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KOTA  
KITA  
A CITY FOR ALL

# Toolbox of Practices and Program ideas: Disability-inclusive city Banjarmasin

2019





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## About Kota Kita

Yayasan Kota Kita or Our City Foundation ([www.kotakita.org](http://www.kotakita.org)) is a non-profit organization based in Indonesia with expertise in urban planning and citizen participation in the design and development of cities. Kota Kita bridge the dialogues between government and their constituencies by facilitating citizen participation and collaboration, influencing urban policies, encouraging open access to information, and providing civic education to empower urban citizens. For almost a decade, Kota Kita has worked in more than 20 cities in Indonesia on a range of projects from small scale urban interventions, city-wide assessments to large-scale strategic planning and

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## Abbreviations

BPS	Badan Pusat Statistik, National Statistic Bureau
CSO	Civil Society Organisations
DPO	Disabled Person's Organization
FGD	Focus Group Discussion
Kecamatan	District, an administrative unit under City / Municipality
Kelurahan	Neighbourhood, an administrative unit under District / kecamatan
Kota	City, an administrative unit under Province
KTP	Kartu Tanda Penduduk, Indonesian citizen identity card
NGO	Non-Governmental Organization
PKK	Pembinaan Kesejahteraan Keluarga, women group in Indonesian community which exists in a neighbourhood to the city level
PMKS	Penyandang Masalah Kesejahteraan Sosial, People with Social Welfare Problems
RT	Rukun Tetangga, a lowest administrative unit of an Indonesian neighbourhood covering around 20-30 households
RW	Rukun Warga, a territorial and administrative ordering system above RT level
UNESCO	United Nations Educational, Scientific and Cultural Organization

## Glossary

<b>Accessibility</b>	Accessibility is any facilities provided for Persons with Disabilities to achieve Equal Opportunity. (Law 8/2016, article 1)
<b>Disability</b>	Disability is an evolving concept, resulting from the interaction between persons with impairments and attitudinal and environmental barriers that hinders their full and effective participation in society on an equal basis with others. (Convention on the Rights of Persons with Disabilities, preamble e)=
<b>Disability Etiquette</b>	Disability etiquette is a set of guidelines to approach persons with disability. Basic disability etiquette include: (1) Ask before you help: do not assume someone needs help just because they have a disability. (2) Be sensitive about physical contact: some PwDs consider their equipment part of their personal space. (3) Think before you speak: always speak directly to the PwDs and not to their caregivers or sign language interpreter. Also respect their privacy by not posing offensive questions.

(4) Make no assumptions: do not make decisions on behalf of PwDs without their consent.

<b>Disabled People's</b>	DPOs are organizations established by and for people with disabilities. They are committed to promote the rights of people with disabilities and improve their lives.
<b>Organizations (DPOs)</b>	Discrimination means any distinction, exclusion, limitation, harassment, or exclusion on the basis of disability, which intends to limit, or has an impact on the limitation or absence of recognition, enjoyment, or implementation of the rights of Persons with Disabilities. (Law 8/2016, article 1)
<b>Discrimination</b>	Layered discrimination is discrimination experienced by women with disabilities on the basis of both their gender and disability, that results in unequal opportunities in their families, communities, and country, in various aspects of life. (Law 8/2016, article 5)
<b>Layered Discrimination</b>	A person with disabilities is any individuals with physical, intellectual, mental, and/ or sensory limitations for a long period of time, who may experience obstacles and difficulties in their interaction with their environment and in participating fully and effectively in society on an equal basis with others. (Law 8/2016, article 1)
<b>Person with Disabilities (PwDs)</b>	Reasonable Accommodation is the appropriate and necessary modifications and adjustments that ensure the enjoyment and implementation of all human rights and fundamental freedoms for Disabled Persons on an equal basis. (Law 8/2016, article 1)
<b>Reasonable Accommodation</b>	"Reasonable accommodation" means necessary and appropriate modification and adjustments not imposing a disproportionate or undue burden, where needed in a particular case, to ensure to persons with disabilities the enjoyment or exercise on an equal basis with others of all human rights and fundamental freedoms. (Convention on the Rights of Persons with Disabilities, article 2)
<b>Rights of Persons with Disabilities</b>	Persons with disabilities have the rights to: life; freedom from stigma; privacy; justice and legal protection; education; employment, entrepreneurship, and cooperative; health; political engagement; religious (freedom); sport; culture and tourism; social welfare; accessibility; public service; protection from disaster; habilitation and rehabilitation; concession; inclusion in data; living independently and being involved in the community; self-expression, communication, and access to information; moving residence and (changing) citizenship; and freedom from discrimination, neglect, abuse, and exploitation.
<b>Universal Design</b>	<p>Universal design means the design of products, environments, programmes and services to be usable by all people, to the greatest extent possible, without the need for adaptation or specialized design. Universal design shall not exclude assistive devices for particular groups of persons with disabilities where this is needed. (Convention on the Rights of Persons with Disabilities, article 2)</p> <p>Universal design is the design of buildings and other facilities that can be used by all people without the need for adjustments or modifications (Regulation of the Minister of Public Works and Housing of the Republic of Indonesia No. 14/PRT/M/2017 on Access Requirements for Building Facilities)</p>

## Background

In 2018, UNESCO and Kota Kita replicated the disability-inclusive participatory data collection in Banjarmasin, South Kalimantan, previously carried out in Surakarta (Solo), Central Java. The project responds to the gap in disability data and aims to inform pro-disability policy making at the city level. From this research, Kota Kita produced two main documents, “Disability-Inclusive City Profile of Banjarmasin” and “Toolbox of Practices and Program Ideas: Disability-Inclusive City Banjarmasin”.

This document, covering toolbox of practices and program ideas for Banjarmasin, is based on findings from the city-wide disability-inclusive participatory data collection initiated in 2018. Research activities included door-to-door census of persons with disabilities in Banjarmasin, as well as interviews, field observation, and focus group discussions with relevant stakeholders in the city.

To support the fulfillment of disability rights, this toolbox provides four key strategies addressing infrastructure accessibility, public awareness, and economic participation. The Toolbox of Practices and Program Ideas is developed based on disability case studies in Banjarmasin, but it is also applicable and adaptable to other cities. This document offers a number of solutions that allow persons with disabilities to empower themselves. Through empowerment and ensuring accessibility, we believe we can make cities more inclusive for all.



# Methodology

This document is based on research findings and recommendations from “Banjarmasin: A Disability-Inclusive City Profile.” This toolbox comprises the following research activities:

## Field Survey

The team completed a city-wide census from August to September 2018 and identified 3,897 persons with disabilities (PwDs) across 1,657 RTs (neighborhood units) in Banjarmasin. The census documented five key aspects, including location, basic information, type and causes of disabilities, access to basic services, mobility and access to public facilities.

## Interviews and Observation

Following the census, the team interviewed 17 stakeholders to further understanding disability issues in Banjarmasin. The team also conducted observations of the city’s public facilities, services, and infrastructure for persons with disabilities.

## Focus Group Discussions (FGDs)

Three series of FGDs were conducted. The first focused on analysing the experience of PwDs in accessing public facilities and services in the city. In the second FGD, the team invited representatives of city government agencies and DPOs to consult on research findings and discuss challenges in fulfilling disability rights. Finally, the team engaged all stakeholders from the first two FGDs to share their views and give input in the development of this toolbox.

## Data Analysis

Findings from the three aforementioned data collection process are analysed through a series of internal workshops amongst team members. The citywide census data is processed and visualised into graphics and maps. Interview and FGD results were compiled, analyzed, and incorporated into Banjarmasin’s Disability-Inclusive City Profile.

## Toolbox and Program Ideas Development

Based on the research and analysis, the team developed a set of toolbox and program ideas. This toolbox highlights key takeaways and recommendations from the Disability-Inclusive City Profile, addressing the importance of access to infrastructure, public awareness, and economic access as pre-conditions to fulfilling disability rights.

