incapacitated for work.

The “budget for work” includes a wage subsidy of up to 75 % paid to the employer to compensate for lower work performance. In addition, it covers the expenses for disability-related guidance and assistance at the workplace. The services related to the “budget for work” can be carried out by a sheltered workshop or other service providers.[[24]](#footnote-24)

**FRANCE:**

France, as we mentioned before, has an important legislation: Disability Act of 11 February 2005m that reaffirms the right to employment and extends the principle of access to new collective housing and buildings open to the public.

Public buildings must not only be accessible but also ensure a continuous chain of access: access to railway stations, public transport, curbs and ramps.

The national government in 2016 revised the Compulsory Declaration of Employment for Disabled Workers (DOETH) framework, covering many relevant disability employment policy areas including quota hiring policies and procedures.

***UN CRPD ratification in February 2010***

**Employer Legal Requirements**

French law sets an employment obligation quota of 6% of disabled workers for any employer with at least 20 employees. Employers are provided with 3 options to meet this target: Hiring PwDs (direct hire), subcontracting workers from the sheltered sector (indirect hire), paying a contribution fee to a specific organisation which then uses the funds to further professional inclusion in both the private and public sectors. Up to 80% of the measures taken to hire a disabled worker, including equipment and specific training, can be compensated through public funding.

The French measures to promote employment of PwDs are double-sided, and consist of (1) the employment obligation to employ specified percentage of PwDs (employment quota system), and (2) improvement of law concerning employment and work conditions for those people. Reasonable accommodation falls in the latter and is considered to be indispensable for ensuring the principle of equal treatment of PwDs. The government tries to promote the employment of PwDs and improve their work conditions through these two approaches.

The employer’s “obligation to exercise reasonable accommodation” can be interpreted as an extension and development of the employer’s “obligation to provide re-adaptation” (obligation to maintain at work) that has existed for some time. It is clearly stated in the labour law that employer’s refusal to provide reasonable accommodation would be regarded as a discriminatory treatment.

Reasonable accommodation provided by employers is supported by various forms of financial assistance given through labour contracts and institutions such as AGEFIPH in France.

Beginning in 2018, France has launched a comprehensive disability inclusion campaign nationally, spanning policy areas of human rights, social safety nets, education. For employment, the campaign’s theme is “Accessing the job market and working like everyone else.” Priority areas under this theme include reducing the gap between the unemployment rates for people with and without disabilities; making recruitment and retention easier for both public and private entities; reforming the requirement to employ disabled workers from what is perceived as a punitive approach through fines into an asset-value proposition aligned with social responsibility; increasing skills training and easing school-to-work transitions.[[25]](#footnote-25)

# 5. CURRENT STATE OF PLAY IN TÜRKIYE: REVIEW OF OFFICIAL DATA AND INFORMATION ON PWDS

## 5.1 Legislation in Türkiye on PwDs Employment

Türkiye has adopted a national policy to undertake all the necessary measures to ensure full and equal rights and fundamental freedoms for PwDs since the 1990s.

In 2005 Türkiye passed [Law No:5378 on PwDs](https://www.refworld.org/docid/4c445e652.html). Together with its recent amendment,[[26]](#footnote-26) the Law explicitly declares the State’s commitment to promote and protect the rights of PwDs and to eliminate violations of the rights. Since 2005, a number of regulations have been put into force to promote the provisions of the Law. The [Regulation on Care, Rehabilitation and Family Consultancy Services for PwDs](http://www.resmigazete.gov.tr/eskiler/2010/09/20100903-4.htm), for example, set out the framework for the care services that can be delivered to PwDs at their own households[. The Regulation on Public Care Centres for PwDs](http://www.resmigazete.gov.tr/eskiler/2006/07/20060730-2.htm), [Regulation on Private Care Centres for PwDs](http://www.resmigazete.gov.tr/eskiler/2006/07/20060730-3.htm),[[27]](#footnote-27) and [the Directive on Hope Housing Units for PwDs](https://eyh.aile.gov.tr/uploads/pages/yonergeler/engelli-bireylere-yonelik-umut-evleri-yonergesi.pdf), on the other hand, provide the legal basis for the residential care services. There is also the [Regulation on Identification of PwDs in Need of Care and Specification of Principles of Care Services](http://www.resmigazete.gov.tr/eskiler/2007/10/20071023-10.htm)[[28]](#footnote-28) defining the procedures of assessment of care needs. In line with the Law, all these regulations highlight the ultimate goal of participation in to social and economic life on an equal basis with others. Apart from these legislative actions, [the Law on Social Services](https://eyh.aile.gov.tr/sosyal-hizmetler-kanunu) explicitly declares that the state should undertake all the necessary measures for PwDs to lead an independent and dignified life.

Also, under this section, it is necessary to mention the following regulations:

- Articles 50 and 61 of the Constitution;

- Articles 53 of Civil Servants Law No. 657.

There are policy documents that have a direct and indirect reference to community living and promoting social and economic inclusion. [The National Strategy Document and Action Plan on Care Services 2011-2013](https://eyh.aile.gov.tr/uploads/pages/bakim-hizmetleri-stratejisi-ve-eylem-plani-2011-2013/bakimhiz.doc) is one of the major documents that provide a framework to achieve high-quality care services for PwDs and the elderly. For persons with mental health problems, there is a distinct policy document titled [the National Mental Health Action Plan 2011-2023.](http://www.psikolog.org.tr/doc/ulusal-ruh-sagligi-eylem-plani.pdf) Other policy papers addressing the independent living and being included in the community are [the Presidential Programme 2019](http://www.sbb.gov.tr/wp-content/uploads/2018/11/2019_Yili_Cumhurbaskanligi_Yillik_Programi.pdf) and  [Ministry of Family and Social Services Strategy Plan 2018-2022](http://www.sp.gov.tr/upload/xSPStratejikPlan/files/CkPFg+ASPB_2018-2022_Stratejik_Plani.pdf). The [Presidential Programme 2019](http://www.sbb.gov.tr/wp-content/uploads/2018/11/2019_Yili_Cumhurbaskanligi_Yillik_Programi.pdf) also suggests actions for the betterment of care services for PwDs and inclusion of PwDs into the social and economic life.

In 2022, the First National Action Plan on the Rights of Persons with Disabilities (2023-2025) regarding the Implementation of 2030 Barrier Free Vision Document was Announced.

With the National Action Plan on the Rights of Persons with Disabilities covering the years 2023-2025, prepared by the Ministry of Family and Social Services, 275 activities determined by considering the needs arising from disability, regarding employment, accessibility, education, health, participation in political life, and protection of rights, will be realized. Identified policy fields will be implemented under the headings of “Inclusive and Accessible Society”, “Protection of Rights and Justice”, “Health and Well-Being”, “Inclusive Education”, “Economic Security”, “Independent Living”, “Disaster and Humanitarian Emergencies”, “Implementation and Monitoring” under the coordination of the Ministry, in cooperation with public institutions and organisations in all areas, and with the participation of civil society organisations representing persons with disabilities.

Türkiye is a signatory state to [UN CRPD](https://www.ohchr.org/EN/HRBodies/CRPD/Pages/ConventionRightsPersonsWithDisabilities.aspx) and its [Optional Protocol](https://www.ohchr.org/EN/HRBodies/CRPD/Pages/OptionalProtocolRightsPersonsWithDisabilities.aspx) has strengthened Türkiye’s commitment to promote and protect the rights of PwDs. [EYHGM](https://eyh.aile.gov.tr/), the focal point to the UN CRPD, placed the right based approach at the core of its actions. Compatibly, [the National Indicators for the Rights of PwDs](https://eyh.aile.gov.tr/uploads/pages/engellilerin-haklarina-iliskin-sozlesme-kapsaminda-engelli-haklari-ulusal-gostergeleri-kitabi-turkce/national-indicators-for-the-rights-of-persons-with-disabilities-under-the-convention-on-the-rights-of-persons-with-disabilities-english.pdf)[[29]](#footnote-29) book was published to promote the implementation of UN CRPD provisions. Türkiye has also been an active participant of the UN Economic and Social Commission for Asia Pacific (UN ESCAP) disability-related actions since the late 90s. Currently, Türkiye is in its third decade of being a part of the decade- long regional action plans for PwDs.[[30]](#footnote-30)

Law No. 5378 (Art 14) prohibits employment discrimination on grounds of disability, requires employers to make reasonable accommodation for the employment of PwDs and provides for specially-designated state-supported sheltered workshops. The Labour Law (Art. 30) mandates a 3% disability quota for the public sector and private employers with over 50 workers, although the quota is not applicable to the majority of Turkish enterprises, which are small/medium/micro enterprises employing under 50 employees[[31]](#footnote-31). Employers are exempt from social security contributions for employees with disabilities up to the 3% quota and from 50% of contributions for employees exceeding the 3% requirement (LL, Art 30). The Directorate General of Services for PwDs and the Elderly (EYHGM) coordinates service delivery across institutions while employment support is provided by employment agency İŞKUR.

On quota´ employment, per the Article 30 of the Labour Law numbered 4857, workplaces employing fifty or more employees in the private sector are obliged to employ "3% disabled" employees.

The main points of Article 30 of the Labour Law are:

1. Employers are obliged to employ disabled employees "in jobs suitable for their profession, physical and mental status."
2. The number of employees would be calculated according to the total number of employees for the employer, who has more than one workplace within the boundaries of the same province.
3. Part-time contracts are converted to full-time contract, taking into account their working hours.
4. In the calculation of the ratio, fractions up to half are not taken into account, those that are half or more are converted to full.
5. Priority should be given to the employees who become disabled while working at the workplace.
6. Employers would employ the disabled employees via Turkish Employment Agency (İŞKUR)
7. The qualifications of the employees to be employed, the jobs in which they can be employed, how they can be recruited by the employer in terms of occupation, would be regulated by the Ministry of Labour and Social Security.
8. Disabled employees cannot be employed in underground and underwater works and for the determination of the number of employees in the workplaces per the statements above, underground, and underwater employees are not taken into account.

If disabled employees are not employed in line with these, administrative fines are applied per the Article 101 of the Labour Law. For 2021, the administrative fine for "each disabled person and ex-convict who is not employed and per month not employed" is TRY 4,345. And for 2022, it is TRY 5.918.

## 5.2. Current Policies and Strategies for Employment of PwDs in Türkiye. Supported Employment Schemes and Government Incentives

* 1. Human rights approach is adopted as the basis of disability policy of the Republic of Türkiye. Within this scope, the main objective has been designated to ensure that PwDs lead a dignified life as equal citizens based upon the respect to diversity and social inclusion. While Convention on the Rights of PwDs (CRPD), which was ratified by the Republic of Türkiye, constitutes the international basis in terms of disability policy, the national basis of Türkiye is the Constitution and the Turkish Disability Act.
  2. The Ministry of Labour and Social Security (MoLSS), General Directorate of Labour, has the following duties in this area:
  + Developing policy recommendations and measures to increase employment and improve employment conditions.
  + To work on developing special policies in cooperation with relevant institutions and organisations in order to increase the employment of groups requiring Special Policy and to improve working conditions.
  + To carry out studies to determine policies and strategies to promote equal treatment in working life and to prevent discrimination, to monitor the implementation of these policy strategies, to develop projects.
  + To increase cooperation with workers and employers' confederations, NGOs, private sector and universities and related institutions and organisations on the issue of disabled people, to carry out necessary research and evaluation studies, to monitor and evaluate in cooperation.
  + Collaborating between workers' and employers' confederations, NGOs, private sector universities and all relevant institutions and organisations on groups requiring special policies.
  + To carry out activities to increase social awareness and sensitivity about the disabled and to inform the public[[32]](#footnote-32)

General Directorate of Services for PwDs and the Elderly (EYHGM) is the focal point of Türkiye for promoting the implementation and monitoring of CRPD at national level. EYHGM aims at providing intersectoral coordination at national level and thus, reflecting the rights-based approach to national legislation and practices. In this context, a sustainable, efficient, and fruitful process of policy making in cooperation with civil society is targeted. By providing public sector and civil society cooperation, EYHGM coordinates harmonization of national policy, laws, public services, and resources with CRPD.

The [National Strategy Document and Action Plan for the Rights of PwDs 2018-2023](https://www.ailevecalisma.gov.tr/EYHGM/Projeler/Ulusal-Engelli-Haklari-Strateji-Belgesi-ve-Eylem-Plani-2018-2023.pdf) carried out by the

[General Directorate of Disabled and Elderly Services (EYHGM) of the](https://www.aile.gov.tr/eyhgm-en/) Ministry of the Family and Social Policy of the Republic of Türkiye aims to provide a road map to implement provisions of the UN CRPD. Under this Strategy, EYHGM conducted various activities and projects in the fields of education, employment, participation to social life, accessibility, healthcare and rehabilitation, care, ageing,research and development. Also under the scope of the strategy, training to increase the capacity of civil society organisations o f/for PwDs were delivered in a number of provinces. In total 1,258 NGO representatives have participated in these training. As we have already mentioned, in 2022, the First National Action Plan on the Rights of Persons with Disabilities (2023-2025) regarding the Implementation of 2030 Barrier Free Vision Document was Announced.

With the National Action Plan on the Rights of Persons with Disabilities covering the years 2023-2025, prepared by the Ministry of Family and Social Services, 275 activities determined by considering the needs arising from disability, regarding employment, accessibility, education, health, participation in political life, and protection of rights, will be realized. Identified policy fields will be implemented under the headings of “Inclusive and Accessible Society”, “Protection of Rights and Justice”, “Health and Well-Being”, “Inclusive Education”, “Economic Security”, “Independent Living”, “Disaster and Humanitarian Emergencies”, “Implementation and Monitoring” under the coordination of the Ministry, in cooperation with public institutions and organizations in all areas, and with the participation of civil society organizations representing persons with disabilities.

Türkiye’s National Employment Strategy 2014-23 (carried out by the Ministry of Labour and Social Security - General Directorate of Labour highlights and sets objectives to address limitations in current employment policy implementation. These include improving the implementation of quotas, as employers have been reported to engage in pseudo-hiring of PWD wherein PWD are registered in employment but not required to work[[33]](#footnote-33). Other issues affecting PWD’s access to employment and skills include inaccessible and insufficient physical infrastructure in workplaces and discriminatory practices in hiring, working conditions, wages and access to social benefits, as well as provision of reasonable accommodation by employer. Women with disabilities are affected by intersecting gender discrimination[[34]](#footnote-34)

On entrepreneurship: State programmes offer targeted entrepreneurship support to PWD, with KOSGEB, the state SME development organisation, and İŞKUR providing business training and financial support to entrepreneurs with disabilities[[35]](#footnote-35). A range of tax reductions apply to PWD, including income, VAT, real estate, special consumption, customs and motor vehicle taxes which reduce the tax burden on self-employed PWD. The Regulation on the Accessibility of Banking Services introduced accessibility rules for customers with disabilities in 2016, stipulating the provision of documentation in braille, sign language and audio format, as well as changes to ATM functions and security. However, there is little information on the enforcement of accessibility standards in banking[[36]](#footnote-36). Additionally, the websites of many Turkish banks do not meet the international Web Content Accessibility Guidelines aimed at making web content more accessible for PwDs.

