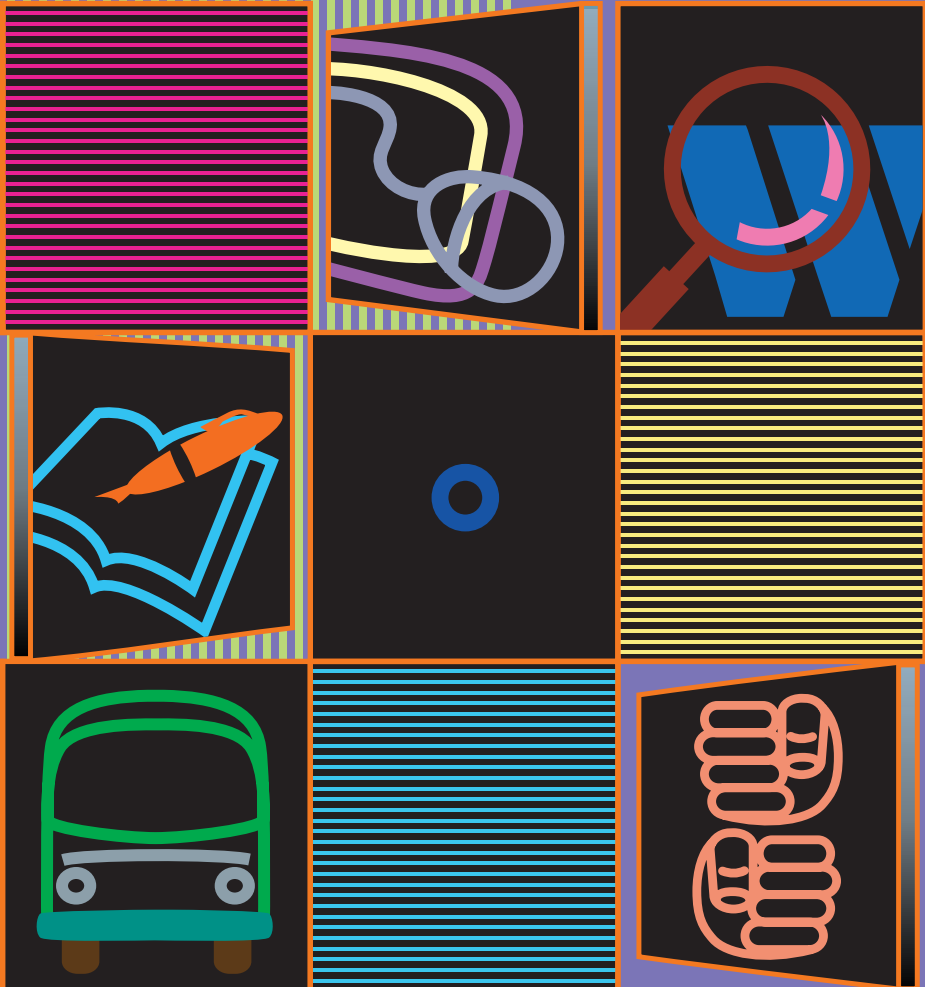


Handbook on Employment of  
Persons with a Disability

# SUPPORT SERVICES



LABOUR DEPARTMENT  
SELECTIVE PLACEMENT DIVISION

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# F oreword

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

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



*Selective Placement Division  
Labour Department*

# T ransport service - Rehabus

## Is there any special transport service for disabled persons?

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

## What is Rehabus Service?

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



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

The services are:

- **Scheduled Routes:** There are altogether 52 scheduled routes in service. They provide services to disabled passengers to and from work, school, training centre and medical centre.
- **Feeder Service:** Rehabuses are deployed to operate in circular routes and passengers can get on and off anywhere within the routes.
- **Dial-a-Ride Service:** Persons with a disability and voluntary agencies can make use of this service for medical treatment, social functions, leisure and recreational activities.
- **Pooled Dial-a-Ride Service:** Passengers of Dial-a-ride service who need to travel on similar routes are pooled together to use one rehabus.

- Weekend Recreational Routes: The Service provides transportation to persons with a disability and their families for outings.

### How to apply for the service?

- Persons with a disability can apply to the Society directly. They can also apply through social service agencies. Reply will normally be given before the specified date. For Dial-a-Ride Service and Weekend Recreational Routes Service, applicants may call at 2817 8154 during office hours.
- For more information, please contact the Hong Kong Society for Rehabilitation at 6/F, 7 Sha Wan Drive, Pokfulam, Hong Kong  
**24-hour Service Hotline** : 2817 8154  
**Fax** : 2855 7106

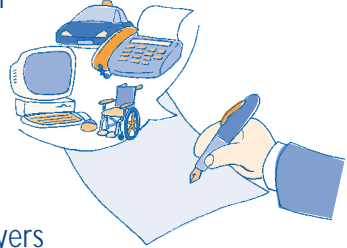


# F

## inancial and technical support - Employaid Fund

Persons with a disability may require technical aids at work. Is there any subsidy to employers who have to provide such aids to disabled employees?