## What is Toolbox?

The toolbox is a set of proposed program ideas which serve as alternative solutions to address barriers and challenges faced by persons with disabilities. At least three preconditions are necessary to achieve the status of disability-inclusive city: access to infrastructure, public awareness, and economic access. Considering these factors, this toolbox provides four key action strategies:

1. Mainstreaming disability issues in the city
2. Mobility and connectivity for all
3. Visibility for inclusive development planning
4. Improving livelihood and economic access

The key strategies are then translated into 20 program ideas to cover specific issues, propose actions, and provide case study references. This toolbox can be used by practitioners and is ultimately aimed at helping cities become inclusive for all.

## Why?

Persons with disabilities still struggle to fulfil their needs due to lower mobility, social exclusion, or livelihood insecurity. By providing applicable strategies, this toolbox is designed to ensure equal rights for persons with disabilities by supporting their physical and social mobility, improving economic livelihood, and raising public awareness on disability issues in the city. Using this document as a reference to address the needs and challenges of PwDs will further help City Governments and relevant stakeholders in their mission to become a more inclusive city.

## How was the toolbox developed?

The toolbox of practices and program ideas can only achieve its vision for a disability-inclusive Banjarmasin through collaboration with local authorities, community, service providers, DPOs, PwDs and their caregivers, and other critical stakeholders. Through participatory discussions and learning from best practices in other cities and countries, the toolbox is developed with input and guidance from relevant stakeholders to ensure that it represents a shared vision.

## Who benefits?

The toolbox is intended to help government, practitioners, and relevant stakeholders in implementing appropriate programs and solutions to address disability issues at the city level. Implementing these programs will help improve the accessibility of public facilities and infrastructures, so that persons with disabilities will have greater access to improve their livelihood and equally participate in society.

## Who will be involved?

Building an inclusive city to ensure that persons with disabilities are not left behind requires collective effort. Relevant stakeholders include, but are not limited to, government authorities, PwDs and caregivers, DPOs, CSOs, practitioners and academics, private and business entities, service providers, media and the general public. An interconnected network of multi-stakeholders is required to accomplish each program goal.

- **Governments** can implement programs related to strengthening policy and regulation, providing accessible public facilities and services, supporting rehabilitation process, empowering economic access for PwDs and engaging PwDs in the decision making process to ensure inclusivity.
- **DPOs** can help mainstream disability issues among city stakeholders and the general public, support physical and social mobility, and advocate for the rights of PwDs;
- **CSOs** play a role in empowering PwDs in terms of economic access and livelihoods, conducting studies and research on disability, and advocating for policy advocacy which addressing the needs of PwDs in the development process;
- **Practitioners and academics** can help PwDs with research, knowledge dissemination, and developing tools based on their research;
- **Business sector** can provide employment opportunities, access to reasonable accommodation, and other workplace facilities to ensure safety and accessibility;
- **Media** is crucial to streamline disability issues to push for political advocacy, raise public awareness on disability, influence decision makers, and change public attitudes and behaviors towards disability issues;
- **General public** need to raise awareness on disability issues in their daily lives, with the ultimate goal of ensuring that no person with disabilities are left behind in political, economic, and social activities.

# Key Action Strategies



# Key Action Strategies

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This chapter will focus on four key action strategies to fulfil the rights of PwDs at city level, including awareness raising awareness on the rights of persons with disabilities, mobility and connectivity for all, visibility for inclusive planning and development, and improving livelihood and economic access.

## **1. Awareness Raising on the Rights of Persons with Disabilities**

In raising public awareness on disability, campaigns should take into account two different audiences. First is the general public—i.e. education providers, employers, healthcare providers. The purpose is so they are aware of the rights of PwDs and how they can fulfill them. Second is PwDs themselves; to raise awareness on the rights they're entitled to and how to best advocate it with relevant stakeholders. In order to achieve this objective, PwDs should be included in all awareness-raising initiatives and campaigns as partners and equal member of society. This toolbox provides 7 programs.

## **2. Mobility and connectivity for all**

Accessible infrastructure plays an important role in reducing barriers and increasing mobility for PwDs and, ultimately, in supporting their daily activities. Providing accessible infrastructure will be a crucial first step to creating an inclusive environment for persons with disabilities, where they can have their basic needs fulfilled, fully participate in our society, access public facilities, and take part in economic, social, and cultural activities. Taking into account mobility and connectivity for PwDs in city development planning and its implementation, will help PwDs to become more independent and equal access.

## **3. Visibility for inclusive development planning**

The lack of consistent and comparable data on disability prevents PwDs from being actively involved in the city development planning. Great visibility of PwDs will ensure their involvement in decision-making processes, which will ultimately help them gain more independence in everyday life. The inclusive development planning should ensure PwDs' safety, comfort, and ease in accessing government buildings, settlements, streets, public transportation, public spaces, healthcare centers, education facilities, workplace, public events, and many more.

## **4. Improving livelihood and economic access**

Economic empowerment for PwDs means improving their livelihood. This can be achieved by capacity building, preparing PwDs for different career options, and providing training to hone their skills in order to meet market demand or become entrepreneurs.

# Toolbox & Program Ideas



# Toolbox & Program Ideas

The toolbox proposed in this section is an elaboration of the three key action strategies from the previous section. The toolbox aims at addressing various issues in Banjarmasin.

## Awareness Raising on the Rights of Persons with Disabilities

### 1. Mainstreaming disability issues through media campaign

#### Issues

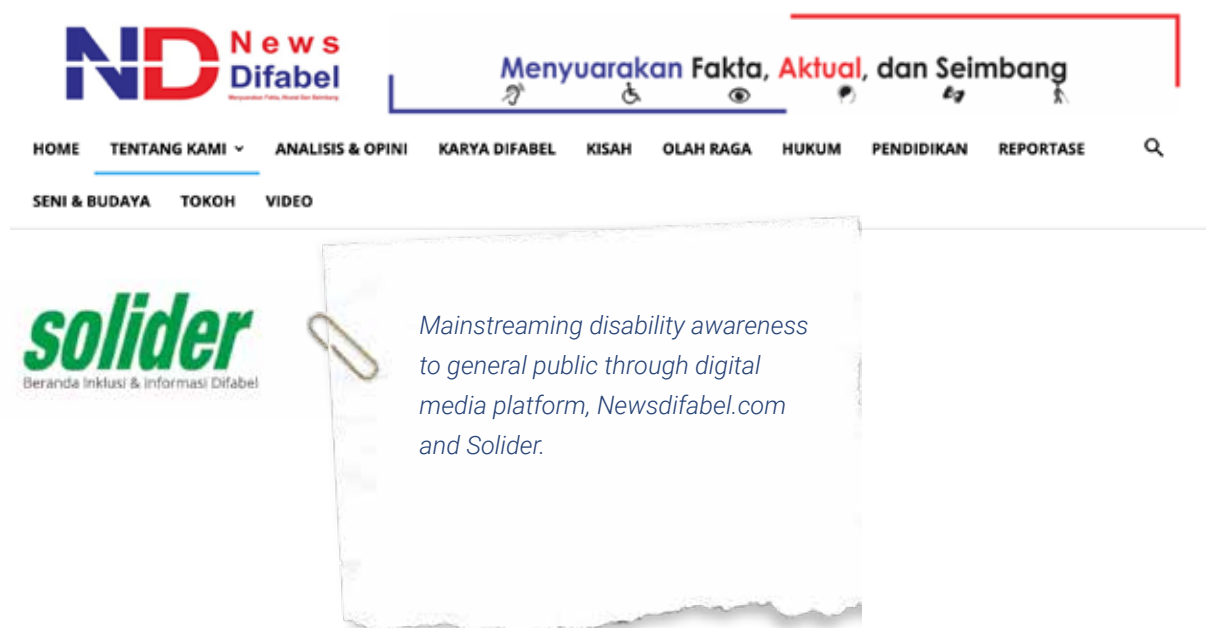
- Due to the societal prejudice and stigma against PwDs, many of them remain invisible in their community, which contributes to the lack of access to education, employment, healthcare, and other basic services.
- Lack of access to information, and the lack of availability of supporting facilities and services, hinders PwDs' participation in political, economic, social, and cultural activities.
- Although the enacted legislation addresses equal opportunities, the protection and fulfillment of disability rights, and the elimination of discrimination against PwDs, disability issues remain on the back burner when it comes to development programs.
- Lack of awareness of disability issues among policymakers, practitioners, and other stakeholders. Awareness raising campaigns need to be aligned with and complement the existing inclusivity policies and programs. Support from all groups of stakeholders is crucial to bring long-term changes in society.