In collaboration with Ministry of Health and World Health Organisation (WHO), the government has conducted the ‘[Promoting Services for PwDs Project](https://ec.europa.eu/neighbourhood-enlargement/sites/near/files/pdf/turkey/ipa/2008/tr_080104_promoting_services_for_pwd-final_en.pdf)’ between 2010 and 2014 with an aim to develop community-based care model and related support services for persons with mental health problems and intellectual disabilities. The project also had the goal of setting quality standards for the care services. Under the Project, a model of community-based care services has been developed, the number of group Hope Housing Units have also been established. Additionally, temporary guesthouse units and home care support services were introduced. Last but not the least, quality standards for care services were developed[. Guidelines for Community Mental Health Centres](http://www.istanbulsaglik.gov.tr/w/sb/tedk/pdf/TRSM_rehber.pdf) were also prepared and disseminated under the scope of this project for use by care personnel. A follow-up project, t[he Social Inclusion of Persons with Mental Disabilities Project](http://www.euro.who.int/en/countries/turkey/news/news/2019/01/who-launches-awareness-campaign-on-social-inclusion-for-people-with-mental-disabilities-in-turkey), on the other hand, aimed to expand the implementation of newly built community-based living at the national level. The project also includes training of the related work force. No further information is available online.

Türkiye has taken steps to apply affirmative actions to create equal and safer work conditions for PwDs by the provisions arranged in Labour Law No. 4857 (this law is carried out by the Ministry of Labour and Social Security), Article 30, and the “Regulation on Employment of Disabled, Ex-convict and Terror-Stricken Persons”.

About the Obligation of Employing PwDs, “In private sector workplaces employing fifty or more employees within the boundaries of a province, employer must employ PwDs, numbers of which cannot be less than the %3 of total employees”. The restrictions on Employment of Disabled are:

* The jobs assigned for PwDs must be consistent with their occupational skills and physical and mental capacities.
* Disabled personnel cannot be forced to work on hazardous and hard works without a health report stating that he can work on these types of tasks.
* No PwDs shall be employed in any underground and underwater work, and employees engaged in underground and underwater works shall not be considered in determining the number of disabled employees.
* Although there is no special provision forbidding the night work for disabled, persons who have health reports as to their incompetency to work at nights should not be worked at nights.
* Employer shall plan in the workplace, within the bounds of possibility, to facilitate disabled’s work, take the necessary measures to preserve their health, employ them in the works appropriate to their profession, and provide the necessary tools and equipment required for their work.
* When the circumstances allow, the starting and ending hours of work can be determined in accordance with the needs of PwDs.
* Being an employee with disability must not be the cause of wage discrimination. No provision to the detriment of PwDs can be inserted into employment contracts and collective bargaining agreements.

Also in the Labour Law No. 4857, Turkey has taken steps to apply affirmative actions to create equal and safer work conditions for disabled persons by the following provision: About Paid Leave of Absence for Dependent Child with Disability: Employed parents whose child has at least seventy percent disability or chronic disease based on medical report, shall be allowed to take up to 10 days leave of absence with pay in a year for attending the treatment of the child; on condition that leave may be taken only one of the parents and without interruption or with segments.

Regarding women with disabilities, a report made by the Turkish Federation of the Blind with the financial support of EU within the scope of EU [[37]](#footnote-37) affirms that they experience disadvantages in terms of participation in the labour force due to both disability and gender, face intersectional discrimination and are deprived of the right to work. Women with disabilities also experience the discrimination in terms of being included in the labour market during the employment phase.

EYHGM carries out various activities and projects in the fields of education, employment, participation to social life, accessibility, healthcare and rehabilitation, care, ageing, research, and development. Some of the actions[[38]](#footnote-38) ruled by the EYHGM are:

1. **Awareness Raising:** Seminars, publications, Distant training on accessibility for local governments; M-CARE (Mobile Training Module for Home and Health Caregivers for PwDs and Older People) Project; Preparation of books, spot films.
2. **Promotion of Inclusive Policies:** Harmonisation of legislations,Work on developing Turkish Sign Language
3. **Indicator Development and Data Collection** to help on the preparation of accessibility map and Inventory of Türkiye
4. **Activities on Empowering Civil Society and Local Governments as capacity building for civil society**
5. **Activities on Strengthening the Dialogue Between Public Sector and Civil Society, as IPA project on Improving Integration of PwDs into Society**
6. **Activities on National Monitoring and Reporting**
7. **Pilot Projects as:**

• Improving Integration of PwDs into Society Grant Scheme;

• Accessibility Support Projects;

• Supported Employment (Join the Workforce, Join the Life Project);

• IPA Project on Improving Services for PwDs;

• Project on Transferring Social and Cultural Values through Strengthening

Intergenerational Solidarity.

1. **Services for PwDs and the Elderly**

• Community Based Care (Barrier Free Living Centres; Hope Houses).

• Institutional Care (Disability Care and Rehabilitation Centres; Rest Homes).

## 5.3 Employment Rates of PwDs in Türkiye

The labour force participation rate is 64.7% for men and 29.8% for women, according to TurkStat data from June 2022.[[39]](#footnote-39). This rate is 35.4% for men with disabilities and 12.5% for women with disabilities according to 2011 Population and Housing Survey conducted by TurkStat simultaneously with EU countries.

According to a publication of EYHGM, the percentage of PwDs in total population is the following Figure:

**Figure 3. Proportion of PwDs in Total Population by type of disability**

Gráfico, Gráfico de barras

Descripción generada automáticamente

Source: General Directorate of Services for PwDs and the Elderly

The most comprehensive research on the PwDs in Türkiye is the Türkiye Disability Survey conducted by TurkStatin 2002. The most up-to-date research that includes statistics on the employment of the disabled is the TurkStatPopulation Housing Research conducted in 2011. This reveals the following:

**Table 1: PwDs Employment Data**

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Labour force participation rate** | **Employment rate** | **Unemployment rate** |
| **Disabled population (2011)\*** | 22,1% | 20,1% | 8,8% |
| **General population  (2011)\*\*** | 47,4% | 43,1% | 9,1% |
| **General population  (2021)\*\*** | 52,5% | 46,6% | 11,2% |

Source:)\*TURKSTAT Population Housing Survey 2011 (15+ years), \*\*TUIK Labour Force Statistics 2011, 2020 (15+ years)

**Table 2: PwDs – Labour Force Participation Rate per Gender**

|  |  |  |  |
| --- | --- | --- | --- |
| **Labour force participation rate** | **women** | **men** | **Total** |
| **PwDs (2002)\*** | 6,71% | 32,22% | 21,71% |
| **PwDs (2011)\*\*** | 12,5% | 35,4% | 22,2% |

Source: \*TURKSTAT Turkey Disability Survey 2002, \*\*TURKSTAT Population Housing Survey 2011

# 6. LOOKING FORWARD: OPPORTUNITIES AND RISKS FOR PwDs

* 1. The expected transformations in the future of work entail risks for PwDs, but they also offer opportunities. ILO has established five key objectives[[40]](#footnote-40) for the inclusion of PwDs in the future of work:

1. New forms of employment and employment relations integrate disability inclusion
2. Skills development and life-long learning made inclusive of PwDs
3. Universal Design embedded in development of all new infrastructure, products and services
4. Assistive technologies, existing and newly developed, to be made affordable and available
5. Measures to include PwDs in growing and developing areas of the economy

To be able to achieve these goals, disability inclusion needs to be further integrated with other initiatives contributing to an equitable future of work. There will be considerable scope to strengthen the connection between actions on gender equality and disability inclusion, or to further develop the connections between disability and initiatives for mental health and wellbeing in employment, for example. Making these initiatives disability-inclusive, will require the active participation of PwDs and their organisations in the relevant decision-making or implementation processes.

ILO sustain also there are “current” challenges that societies will need to be addressed since they will continue to be relevant and often even more so in the future. These are not specific to the future of work, nor have they arisen as a consequence of the commonly agreed trends in the future of work, but unless action is taken, they will persist. The challenges can be summarised as follows:

**Lack of an enabling environment:**

* Accessibility barriers in built environments, transport, products and services Badly designed disability benefits, often leading to poverty of PwDs
* Insufficient support services and lack of transferability of these from one country to another
* Non-inclusive education and vocational training leading to lower levels of education and training among PwDs
* Inadequate support for youth with disabilities in transition from school to work
* Low level of capacity of public employment services to support PwDs
* General lack of compliance with employment quotas, where these exist

**Employers (public and private):**

* General lack of awareness and confidence on how to include PwDs in the workplace
* Inaccessible work premises and work tools, including Information and Communication Technologies (ICT) Inadequate provision of workplace adjustments
* Lack of support for PwDs to maintain employment and explore career development
* Lack of targeted support for SMEs regarding employment of PwDs

**Trade unions & employers’ associations**:

* Insufficient level of attention to PwDs, both those in employment and those seeking to enter the labour market

**General society**:

* PwDs are often faced with stigma and stereotypes in society
* Discrimination and higher exposure to situations of violence and harassment, also in the workplace

The recommendations of this Report seek to meet some of these challenges and the following recommendations in order to improve the employment and inclusion of PwDs.

Other Organisations and Fora[[41]](#footnote-41) have discussed how to include PwDs in the Future of Work and the main conclusions are:

* Promote disability inclusion and protection from discrimination in legislation and policies dealing with new forms of employment and employment relations
* Support more effective compliance of affirmative action measures, including quotas and targets
* Invest in and encourage education and training of PwDs with a special focus on digital skills, including workplace-based training (apprenticeship) and entrepreneurship training
* Support accessible innovation and R&D
* Provide funds and technical assistance for assistive technologies in the workplace as reasonable accommodation with particular attention to SMEs
* Ensure inclusion of PwDs in initiatives targeting the new growth areas, e.g. the low- carbon and “green” economy

The following is a more focused analysis of the possibilities that digitalisation of jobs offers to PwDs and the possibilities to include PwDs in initiatives targeting the new growth areas, e.g. the low- carbon and “green” economy.

## 6.1 Different Forms of Work with Digitalisation, Technology and Automation

### 6.1.1 Digitalisation

#### 6.1.1.1. Digitalisation trends

The technological revolution is radically transforming the world of work and this trend is not expected to slow down. In fact, the digital economy has been significantly accelerated by the COVID-19 pandemic. Digital measures have been essential in the immediate response to the crisis, in mitigating future outbreaks and in the recovery policies of institutions and companies. Considering the role digitalisation plays in the future of work, involving PwDs in the digital realm has become an important aspect. The big question is how to increase awareness of the impact of a digital world of work on PwDs and identify actions needed to shape a future of work in a more disability-inclusive way.

**Main technological drivers and growing industries.**

Some of the most important technological drivers of the digital transformation include 5G, cloud computing, the internet of things (IoT), artificial intelligence (AI), machine learning, blockchain, 3D printing, and big data analytics[[42]](#footnote-42). These technologies have powered some of the fastest growing industries such as those linked to biotechnology, telemedicine, renewable energy, drones, virtual and augmented reality, wearables, robotics, automation, mobile payments, cybersecurity, cryptocurrencies, connected home, and autonomous vehicles[[43]](#footnote-43). Other trends are arising from digitalisation such as GovTech, one of the most promising trends in the public innovation landscape in recent years. GovTech ecosystems are made of a new brand of tech-based, data-driven start-ups with a public vocation that want to make a difference and generate a social impact. It is an emerging sector with the potential to increase government capabilities for service delivery, while detonating new data-driven economic sectors[[44]](#footnote-44)

Digital transformation can affect different groups in society in very different ways, not only in the field of work but also in other spheres of life, such as access to physical or virtual environments or access to new products and services. When used to their full potential, the technological drivers mentioned in the box above provide numerous opportunities for improving PwDs´ daily and work activities. However, they also present many challenges, such as technology taking over tasks or roles, also including PwDs. Each of these technological drivers presents different opportunities and challenges for PwDs. Moreover, the impact of digitalisation varies amongst PwDs. In this regard, the digital inclusion of PwDs is diverse and “a complex terrain of disability diversity is in place”[[45]](#footnote-45).

Several studies show the importance that Artificial Intelligence presents for PwDs[[46]](#footnote-46). Artificial Intelligence (AI) is the development of computer systems that can perform tasks that normally require human intelligence. AI is changing the landscape for PwDs. On the one hand, “software is learning how to recognise and respond to images, sounds, and linguistic expressions”. Therefore, tools like auto-captioning with AI, autonomous cars and facial and image recognition to support interaction with the environment, present great opportunities for PwDs. On the other hand, these tools will only impact positively if they are designed for full inclusion. Some examples of risks include: “models learning from biased data may reproduce and continue historical biases”, “training data may underrepresent outlier populations” and “data collection may not include representation from individuals with disabilities”. Currently, PwDs frequently experience digital exclusion as they encounter many difficulties when it comes to being able to afford or access Information and Communications Technologies (ICTs) and the Internet due to a myriad of factors. Related to this, there is a need for PwDs to be digitally included so that they can access the digital labour market. There is also a digital gap between developed and developing countries, where access to ICTs and the Internet in the latter is lower. As an illustration, in 2016 there were practically 100 active high-speed mobile subscriptions per 100 inhabitants in developed countries, versus 40 per 100 in developing countries[[47]](#footnote-47). Therefore, PwDs in developing countries may face even higher digital exclusion. In this regard, PwDs must be considered in the digital transformation, not only to prevent them from remaining on the side-line of digital advances, but also to take advantage of new technologies to broaden their skills.

The challenges for PwDs in this field such as new skill requirements, technological barriers or challenges associated with working conditions such as low and irregular pay, long working hours or isolation can be overcome by appropriate actions to turn them into opportunities.

The following main levers for an inclusive digital labour market have been identified throughout recent research:

* Ensuring accessibility for PwDs
* Promoting digital skills amongst PwDs
* Promoting the digital employment of PwDs. Digital tools are playing a central role across the employee life cycle. If digital tools are not inclusive and accessible, PwDs will find barriers at every step of the cycle. Many digital tools remain inaccessible without the support of special assistive technologies (AT). However, although ATs could allow PwDs to work and build a career in equal conditions to their counterparts without disabilities, challenges in terms of digital accessibility are still being encountered. As the technological revolution is constantly transforming jobs and creating new ones, the required skills are also changing. The demand for digital skills in both existing jobs and in new digital jobs is growing at a constant pace.

The new world of work brings unprecedented opportunities for the inclusion of PwDs in the labour market. Nonetheless, this segment of the population may also encounter many barriers. Digital transformation implies significant structural and organisational changes in the labour market, both within companies and across entire sectors. The four main impacts of the technological revolution in the world of work are: new jobs, obsolete occupations, changes in traditional jobs and in recruitment processes and disruptive forms of work.

Figure 4: The new world of work scenario

Diagrama, Escala de tiempo

Descripción generada automáticamente

Source: Disability Hub Europe

The digital transformation of societies creates many jobs both in traditional and in more recently created markets, offering **new employment opportunities**. Some new digital jobs such as Artificial Intelligence Specialists and Data Scientists require strong digital expertise, while many others are entry level jobs such as Community Manager or Web Designer. There is a very significant mismatch between supply and demand of new digital jobs. [[48]](#footnote-48)

**Opportunities for PwDs:**

• New digital jobs (both in traditional and more recently created markets) offer a range of new employment opportunities, particularly interesting for PwDs.

• The mismatch between supply and demand of new digital jobs presents an opportunity for PwDs.