- Employers may apply for assistance under the Employaid Fund.
- The Employaid Scheme is set up to provide financial assistance and technical advice to employers when technical aids for use by disabled employees at work are necessary.
- There is no financial burden on employers as the Employaid Fund will pay for the full cost of the equipment or adaptation.



What type of assistance can employers get from the Scheme?

- Technical advice - Technical advice and feasible alternatives are given based on the needs of different employers and employees.
- Adaptation to premises and machines - Assistance or advice is given to employers on the most effective way to modify the premises and machines.
- Lending of equipment -The equipment will be made available to the disabled employee on a loan basis free of charge.
- The following are two successful cases:
  - (i) Mr Mok was a taxi driver. His lower limbs were injured during a traffic accident and his mobility is affected. A taxi company is willing to offer employment to him. With subsidy from the Fund, a taxi is modified so that it can be driven by a disabled person and Mr Mok can be a taxi driver again.
  - (ii) Miss Chow is a wheelchair user. A stationary company offers employment to her as a customer services clerk. As she has difficulties in travelling to and from the workplace, the company has acquired a computer and fax machine from the Fund so that Miss Chow can work at her home.

## How to apply for the Fund ?

Application or enquiry can be made through:  
Employaid Scheme, Hong Kong Society for Rehabilitation

**Address:** 6/F, 7 Sha Wan Drive, Pokfulam, Hong Kong

**Tel:** 2817 6277

**Fax:** 2855 1947



## Apart from the Employaid Scheme, are there any related services provided by other organisations to support open employment of persons with a disability?

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

### Rehabaid Centre, Hospital Authority

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

**Tel:** 2364 2345

**Fax:** 2764 5038

### Technical Aids & Resource Centre, Vocational Training Council

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

**Tel:** 2339 0904

**Fax:** 2794 4678

### Jockey Club Rehabilitation Engineering Centre

**Address:** Rm GH047c, G/F (opposite to Poly U Carpark), The Hong Kong Polytechnic University, Hunghom, Kowloon

**Tel:** 2766 7683

**Fax:** 2362 4365

### Association for Engineering and Medical Volunteer Services (EMV)

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

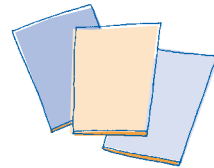
**Tel:** 2776 8569

**Fax:** 2788 1194

# T raining available to persons with a disability

## What organisations provide training to persons with a disability?

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



## What kinds of training are available?

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

## How much do these training courses cost?

- Courses tailor-made for persons with a disability or work injury victims, under the Employees Retraining Scheme, are offered free of charge. Trainees of some courses might even apply for retraining allowance.



- Full-day courses provided by the Skill Centres under the Vocational Training Council are free while course fees must be paid for evening or short courses.

### What are the modes of training available?

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

### Who can apply for these training courses?

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



### How to obtain more information?

- Please contact the Employees Retraining Board  
**Tel:** 2311 6696      **Web Site:** <http://www.erb.org/>  
or the Vocational Training Council  
**Tel:** 2836 1790      **Fax:** 2573 5525  
**Web Site:** <http://www.vtc.edu.hk/>

# Sign language training and interpretation service

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



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

- Please contact the following organisations direct for details:

Organisation	Address / Tel / Fax
The Hong Kong Association of the Deaf	Rm. 109 & 111-118, G/F, Chi Mei House, Choi Hung Estate, Kowloon Tel: 2327 2497 Fax: 2327 7445
The Hong Kong Society for the Deaf	Rm. 903, Duke of Windsor Social Service Building, 15 Hennessy Road, Hong Kong Tel: 2527 8969 Fax: 2529 3316
Chinese YMCA of HK Y's Men's Centre for the Deaf	No. 2, G/F, Sau On House, Sau Mau Ping Estate, Kowloon Tel: 2717 1754 Fax: 2348 1612
HK Lutheran Social Service - Cheung Ching Centre for the Disabled	G/F, Cheung Ching Estate Community Centre, Cheung Ching Estate, Tsing Yi, New Territories Tel: 2495 0118 Fax: 2434 2198

Are there any self-learning materials on sign language?