No	Proposed Actions	Objectives	Stakeholders
1.	Promoting disability-related content in various public events and publication platforms i.e. social media, local and national mass media, radio and television	<ul style="list-style-type: none"> <li>• To raise awareness on disability issues and the rights of PwDs</li> <li>• To encourage PwDs to articulate their aspirations and ideas</li> <li>• To break stereotypes and destigmatize PwDs</li> <li>• To influence public opinions on disability; that instead of pity, PwDs deserve our empathy and respect.</li> </ul>	<ul style="list-style-type: none"> <li>• Department of Communication and Information</li> <li>• National and local mass media, radio, and television</li> <li>• DPOs and CSOs</li> </ul>
2.	Leveraging access to information for PwDs on an equal basis with others	<ul style="list-style-type: none"> <li>• To ensure the rights of PwDs fulfilled to the greatest need</li> <li>• To encourage the full inclusion and active participation of PwDs in society</li> </ul>	<ul style="list-style-type: none"> <li>• Department of Public Works</li> <li>• Population and Registration Agency</li> <li>• Department of Social</li> <li>• Department of Health</li> <li>• DPOs and CSOs</li> </ul>

3.	Strengthening the capacity of DPOs, particularly their advocacy skills, in order to promote disability as human rights issues	<ul style="list-style-type: none"> <li>• To encourage DPOs to become more influential civil society actors</li> <li>• To increase PwDs' participation in policymaking processes and other social activities</li> <li>• To improve protection of PwDs rights</li> </ul>	<ul style="list-style-type: none"> <li>• DPOs</li> </ul>
4.	Reaching out to social media influencers key opinion leaders	<ul style="list-style-type: none"> <li>• To influence others because of their authority, knowledge, position or relationship with their network</li> </ul>	<ul style="list-style-type: none"> <li>• Macro and micro social media influencers</li> <li>• Community leaders/ public figures</li> <li>• Religious leaders</li> <li>• Disability advocates,</li> <li>• Youth/Women group leaders</li> </ul>

### Case study reference

1. Komunitas Sahabat Difabel Banjarmasin' is a local youth organization aiming to raise awareness on disability issues and promote inclusion by posting disability-related content on their social media accounts.
2. Newsdifabel.com is a publication run by persons with disabilities. The publication aims to mainstreaming disability issues as well as encouraging persons with disabilities to participate in the newsroom.





## 2. Introducing and promoting disability etiquette

### Issues

- Persons without disabilities that have little to no experience in interacting with PwDs may be confused as to how they should communicate with them.. They do not have sufficient information on the correct terms, expressions, or reaction to use or have in their interaction with PwDs.
- The use and normalization of offensive words can create false perceptions on PwDs. Prejudice against PwDs perpetuates a vicious cycle of shame, low self-esteem, and overall social exclusion.
- While disability etiquette may seem like common sense to PwDs and caregivers, it may not be as obvious to others.
- PwDs often lose their opportunity to speak up in decision making processes because persons without disabilities tend to speak on their behalf.

No	Proposed Actions	Objectives	Stakeholders
1.	Disseminating information about disability etiquette in an interactive way (comic posters, video, etc) to schools	<ul style="list-style-type: none"> <li>• Early introduction in schools help raise children’s awareness of the varied abilities with which their peers live</li> <li>• To encourage everyone at school to support, accept, and appreciate all students regardless of their differences</li> </ul>	<ul style="list-style-type: none"> <li>• Department of Education</li> <li>• Schools</li> <li>• DPOs</li> </ul>
2.	Providing training on disability etiquette for service providers, from both public and private sectors <ul style="list-style-type: none"> <li>• Teachers in inclusive schools</li> <li>• Medical practitioners in healthcare centers</li> <li>• Receptionists in government agencies, state-owned enterprises, and private companies</li> </ul>	<ul style="list-style-type: none"> <li>• To encourage service providers to be mindful and considerate, and to better understand the disability etiquette so PwDs can feel welcome and more comfortable in accessing their services.</li> </ul>	<ul style="list-style-type: none"> <li>• Department of Communication and Information</li> <li>• Department of Social Affairs</li> <li>• Education and healthcare service providers</li> <li>• Other government institutions</li> <li>• DPOs</li> </ul>
3.	Facilitating sign language courses for the general public	<ul style="list-style-type: none"> <li>• Using the ‘learning by doing’ method, the workshop will support a community of learners in understanding, appreciating, and being respectful towards each other.</li> </ul>	<ul style="list-style-type: none"> <li>• DPOs</li> <li>• CSOs</li> </ul>
4.	Facilitating a workshop on an inclusive space	<ul style="list-style-type: none"> <li>• To share knowledge and experience on communicating and interacting with PwDs with proper etiquette.</li> </ul>	<ul style="list-style-type: none"> <li>• DPOs</li> <li>• CSOs</li> <li>• Government</li> </ul>

## Case study reference

1. During 2018 Asian Para Games, Ministry of Social Affairs and Ministry of Communication and Information circulated videos and distributed posters on the right ways to interact with PwDs.
2. Learning the Indonesian Sign Language (BISINDO) movement is organized weekly by Gerkatin Banjarmasin in collaboration with Komunitas Sahabat Difabel Banjarmasin in Taman Siring Tendeau Banjarmasin.



*Promoting deaf culture, the sign language in everyday life through alternative media - a coffee cup in Kopitul or Kopi Tuli Jakarta.*

## 3. Engaging persons with disabilities in public events or activities

### Issues

- Prejudiced behaviors towards PwDs excludes them from the community.
- Social exclusion and discrimination are mainly caused by the public's overall fear of disability—treating disability as a curse or infectious disease—the shame and embarrassment among families of PwDs, society's underestimation of PwDs' ability and intelligence, and normalized ignorance.
- Pervasive discrimination, from physical assaults to neglect, put PwDs' lives at a disadvantage, for example dropping out of school, unemployment, and lifelong isolation—despite government's efforts to providing accessible infrastructures and public facilities.

No	Proposed Actions	Objectives	Stakeholders
1.	Engaging PwDs in community meetings, youth forums, and women forums in neighbourhood	<ul style="list-style-type: none"> <li>• To acknowledge PwDs as equal members of society</li> <li>• To boost confidence among PwDs and encourage their participation in community</li> <li>• To amplify PwDs' voices</li> <li>• To ensure equal treatment for PwDs in various political, economic, social, and cultural activities</li> </ul>	<ul style="list-style-type: none"> <li>• Department of Communication and Information</li> <li>• National and local mass media, radio, and television</li> <li>• DPOs and CSOs</li> </ul>

2.	Providing inclusive access to public events, including: <ul style="list-style-type: none"> <li>• Accessible entrances</li> <li>• Routes to public spaces</li> <li>• Designated parking areas for PwDs</li> <li>• Running text information</li> <li>• Sign language interpreter</li> <li>• Accessible washrooms, etc.</li> </ul>	<ul style="list-style-type: none"> <li>• To create and maintain inclusion of PwDs in social settings</li> <li>• To treat all people with equal respect, regardless of disability</li> </ul>	<ul style="list-style-type: none"> <li>• Department of Public Works</li> <li>• Population and Registration Agency</li> <li>• Department of Social</li> <li>• Department of Health</li> <li>• DPOs and CSOs</li> </ul>
3.	Encouraging PwDs to participate in meetings at the city level	<ul style="list-style-type: none"> <li>• To involve PwDs in decision making processes of the city planning</li> <li>• To address their needs and rights</li> </ul>	<ul style="list-style-type: none"> <li>• Local Development Planning Agency</li> <li>• Department of Social Affairs</li> <li>• Other government institutions</li> <li>• DPOs</li> </ul>

### Case study reference

1. PPRBM (Pusat Pengembangan dan Latihan Rehabilitasi Para Cacat Bersumberdaya Masyarakat) or CBR-DTC (community-based rehabilitation, development and training center) and Indonesian Corruption Watch organized a workshop on understanding the APBD (Local Budget) for persons with disabilities in Solo, in 2019. This workshop aimed to help PwDs in addressing their needs in the budgeting process of city planning.
2. Perkumpulan IDEA advocated for PwDs' involvement in village planning and budgeting meetings in Yogyakarta.