• PwDs with different levels of education can access digital jobs since some require high skills and others are entry level jobs.

**Risks for PwDs:**

• PwDs often encounter barriers in accessing education and training. Consequently, there is a risk that PwDs might not have the required skills to be eligible for new digital job positions.

• All new digital jobs are not necessarily decent jobs.

• There are instances of highly qualified individuals undertaking low-skilled digital work, which in turn signifies an important challenge, including for PwDs.

The European Commission is promoting various initiatives:

* The Recovery Plan for Europe,
* The European Digital Strategy and
* The Digital Europe Programme;

These initiatives aimed at shaping Europe’s digital future, as well as strengthening equality to ensure a prosperous future for everyone. The Recovery Plan for Europe focuses on the digital and green transition defined by the European institution as “the challenges of this generation”. Through this plan the European Commission will promote significant investment in digital projects and will ensure that equality is the backbone of the plan[[49]](#footnote-49). The European Digital Strategy is structured around four main pillars: technology that works for people; a fair competitive digital economy; an open, democratic and sustainable society; and Europe as a global digital player[[50]](#footnote-50). The European Commission’s Digital Europe Programme, adopted in 2021, aims to build the strategic digital capabilities of the EU and facilitate the wide deployment of digital technologies[[51]](#footnote-51). Considering that the European Pillar of Social Rights includes disability in Principle 17 (Inclusion of PwDs), European digital initiatives should ensure equal opportunities for PwDs. The importance of equality is mentioned in all these initiatives, however PwDs are rarely mentioned explicitly. One of the few references is included in the draft Orientations for Digital Europe, published in 2019 to shape the work for the Digital Europe Programme. It reads: “particular attention will be paid to ensuring that fundamental rights and ethics requirements, such as privacy, diversity, non-discrimination, accessibility (including PwDs), societal and environmental wellbeing, are met when developing and deploying AI technology”

#### 6.1.1.2. Accessibility

What does accessibility mean? Accessibility means “to ensure PwDs can access and use, on an equal basis with others, the physical environment, transportation, information and communications, including information and communications technologies and systems and other facilities and services open or provided to the public, both in urban and in rural areas”[[52]](#footnote-52)95. Therefore, more specifically, digital accessibility is the process of making digital products accessible to everyone. As an example, digital content may require accessible formatting or assistive software for persons with visual impairments or some people with physical disabilities may encounter barriers “to operate the standard devices for navigating the Internet such as the mouse, keyboard or screen”[[53]](#footnote-53).

To achieve accessibility, legislation plays a key role. Governments around the world should require employers and training institutions to have internal processes and technologies in place that are accessible for PwDs, as well as provide them with accurate guidelines and regulations.

Accessibility legislation and requirements are expanding. There will therefore be a new set of jobs in the accessibility field. This is a major opportunity for PwDs who will have the chance of becoming accessibility experts (e.g. as designers, testing user experience, testing user acceptance). Their experience can bring highly valuable and unique insights to the ICT industry. It is also worth mentioning that employees in this field are currently very difficult to come by. PwDs should be present from the very beginning of the technological design process to ensure accessibility is borne in mind from the outset. Also, bringing accessibility requirements to the fore, forces designers to put the user at the centre of the design process, resulting in a better designed product for everyone.

In UK, the accessibility regulations came into force for public sector bodies on 23 September 2018. They say you must make your website or mobile app more accessible by making it ‘perceivable, operable, understandable and robust’. You need to include and update an accessibility statement on your website. The full name of the accessibility regulations is the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018. The accessibility regulations build on their existing obligations to people who have a disability under the Equality Act 2010 (or the Disability Discrimination Act 1995 in Northern Ireland).

There are also many company practices in terms of accessibility:

* **The ‘Elisa’ project**, promoted by Fundación ONCE, is amongst the winners of the competition organised by several entities, including Telefónica, to recognise the ten best AI initiatives with a social and ethical impact. This project aims to develop an AI-based solution that translates simple sentences from voice or text into Spanish sign language. [[54]](#footnote-54)
* **Microsoft** has developed the AI for Accessibility programme that supports projects that use AI to empower people living with disabilities, such as AI solutions. One of the projects supported was Object Recognition for Blind Image Training (ORBIT) that was recently launched by City University of London. This research programme aims to build large datasets by involving blind persons in the process of AI development. The team is collecting videos from visually impaired persons of the most important things they use on a daily basis to combine these videos and form a large dataset of different objects. These datasets will then be used to develop AI algorithms for building disability-inclusive apps for blind and visually impaired people all around the world. [[55]](#footnote-55)

#### 6.1.1.3. Digital Skills

As the technological revolution is constantly transforming and creating jobs, the skills required are also changing. The demands for digital skills, both in pre-existing jobs and in new digital ones are constantly growing.

Digital skills can be segregated in Tech Baseline Skills[[56]](#footnote-56) which refer to basic skills such as data storage technologies, web development or digital literacy, and Tech Disruptive Skills[[57]](#footnote-57) which refer to advanced skills such as data science, development tools or artificial intelligence[[58]](#footnote-58)

As a result of the growing demand, there are imbalances between the skills offered and the skills required. In fact, 71% of employees in the EU need basic or moderate level digital skills to perform their jobs. Furthermore, it is expected that more advanced digital skills will be required to meet market demands[[59]](#footnote-59).

The need for accessibility skills must also be considered. PwDs should be trained in accessibility in view of the job opportunities offered by this field. It is also very important that ICT professionals, not just developers, but also those involved in the digital service and support delivery area, receive accessibility training. Furthermore, the pace of change is so fast that by the time employees have acquired the required skills, different skill requirements may have arisen. Constant innovation also hampers the identification of knowledge gaps and the necessary abilities. Therefore, life-long learning is essential for people to succeed in the labour market. This new scenario shifts the responsibility of being qualified from the individual onto public administrations and companies.

Particularly Germany has worked on this through the “Green Paper”. This paper has offered a framework for a dialogue, in part public and in part technical, about how society will work in the future. It outlines main trends, changes in values and important areas for action for the working society of the future. It contains a series of specific fundamental questions intended to initiate a broad dialogue. These questions will be addressed with the help of experts from research, social partners, associations and operational practice.[[60]](#footnote-60)

OECD countries have been paying close attention to the Massive Open Online Courses (MOOCs) and other learning platforms, where a wide range of digital skills can be acquired through online learning[[61]](#footnote-61). However, the difficulties encountered by PwDs to access the Internet and afford ICTs can prevent them from benefiting from these opportunities. Reskilling and upskilling for PwDs, especially those who have jobs that will likely disappear, is key to ensuring they can access new jobs in the future. According to ILO, in order to achieve this, it is necessary to develop ad-hoc and accessible training for PwDs. Furthermore, mainstream initiatives on digital skills, such as online learning platforms and training provided for employees, must be inclusive of PwDs so they can also benefit from the new labour market opportunities. [[62]](#footnote-62)

Some company practices could be mentioned in terms of digital skills and disabilities:

* Microsoft has launched a global skills initiative aimed at bringing greater digital skills to 25 million people worldwide. This initiative brings together every part of the company, combining existing and new resources. While all resources will be available online to millions of people in multiple languages, Microsoft has recognised the need to supplement them with additional services and support. That is why they will provide $20 million in grants, plus technical support, to non-profit organisations around the world, with the aim of reaching 5 million unemployed people, especially vulnerable groups, including PwDs.
* Three Talents is building training academies that provide PwDs with certified skills that lead to high-paying IT jobs. Their pilot Bridge Academies leverage the Cisco Networking Academy program to develop employable skills and globally recognised certification that leads to a high-paying job career as cyber-security analysts. To date, 16 PwDs have completed the programmes through the pilot versions in the US and Europe with average graduation and employment rates of over 90%.

#### 6.1.1.4. Fostering the digital employment

To ensure the inclusion of PwDs in the new digital labour market, it is also important to make sure that the initiatives designed to promote digital employment also include PwDs. Responses to COVID 19, such as the Recovery Plan for Europe, should consider PwDs in initiatives related to the promotion of digital employment with decent working conditions. Digital employment initiatives targeting PwDs must also be developed. As we have seen earlier, ensuring accessibility and fostering digital skills are key to the inclusion of PwDs. However, initiatives that go that one step further and consider the labour inclusion of PwDs in addition to upskilling and the fostering of accessibility will have a higher impact. [[63]](#footnote-63)

Some good practices that could be mentioned:

* Amalitech (a social enterprise in Germany that reinvests its profit in further training, network growth and local community support on the ground) works to ensure inclusion of PwDs. AmaliTech Training Academy works with disability-related sourcing channels to ensure they also provide skills to PwDs. For the assessment stage of the hiring process, AmaliTech ensures that specific needs, including the accessibility of the assessment centre, of the software used and the provision of sign language interpreters, have been suitably accommodated. It also ensures full accessibility of the venue at the interview stage. [[64]](#footnote-64)
* The Digital Employment Pathway (DEP) is a career support tool being tested in Kenya and Bangladesh to help PwDs access paid employment opportunities online. The Innovation to Inclusion (i2i) consortium led by Leonard Cheshire is applying a four-component framework to the digital employment pathway, which includes testing the technology used to support registration and skills assessments of PwDs, conduct upskilling programmes, provide job matching services and support with workplace solutions. [[65]](#footnote-65)
* In Malaysia, under the OKU Talent Enhancement Program (OTEP Scheme) for PwDs, employers may obtain 100% financial assistance to send employees with disabilities for training in selected training programs.
* In India, the Rights of PwDs Act, 2016, Art 19, states that the government shall formulate schemes and programs including the provision of loans at concessional rates to facilitate and support the employment of PwDs, including for vocational training; and that these shall provide for the inclusion of PwDs in all mainstream formal and non-formal vocational and skill training schemes and programs.
* In Costa Rica, the inclusive employment program Empléate Inclusivo assists PwDs who are seeking employment through job counseling services, training options, and job placement support. The program has been incorporated into the government's National Employment and Production Strategy and its 2015-2018 National Development Plan. It includes PwDs in technical training courses in skills areas in high demand in the Labour market.

### 6.1.2 Obsolete Occupations

While work automation leads to a lower demand for mid-level qualified jobs, it results in a greater demand for low and highly qualified jobs. As a result, the wages of high-level expertise jobs are set to increase, while those associated with lower qualified employment are expected to drop, triggering a major inequality effect. Hence, digitalisation plays its part in “job losses, wage stagnation and rising wage inequality”

**Risks for PwDs**:

• There is likely to be an overrepresentation of PwDs amongst those affected by technological unemployment and wage inequality. This can negatively impact their already vulnerable situation.

• The lack of statistics on where PwDs are currently working means the impact of obsolete occupations on PwDs cannot be ascertained.

### 6.1.3 Changes in Traditional Jobs and in Recruitment Processes

The digital age is transforming traditional professions. The use of digital tools to support people in their job activities is increasingly common in the workplace. One example is the use of smartphones and computers for remote work or to provide services online, which has been heightened by COVID-19. Additionally, the digital revolution has also had an impact on the process of traditional job hunting, as recruitment and job searches have converged towards digital platforms which connect employers with job seekers. There is also widespread use of AI tools in recruitment processes.

**Opportunities for PwDs:**

• Digital tools can support PwDs to perform tasks that they might otherwise be unable to do as affectively as others due to their disabilities.

• The use of online recruitment platforms, if accessible, offers PwDs direct access to employment and employers. Digitalisation expands PwDs range of possibilities to access the traditional labour market.

• Remote work can also provide flexibility which may promote a better work-life balance for PwDs

• Remote working makes PwDs suitable candidates for jobs, irrespective of the accessibility shortcomings of the workplace or transport

• Digitalisation and, more specifically, remote work foster innovation in the workplace in the form of “organisational changes, flexibility, online learning and new forms of cooperation”. Its potential for cultural change could help in making workplaces more inclusive of PwDs

• The use of digital tools can enhance reasonable accommodation. They are key to accommodate PwDs in the workplace or at home.

**Risks for PwDs:**

• As mentioned before, PwDs may find difficulties when it comes to being able to afford and access the Internet and ICTs which can prevent them from accessing the companies’ online recruitment processes or recruitment platforms.

• If digital tools required to enter the labour market and to support people in their tasks are not inclusive and accessible, this would prevent PwDs from benefitting from the opportunities that could arise. Therefore, PwDs would be at a disadvantage compared to those without disabilities.

• There is also a risk of employers pushing PwDs to work from home to avoid having to adapt the workplace. Remote work should not be an obligation but a choice and, therefore, employers must continue to make their workplace and the office accessible.

### 6.1.4. Disruptive Forms of Work

With the emergence of online platforms new economic models such as the sharing economy and the gig economy have emerged. They provide digital marketplaces for information, goods, and services, allowing demand and supply to match in real-time and globally. Also, digitalisation is enhancing entrepreneurship and start-ups. Online platforms are transforming the world of work. As stated by the ILO, online platforms make it possible, on the one hand, to “outsource work through an open call to a geographically dispersed crowd (“crowd work”)” and, on the other, “to allocate work to individuals in a specific geographical area, typically to perform local, service-oriented tasks such as driving, running errands or cleaning houses”

**Opportunities for PwDs:**

• Flexible and low barrier access to income opportunities, including self-employment and entrepreneurship, increases the likelihood of PwDs finding a job.

• Flexibility in terms of managing work time independently and of choosing the place of work can greatly benefit some PwDs, thus improving their work-life balance. Furthermore, it offers opportunities for some that might not be able to work full time or at set times.

• The geographical scope of new employment opportunities is global. Online platforms can remove the barriers encountered by PwDs to work abroad due to the lack of transferability of disability support services (also in the EU). This is a chance for PwDs to work globally.

• Available technology can be provided at the workplace as reasonable accommodation.

**Risks for PwDs:**

• Difficulties PwDs face when it comes to being able to afford or access Internet subscriptions and/or electronic devices, they might have no opportunity to participate in the new economies

• Lack of accessibility of the digital tools and online job platforms would also be an obstacle for PwDs to benefit from the new employment opportunities these present.

### 6.1.5 Green Economies

The world needs an inclusive transition to a low-carbon economy. The changing trends in the world of work offer significant opportunities to address disability-based discrimination and to promote equality for PwDs at work from the outset. In the short- and medium-term, changing the current labour market situation where many PwDs are un- or under-employed can reverse the social and economic losses caused by exclusion, estimated by the ILO to cost between 3 and 7 per cent of low- and middle-income countries’ GDP.