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

Material	Organisation
Sign Language Training Book, "Language in Silence" (video tape), Sign Language Dictionary, Illustrative Sign Language	The HK Society for the Deaf
Sign Language Dictionary, Illustrative Sign Language	The HK Association of the Deaf

## How to obtain sign language interpretation service?

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

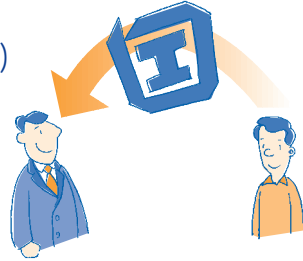
Organisation	Tel	Fax
The HK Society for the Deaf	2527 8969	2529 3316
The HK Association of the Deaf	2327 2497	2327 7445



# Services offered by Selective Placement Division of Labour Department

## Free Employment Services

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



## Service Targets

- Employers; and
- Disabled job-seekers including the visually impaired, hearing impaired, physically handicapped, chronically ill, mentally handicapped and ex-mentally ill.

## Vocational Assessment and Guidance

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



## Job Matching and Referral

- Placement officers have detailed information on the education background, working experience and job preference of each job-seeker. Upon receiving vacancy information from employers, the most suitable candidate can be selected according to the requirement of the post.

- The placement officer will then arrange job interview with the employer and arrange transport or accompany the candidate to attend the interview when necessary.

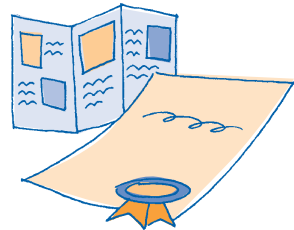
### Intensive Follow-up Service

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



### Promotion of open employment for persons with a disability

- Promotional activities such as seminars, talks, exhibitions, Outstanding Disabled Employees Award and Enlightened Employers Award Presentation Ceremony and promotional visits to employers are organised regularly by the SPD to promote working abilities of persons with a disability.
- ‘Trial Placement Scheme for People with a Disability’ is organised to encourage employers to offer job opportunities to persons with a disability. Employers who would like to participate in the Scheme could contact the SPD.



### More information

- Details of the placement service are shown in the Flowchart of Services of the Selective Placement Division of the Labour Department (please refer to Annex 1 on p.16). Employers wishing to make use of the service may contact the respective branch office for details.

# H

## ow to cultivate peer acceptance of disabled employees

### Are there any tips for effective communication with disabled employees?

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

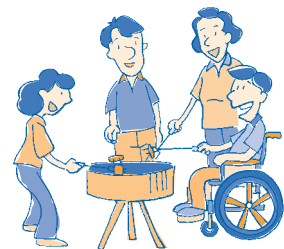


### How to help disabled employees adapt to the working environment and enhance their efficiency?

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

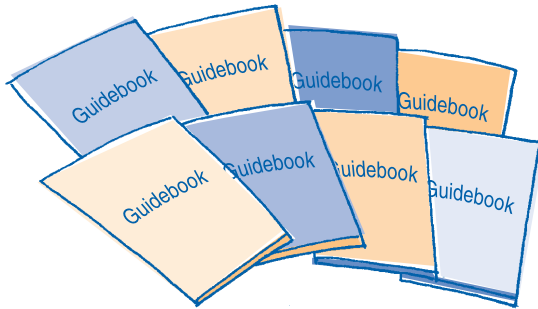
### How to promote work harmony among disabled employees and their colleagues?

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



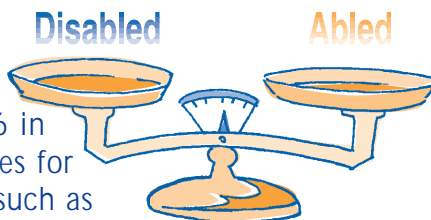
## How to obtain more information?

- Eight sets of guidebook on peer acceptance are available at our branch offices.
- For further information, please contact officers of the Selective Placement Division in person or by phone (please refer to Annex 2 on p.17).