*Risnawati Utami, a member of UN's Committee on the Rights of Persons with Disabilities (CRPD) for the 2019-2022 period, speaking at the Mayor Symposium, Civic Engagement 4.0 in Solo, August 2019.*

## 4. Regular community events or meetings to promote universal design principles Issues

### Issues

- Banjarmasin and other cities in Indonesia have been working on providing accessible design and facilities, but in order for it to succeed support from local communities and disability advocates is required.
- Misconception on Universal Design – that it benefits only a few members of society such as PwDs and senior citizens, when in fact it promotes inclusivity for all members of society.
- Facilities provided for PwDs, such as guiding blocks and ramps, tend to be used by persons without disabilities for other purposes. Moreover, due to lack of awareness among society and the government, the maintenance of these facilities is often neglected.
- Universal Design (UD) principles so far has only been promoted among advocates and relevant stakeholders in the process of building infrastructures and facilities, when it should also be promoted among local communities and the general public in order to create an inclusive neighborhood and environment.

No	Proposed Actions	Objectives	Stakeholders
1.	Organizing community meetings at the sub district/ neighborhood level to introduce the UD principles and inclusive environment.	<ul style="list-style-type: none"> <li>• To promote UD principles broadly in community, so people know it when they see it</li> <li>• To raise community awareness on disability issues</li> <li>• To engage community in building an inclusive neighborhood for PwDS</li> </ul>	<ul style="list-style-type: none"> <li>• Public Work Department</li> <li>• Neighborhood leaders</li> <li>• Community in neighborhood</li> </ul>

### Case study reference

The Center of Social Rehabilitation for Physical Disabilities (Balai Besar Rehabilitasi Sosial Bina Daksa/BBRSBD) of Surakarta, Central Java, in partnership with KOODI Korea, provided a training on Community Based Rehabilitation (CBR) for local community in Bantul Regency, Yogyakarta. This training aimed to build the capacity of the community by establishing community-based medical integration, equal opportunities, and physical therapy rehabilitation for persons with disabilities.



*Ahmad Riyad, a Secretary of Indonesia Disabled People's Association (PPDI) chapter Banjarmasin, shared his experience on living as a person with physical disability in Banjarmasin. Photo taken at Disability-Inclusive City: Focus Group Discussion, November 2018.*

## 5. Empowering family with disabled family member

### Issues

- Family plays a major role in development of the intimate and social life of its members.
- Caregivers can easily feel overwhelmed with the day-to-day work and responsibilities, resulting in mental fatigue if not treated properly.
- Not all families with disabled members have equal access to information and public facilities and services.
- Families with members that have disabilities tend to keep them at home and hide them from society, exacerbating their social exclusion.
- Families living with persons with mental disabilities are more likely to put them in separate living space, neglecting their safety. Since Banjarmasin is vulnerable to fire hazards, it may put PwDs' lives at a great risk.

No	Proposed Actions	Objectives	Stakeholders
1.	Facilitating a meeting or training between caregivers and healthcare professionals	<ul style="list-style-type: none"> <li>• To properly guide and train caregivers in providing care for their disabled family members, and understanding their disabled family members' development needs and rights</li> <li>• To help families build confidence in their disabled family members, assisted by professionals</li> </ul>	<ul style="list-style-type: none"> <li>• Department of Health</li> <li>• Community, religious, or women groups in the neighbourhood</li> <li>• DPOs</li> <li>• Families with PwDs</li> </ul>
2.	Facilitating an online and/ or offline support group for families with disabled members and other caregivers	<ul style="list-style-type: none"> <li>• To encourage families to accept the situation</li> <li>• To share experience in how to cope with certain circumstances</li> <li>• To encourage families and caregivers to open up about their struggles, feelings, and exchange information on disabilities</li> </ul>	<ul style="list-style-type: none"> <li>• Community, religious, or women group in neighbourhood</li> <li>• DPOs</li> <li>• Families with PwDs</li> </ul>

### Case study reference

FORKUASBI isa local forum of parents with children with disabilities that focuses on sharing information on how to treat children with disabilities. They are also trying to reach more urban poor families with disabled members as they have minum access to information.

## 6. Awards and incentives for inclusive initiatives at city level

### Issues

- Physical and attitudinal barriers prevent PwDs from fully participating in their communities.
- Initiatives that significantly contribute to improving the outcomes for PwDs should be fostered and appreciated to show what is possible. These initiatives can later be adapted in other programs at neighbourhood/city/national level.

No	Proposed Actions	Objectives	Stakeholders
1.	<p>Facilitating inclusive-neighbourhood awards in the areas of:</p> <ul style="list-style-type: none"> <li>• Changing community attitudes</li> <li>• Improving public facilities and infrastructures</li> <li>• Promoting disability etiquette</li> <li>• Increasing active and full participation of PwDs in their communities</li> <li>• Initiating equal-opportunity programs to empower PwDs</li> <li>• Creating a safer environment for PwDs</li> <li>• Prevention of violence against women with disability</li> </ul>	<ul style="list-style-type: none"> <li>• To acknowledge and celebrate the various contributions by PwDs and allies towards an inclusive community</li> <li>• To break stereotypes of PwDs and reduce attitudinal barriers to social, economic, and civic participation</li> <li>• To promote inclusivity and the rights of PwDs</li> <li>• To help support the physical and social mobility of PwDs</li> </ul>	<ul style="list-style-type: none"> <li>• City governments</li> <li>• Individuals (disability advocates, social workers, caregivers)</li> <li>• Community leaders</li> <li>• Disability service providers</li> <li>• Private sector</li> <li>• CSOs</li> </ul>

### Case study reference

The Victorian Disability Awards recognize and honor the achievements and contributions of individuals, teams, and organisations, in providing support, leadership, advocacy, service, and education to increase the social, economic, and civic participation of people with disabilities in Victoria.



*Nazim Erdem OAM (right) from Spire (Spinal Injury Resource and Support Network), was awarded the Emerging Leader Award at the 2018 Victorian Disability Awards. His contribution in supporting and encouraging people with a spinal cord injury to develop positive expectations of life is a huge achievement.*

## 7. Celebrating disability to raise awareness

### Issues

- Many PwDs remain invisible in society.
- Lack of understanding of disability issues and public awareness on equal rights in many aspects including the social, economic, political and cultural.
- Many PwDs find it difficult to have a space to express their abilities.