* Education, training, and employment for PwDs will accelerate the progress to achieve the SDGs, particularly SDGs 1, 4, 8, 10 and 11. In fact, the goals of all the major international agreements of 2015 – be it the SDGs, the Paris Agreement, or the Sendai Framework – stand to make progress when PwDs are engaged.
* Furthermore, encouraging green businesses owned and controlled by entrepreneurs with disabilities can provide underlying infrastructure support for green industries. At the same time, negative effects of the transition to a low-carbon economy can be minimised by focusing on building capacity and securing green jobs for PwDs.
* Intersecting identities – such as gender, age, indigenous or ethnic identity, or migrant status – play an exacerbating role in pushing PwDs into informal, part-time, or segregated working arrangements.
* Paying attention to identify specific needs, while providing opportunities for decent work, can help counter such marginalization. In the long term, including PwDs in the design and decision-making processes of new low-carbon sectors will lead to increased integration of universal access and universal design principles and contribute to designing inclusive societies for all.
* Furthermore, inclusive, and decent work will promote positive attitudes about PwDs and help undo misconceptions about their work capacities.
* From a public policy perspective, implementing a just transition that ensures disability inclusion will require appropriate legal standards, social protection mechanisms, skills development initiatives and finally, attitudinal changes at the societal level.
* Legal standards can promote progress towards more inclusive and decent work during the transition to a low carbon economy. There is a rich body of international legal standards on the human rights of PwDs and on their inclusion in the world of work. One concrete area that national legal standards can shape is discrimination-free recruitment. Progress must be made to ensure mainstream green jobs are advertised in accessible ways and that recruitment must be free of discrimination, with PwDs seen as potential contributors to economic activity. Governments can have a profound impact on this by creating an enabling environment through antidiscrimination legislation and by explicitly referencing PwDs in national green job promotion efforts. [[66]](#footnote-66)
* Similarly, international climate change and disaster risk reduction frameworks also provide for a social pillar that prioritises inclusion and, in some instances, makes explicit mention of PwDs (see section on ‘existing frameworks to guide action’ above).

# 7. CASE STUDIES: THE FRAMEWORK BEHIND THE PRACTICE

## 7.1 Selected Case Studies from EU

**Universal Design and built-in accessibility in mainstream ICT Assistive technologies** are often needed for individuals with certain disabilities to interact with the Internet and other ICTs. For example, a person with a visual impairment may need a screen reader to read out the content of a website. In the past, such technologies were usually acquired in the form of specialised software or hardware that needed to be purchased individually. Today however, many ATs are already embedded into mainstream products. Modern computers and smartphones now include several built-in assistive technologies. The iPhone, for example, has built-in accessibility features which allow users to customize its interface and settings. These features include voice recognition, a screen reader, adjustable colour displays, screen magnification, and other features for various types of disabilities. Android phones and other smartphones offer similar features. Another example of built-in accessibility features can be seen in smart TVs; for example, Samsung televisions offer adjustable contrast settings and text-to-speech voice guidance to allow users with vision impairments to operate their televisions more easily. Both of the above examples demonstrate key principles of “Universal Design.” **Universal Design** is a concept in which mainstream products, buildings, and services are designed so as to be accessible to all people – regardless of age, size, ability or disability. This means that accessibility is considered in the design process from the very beginning. The resulting designs will thus not require any special modifications or accommodations to benefit PwDs, but will be inherently accessible to different needs. In many cases, products designed under the principles of Universal Design are not only more accessible to people with special needs, but are more pleasant and easy to use for all people. A good resource on Universal Design and the 7 principles it incorporates is the **Centre for Excellence in Universal Design**, which offers information and recommendations on accessible design in a variety of different settings, whether for products, built environments, institutions or services.

Designing inclusive workplace environments, policies and practices that consider employees of all abilities helps employers attract and retain a competitive workforce and give employees new opportunities to be employed. Also adopting a UD approach can benefit existing staff, improving overall productivity and morale, and providing an inclusive business environment for employees of diverse backgrounds, needs, and abilities.

**Examples of Universal Design**

One example of UD is having flexible management operations. Management structures using teams with a designated lead who focuses on a given issue and encourages employee collaboration have produced a more satisfying work environment for employees, and more innovative products and services to meet the needs of their customers.

Finally, the rise of telework as an option has proven to be a great example of UD. Business models have become flexible and sometimes allow employees to customize their own space and means of working entirely to their needs. Employees can be equally effective in their offices or their homes and, as such, are both more satisfied with their work life, and more productive.[[67]](#footnote-67)

**Source:**

**[The Centre for Excellence in Universal Design](https://universaldesign.ie/) (Ireland)**

**Internet-Based Assistive technologies**

Basic Internet access already opens many advantages for PwDs in itself; however, there are also a number of specialised tools based on mainstream Internet technologies developed specifically for PwDs. In many cases, these tools are either free or are available for a low cost, and can be accessed from anywhere.

It is possible to have an overview of some of the most current Internet-based tools, looking at four common types: • Mobile apps • Webtools and online platforms • Cloud-based assistive technologies • The Internet of Things Mobile apps in particular provide convenient, affordable, user-friendly assistance. The number of assistive mobile apps or “accessibility apps” has sharply increased in recent years. For example, navigation apps such as WheelMap, AccessibleMap, Wayfindr, and ViaOpta allow users with mobility and vision impairments to safely reach their destinations. Apps such as these might use GPS information to analyse the user’s location and recommend safe routes, or they may rely on crowdsourcing to identify and rate accessibility in various establishments, such as restaurants, shops, or public buildings. Remote person-to-person apps, such as Be My Eyes, Convo, VEASYT, and VerbaVoice, connect users with visual or hearing impairments to a volunteer or interpreter, who receives a live camera and microphone feed from the user’s device and can then assist the user with a given task. There are a host of other internet-based mobile apps that offer a range of assistive tools. Many of these accessibility apps are free to use, receiving funding from governments, non-profits, advertisement revenue, or the sale of premium versions. Webtools and online platforms also offer many services for PwDs, particularly services which are more complex, as these would be less well-suited to the simpler formats of mobile apps. Examples of webtools for PwDs include Amovil, a tool which helps users identify the best-fitted accessible mobile device for them, PAVE, which assists content creators in making accessible PDFs, and Robobraille, an online service which automatically translates text into Braille. All of these examples are free of charge to users.

In the fast-moving age of ICTs, and with information and communication moving increasingly online, digital technologies present an unprecedented opportunity for the inclusion of PWDs in the future of work. At the same time, they also present a major risk of leaving PWDs further behind, in cases where these technologies, accessible products, content and services are not created with accessibility in mind. The field of ICT accessibility has gained increasing attention in recent years. The United Nations CRPD has been instrumental in this regard. It includes specific provisions for ICT and Internet access for PwDs.

For one place, to introduce programs, policies or regulations that facilitate free or reduced-rate Internet access for PWDs, particularly those in lower income brackets should be prioritised, given that mobile network coverage is globally higher than broadband penetration, and is expected to increase further, especially in developing countries. Alternatively, community resource centres could be established where PWDs can have facilitated access to Internet and ATs. Affordable Internet access is arguably the most important element of digital inclusion, as it can provide job opportunities, access to information and education materials, access to services, and social participation.

For other part, promote ICT-based vocational training and higher education of PWDs could play an increasingly significant role in facilitating professional training and higher education for PWDs. Online courses and educational material, especially where they are open access, offer a unique opportunity for PWDs to develop their skills and knowledge. Education and professional skills have a direct influence on financial opportunities and employment later in life.

**Source:**

**UNESCO (2019)** [**Delivering Together for Inclusive Development: Digital Access to Information and Knowledge for PwDs**](https://unesdoc.unesco.org/ark:/48223/pf0000369088)

**Cloud-Based Assistive Technologies**, as their name implies, are stored in the Cloud and can be used as needed, independent of location. A European Commission-funded project, “Cloud4All,” has launched an initiative called the Global Public Inclusive Infrastructure (GPII), which aims to build a cloud-based system where users can store customized AT software. This initiative would allow users with disabilities to access their preferred ATs from any device and location. For example, a user with low vision could use online AT software to adjust their screen settings on their personal tablet to display larger letters and higher contrast. The software, including the user’s personal settings, would be saved in the cloud, and the user could later access them from other devices, such as a library computer or work device, for example. The GPII initiative is still under development, but it could have great potential to make ICTs more accessible for PwDs. The so-called “Internet of Things” (IoT), is also gaining increasing importance in terms of the assistive opportunities it offers. The IoT allows any “smart” device to operate autonomously by transmitting data through the Internet, as well as communicating remotely with other devices and systems. For example, this could allow a user to control the lighting in their home using their smartphone. The IoT can be applied to anything from transportation (such as Google’s self-driving car), remote health care monitoring, sensors, and security systems, to everyday household objects, such as refrigerators, air conditioners and even egg timers. The IoT thus has great potential for enabling elderly persons and PwDs to live more independently and safely. There are currently many projects looking into the use of IoT for PwDs in so-called “smart homes,” in which comfort and safety features are accessible at the touch of a button. Another emerging concept is that of “smart cities,” in which urban infrastructure is connected to the Internet. In this scenario, a PWD could use an app to find a free parking spot, for example, or could use a virtual city guide to find accessible building entrances. These days IoT devices and systems are often highly expensive, both to purchase as well as to produce and install; however, costs are expected to drop over time as the technology becomes more mainstream.

**Source:**

**[Cloud computing | European Commission](https://ec.europa.eu/info/business-economy-euro/doing-business-eu/contract-rules/cloud-computing_en)**

This technology will help employees with disabilities who require assistive technologies to enter in the future of work,

providing capabilities that improve access to education, employment, government services and rich engagement in society. To ensure that the benefits and opportunities provided by cloud computing are available to PwDs, MICROSOFT[[68]](#footnote-68)consider the following steps:

**Procure accessible technologies**. When public agencies purchase and use accessible technologies, access to public information and workforce participation by PwDs increases. By incorporating accessibility criteria such as ETSI EN 301 549 into procurement policies and requesting detailed compliance statements from technology and solutions providers, governments can create economic incentives for businesses to invest in more innovative accessible products. [[69]](#footnote-69)

**Promote globally harmonised standards**. The speed of innovation in the technology sector can outpace legislation meant to encourage accessibility and promote cloud services. Global standards such ETSI EN 301 549 and ISO/IEC 40500 (W3C Web Content Accessibility Guidelines, known as WCAG 2.0) are regularly updated and thus better option than laws enshrining particular features or services and excluding others. By adopting public procurement policies based on these standards and requiring accessible technology from their suppliers, governments can create incentives for businesses to develop innovative, accessible products. These incentives are most effective when they are based on global standards that create unified digital markets.

**Make e-government services accessible**. In addition to procuring accessible technologies, governments should require documents, presentations, web content, applications and software solutions to be created and maintained in a manner consistent with applicable accessibility guidelines. This ensures that people of all abilities stay informed, participate fully in civic life, and take advantage of public-sector benefits, opportunities and employment.

**Empower teachers**. Teachers need to understand the value of accessible technology in the classroom. Education authorities should promote awareness and provide skills training to help teachers understand how to use new technologies to improve learning in the classroom.

## 7.2 Selected Case Studies from Türkiye

|  |
| --- |
| **Z.E.K.İ Life Centre, Manisa, Türkiye**    Z.E.K.İ. The Life Centre is a "Protected Workplace", which was established for the participation of mentally handicapped people in working life and started its activities in 2017. It is the first and only protected workplace that has been able to create a success story in its field in Türkiye with its well-designed structure, physical, organisational and financial business model. It provides a complete living space with its open areas, common areas and protected workplaces and serves as a real campus.  All the needs of the campus in question are met by the Manisa Organized Industrial Zone, and all technical and administrative support is provided by the MOSB units.  <https://zeki.mosb.org.tr/> |

|  |
| --- |
| **Bizimköy Production Centre**, İzmit, Türkiye  The project is built on a 72-hectare area of land belonging to the Turkish Mothers Association and the International Lions Club, on the İzmit Akmeşe Road, within the borders of Karaabdülbaki Village. The project aims at ensuring that the PwDs meet their own economic needs by enabling them to participate in the production process and at the same time contribute to the economy. They also help PwDs to be in a social environment and production process and to communicate and cooperate with the business world.  General Objective of the project is to provide employment and training opportunities with occupational health and social rehabilitation by establishing production and social service units specifically for PwDs.  There are 5 production units in the village; garment, mushroom, greenhouse cultivation, open land fruit and vegetable growing, and contract workshop. There is a glass greenhouse with a closed area of 500 m² and 5 tunnel greenhouses with a closed area of 1750 m². Seasonal flower and vegetable cultivation is carried out in these greenhouses. In the Garment departments (Sewing, Embroidery, Printing, Cutting, Collection, Cleaning, Ironing Package, Washing) operating within a closed area of ​​4600 m², 100 disabled personnel and contract business partners and company personnel produce 500,000 T-shirts, Sweatshirts, Sweatshirts and Trousers per year. Of the clothes produced 15% are exported. There are 6 production rooms in the Mushroom section, which has an enclosed area of ​​500 m². Cultured mushrooms are grown in the section with a production capacity of 120 tons / year. In this department, 1 agricultural engineer, 19 disabled people, a total of 20 people are employed.  <https://bizimkoy.org.tr/en/> |

|  |
| --- |
| **The Job Coach Supported Employment Programme** is a training and support programme designed to ensure the participation of individuals with Down syndrome in business life and their continuity in the working environment with the supported employment model.  The basis of the programme and business coaching were received from AIPD - Italy Down Syndrome Association and Ireland Square Organisation in 2012 and immediately started to be implemented in Türkiye. Then, the academic infrastructure was established. In this context, A.U. A Job Coach Training Program was created in cooperation with the Ankara University Special Education Department, and employer, candidate and family expectation analyses were conducted. Three new publications on supported employment have been added to the field. The target audience of the programme is people with Down syndrome, their families and colleagues. Trainings are organised for these three target groups. The program has been implemented successfully since 2012 and 88% continuity has been achieved in the employment of people with Down syndrome. The programme is still ongoing.  Up to now, 115 placements have been made to 41 companies in 16 cities. Training was given to 2959 personnel in 169 enterprises. 256 hours of preparatory training for business life, 2260 hours of on-the-job training and 30 job coaches were trained.  The program started to be expanded in 2019-2020 with the joint work with İŞKUR. In this context, 11 vocational counsellors working in İŞKUR Service Centres across Istanbul, have been certified with theoretical and applied job coaching training. The training programmes, which were stopped due to the pandemic, were diversified and given online to 180 ISKUR Disabled Job Coaches for all disability groups in 2021.  <http://www.iskoclugu.org/is-koclugu-egitimi> |

|  |
| --- |
| **Innovation and Technology Solutions for PwDs in Türkiye**  **Be My Eyes** is a free app that connects blind and low-vision people with sighted volunteers and company representatives for visual assistance through a live video call. It offers the companies to build a custom profile for the organisation on the Be My Eyes app that can be accessed exclusively by selected employees. They can select employees from relevant departments within the organisation who will be answering calls (human resources, IT, etc.), as well as set hours for when calls can be received. Sighted support employees may download the Be My Eyes app on their PCs or mobile device. Blind or visually employees may download the Be My Eyes app on their mobile device and the support will populate automatically. With the click of a button, users can video-chat with relevant support colleagues, creating instant connectivity and increased efficiency for employees who need visual accommodations.  **WeWalk & Smart Cane**  WeWALK acts as a new handle when attached to any long cane and was designed to feel natural, allowing for normal cane usage. When walking, WeWALK vibrates to inform you of low-hanging obstacles that the bottom of a cane may typically miss, such as a sign or tree branch. Additionally, pair your cane to the WeWALK app on your iOS or Android device via Bluetooth to make use of WeWALK’s smart features. WeWALK is joined the Consumer Electronics Show (CES) in Las Vegas in 2019 and attracted great interest from the international press. Forbes magazine named WeWALK as “22 Innovative Technology Startups to watch At CES 2019” and WeWALK's founder Kürşat Ceylan gave an interview to CNN and reached 500 million people. WeWALK attaches to the traditional white cane, transforming it into an innovative smart cane. This technology increases visually impaired people’s independence and promotes full participation in society via three of its features.  <http://www.iskoclugu.org/is-koclugu-egitimi> |

# 8. A GENDER PERSPECTIVE OF THE INCLUSION OF PwDs

PwDs face many disadvantages in the work of life, educational opportunities, mobility and accessibility, and most importantly, social exclusion and isolation. Living with any kind of disability is difficult, obviously, however, disability disadvantages are even doubled when gender is taken into consideration. From an intersectionality perspective, gender and disability creates a double disadvantage for women with disabilities and prevent their access to education, employment, health care, and social life. This section of the report will focus on the challenges faced by women with disabilities in employment while exploring the policy options for increasing labour market participation and employment rate among women with disabilities (WwDs).