# D isability Discrimination Ordinance

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



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

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

## The Equal Opportunities Commission

**Address:** Unit 2002, 20/F, Office Tower, Convention Plaza,  
1 Harbour Road, Wanchai

**Tel:** 2511 8211 **Fax:** 2511 8142

**Web Site:** <http://www.eoc.org.hk/>



# Closing remarks

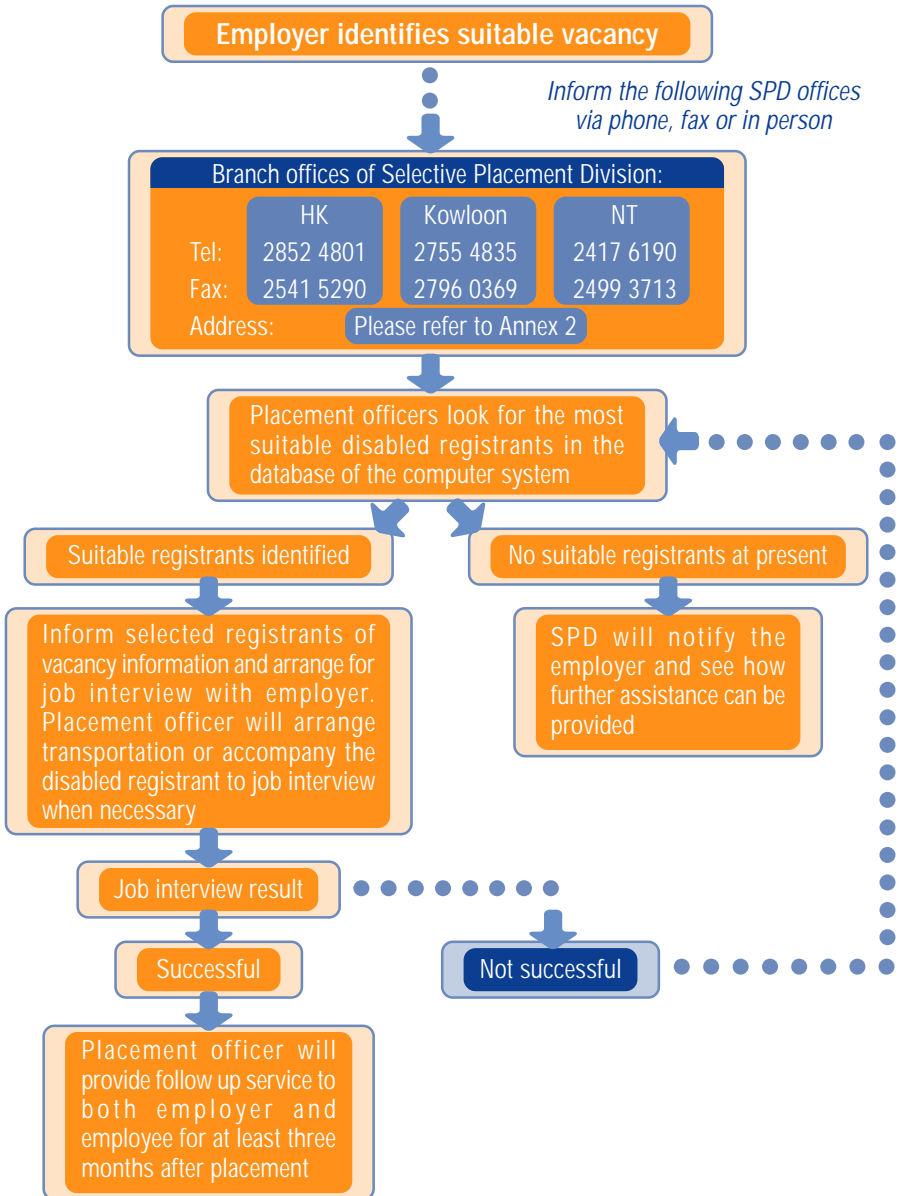
After reading this handbook, employers should become more familiar with the various kinds of services which can give them support in employing persons with a disability.

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

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



# F lowchart of services of Selective Placement Division of Labour Department



# R egional offices of Selective Placement Division and reply slip

## Hong Kong Office

**Address:** G/F, East Wing, Harbour Building, 38 Pier Road, Central, Hong Kong

**Tel No.:** 2852 4801 **Fax No.:** 2541 5290

## Kowloon Office

**Address:** G/F, Ngau Tau Kok Government Offices, 21 On Wah Street, Ngau Tau Kok, Kowloon

**Tel No.:** 2755 4835 **Fax No.:** 2796 0369

## New Territories Office

**Address:** 2/F, Tsuen Wan Government Offices, 38 Sai Lau Kok Road, Tsuen Wan, New Territories

**Tel No.:** 2417 6190 **Fax No.:** 2499 3713

## Labour Department Web Site

<http://www.info.gov.hk/labour>

**To: Selective Placement Division  
Labour Department**

**Our company / Organisation**  wishes to employ persons with a disability  
 wants to obtain further information on open employment of persons with a disability

Name: \_\_\_\_\_ (\*Mr / Miss / Ms)

Post Title: \_\_\_\_\_

Company / Organisation name: \_\_\_\_\_

\_\_\_\_\_

Tel No.: \_\_\_\_\_ Fax No.: \_\_\_\_\_

*\*Please delete as appropriate*

The personal data you provide here would be used in

1. providing recruitment service to you
2. providing information on open employment of persons with a disability to you



## Acknowledgement

Association for Engineering and Medical Volunteer Services

Chinese YMCA of Hong Kong Y's Men's Centre for the Deaf

Employees Retraining Board

Equal Opportunities Commission

Hong Kong Association of the Deaf

Hong Kong Lutheran Social Service - Cheung Ching Centre  
for the Disabled

Hong Kong Society for the Deaf

Jockey Club Rehabilitation Engineering Centre

Rehabaid Centre, Hospital Authority

The Hong Kong Society for Rehabilitation

Vocational Training Council

Acknowledgement