No	Proposed Actions	Objectives	Stakeholders
1.	<p>Promoting and celebrating days that celebrate disabilities:</p> <ul style="list-style-type: none"> <li>• World Down Syndrome Day (March 21);</li> <li>• World Autism Awareness Day (April 2);</li> <li>• World Mental Health Day (October 10);</li> <li>• World Sight Day (October 14);</li> <li>• International Day of Persons with Disabilities (December 3); and</li> <li>• Human Rights Day (December 10).</li> </ul>	<ul style="list-style-type: none"> <li>• To raise awareness on disability issues and equal rights in every aspect of life including the social, economic, political, and cultural.</li> <li>• To encourage government and relevant stakeholders to fulfil disability rights and needs at the city level.</li> </ul>	<ul style="list-style-type: none"> <li>• Department of Social Affairs</li> <li>• DPOs</li> <li>• Local NGOs</li> <li>• Private Company</li> <li>• Mass media</li> </ul>
2.	<p>Alternative programs to showcase PwDs' abilities:</p> <ul style="list-style-type: none"> <li>• Talent day for PwDs: an event where artists and talents with disabilities can perform</li> <li>• A series of art workshops for PwDs, including painting, theatrical, music, dance.</li> <li>• Collaborative performance between PwDs and persons without disabilities</li> <li>• Talkshows on disability where everyone with various backgrounds are welcome, but especially PwDs</li> </ul>	<ul style="list-style-type: none"> <li>• To boost the confidence in PwDs and provide a space where PwDs can interact with persons without disabilities</li> <li>• To raise people's awareness on disability issues</li> <li>• To provide an opportunity to showcase PwDs' talents in the field of Sport, Arts and Entertainment</li> </ul>	<ul style="list-style-type: none"> <li>• Department of Social Affairs</li> <li>• DPOs</li> <li>• Local NGOs</li> <li>• Private Company</li> <li>• Art Workers</li> <li>• Mass media</li> </ul>

### Case study reference

Banjarmasin has started promoting International Day of PwDs on December 3rd, 2018. The event consisted of the Declaration of Child Inclusion Ambassador (Deklarasi Duta Anak Inklusi), theater performances by PwDs, the launch of Inclusive City of Banjarmasin blueprint, and wheelchair convoy for PwDs. The event was held in collaboration with the 6th Urban Social Forum, an annual event that provides an open and inclusive space for knowledge exchange, new ideas, and networking among CSOs, activists, academics, and students working on pressing urban issues (See more on: <https://urbansocialforum.or.id/>)



*International Day of PwDs Event in Banjarmasin  
(Left to right) SAPDA Director, Mayor of Banjarmasin, Lecturer of Special Needs Education Program in University Lambung Mangkurat, Kota Kita, and Kaki Kota Banjarmasin*

# Mobility and Connectivity for All





## 8. Basic infrastructure: road network

### Issues

- Infrastructure development tends to focus more on the city center, overlooking access within the neighbourhoods to public facilities nearby.
- PwDs are less mobile and highly dependant on their caregivers due to lack of adequate facilities and infrastructure in the city. Bridges are in poor condition, guiding blocks are non-existent, and the design of the roads do not accommodate the mobility of PwDs. These factors ultimately discourage PwDs to participate in activities outside their homes.
- Fragmented road network causes PwDs to be further marginalized and excluded, preventing them to be more independent and empowered.

No	Proposed Actions	Objectives	Stakeholders
1.	Providing accessible routes from residential areas to public facilities in the neighborhood, such as: parks and playgrounds, neighborhood markets, health centers, and government buildings.	<ul style="list-style-type: none"> <li>• To encourage physical and social mobility of Pwds in performing their daily activities</li> </ul>	<ul style="list-style-type: none"> <li>• Government</li> <li>• Private Sectors/ Corporate Social Responsibilities program</li> </ul>
2.	Designing accessible routes for PwDs at every public facility from the parking area to the building's entrance	<ul style="list-style-type: none"> <li>• To facilitate PwDs in accessing government offices/public services in the city</li> </ul>	<ul style="list-style-type: none"> <li>• Government</li> <li>• Private Sectors/ Corporate Social Responsibilities program</li> <li>• Other service providers</li> </ul>
3.	Providing pelican crossings for PwDs that meet the safety requirements (equipped with speakers and location information in braille)	<ul style="list-style-type: none"> <li>• To facilitate PwDs in accessing transportation facilities</li> <li>• To support their mobility</li> </ul>	<ul style="list-style-type: none"> <li>• Government</li> <li>• Private Sectors/ Corporate Social Responsibilities program</li> </ul>

### Case study reference

The program pitch aiming to transform the residential area with the highest number of PwDs in Banjarmasin into a comprehensively accessible and inclusive neighborhood through a citizen-driven process, was awarded one of the ten winners of the Transformative Urban Mobility Initiative (TUMI) Global Mobility Challenge 2019, which was announced on May 21st at the TUMIVolt Conference in Leipzig, Germany. The winning project will receive a grant of up to 200,000 Euros along with technical assistance to turn this idea into a working program. The project is a collaboration between Kota Kita Foundation, Asian Development Bank, Government of Banjarmasin, and local partner Kaki Kota Banjarmasin.



The project proposed by Kota Kita Foundation, ADB, Government Banjarmasin, and Kaki Kota Banjarmasin is one of the winners of 2019 Transformative Urban Mobility Initiative (TUMI) Global Urban Mobility Challenge.

## 9. Making public transportation systems accessible

### Issues

- Public transportation in Indonesian cities including Banjarmasin remains inaccessible for PwDs.
- Mobility barriers become one of the main obstacles in achieving inclusivity, as they limit PwDs' movement, resulting in further social exclusion from society.
- Improving the accessibility of public transportation means improving PwDs' mobility and access to school, workplace, healthcare facilities, traditional market, recreation, and many more.

No	Proposed Actions	Objectives	Stakeholders
1.	<ul style="list-style-type: none"> <li>• Providing access to three-wheel motorbike taxis (ojek) to accommodate PwDs, especially PwDs who use the wheelchair.</li> <li>• Providing access to modify PwDs' own motorcycles into a three-wheel motorcycle that meets the safety standard</li> </ul>	<ul style="list-style-type: none"> <li>• Three-wheel motorbikes allow PwDs to be mobile. They can also integrate their wheelchair into the motorbike when driving.</li> </ul>	<ul style="list-style-type: none"> <li>• Department of Social Affairs</li> <li>• Automotive Companies</li> <li>• DPOs</li> </ul>

2.	Designing accessible car taxis for PwDs.	<ul style="list-style-type: none"> <li>• Car taxis serve as an alternative transportation mode. They prove to be more flexible compared to other public transportation.</li> <li>• It supports PwDs' mobility, especially for those who cannot access other public transportation.</li> </ul>	<ul style="list-style-type: none"> <li>• Department of Social Affairs</li> <li>• Automotive Companies</li> <li>• DPOs</li> </ul>
3.	Providing and encouraging inclusive driving license for PwDs and driving test procedures.	<ul style="list-style-type: none"> <li>• Driving license type D is designed strictly for PwDs, provided for PwDs who want to drive.</li> </ul>	<ul style="list-style-type: none"> <li>• Department of Social Affairs</li> <li>• Police Department</li> <li>• Automotive Companies</li> <li>• DPOs</li> </ul>

### Case study reference

1. PwDs in Yogyakarta came up with Difa Bike, a three-wheel motorbike taxi, in an attempt to provide inclusive access to transportation.
2. PPRBM Solo conducted a workshop for public, in which mechanics built modified three-wheel motorbikes for PwDs.



*Dife Bike, an alternative inclusive transportation option run by persons with disabilities for all.*

## 10. Citywide assistive systems to support mobility

### Issues

- PwDs have limited mobility due to inconsistent support chains for travel. Family is the main support system to help PwDs with their mobility.
- Lack of support for PwDs' mobility leads to social exclusion, preventing them from interacting with others and performing their daily activities.
- Providing a citywide assistive system to support PwDs' mobility remains crucial, and it needs to scale up in order for PwDs' to become more independent.