Women with disabilities experience life differently when compared to women with no disabilities and men with disabilities. They experience more challenges and discrimination within the family, education, health, and work life. Women with disabilities face many challenges and have to deal with issues both related to their disability and also with unequal gender roles established by the society.

Examining the international policies and programmes targeting WwDs, it is noteworthy to emphasize UN Convention on the Rights of PwDs (CRPD) once again here. The Convention includes broad regulations on the rights of women and men with disabilities on the basis of the right to equality and non-discrimination. These rights include the right to life, in situations of risk and humanitarian emergencies, equal recognition before the law, access to justice, personal freedom and security, freedom from torture, inhuman or degrading treatment or punishment, freedom from exploitation, violence or abuse, protection of personal integrity. freedom of movement and nationality, independent living and inclusion in society, personal mobility, freedom of thought and expression and access to information, respect for private life, respect for household and family life, education, health, habilitation3 and rehabilitation, work and employment, adequate standard of living and It is regulated in many areas such as social protection, participation in political, social and cultural life, recreation, leisure activities and participation in sports activities. The Convention is very important in terms of being the first international convention explicitly including women with disabilities. Article 6 of the Convention includes provisions for WwDs. In accordance with Article 6 of CRPD, States Parties recognize that women and girls with disabilities are subject to multiple discrimination, and in this regard shall take measures to ensure the full and equal enjoyment by them of all human rights and fundamental freedoms. In addition, States Parties shall take all appropriate measures to ensure the full development, advancement and empowerment of women, for the purpose of guaranteeing them the exercise and enjoyment of the human rights and fundamental freedoms set out in the present Convention.[[70]](#footnote-70)

PwDs experience social losses due to the meaning and labeling attributed to them, and the social and cultural meanings established within the society towards being `disabled`. The most important consequence is the loss or limitation of social relation for PwDs. This situation affects young disabled individuals and women with disabilities in the most negative way.[[71]](#footnote-71)

From a gender perspective, men with disabilities are almost twice as likely to have jobs as women with disabilities. When women with disabilities work, they often experience unequal hiring and promotion standards, unequal access to training and retraining, unequal access to credit and other productive resources, unequal pay for equal work and occupational segregation, and rarely participate in economic decision-making. According to ILO, women with disabilities are at greater risk of poverty than men with disabilities (Mitra et al., 2011). Their poverty is linked to their minimal education and skills development opportunities. Approximately 785 million women and men with disabilities are working age, but most do not work. When they do work, they earn less than people without disabilities, but further gender disparities exist. Women with disabilities earn less than men with disabilities.

Women with disabilities are more vulnerable to discrimination, (a) because they are women and (b) because they have a disability. Many of them are further discriminated against because they are poor. This double or triple discrimination experienced by women with disabilities is often ignored or unnoticed because PwDs are sometimes treated as genderless human beings. It is also primarily neglected because little information is available on its extent or impact.

Increasing employment opportunities is the right thing to do and is vital in addressing the skills gaps and shortages currently experienced by many business sectors. Disability represents a barrier, for both women and men, in accessing the labour market. However, women with disabilities experience more significant difficulties than their male counterparts. The results from a recent study conducted among women with disabilities in Trabzon indicates that 74.5% of the women with disabilities in the study do not work in a job.[[72]](#footnote-72) The findings from this study are well above the official statistics reported by TurkStat (2011).

There are several reasons for low participation in the labour market for WwDs among which the low education, low self-reliance, and lack of suitable work place accommodations can be listed at the top. The employability of a person with disability depends on the level of education and qualifications. From this perspective, the disadvantage for PwDs starts from the very early ages. This challenge is even worsened for women with disabilities because of the unequal gender roles and the society’s view on disabilities. Most of the families are reluctant to let their disabled daughters in the outer world because of traditional misbeliefs and for their exacerbated will for protection. Several reports and articles indicate that women with disabilities have lower educational attainments than men with disabilities. With the lack of qualified education and higher education, the chance for finding a decent job would reduce for this particular group.

Although the rate of employment among men with disabilities is equally low in Türkiye, this rate is even lower for women with disabilities and the rate of part-time working is higher among WwDs because of the care responsibilities, which is similar to the general phenomenon regarding the low employment rate among women in Türkiye. In a 2021 study conducted in Canada about the work experiences of women with disabilities[[73]](#footnote-73), it was found out that about 13% of women with any disability indicated they worked a part-time job because of child care responsibilities. In general, child care is one of the reasons that women (with or without disabilities) with children have part-time employment. Indeed, women with disabilities are more likely to reduce their amount of work, start working from home, or take a leave of absence compared to men with disabilities.

Workplace accommodations and their absence is another important reason for low employment of women with disabilities and also men with disabilities. They need special equipment or accessibility arrangements for working in the office. When the employers do not consider these special needs for different reasons, PwDs have difficulties in finding employment or retaining employment, which force them to stay at home or work within the quota system which usually provides low qualified jobs and limited promotion opportunities.

The loss of disability-related benefits when transitioning to paid work is another massive disincentive to seeking employment. When the earned income amount is almost equal to the amount of social benefits, this creates a disincentive for PwDs. The issue needs further studies to reveal effectiveness of the current social benefit system in comparison with the employment opportunities provided for women with disabilities.

One important effort to increase employability of women with disabilities is the provision of job and vocational guidance services. However, the service needs to be disability-oriented for increased effectiveness since women with disabilities have different needs than women with no disability. In that aspect, it is highly recommended that the current JVC services provided in Türkiye should be evaluated in terms of improving the quality of these services by considering the systematic job analysis and occupational definitions taking into account different disability levels and types. This would encourage the disabled job seeker by presenting realistic and promising job opportunities specific to the type and level of their disability.

Efforts to raise the labour market participation of women with disabilities need to take the context of welfare regime and social approaches to disability into account.[[74]](#footnote-74) There is also a need to design a framework to develop good practices to integrate women with disabilities in the labour market and protect them against poverty, violence, and social exclusion.

Several different types of measures and practices can be identified, including the following:

• Measures targeted to companies that support workplace adaptation and the maintenance of the job, through the creation of a disability manager position in companies, training and coaching services, workplace flexibility measures (e.g., teleworking, smart working, job sharing, working time flexibility, and/or part-time, etc.) to address the specific needs of workers with disabilities.

• Vocational guidance and empowerment measures targeted to women with disabilities.

• Traineeship or employment support measures, such as the ICTs and ICT accessibility.

• Measures to support NGOs and social cooperatives providing remote jobs and/or on-the-job training specifically addressing women with disabilities.

• Awareness-raising measures supporting the employment and empowerment of women with disabilities and affirms social responsibility.

• Action Plans supporting the mainstreaming of disability and adopting a dual strategy to face the double discrimination experienced by women with disabilities, with positive actions and transversal measures in the various spheres of activity in the plan.

As seen, women with disabilities face issues and challenges when entering into the labour market just like women with no disabilities and men with disabilities. Their disability and gender create a double disadvantage for them, which is worsened by particular conditions in urban and rural areas and the lack of qualified higher education, suitable work place accommodations, employers’ and society’s prejudices, and most importantly insufficient policies and programmes for encouraging independent living for PwDs.

# 9. ADVOCACY AND THE ROLE OF NGOS INCLUDING SOCIAL PARTNERS

The role of the civil society is very important for enabling the policy makers to see the real and recent needs and challenges experienced by PwDs. Although there are some active NGOs working in the field, the number of NGOs for women with disabilities is very limited.

For the purpose of this report, project team organised an online meeting with such and NGO (Engelli Kadın Derneği) on 26.04.2022 to find out the specific needs and problems experienced by women with disabilities.. To list a few among the discussed matters, the below challenges related to the civil society are often emphasised:

* Limited number of NGOs for women with disabilities or insufficient representation of women within the existing NGOs for people with disability.
* The resources of the NGOs are limited and very much depend on the availability of funds or donations.
* There is a need for more awareness on the available aid-technologies and AI solutions for PwDs but many of these supportive tools are expensive or hard to find.
* Women with disabilities have to fight against discrimination by both their gender and disabilities. They are mostly seen as genderless persons and their sexual and reproductive rights are not taken into consideration.
* There is a need for increasing awareness among the families because their attitudes and controlling behaviours prevent self-growing of the disabled child and later in their lives, PwDs suffer from low self-esteem and self-dependence.
* Independent living is the aimed strategy and the technological tools and equipment are very important for supporting independent living of PwDs.

The role of NGOs and their activities should be supported by special programmes since these NGOs are in a position to provide first-hand account of disability experience and also recent figures from the field.

# 10. POLICY RECOMMENDATIONS

These recommendations are based on the qualitative and quantitative information derived from the Desk Research, stakeholder meetings, the Pre-Study Workshops, and, where relevant, the Post-Study Workshop.

The recommendations have a focus on the Future of Work for PwDs. As we have mentioned, ILO and other organisations have established the inclusion of PwDs requires an effort of all the stakeholders on discover and impulse new forms of employment and employment relations, and a better and inclusive system of skills development and life-long learning. But it also requires a Universal Design embedded in development of all new infrastructure, products and services that made employment and life more accessible and other challenges to solve that PwDs are often faced with stigma and stereotypes in society.

## 10.1. Employment and Skills Development to give PwDs a Respectable Quality of Life and Independent Living

As we referred in the Desk Report, the EU Strategy for Rights sets out key initiatives around three main themes that helps to achieve PwDs autonomy: **rights**: PwDs have the same right as other (EU) citizens to move to another country or to participate in political life; **Independent living and autonomy**: PwDs have the right to live independently and choose where and with whom they want to live and **non-discrimination and equal opportunities** (pp.10 -14).

According to the debates on the Pre-Study Workshop, the education of PwDs should begin in childhood. It might be better if education of PwDs begins during childhood.

### 10.1.1. Developing Independent Living and Reinforcing Community-Based Services

To reinforce the independent living, it is needed to empower PwDs through trainings that may help to develop their own capacities and to meet their needs from the school environment, even away from their families. In the Report we have already mentioned the Strategy of the European Commission that pursued by 2023, that Member States achieve improvements on independent living and inclusion in the community, in order to enable PwDs to live in accessible, supported housing in the community, or to continue living at home (including personal assistance schemes (p. 10). Many Case Studies from EU and Turkey were studied (as The Centre for Excellence in Universal Design (Ireland), Internet-Based Assistive technologies mentioned by UNESCO and Cloud-Based Assistive Technologies, as Cloud computing from the European Commission) (pp. 48-50). Some case from Turkey were also analysed as Z.E.K.İ Life Centre, Manisa, Türkiye or Bizimköy Production Centre, İzmit, Türkiye) (pp. 50 – 51)

The **main recommendation** is:

1. reinforce the independent living, empowering PwDs through trainings to develop their own capacities, even away from their families.

The comments of stakeholders during the Pre- and Post-Study Workshops (15 March and 31 May) can be summarised as follows:

* Qualifications of the people who care for the disabled and the elderly are very important.
* Developing Independent Living and Community Based Supported Services
* Through Community Health Centres operating under the Ministry of Health, providing home health and mobile health services and implementing social work activities, providing services related to health promotion and promotion, and in Community Mental Health Centres, mental health and diseases specialists, social workers, psychologists, nurses, business and Employees such as occupational therapists and master trainers can enable disabled people to reach a more dignified life and lead their lives independently. It would be appropriate for the disabled to benefit from public resources to provide transportation to the mentioned centres from the place of residence of the disabled in accordance with the legislation in force. In the current situation, disabled people cannot benefit from the shuttle services on their arrival and departure to the aforementioned centres, due to the provisions of the Presidential Savings Circular numbered 2021/14.
* Assistive technologies and universal design that include PwDs improve their possibilities.

### 10.1.2. Developing New Skills for New Jobs

In the Desk Research, we refer to the EU legislation that reinforces skills enhancement, vocational training and transition from education, as critic measures to the labour market integration of PwDs. (p. 10-13), particularly the French disability legislation dating from 1975 that set up a system of rights entitling the PwDs (having regard to their personal situation recognised as a priority) to be directed to a reception structure for vocational rehabilitation, training or employment and also to receive special benefits were warranted by their situation (p.12). An special reference was made to the policies related to Skills Enhancement, Vocational Training and Transition from Education collected by Eurofound (more than 150 policies /measures)

An important discussion emerged from the Pre – Studies Workshop is **Including PwDs in** **apprenticeship training** will lead to significant increases in the employment of PwDs. Bringing education and working life together with apprenticeship training might facilitate and accelerate the adaptation of PwDs to the work environment. Differentiation of education according to disability groups may lead to accessing more PwDs. Employment of PwDs according to their education fields might increase their permanent and sustainable employment. Creating employment environments with the approach of providing training after job placement for adult PwDs will create permanent employment for them. It might be an important argument to include mandatory practices such as occupational health and safety in workplaces in order to increase adaptation to work and workplaces.

The **main recommendations** presented were:

1. Revise of the National skills strategies that should also cover the specific needs of PwDs for accessing the labour market. This requires. Equal access to education and labour-market oriented training at all levels.
2. Design vocational programmes and apprenticeship schemes to be inclusive and accessible for PwDs and other vulnerable groups.

The comments of the stakeholders during the Post-Study Workshop can be summarised as follows:

* Increase the access of PwDs to the higher education to facilitate their employment in more qualified jobs
* Private support is needed to acquire the skills needed
* Clarify the possibilities trat offer the trainings for the participation of the PwDs in future projects in Türkiye
* New skills include Information and Communication Technologies (ICT)
* Assistive technologies in the process of learning to have a more inclusive education
* Acquisition of new skills contribute to self confidence
* Special education and integration should be served within the departments in the Ministry of National Education.
* There should be guidance services within the general directorates in the Ministry of National Education.

### 10.1.3. Fostering Access to Quality and Sustainable Jobs

In the Report we mention that there are 154 policy measures in EU, three-quarters address a combination of work entry, job retention and return to the labour market. (pp. 14-18). Between the policies applied mentioned by Eurofound, we can consider good practices on Incentives for Employers; Entrepreneurship and Self-Employment; Public Procurement and Public Works and Support for PwDs (employees, jobseekers).

Other measures related to employment mentioned are the EU Employment Equality Directive and the package presented in 2022 for the Commission to improve labour market outcomes of PwDs, seeking cooperation with the European Network of Public Employment Services, social partners and organisations of PwDs.

About the quota system, many cases are under study in this Report (particularly on OECD countries) and an important measure has been taken by Germany. The EU-Directive 2000/78/EG that guarantee equal treatment of all persons on the labour market and prevent discrimination inter alia related to disability it is also considered. A revision on quota laws reviewed make explicit provision for women with disabilities. Exceptions are South Korea and Albania. In South Korea, the law provides for special emphasis to be given to the employment promotion of women with disabilities (Article 3 (2)), and business owners employing disabled women are entitled to preferential treatment (Article 21). (pp. 26 – 28)

During the Pre-Study Workshop, the stakeholders recommended that:

The **main recommendations** are:

1. Evaluate the effectiveness of the current quota system for the employment of PwDs, including the appropriateness of sanctions for non-compliance.
2. Develop a cooperative working method to provide opportunities for PwDs to work from various fields of work, through cooperative organisations established by their own efforts or with the support of the State. PwDs could evaluate their current abilities and capacities, to improve them according to the jobs they can do, and to operate in their field as an independent organization. It is possible to popularise this method in Türkiye through projects with international budgets.

The comments of the stakeholders during the Post-Study Workshop can be summarised as follows:

* Quota system offers support for PwDs to maintain employment and explore career development;
* Support the lack of targeted support for SMEs regarding employment of PwDs.

### 10.1.4. Consolidating Social Protection Systems **[[75]](#footnote-75)**

According to the ILO and EU Legislation mentioned in the Report, alongside fair employment, adequate social protection, including retirement schemes, is an essential prerequisite to ensure an adequate income for a decent standard of living of PwDs and their families (pp.10-13).

The **main recommendation** is:

1. Develop measures to further tackle gaps in social protection for PwDs to reduce inequalities (including compensating extra costs related to disability and eligibility for disability benefits).

### 10.1.5. Work for the FoW for PwDs

We have described in this Report the different forms of work with digitalisation, technology and automation, and the possibilities appears but there is a need to ensuring accessibility, promoting digital skills and promoting the digital employment of PwDs (pp. 36-43). Some initiatives from the European Commission were also analysed (The Recovery Plan for Europe, The European Digital Strategy and The Digital Europe Programme) and some policies from UK, Germany, India, Malaysia and Costa Rica) (pp. 33 – 35)

Other important opportunity mentioned in this Report is relate the PwDs to the Green Economy /Green Jobs.

The **main recommendations** presented were:

1. Develop specific education and training programmes in digital skills for PwDs.
2. Encourage consideration of PwDs in the process of addressing a mismatch of supply and demand in new digital jobs.
3. Develop digital support technologies which facilitate new employment opportunities for PwDs in digital jobs.
4. Encourage green businesses owned and controlled by PwDs entrepreneurs to recruit other PwDs.
5. Include PwDs in the design and decision-making processes of new low-carbon sectors.

The comments of the stakeholders during the Post-Study workshop can be summarised as follows:

* For the State, to Support accessible innovation and R&D that helps the inclusion of PwDs;
* Mainstream a Universal Design approach in products and services from the outset, by involving PwDs at every stage;
* Train PwDs with digital skills though special education programs

## 10.2 Inclusion of PwDs in the world of work and the society through adequate data and accessibility measures

### 10.2.1 Consideration of the Diversity of Disability

1. In the Report, we considered the different types of disabilities, as a basis to *identify and remove barriers* such as physical, communication, and attitudinal, that hamper individuals’ ability to have full participation in society, the same as people without disabilities. (pp.11-14)

Many of the European countries’ strategies analysed takes account of the diversity of disability, and the utility to promote an intersectional perspective, addressing specific barriers faced by PwDs who are at the intersection of identities (gender, racial, ethnic, sexual, religious), or in a difficult socioeconomic or other vulnerable situation. Among PwDs, women, children, older persons, homeless persons, refugees, migrants, and other ethnic minorities need particular attention. This diversity needs to be reflected in the statistics of the country.

The **main recommendation** is:

1. Enable better, more focused policies to be developed, design a statistical information system which covers the full diversity of disability (long-term physical, mental, intellectual or sensory impairments); personal identification (gender, ethnic, religious) and circumstance (age, homelessness, refugees/migrants).

### 10.2.2. Definition, Categorisation and Data Collection of PwDs to facilitate analysis and policies to include PwDs

Definitions of ILO, WHO and UN are included and analysed with the definitions that exists in Turkey legislation (p.10-11)

During the Pre-Study Workshop, there were very important comments from stakeholders:

* While establishing the registration systems of institutions and organisations, a standard definition may be developed, ensuring a unique communication between the database of the institutions involved;
* It was discussed that business lines that will increase the employment of PwDs may be researched with the goal of increase job opportunities accordingly. Disability types and definitions may be improved and be available for the development of business lines according to disability types, and these records might be managed from a central database.

The **main recommendation** is:

1. Establish a common database for PwDs with common definitions.

The comments of stakeholders during the Post-Study Workshop can be summarised as follows:

* Significant differences in the definitions used while measuring the prevalence rate makes national comparisons challenging. For the FoW, it is needed to have common definitions and a common database (with a gender perspective);
* A data system for PwDs is an approach that forces people to declare their disability, and obtain resources;
* In our country, there is still no clear data on the number of disabled people regarding the collection of statistical data since 2005, when the Law No. 5378 on the Disabled came into force. There is no data indicating the disability status (mental, physical, mental, etc.) and the personal status (age, gender, etc.) of the disabled;
* Through the Governorships and District Governorates of the central organization of the Ministry of Interior, the disabled individuals and the personal status of the disabled people, etc. from the relevant neighbourhood and village mukhtars. It is considered that it will be beneficial for the disabled to carry out studies to collect detailed information about the subject and to share this study with the public through TUIK and to update the data periodically (6 months, 1 year, etc.) in terms of adapting to the jobs of the future.

## 10.3. Universal Design that Facilitates Transport and Accessibility of PwDs in the World of Work and the Society

As we mentioned earlier, there are many initiatives such as Accessible EU, a centre to increase coherence in accessibility policies and facilitate access to relevant knowledge (p.10).

During the Pre-Study Workshop, stakeholders suggested:

* Another important issue for PwDs employment growth is the physical access of PwDs to the work environment. Accessibility is the responsibility of both local and central governments to take the necessary measures for PwDs to be integrated in social environments. Accessibility in the work environment is the responsibility of the employer, who needs to comply with legal regulations, after PwDs have access to the physical work environment. It is also among the duties of local and central administrations to ensure that companies guarantee that working environments are accessible to all people, carrying out the necessary and permanent controls according to the legislation, taking the necessary measures in case of non-compliance.

The **main recommendation** is:

1. Ensure full enforcement of PwDs accessibility in all places open to the public and all workplaces, including consideration of current forms of sanctions for non-compliance.

The comments of the stakeholders during the Post-Study workshop can be summarised as follows:

* Remove Accessibility barriers in built environments, transport, products and services;
* Adequate provision of workplace adjustments;
* Include language as a barrier (discriminatory language should not be used);
* Budgeting to improve access in public and private buildings and increase the urban transformation to include PwDs

## 10.4. Social Dialogue and Communication between Institutions

As we mentioned in the overview of this Report, there are some initiatives from the EU, such as “Working Together”**,** which emphasizethe need for PwDsto an active role in dialogues concerning their own interests. (p.10). In the Report, we also mentioned the importance of working with different stakeholders, particularly with local authorities in the implementation of the UNCRPD (p. 10), and they are also mentioned as an activity of the General Directorate of Services for PwDs and the Elderly (EYHGM) (p.30).

An important recommendation of the participants in the Pre-Study Workshop is to carry out activities under the leadership of institutional structures in order to raise awareness in the society and eliminate prejudices. One possibility is to enhance the Provincial Employment and Vocational Education Board, to increase consultation and co-operation between the various actors involved

Another relevant suggestion was the inclusion of the PwDs issues on the Provincial Employment and Vocational Education Committees to follow the employment deficiencies and surpluses in the region and reveal employment opportunities according to the disability types and skill areas of the PwDs.

The **main recommendations** are:

1. Ensure the full application of the CRPD through the social involvement of many stakeholders (which is the first international convention explicitly including women with disabilities).
2. Ensure through the social dialogue that legislation and policies fully protect WwDs.
3. Encourage local authorities as key actors to develop new strategies for the implement the UNCRPD involving all relevant stakeholders.
4. Include PwDs issues in the Provincial Employment and Vocational Education Committees to follow the employment deficiencies and surpluses in the region and reveal employment opportunities according to the disability types and skill areas of the PwDs.

The comments of the stakeholders during the Post-Study Workshop can be summarised as follows:

* The social dialogue allows to establish cooperation between the stakeholders.

## 10.5. Measures to Facilitate Equal Access and Non-Discrimination for PwDs in the World of Work and Society

In the Report many important measures are considered to protect from any form of discrimination and violence, and equal opportunities, from national and regional legal instruments (such as anti-discrimination legislation), to plans and frameworks. (pp.16-18).

* 1. An important suggestion was made by stakeholders during the Pre-Study Workshop:
  + **Fighting prejudice and discrimination:** The participants argued that prejudice is permanently settled in society for many disadvantaged groups, especially disabled individuals. The state of showing immediate interest towards PwDs replaces the feeling of pity over time, and the instinct to help PwDs and disadvantaged groups comes to the fore. They state that PwDs need support that might provide them with opportunities without approaching them with a feeling of pity. In line with the opportunities offered, their desire to lead their own lives independently comes to the fore. In addition, the protective approach in the families of the PwDs negatively affects these individuals.

The **main recommendations** are:

1. Ensure full physical accessibility for PwDs to be personally represented in courts of justice.
2. Develop more flexible approaches to enable online representation for PwDs within the legal system.
3. Conduct research into the conditions necessary for PwDs to lengthen their involvement in the education system.
4. Where education is delivered in special schools, ensure that an adequate bridge between education and employment is developed.
5. ensure sustainable and equal access to healthcare.

The comments of the stakeholders during the Post-Study Workshop can be summarised as follows:

* + Strengthen legislation to combat discrimination against PwDs;
  + Revise the Labour Law, improving amendments and regulations to avoid exclusions;
  + Establishment of responsibilities between the different stakeholders;
  + Allocate a budget for PwDs in each institution (Is there a share/staff allocated for the disabled in the institutional/public budgets? Can it be increased?
  + Ensure full physical accessibility of PwDs so that they can be personally represented in courthouses; In the proposal in question, it would be more appropriate to use the phrase "courts" instead of the phrase "courts of justice". Sign language interpreters, psychologists, etc. are required to ensure their physical accessibility in order to represent the disabled in Turkish Courts, which are composed of judicial, administrative and high courts as types of courts. Necessary steps can be taken to ensure that titles that facilitate the lives of PwDs are found in the courts.

## 10.6. Women with Disabilities

The Report shows that very few of the quota laws reviewed make explicit provision for women with disabilities, with exceptions from South Korea and Albania.

PwDs face many disadvantages in the work of life, educational opportunities, mobility and accessibility, and most importantly, social exclusion and isolation. Disability disadvantages are even doubled when gender is taken into consideration. From an intersectionality perspective, gender and disability creates a double disadvantage for women with disabilities and prevent their access to education, employment, health care, and social life (pp.45-48).

The **main recommendations** are:

1. Fully apply the CRPD (because it is the first international convention explicitly including women with disabilities.
2. Improve the minimum education and skills development opportunities for PwDs (according to ILO, women with disabilities are at greater risk of poverty than men with disabilities and earn less than men with disabilities).
3. Consider and prevent the fact that Women with disabilities are more vulnerable to discrimination, because they are sometimes treated as genderless human beings.
4. Design measures to increase the employment, particularly child care, workplace accommodations as special equipment or accessibility arrangements
5. Provide vocational guidance services. In that aspect, it is highly recommended that the current JVC services provided in Türkiye should be evaluated in terms of improving the quality of these services by considering the systematic job analysis and occupational definitions taking into account different disability levels and types

The comments of the stakeholders during the Post-Study Workshop can be summarised as follows:

• Identify WwDs in the data system;

• Improve the action of Employment services;

• Increase the courses for WwDs on the new digital skills

## 10.7. Other Recommendations

In addition to the above thematic recommendations, suggestions were also obtained from the Stakeholders during meetings and the Pre-Study Workshop touched on the following:

* PwDs and their families might be directly involved in decision-making;
* The implementation of the decisions taken and the immediate implementation of the necessary sanctions;
* Further development of barrier-based communication channels;
* Wider dissemination of on-the-job training;
* A need to increase the awareness about autism, and to deploy earlier diagnostic methods towards the detection of autism.

The **main recommendations** are:

1. Consider the involvement of PwDs and their families in decision-making processes related to PwDs;
2. Evaluate the effectiveness of current sanctions for non-compliance with regulations affecting PwDs;
3. Develop awareness-raising programmes aimed at better integration into the workforce of people with autism.

## 10.8 Summation of Recommendations

Here we bring together all the Recommendations mentioned above:

1. Reinforce the independent living, empowering PwDs through trainings to develop their own capacities, even away from their families.
2. Revise of the National skills strategies that should also cover the specific needs of PwDs for accessing the labour market. This requires. Equal access to education and labour-market oriented training at all levels
3. Design vocational programmes and apprenticeship schemes to be inclusive and accessible for PwDs and other vulnerable groups;
4. Evaluate the effectiveness of the current quota system for the employment of PwDs, including the appropriateness of sanctions for non-compliance;
5. Develop a cooperative working method to provide opportunities for PwDs to work from various fields of work, through cooperative organisations established by their own efforts or with the support of the State. PwDs could evaluate their current abilities and capacities, to improve them according to the jobs they can do, and to operate in their field as an independent organisation. It is possible to popularise this method in Türkiye through projects with international budgets.
6. Develop measures to further tackle gaps in social protection for PwDs to reduce inequalities (including compensating extra costs related to disability and eligibility for disability benefits).
7. Develop specific education and training programmes in digital skills for PwDs;
8. Encourage consideration of PwDs in the process of addressing a mismatch of supply and demand in new digital jobs;
9. Develop digital support technologies which facilitate new employment opportunities for PwDs in digital jobs;
10. Encourage green businesses owned and controlled by PwDs entrepreneurs to recruit other PwDs;
11. Include PwDs in the design and decision-making processes of new low-carbon sectors.
12. Enable better, more focused policies to be developed, design a statistical information system which covers the full diversity of disability (long-term physical, mental, intellectual or sensory impairments); personal identification (gender, ethnic, religious) and circumstance (age, homelessness, refugees/migrants).
13. Establish a common database for PwDs with common definitions.
14. Ensure full enforcement of PwDs accessibility in all places open to the public and all workplaces, including consideration of current forms of sanctions for non-compliance.
15. Ensure the full application of the CRPD through the social involvement of many stakeholders (which is the first international convention explicitly including women with disabilities);
16. Ensure through the social dialogue that legislation and policies fully protect WwDs;
17. Encourage local authorities as key actors to develop new strategies for the implement the UNCRPD involving all relevant stakeholders;
18. Include PwDs issues in the Provincial Employment and Vocational Education Committees to follow the employment deficiencies and surpluses in the region and reveal employment opportunities according to the disability types and skill areas of the PwDs
19. Ensure full physical accessibility for PwDs to be personally represented in courts of justice;
20. Develop more flexible approaches to enable online representation for PwDs within the legal system;
21. Conduct research into the conditions necessary for PwDs to lengthen their involvement in the education system;
22. Where education is delivered in special schools, ensure that an adequate bridge between education and employment is developed;
23. Ensure sustainable and equal access to healthcare;
24. Fully apply the CRPD (because it is the first international convention explicitly including women with disabilities).
25. Improve their minimal education and skills development opportunities (according to ILO, women with disabilities are at greater risk of poverty than men with disabilities and earn less than men with disabilities).
26. Consider and prevent that fact Women with disabilities are more vulnerable to discrimination, because they are sometimes treated as genderless human beings.
27. Design measures to increase the employment, particularly child care, workplace accommodations as special equipment or accessibility arrangements
28. Provide vocational guidance services. In that aspect, it is highly recommended that the current JVC services provided in Türkiye be evaluated in terms of improving the quality of these services by considering the systematic job analysis and occupational definitions taking into account different disability levels and types
29. Consider the involvement of PwDs and their families in decision-making processes related to PwDs;
30. Evaluate the effectiveness of current sanctions for non-compliance with regulations affecting PwDs;
31. ~~Develop awareness-raising programmes for autism.~~ Develop awareness-raising programmes aimed at better integration into the workforce of people with autism.