No	Proposed Actions	Objectives	Stakeholders
1.	Providing free access to wheelchairs in public facilities for PwDs and senior citizens	<ul style="list-style-type: none"> <li>• To support PwDs and senior citizens' mobility</li> <li>• To improve access to public facilities</li> </ul>	<ul style="list-style-type: none"> <li>• Government, private sectors and all public service providers: bank, bus and train station, park, health center, police station, etc.</li> </ul>
2.	Providing assistive persons and sign language interpreter to help PwDs in accessing public services and facilities		
3.	Providing PwDs with assistive aids such as hearing aids, walker, wheelchair, etc. especially for those who can't afford it	<ul style="list-style-type: none"> <li>• To improve PwDs' mobility, especially those who can't afford it, which will improve their wellbeing</li> </ul>	<ul style="list-style-type: none"> <li>• Department of Social Affairs</li> <li>• Assistive product providers</li> </ul>
4.	Providing braille typing machine and information boards in braille in public facilities	<ul style="list-style-type: none"> <li>• To improve access for persons with visual impairments to public facilities</li> </ul>	<ul style="list-style-type: none"> <li>• Department of Social Affairs</li> <li>• Transportation Department</li> </ul>

### Case study reference

An Intelligent Transportation System (ITS) technology is a program aiming to integrate vehicles, infrastructure, and pedestrians, into a communicative and collaborative information technology to improve travel safety and vehicular throughput, and reduce fuel consumption and greenhouse gas emissions. This program was run by the U.S. Department of Transportation (USDOT) initiative, co-led by the Federal Highway Administration (FHWA) and Federal Transit Administration (FTA), with support from the Intelligent Transportation Systems (ITS) Joint Program Office (JPO) and other Federal partners.



*Batik Solo Trans (BST) shelter for persons with disabilities.*

## 11. Orientation and mobility training for persons with visual impairment

### Issues

- In Banjarmasin, there is no rehabilitation center in the city to help persons with visual impairments to improve their spatial orientation.
- From 317 persons with visual impairment in Banjarmasin, only 15 have registered and trained in rehabilitation centers, meaning more than 95% have yet to access rehabilitation centers.
- O&M training will help persons with visual impairment better understand the spatial context of their environment. The program will empower persons with visual impairments and help them become more independent in their mobility.

No	Proposed Actions	Objectives	Stakeholders
1.	Conducting O&M training in residential areas	<ul style="list-style-type: none"> <li>• To facilitate persons with visual impairments in getting familiar with their neighborhood including parks, public offices, public health facilities, and other facilities</li> </ul>	<ul style="list-style-type: none"> <li>• Rehabilitation center for persons with visual impairment</li> <li>• Department of Social Affairs</li> <li>• DPOs</li> </ul>
2.	Conducting O&M training that focuses on the spatial context of the public services and facilities at the city level	<ul style="list-style-type: none"> <li>• To help PwDs better understand their city's facilities and public services</li> </ul>	<ul style="list-style-type: none"> <li>• Rehabilitation center for persons with visual impairment</li> <li>• Department of Social Affairs</li> <li>• DPOs</li> </ul>

### Case study reference

The rehabilitation centre "Bakti Candrasa" in Solo, a rehabilitation center for persons with visual impairment, regularly held Orientation and Mobility activities where their students are trained and encouraged to explore the city. This activity helps students with visual impairment recognize their environment and the city, as well as identify whether the area is accessible or inaccessible for them.



*Learning O&M training in Bakti Candarasa rehabilitation centre to heighten the persons with visual impairment's sense and improve their confidence and independence to partake in everyday life.*

# Visibility for Inclusive Development Planning



## 12. Participatory data collection

### Issues

- Negative stigma among PwDs inhibits their social interaction, preventing them from participating in data collection and getting access to public facilities and services.
- By collecting vital socio-economic and demographic data at the smallest administrative division level, and compiling it into a citywide dataset that will later be mapped, residents and policymakers are able to visualize concentrations of poverty, low public service delivery, and other socio-economic indicators such as housing, density, and proximity to various public services.

No	Proposed Actions	Objectives	Stakeholders
1.	Conducting participatory data collection for persons with disabilities at the city level	<ul style="list-style-type: none"> <li>• To document PwDs and include them in government's dataset</li> <li>• To develop appropriate intervention based on data-driven analysis of the current situation, in order to fulfill the rights of PwDs</li> </ul>	<ul style="list-style-type: none"> <li>• Department of Social Affairs</li> <li>• DPOs</li> <li>• Neighborhood/RW/ RT leader</li> </ul>

### Case study reference

Participatory data collection process conducted by UNESCO and Kota Kita in 2018 can be an optimal strategy to document persons with disabilities in Banjarmasin. The process engaged persons with disabilities directly into the research, allowing them to participate in the process, answer questions, and express their opinions about the barriers and problems they faced in life. The process of participatory data collection was conducted by going door-to-door in each neighborhood (RT), the smallest administrative level. Using geo-tagging and real-time survey apps – e.g. ODK Collect – 50 volunteers managed to document 3,897 persons with disabilities in 1,657 RTs within 4 weeks. The number was almost twice as much as that from official government data.



*The use of digital survey apps in participatory data collection process.*

## 13. Digital repository of disability data

### Issues

- Lack of consistent and comparable data on disability from official sources—for example Badan Pusat Statistik (BPS). Outdated datasets hinder effective development planning and policy making.
- Lack of reliable, disaggregated, and fit-for-purpose data, which is essential for the design, implementation and evaluation of any policy that promotes social inclusion of vulnerable groups, including persons with disabilities.
- Keeping disability data up-to-date is crucial to improve public services and accessibility, and to effectively fulfil the rights of persons with disabilities. When this information is cross-checked or compared with other datasets, policymakers gain more valuable insights.

No	Proposed Actions	Objectives	Stakeholders
1.	Sharing the disability data to enterprises	<ul style="list-style-type: none"> <li>• To improve PwDs' access to training, internship, and employment.</li> </ul>	<ul style="list-style-type: none"> <li>• Manpower Agency</li> <li>• Private Sectors</li> <li>• DPOs</li> </ul>
2.	Updating employment index and database of job-seeking PwDs in Banjarmasin	<ul style="list-style-type: none"> <li>• To inform the workforce about PwDs and their employment status</li> </ul>	<ul style="list-style-type: none"> <li>• Manpower Agency</li> <li>• DPOs</li> </ul>
3.	Providing information about job opportunities through both online and offline platforms	<ul style="list-style-type: none"> <li>• To facilitate PwDs in accessing transportation facilities</li> <li>• To support their mobility</li> </ul>	<ul style="list-style-type: none"> <li>• Manpower Agency</li> <li>• DPOs</li> <li>• State owned enterprises</li> <li>• Private Sectors</li> </ul>

### Case study reference

When crossed-checked with the dataset of the General Election Commissions in Banjarmasin, Kota Kita's data proved to help improve the number of persons with disabilities eligible to vote in the 2019 Indonesian Election. Another example is by sharing the disability data with private companies in order to improve persons with disabilities' access to training, internship, and employment.

## 14. Implementation of universal design in building code

### Issues

- A common misconception is regard Universal Design as a design trend, and to overlook its contribution to the safety, comfort, and usability aspects for the users, including and especially PwDs.
- Another common misconception is that Universal Design is too idealistic and expensive to implement.
- Banjarmasin, particularly the city center, has addressed the needs of PwDs by installing guiding blocks, ramps, and handrails on the sidewalks and buildings. However, their design does not necessarily accommodate the need of PwDs because they have yet to adopt the Universal Design (UD) principles.
- There is no synchronization between the design, planning, construction, and maintenance of public infrastructure.