# 11. CONCLUSIONS

* It might be important to identify the factors that lead PwDs to be excluded from working life and to implement policies to prevent them. This can enable them to integrate into individual, economic and social life, as well as to lead a healthier and more integrated life with their family, social environment and society.
* A significant part of PwDs do not participate in the labour force. The main reasons why the labour participation rate of PwDs is so low is that social living areas restrict their mobility and that an adequate physical environment cannot be created in workplaces.
* Accessing and benefiting from rights and services in all areas of life is of great importance in participation in social life.
* The disability of PwDs that does not prevent them from social activities could become an obstacle due to inadequacies or errors in social or spatial arrangements. It is advisable to favour the physical environment for PwDs in order to facilitate access to employment; this issue is of great importance due to their impairments in physical functions and the limitations caused by it.
* As already mentioned by the participants, the biggest obstacle to the employment of PwDs is the prejudice of society and especially of employers against their employment.
* Since an important part of society approaches PwDs with a feeling of pity, this might prevent them from using their skills/abilities.
* There is an unwillingness of employers to employ PwDs, they do not want to fulfil their obligations by taking advantage of loopholes in existing laws.
* Participants agree that employers generally see the PwDs workforce as a group of unproductive, unskilled people in need of special care from their family or the State.
* For women with disabilities, intersectionality approach should be followed to consider the double disadvantages for women with disabilities which are caused by both disability and gender.

**FoW TAT**

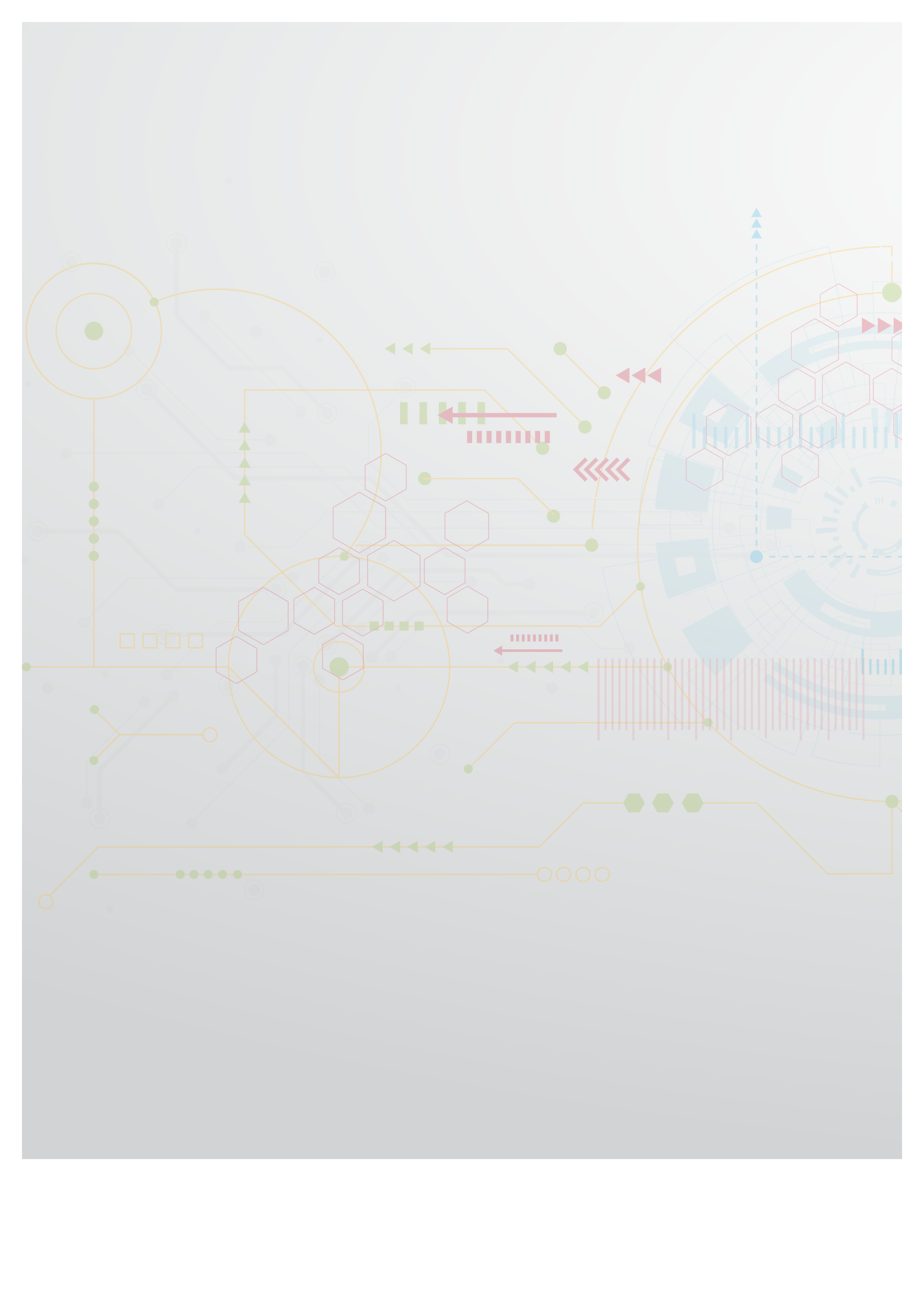
**July 2022**

# Resources

* Accenture (2018). Getting to equal: the disability inclusion advantage, available at: https://www.accenture.com/\_acnmedia/pdf-89/accenture-disabilityinclusion- research-report.pdf ;
* AI and Accessibility. World Institute on Disability, 2019.
* ANED (2018) European Comparative Data on Europe 2020 and PwDs. Final report. Brussels, Belgium: Academic Network of European Disability Experts (ANED), February.
* CEDEFOP (2018) Insights into skill shortages and skill mismatch.
* Christoph Schimmele, Sung-Hee Jeon and Rubab Arim (2021), “Work Experiences of Women with Disabilities”, Economic and Social Reports, Statistics Canada.
* Digital Inclusion of PwDs: A Qualitative Study of Intra-disability Diversity in the Digital Realm. Panayiota Tsatsou, 2019.
* Disability and Development Report: Realizing the Sustainable Goals by, for and with PwDs. United Nations Department of Economic and Social Affairs, 2018.
* European Anti-Poverty Network (2018). The Future of Work Labour market trends and their implications for risks of poverty and social exclusion. Available at: [https://www.eapn.eu/wp-content/uploads/2018/04/EAPN-2018-Future-ofWork- EAPN-analysis.pdf](https://www.eapn.eu/wp-content/uploads/2018/04/EAPN-2018-Future-ofWork-%20EAPN-analysis.pdf);
* European Commission (2020) Europe investing in digital: The Digital Europe Programme.
* European Commission (2020) Recovery plan for Europe.
* European Commission (2020) The European Digital Strategy.
* European Commission, (2017). Progress Report on the Implementation of the European Disability Strategy (2010-2020) <https://ec.europa.eu/social/BlobServlet?docId=16995&langId=en>;
* European Disability Forum (2018). Plug and pray? A disability perspective on artificial intelligence, automated decision-making and emerging technologies. <http://www.edf-feph.org/sites/default/files/edf-emerging-tech-reportaccessible.pdf>
* Eurostat, (2019) “Part-time Employment and Temporary Contracts – Annual Data: Percentage of Total Employment [Dataset]’, available at https://ec.europa. eu/eurostat/databrowser/view/LFSI\_PT\_A\_\_cus tom\_658097/default/table?lang=en
* Fuchs, M. (2014). *Quota Systems for Disabled Persons: Parameters, Aspects, Effectivity*. Policy Brief 3/2014. Vienna: European Centre.
* Giermanowska, E., Racław, M., & Szawarska, D. (2020). Multivariate Conditions of Introducing PwDs to the Labour Market: Coupled Impact and the Effect of Synergy. In *Employing PwDs* (pp. 37-65). Palgrave Pivot, Cham.
* Green Paper (2015) . Federal Ministry of Labour and Social Affairs of Germany, available at: https://www.bmas.de/EN/Services/Publications/arbeiten-4-0-greenpaper-work-4-0.html
* Gulmelek Doganay (2017), “Toplumsal Dışlanma Pratikleri Üzerinden Trabzon’da Engelli Kadınlar”, Sosyoloji Araştırmaları Dergisi, p. 26.
* Hennekam, Sophie, Sarah Richard, and Mustafa Ӧzbilgin. "How social structures influence the labour market participation of individuals with mental illness: A Bourdieusian perspective." *Journal of Management Studies*.
* ILO and OECD (2018)Labour market inclusion of PwDs**.** Paper presented at the 1st Meeting of the G20 Employment Working Group
* ILO Global Business and Disability Network and Fundación ONCE (2019) Making the future of work inclusive of PwDs
* ILO Global Commission on the Future of Work (2019) Work for a brighter future.
* International Labour Organization (2011) Greening the Global Economy – The Skills Challenge.
* Jones, E., et al. (2016) "Quantifying the relationship between increased disability and health care resource utilization, quality of life, work productivity, health care costs in patients with multiple sclerosis in the US." *BMC health services research* 16.1 : 1-9.
* OECD (2016) Disability and labour market integration
* OECD (2016) New markets and new jobs. 2016 Ministerial Meeting on the digital economy.
* OECD (2019) An Introduction to Online Platforms and Their Role in the Digital Transformation
* Orhan, Serdar and Elifnaz Ozkan (2020), Engelli Kadin Olmak, Afyon Kocatepe University Social Sciences Journal, p. 10
* Parkin et al., (2011) in Richard, S., & Hennekam, S. (2021). When can a disability quota system empower disabled individuals in the workplace? The case of France. *Work, Employment and Society*, *35*(5), 837-855.
* Richard, S., & Hennekam, S. (2020). When can a disability quota system empower disabled individuals in the workplace? The case of France. *Work, Employment and Society*, 0950017020946672.
* Strindlund, L., Abrandt-Dahlgren, M., & Ståhl, C. (2019). Employers’ views on disability, employability, and Labour market inclusion: a phenomenographic study. *Disability and rehabilitation*, *41*(24), 2910-2917.
* Tekin, A- (2018) How Turkish Women with Disabilities Are Entering the Workforce, available at: https://deeply.thenewhumanitarian.org/womensadvancement/articles/2018/11/02/how-turkish-women-with-disabilities-are-entering-the-workforce
* The GovTech Index (2020) Unlocking the Potential of GovTech Ecosystems in Latin America, Spain and Portugal. CAF, govtechlab and Oxford Insights.
* UNESCO (2018) Building tomorrow’s digital skills - what conclusions can we draw from international comparative indicators?
* UNESCO (2019) Delivering Together for Inclusive Development: Digital Access to Information and Knowledge for PwDs
* Vornholt, K., Villotti, P., Muschalla, B., Bauer, J., Colella, A., Zijlstra, F., ... & Corbiere, M. (2018). Discapacidad y empleo: visión general y aspectos destacados. *Revista europea de trabajo y psicología organizacional,* *27*(1), 40-55.
* World Bank (2022), ‘Disability Inclusion’.
* World Bank (February 2021) “Digital Jobs for Youth with Disabilities” available at: <https://www.s4ye.org/sites/default/files/2021-02/S4YE.Digital.Jobs_.for%20youth.with_.disabilites.FINAL_.02.23.2021.pdf>
* World Economic Forum (2016) The Future of Jobs. Employment, Skills and Workforce Strategy for the Fourth Industrial Revolution
* World Economic Forum (2020) Jobs of Tomorrow. Mapping opportunity in the New Economy..
* World Economic Forum (2020) Jobs of Tomorrow. Mapping opportunity in the New Economy.
* Yilmaz, V. (2020). An examination of disability and employment policy in Türkiye through the perspectives of disability non-governmental organisations and policy-makers. *Disability & Society*, *35*(5), 760-782

**Links:**

* Amalitech project: <https://amalitech.org/>
* Birleşmiş Milletler Sisteminde Engellilik <https://eyh.aile.gov.tr/uluslararasi-mevzuat>
* Bundesarbeitsgemeinschaft Werkstätten für behinderte Menschen e. V. (BAG WfbM): <http://www.bagwfbm.eu/page/quota>
* Committee on the rights of PwDs: <https://www.ohchr.org/en/hrbodies/crpd/pages/crpdindex.aspx>
* Concluding observations on the initial report of China: https://tbinternet.ohchr.org/\_layouts/treatybodyexternal/ TBSearch.aspx?Lang=en&TreatyID=4&DocTypeID=5
* Elisa Project: <http://www.elisa-project.net/>
* France Government Website for PwDs : <https://www.handicap.gouv.fr/> ,
* ILO: <https://libguides.ilo.org/disability-en>
* ILO: <https://www.ilo.org/wcmsp5/groups/public/---ed_emp/---ifp_skills/documents/publication/wcms_735531.pdf>
* ILO: [https://www.ilo.org/greenjobs](about:blank)
* ILO: [https://www.ilo.org/disability](about:blank)
* LADAPT Association for Social and Professional Inclusion of PwDs: <https://www.ladapt.net/>
* Law No:5378 on PwDs 2013 amendment: <http://www.resmigazete.gov.tr/eskiler/2013/05/20130503.pdf>.
* Microsoft project: <https://www.microsoft.com/en-us/ai/ai-for-accessibility>
* On Inclusive futures: <https://inclusivefutures.org/wp-content/uploads/2020/12/Digital-employment-pathway.pdf>
* Projects in Turkey: <https://zeki.mosb.org.tr/> and <https://bizimkoy.org.tr/en/>
* Projects in Turkey: <http://www.iskoclugu.org/is-koclugu-egitimi>
* Regulation on Private Care Centres for PwDs: <http://www.resmigazete.gov.tr/eskiler/2006/07/20060730-3.htm>. 2013 Amendment <http://www.resmigazete.gov.tr/eskiler/2013/08/20130816-6.htm>. 2016 Amendment <http://www.resmigazete.gov.tr/eskiler/2016/11/20161104-2.htm>.
* Regulation on Identification of PwDs in Need of Care and Specification of Principles of Care Services <http://www.resmigazete.gov.tr/eskiler/2007/10/20071023-10.htm>.
* [The Centre for Excellence in Universal Design](https://universaldesign.ie/) (Ireland)
* The EU Directive: <https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=celex%3A32000L0078>
* TURKSTAT: <https://data.tuik.gov.tr/Bulten/Index?p=Isgucu-Istatistikleri-Nisan-2022-45649>
* UN: <https://www.un.org/disabilities/documents/convention/convoptprot-e.pdf>
* UN: https://www.un.org/development/desa/disabilities/convention-on-the-rights-of-persons-with-disabilities/article-6-women-with-disabilities.html
* UN: https://www.un.org/womenwatch/enable/
* U. S. Department of Labour's, Job Accommodation Network, available at: https://askjan.org/
* WHO: <https://www.who.int/health-topics/disability#tab=tab_1>



This publication was produced with the financial support of the European Union and the Republic of Türkiye. Its contents are the sole responsibility of the consortium led by WEglobal A.Ş. in consortium with WEglobal Italy, Archidata Srl, and Federation of Trentina Cooperatives (FTC) and do not necessarily reflect the views of the European Union and the Republic of Türkiye.

1. World Bank, 2022, ‘Disability Inclusion’. [↑](#footnote-ref-1)
2. <https://libguides.ilo.org/disability-en> [↑](#footnote-ref-2)
3. <https://www.un.org/disabilities/documents/convention/convoptprot-e.pdf> [↑](#footnote-ref-3)
4. <https://www.who.int/health-topics/disability#tab=tab_1> [↑](#footnote-ref-4)
5. Oliver, 2013 in Richard, S., & Hennekam, S.,2020 [↑](#footnote-ref-5)
6. Barnes and Mercer, 2005 in Richard, S., & Hennekam, S.,2020 [↑](#footnote-ref-6)
7. WHO, 2002 [↑](#footnote-ref-7)
8. Parkin et al., 2011 in Richard, S., & Hennekam, S. (2021). When can a disability quota system empower disabled individuals in the workplace? The case of France. *Work, Employment and Society*, *35*(5), 837-855. [↑](#footnote-ref-8)
9. Loi avenir professionnel [professional future law], which modifies continuing education in France. [↑](#footnote-ref-9)
10. Richard, S., & Hennekam, S. (2020). When can a disability quota system empower disabled individuals in the workplace? The case of France. *Work, Employment and Society*, 0950017020946672. [↑](#footnote-ref-10)
11. Eurostat, 2019‘Part-time Employment and Temporary Contracts – Annual Data: Percentage of Total Employment [Dataset]’, available at https://ec.europa. eu/eurostat/databrowser/view/LFSI\_PT\_A\_\_cus tom\_658097/default/table?lang=en (accessed 18 April 2019).and ANED (2018) European Comparative Data on Europe 2020 and PwDs. Final report. Brussels, Belgium: Academic Network of European Disability Experts (ANED), February. [↑](#footnote-ref-11)
12. OECD, 2016, Disability and labour market integration [↑](#footnote-ref-12)
13. Jones, E., et al. "Quantifying the relationship between increased disability and health care resource utilization, quality of life, work productivity, health care costs in patients with multiple sclerosis in the US." *BMC health services research* 16.1 (2016): 1-9. [↑](#footnote-ref-13)
14. ILO and OECD, 2018 **Labour market inclusion of PwDs.** Paper presented at the 1st Meeting of the G20 Employment Working Group and Giermanowska et al, 2020 Giermanowska, E., Racław, M., & Szawarska, D. (2020). Multivariate Conditions of Introducing PwDs to the Labour Market: Coupled Impact and the Effect of Synergy. In *Employing PwDs* (pp. 37-65). Palgrave Pivot, Cham. [↑](#footnote-ref-14)
15. ILO and OECD, 2018 **Labour market inclusion of PwDs.** Paper presented at the 1st Meeting of the G20 Employment Working Group and Giermanowska et al, 2020 Giermanowska, E., Racław, M., & Szawarska, D. (2020). Multivariate Conditions of Introducing PwDs to the Labour Market: Coupled Impact and the Effect of Synergy. In *Employing PwDs* (pp. 37-65). Palgrave Pivot, Cham. [↑](#footnote-ref-15)
16. Strindlund, L., Abrandt-Dahlgren, M., & Ståhl, C. (2019). Employers’ views on disability, employability, and Labour market inclusion: a phenomenographic study. *Disability and rehabilitation*, *41*(24), 2910-2917. [↑](#footnote-ref-16)
17. . Giermanowska, E., Racław, M., & Szawarska, D. (2020). Multivariate Conditions of Introducing PwDs to the Labour Market: Coupled Impact and the Effect of Synergy. In *Employing PwDs* (pp. 37-65). Palgrave Pivot, Cham. [↑](#footnote-ref-17)
18. <https://www.ilo.org/wcmsp5/groups/public/---ed_emp/---ifp_skills/documents/publication/wcms_735531.pdf> [↑](#footnote-ref-18)
19. Committee on the rights of PwDs, information available at https://www.ohchr.org/en/hrbodies/crpd/pages/crpdindex.aspx [↑](#footnote-ref-19)
20. Fuchs, M. (2014). *Quota Systems for Disabled Persons: Parameters, Aspects, Effectivity*. Policy Brief 3/2014. Vienna: European Centre. [↑](#footnote-ref-20)
21. Fuchs, op. cit. [↑](#footnote-ref-21)
22. The EU Directive can be consulted on this link: https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=celex%3A32000L0078 [↑](#footnote-ref-22)
23. See for example the Concluding observations on the initial report of China: https://tbinternet.ohchr.org/\_layouts/treatybodyexternal/ TBSearch.aspx?Lang=en&TreatyID=4&DocTypeID=5 [↑](#footnote-ref-23)
24. All the information is provided by the Bundesarbeitsgemeinschaft Werkstätten für behinderte Menschen e. V. (BAG WfbM) and can be found on this link: http://www.bagwfbm.eu/page/quota [↑](#footnote-ref-24)
25. Richard, S., & Hennekam, S. (2020). Op cit and The Official Government Website for PwDs : <https://www.handicap.gouv.fr/> , LADAPT Association for Social and Professional Inclusion of PwDs: <https://www.ladapt.net/> and Vornholt, K., Villotti, P., Muschalla, B., Bauer, J., Colella, A., Zijlstra, F., ... & Corbiere, M. (2018). Discapacidad y empleo: visión general y aspectos destacados. *Revista europea de trabajo y psicología organizacional,* *27*(1), 40-55. [↑](#footnote-ref-25)
26. Law No:5378 on PwDs 2013 amendment <http://www.resmigazete.gov.tr/eskiler/2013/05/20130503.pdf>. [↑](#footnote-ref-26)
27. Regulation on Private Care Centres for PwDs <http://www.resmigazete.gov.tr/eskiler/2006/07/20060730-3.htm>. 2013 Amendment <http://www.resmigazete.gov.tr/eskiler/2013/08/20130816-6.htm>. 2016 Amendment <http://www.resmigazete.gov.tr/eskiler/2016/11/20161104-2.htm>. [↑](#footnote-ref-27)
28. Regulation on Identification of PwDs in Need of Care and Specification of Principles of Care Services <http://www.resmigazete.gov.tr/eskiler/2007/10/20071023-10.htm>. The Regulation has been revoked recently, and yet its provisions are recognized as valid before the law till the replacing legislation put into force in the future. [↑](#footnote-ref-28)
29. For Article 16, 24, 25,27, 29 and 30. [↑](#footnote-ref-29)
30. Birleşmiş Milletler Sisteminde Engellilik <https://eyh.aile.gov.tr/uluslararasi-mevzuat>. [↑](#footnote-ref-30)
31. Yilmaz, V. (2020). An examination of disability and employment policy in Türkiye through the perspectives of disability non-governmental organisations and policy-makers. *Disability & Society*, *35*(5), 760-782. [↑](#footnote-ref-31)
32. <https://www.csgb.gov.tr/cgm/genel-mudurluk/gorevlerimiz/> [↑](#footnote-ref-32)
33. Yilmaz, op. cit. [↑](#footnote-ref-33)
34. Tekin, A- (2018) How Turkish Women with Disabilities Are Entering the Workforce available at: https://deeply.thenewhumanitarian.org/womensadvancement/articles/2018/11/02/how-turkish-women-with-disabilities-are-entering-the-workforce [↑](#footnote-ref-34)
35. ISKUR, 2016 [↑](#footnote-ref-35)
36. UN CRPD, 2019 [↑](#footnote-ref-36)
37. [http://www.korlerfederasyonu.org.tr/images/4.pdf](about:blank) and https://etkiniz.eu/ [↑](#footnote-ref-37)
38. EYHGM, Disability policy in Türkiye [↑](#footnote-ref-38)
39. <https://data.tuik.gov.tr/Bulten/Index?p=Isgucu-Istatistikleri-Nisan-2022-45649> [↑](#footnote-ref-39)
40. ILO Global Business and Disability Network and Fundación ONCE (2019) Making the future of work inclusive of PwDs [↑](#footnote-ref-40)
41. Accenture (2018). Getting to equal: the disability inclusion advantage. https://www.accenture.com/\_acnmedia/pdf-89/accenture-disabilityinclusion- research-report.pdf ; European Anti-Poverty Network (2018). The Future of Work Labour market trends and their implications for risks of poverty and social exclusion. [https://www.eapn.eu/wp-content/uploads/2018/04/EAPN-2018-Future-ofWork- EAPN-analysis.pdf](https://www.eapn.eu/wp-content/uploads/2018/04/EAPN-2018-Future-ofWork-%20EAPN-analysis.pdf); European Commission, (2017). Progress Report on the Implementation of the European Disability Strategy (2010-2020) <https://ec.europa.eu/social/BlobServlet?docId=16995&langId=en>; European Disability Forum (2018). Plug and pray? A disability perspective on artificial intelligence, automated decision-making and emerging technologies. http://www.edf-feph.org/sites/default/files/edf-emerging-tech-reportaccessible.pdf [↑](#footnote-ref-41)
42. The Future of Jobs. Employment, Skills and Workforce Strategy for the Fourth Industrial Revolution. World Economic Forum, 2016; The top 10 technology trends of the 4th Industrial Revolution. Forbes, 2020. [↑](#footnote-ref-42)
43. Top 5 of the fastest-growing industries in the world. World Finance, 2018. [↑](#footnote-ref-43)
44. The GovTech Index 2020. Unlocking the Potential of GovTech Ecosystems in Latin America, Spain and Portugal. CAF, govtechlab and Oxford Insights, 2020. [↑](#footnote-ref-44)
45. Digital Inclusion of PwDs: A Qualitative Study of Intra-disability Diversity in the Digital Realm. Panayiota Tsatsou, 2019. [↑](#footnote-ref-45)
46. AI and Accessibility. World Institute on Disability, 2019. [↑](#footnote-ref-46)
47. Building tomorrow’s digital skills - what conclusions can we draw from international comparative indicators? UNESCO, 2018 [↑](#footnote-ref-47)
48. New markets and new jobs. 2016 ministerial meeting on the digital economy. OECD, 2016. Work for a brighter future. ILO Global Commission on the Future of Work, 2019. Jobs of Tomorrow. Mapping opportunity in the New Economy. World Economic Forum, 2020. [↑](#footnote-ref-48)
49. Recovery plan for Europe. European Commission, 2020. [↑](#footnote-ref-49)
50. The European Digital Strategy. European Commission, 2020. [↑](#footnote-ref-50)
51. Europe investing in digital: The Digital Europe Programme. European Commission, 2020. [↑](#footnote-ref-51)
52. Article 9 – Accessibility. UN Convention on the Rights of PwDs (CRPD). [↑](#footnote-ref-52)
53. Disability and Development Report: Realizing the Sustainable Goals by, for and with PwDs. United Nations Department of Economic and Social Affairs, 2018. [↑](#footnote-ref-53)
54. More information on: <http://www.elisa-project.net/> [↑](#footnote-ref-54)
55. <https://www.microsoft.com/en-us/ai/ai-for-accessibility> [↑](#footnote-ref-55)
56. Tech Baseline Skills span Basic Computer Literacy, such as Web Design, Online Marketing, Social Media, Telecommunications, Drafting and Engineering Design Software, as well as Medical and Clinical Software. [↑](#footnote-ref-56)
57. Tech Disruptive Skills are those that allow individuals to use and design technologies that are set to impact business models and the labour market in significant ways over the coming years. [↑](#footnote-ref-57)
58. Jobs of Tomorrow. Mapping opportunity in the New Economy. World Economic Forum, 2020. [↑](#footnote-ref-58)
59. Insights into skill shortages and skill mismatch. CEDEFOP, 2018. [↑](#footnote-ref-59)
60. Green Paper. Federal Ministry of Labour and Social Affairs of Germany, 2015, available at: https://www.bmas.de/EN/Services/Publications/arbeiten-4-0-greenpaper-work-4-0.html [↑](#footnote-ref-60)
61. An Introduction to Online Platforms and Their Role in the Digital Transformation. OECD, 2019. [↑](#footnote-ref-61)
62. Greening the Global Economy – The Skills Challenge. International Labour Organization, 2011. [↑](#footnote-ref-62)
63. More information on “Digital Jobs for Youth with Disabilities” February 2021, World Bank, available at: <https://www.s4ye.org/sites/default/files/2021-02/S4YE.Digital.Jobs_.for%20youth.with_.disabilites.FINAL_.02.23.2021.pdf> [↑](#footnote-ref-63)
64. More information on: <https://amalitech.org/> [↑](#footnote-ref-64)
65. More information on: <https://inclusivefutures.org/wp-content/uploads/2020/12/Digital-employment-pathway.pdf> [↑](#footnote-ref-65)
66. [https://www.ilo.org/greenjobs](about:blank) and [https://www.ilo.org/disability](about:blank) [↑](#footnote-ref-66)
67. U. S. Department of Labour's, Job Accommodation Network, available at: https://askjan.org/ [↑](#footnote-ref-67)
68. https://news.microsoft.com/cloudforgood/policy/briefing-papers/inclusive-cloud/including-people-disabilities.html [↑](#footnote-ref-68)
69. ISO: [ISO/IEC 40500: 2012 Standard: Information technology -- W3C Web Content Accessibility Guidelines (WCAG) 2.0](http://www.iso.org/iso/iso_catalogue/catalogue_tc/catalogue_detail.htm?csnumber=58625) and Global Initiative for Inclusive Information and Communication Technologies (G3ict) charter: [Promoting Global Digital Inclusion through ICT Procurement Policies & Accessibility Standards](http://g3ict.org/resource_center/g3ict_global_charter) [↑](#footnote-ref-69)
70. https://www.un.org/development/desa/disabilities/convention-on-the-rights-of-persons-with-disabilities/article-6-women-with-disabilities.html [↑](#footnote-ref-70)
71. Orhan, Serdar and Elifnaz Ozkan (2020), Engelli Kadin Olmak, Afyon Kocatepe University Social Sciences Journal, p. 10 [↑](#footnote-ref-71)
72. Gulmelek Doganay (2017), “Toplumsal Dışlanma Pratikleri Üzerinden Trabzon’da Engelli Kadınlar”, Sosyoloji Araştırmaları Dergisi, p. 26. [↑](#footnote-ref-72)
73. Christoph Schimmele, Sung-Hee Jeon and Rubab Arim (2021), “Work Experiences of Women with Disabilities”, Economic and Social Reports, Statistics Canada. [↑](#footnote-ref-73)
74. https://www.un.org/womenwatch/enable/ [↑](#footnote-ref-74)
75. ILO: Disability-inclusive social protection [↑](#footnote-ref-75)