No	Proposed Actions	Objectives	Stakeholders
1.	Providing training and workshop to introduce UD principles for professional development planning agencies	<ul style="list-style-type: none"> <li>To provide comprehensive guide consisting of best practice on how to design, build, and manage buildings and spaces according to UD principles, so they can be accessed and used by everyone, regardless of age, size, and ability</li> <li>To promote UD principles among professional urban planners/designers</li> </ul>	<ul style="list-style-type: none"> <li>Department of Public Works</li> <li>Professional Architect Association</li> <li>Professional Urban Planning Organisation</li> <li>Urban and Development Contractor</li> </ul>
2.	Applying UD Principles as a guideline to develop infrastructures and facilities at the city level	<ul style="list-style-type: none"> <li>To create inclusive and accessible infrastructures and facilities for all</li> </ul>	
3.	Setting up regulation (i.e. Mayor Decree/City Law) to be the legal basis for UD Principles implementation in building and development code	<ul style="list-style-type: none"> <li>To urge relevant stakeholders to implement UD principles in building and development process</li> <li>To increase adoption of universal design</li> </ul>	
4.	City government promotes UD principles by giving incentives/ rewards to professional urban planners who implement UD	<ul style="list-style-type: none"> <li>To encourage practitioners to implement government's regulation about UD Principles</li> </ul>	
5.	City government gives sanctions to professional urban planners who refuse to implement UD principles in their	<ul style="list-style-type: none"> <li>As a deterrent effect for practitioners who refuse to implement UD principles in their work</li> </ul>	
6.	Link any national or international infrastructure development plans for the city	<ul style="list-style-type: none"> <li>To synchronize relevant plans and ensure they promote inclusivity</li> </ul>	

### Case study reference

The City of Surakarta, Central Java Province, has started to provide references for planning and development activities, technically directing how the planning and construction of an inclusive and accessible infrastructure for all. The regulation consists of a series of articles detailing spatial urban planning, including how to build accessible facilities and infrastructures at the city level. This regulation laid the groundwork for City Regulation on Equal Rights for Persons with Disabilities No 2/2008.



*The public market, Pasar Tanggul, in Solo features an inclined moving walkaway.*

## 15. Developing partnerships with various professional associations to provide accessible infrastructures and facilities at the city level

### Issues

- Lack of cooperation among stakeholders, resulting in sporadic and incohesive social initiatives.
- Providing accessible infrastructures is not strictly the responsibility of the city, but also professional urban development associations. Their support for the government is critically important.
- Collaborations with professional urban planning and development associations will provide insights and ideas on development planning critically important.
- Government should share their programs on inclusive infrastructures at the city level with professional urban development associations and the areas to which they can contribute.

No	Proposed Actions	Objectives	Stakeholders
1.	Holding regular meetings and discussions with professional urban development associations	<ul style="list-style-type: none"> <li>• To discuss the city's requirements for inclusive infrastructure for PwDs</li> </ul>	<ul style="list-style-type: none"> <li>• Department of Public Works</li> <li>• Indonesian Architects Association</li> <li>• Indonesian Urban Planners Association</li> </ul>
2.	Embedding UD principles in the curriculum for architecture, urban planning, and civil engineering schools in the city	<ul style="list-style-type: none"> <li>• To educate and enrich student's knowledge about UD principles and implementation</li> </ul>	<ul style="list-style-type: none"> <li>• Department of Architecture and Urban Planning (University)</li> <li>• Civil Engineering Department (University)</li> <li>• Department of Education</li> </ul>

### Case study reference

Association of Consultants in Access, Australia (ACAA) is an Australian membership-based professional association for people working to achieve accessibility in the built environment for all. ACAA foster, influence, and contribute to: (a) government, industry, and community policies, codes, regulations and practice; (b) education and training of built environment designers and related practitioners; (c) informed, skilled and responsible practice of access consultancy; (d) research on built environmental accessibility and practice related to it; and (e) knowledge within the government, industry, and the community on accessibility and disability.

## 16. Providing support systems for persons with disabilities in accessing public services

### Issues

- Lack of options and appropriate support has led to exclusion for persons with disabilities, as they are often treated as passive recipients of assistance.
- Inaccessible physical environment and lack of information and communication signs, hinder PwDs from accessing public services.
- This condition causes PwDs to be further marginalized in society.
- Support system for PwDs in accessing public services is required in order to help them gain access to public services on an equal basis with others.
- The government, as a basic service provider should provide accessible support system for all types of disabilities, including women and children with disabilities, and fulfill their rights.

No	Proposed Actions	Objectives	Stakeholders
1.	Providing information board with running text	<ul style="list-style-type: none"> <li>• To help persons with disabilities, particularly persons with hearing impairment, to clearly understand the situation at hand. Ideally, every public service has to provide a clear and inclusive information system for all</li> </ul>	<ul style="list-style-type: none"> <li>• Department of Information and Communication</li> <li>• Banks, health centers, religious centers, and other public service providers</li> <li>• Private sectors</li> </ul>
2.	Providing accessible queue for PwDs, not for the intention to separate them from the others, but rather because some PwDs need the support to access services e.g. health care, banks, government services.	<ul style="list-style-type: none"> <li>• To help PwDs in accessing public services on an equal basis with others</li> </ul>	<ul style="list-style-type: none"> <li>• Public service providers</li> <li>• Bank, health centers, religious centers, and other public service providers</li> </ul>
3.	Running a “Teach the Teachers” program, where teachers in inclusive schools can learn from teachers in school for children with special needs	<ul style="list-style-type: none"> <li>• To train teachers so they can interact better with students with disabilities; so they can understand and accept the various abilities of their students; so they can develop teaching materials and tools to accommodate the teaching process, etc.</li> <li>• To develop the capacity of teachers in inclusive schools. They have less experience in teaching students with disabilities, compared to teachers in special needs school.</li> </ul>	<ul style="list-style-type: none"> <li>• Inclusive schools</li> <li>• Rehabilitation centres</li> <li>• Department of Education (Disability Department)</li> </ul>

### Case study reference

Bank Millennium S.A., a Poland-based commercial bank, improves access for PwDs to bank services by providing (i) A network of branches accessible to persons who use the wheelchair, (ii) ATMs with a high-contrast display mode and where PwDs can plug their earphones to listen to voice instructions (iii) Web portal particularly designed for text readers (iv) Accessible telephone service, in which PwDs can access the Bank’s Call Centre using voice command function instead of the phone’s numerical keypad.



# Improving Livelihood and Economic Access

## 17. Enforcing employment quota for persons with disabilities

### Issues

- PwDs are often excluded from employment.
- PwDs are more likely to have lower educational attainment and lower economic opportunities than persons without disabilities.
- PwDs prefer to stay at home due to the inability to access work.

No	Proposed Actions	Objectives	Stakeholders
1.	Assisting and consulting with companies to fulfill the 1% quota of PwDs employed at their company	<ul style="list-style-type: none"> <li>• To educate and raise awareness of employment quota for PwDs as stated in Law 8/2016 on Disability Rights</li> </ul>	<ul style="list-style-type: none"> <li>• Manpower Agency</li> <li>• DPOs</li> <li>• Private companies and other employers</li> </ul>
2.	Enforcing a 2% employment quota for PwDs at government agencies	<ul style="list-style-type: none"> <li>• To fulfil the rights of PwDs as mandated in the Law No 8/2016</li> </ul>	<ul style="list-style-type: none"> <li>• Manpower Agency</li> <li>• Government institutions</li> </ul>
3.	Promoting incentives to employ PwDs	<ul style="list-style-type: none"> <li>• To encourage companies to hire PwDs</li> <li>• To inspire private enterprises and other employers to meet the employment quota for PwDs</li> </ul>	<ul style="list-style-type: none"> <li>• Manpower Agency</li> <li>• Enterprises and other employers</li> </ul>

### Case study reference

The first major employment law for PwDs in Japan was the Physically Disabled Persons Employment Promotion Law, enacted in 1960. The law was then amended as the Employment Promotion of Persons with Disabilities Act in 2013, and has been enforced in stages. The Act set out an employment quota for PwDs as an obligation for private enterprises and other employers to fulfil. In doing so, it sought to ensure that PwDs receive the same level of opportunity to become regular employees as workers without disabilities.



*A man campaigning that disability is not an obstacle in life while motivating persons with disabilities to keep working on something.*

## 18. Providing educational and vocational training

### Issues

- Unequal access to education and vocational training program affects the employment rate of PwDs.
- In Banjarmasin, only 9% of PwDs have accessed to trainings, e.g. computer, massage therapy, sewing, crafting, cooking, sign language, braille, foreign language, motivational course, etc.
- In Banjarmasin, the only training centre was located in Pelambuan, but has been moved to Banjar Baru Regency. In consequence the PwDs have to access the training centre out of the city.
- PwDs tend to be given the same modules of training over the years which is considered stereotypical.
- PwDs are highly dependent on their family support.

No	Proposed Actions	Objectives	Stakeholders
1.	Providing vocational and development training center with various modules, without any stereotypical to certain kind of disability type	<ul style="list-style-type: none"> <li>• To empower PwDs to take control of their lives by encouraging independence</li> <li>• To develop knowledge, skills, interests and abilities of PwDs to participate in work activities</li> </ul>	<ul style="list-style-type: none"> <li>• Rehabilitation centers</li> <li>• Department of Education</li> <li>• Department of Social</li> <li>• Manpower Agency</li> <li>• DPOs</li> </ul>
2.	Channeling the training students with potential employer	<ul style="list-style-type: none"> <li>• To open access to employment opportunities</li> </ul>	<ul style="list-style-type: none"> <li>• Rehabilitation centers</li> <li>• Social Department</li> </ul>
3.	Facilitating business assistance after training	<ul style="list-style-type: none"> <li>• To keep the sustainability of the products released by PwDs</li> </ul>	<ul style="list-style-type: none"> <li>• Rehabilitation centers</li> <li>• Social Department</li> <li>• Manpower Agency</li> </ul>
4.	Helping PwDs to establish self-help financial group (or so-called arisan)	<ul style="list-style-type: none"> <li>• The mutual fund between the group members can be used as the capital for starting their business.</li> </ul>	<ul style="list-style-type: none"> <li>• Rehabilitation centers</li> <li>• Social Department</li> <li>• Education department</li> <li>• DPOs</li> </ul>
5.	Providing financial literacy	<ul style="list-style-type: none"> <li>• To make PwDs better understand how to manage their business and personal financial matters</li> </ul>	<ul style="list-style-type: none"> <li>• Bank and financial services</li> <li>• DPOs</li> </ul>

### Case study reference

Poverty Reduction through Scorpion Farming: Integrating PwDs into Agricultural Training Programmes in Rural China. By the end of the 1990s, the China Disabled Persons Federation (CDPF) estimated that 40 percent of rural PwDs had the capability to do some type of work but lacked the necessary skills. While government hiring quotas helped PwDs find jobs in the formal sector, the same quotas had less impact in the rural areas, which depend on agriculture. A group of provincial CDPF officials wondered how to change the situation and reduce poverty rates among the rural population with disabilities. They were eager to have PwDs gain access to opportunities such as the Green Certificate Training Project and improve the quality of their lives. In an effort to improve and increase training opportunities for PwDs, the two notices required local branches of government agencies and organisations to work with PwDs at the county and township levels.

## 19. Partnership with private sector and state owned-company for the internship program and employment opportunities

### Issues

- PwDs experience social prejudice that assuming they have lower capacity and skill, while at the same time requires employers to invest more in reasonable accommodation and supporting facilities.
- Reasonable accommodation does not necessarily require high expense.
- Limited resources to start business, from capital to skill development.

No	Proposed Actions	Objectives	Stakeholders
1.	Open recruitment for internship and mentoring program for PwDs in government offices / state owned company / private sectors targeted towards youth with disabilities	<ul style="list-style-type: none"> <li>• To increase PwDs confidence and enrich their experience in work environment</li> <li>• To provide a transition for students with disabilities into the workplace</li> </ul>	<ul style="list-style-type: none"> <li>• Manpower Agency</li> <li>• Government agency</li> <li>• DPOs</li> <li>• State owned company</li> <li>• Private sectors</li> <li>• Inclusive schools, special needs schools</li> </ul>
2.	Publicize available vacancy position(s) within disability-related publications, websites, and job fairs with indicating equal of all job applicants, regardless of disability.	<ul style="list-style-type: none"> <li>• To reaching out more PwDs</li> <li>• To advertise the company as an equal opportunity employer</li> </ul>	<ul style="list-style-type: none"> <li>• Private sectors</li> <li>• State owned company</li> <li>• Mass media</li> <li>• DPOs</li> </ul>
3.	Consult with DPOs about workplace etiquette	<ul style="list-style-type: none"> <li>• To better understand the issues and needs of PwDs regarding reasonable accommodation and supporting facilities for workers with disabilities at workplace</li> <li>• To provide a qualified pool of applicants with disabilities</li> </ul>	<ul style="list-style-type: none"> <li>• Government agency</li> <li>• Private sectors</li> <li>• State owned company</li> <li>• DPOs</li> </ul>
4.	Provide a place for production and cluster formation in accordance with their respective interests and abilities and carried out jointly.	<ul style="list-style-type: none"> <li>• To match their abilities and interests in to job opportunities</li> <li>• To help establish their own business</li> </ul>	<ul style="list-style-type: none"> <li>• Government agency</li> <li>• Trade and Industrial Department</li> <li>• Private sectors</li> <li>• State owned company</li> </ul>
5.	Provide access to microfinance, loan, or interest free loan for PwDs who want to start a business or expand their business	<ul style="list-style-type: none"> <li>• To enhance their capacity to start their business and empower PwDs as they have limited access to formal banking</li> </ul>	<ul style="list-style-type: none"> <li>• Bank and financial services</li> <li>• DPOs</li> <li>• Economics agency of the city</li> </ul>
	Provision of showroom, a centralized place which provided specifically to display PwDs' business products	<ul style="list-style-type: none"> <li>• To open access and market the business products of PwDs publicly</li> </ul>	<ul style="list-style-type: none"> <li>• Trade and Industrial Department</li> <li>• Indonesian Chamber of Commerce - Banjarmasin area</li> <li>• Private sectors</li> </ul>

### Case study reference

The Illinois Interagency Committee on Employees with Disabilities (ICED) Internship Program for Students with Disabilities was established in 2000 to help agencies diversify their hiring pools and assist people with disabilities in gaining valuable work experience. ICED interns have gained permanent employment with the State following their internship.

## 20. Annual career expo

### Issues

- PwDs have limited access to information about job opportunities, training, internship, and recruitments in general.
- Negative stereotyping of PwDs limit their career options (e.g. persons with visual impairment as massage therapists) and prevent them from building their skills and abilities, and exploring different opportunities.

No	Proposed Actions	Objectives	Stakeholders
1.	Inclusive Career Expo held annually	<ul style="list-style-type: none"> <li>• To improve PwDs' access to employment</li> <li>• To provide opportunities for PwDs to explore various career options</li> <li>• To directly connect PwDs with companies</li> </ul>	<ul style="list-style-type: none"> <li>• Manpower Agency</li> <li>• DPOs</li> <li>• State owned enterprises</li> <li>• Private Sectors</li> </ul>
2.	Identifying suitable career opportunities for PwDs	<ul style="list-style-type: none"> <li>• To help PwDs find the best and most suitable job opportunities based on their skills and abilities</li> <li>• To provide a talent pool of PwDs for companies</li> </ul>	<ul style="list-style-type: none"> <li>• Manpower Agency</li> <li>• DPOs</li> </ul>

### Case study reference

1. Banjarmasin Career Expo 2019, organized by the local government of Banjarmasin on 2019, April 22-24, engaged 40 local and national companies and provided 1,000 job opportunities for PwDs.
2. The Disability Careers Expo, a collaboration between Hope School, Mandeville Disability Swimming Club, and the SABC, was introduced in 2002. The expo aims to prepare youth with disabilities for future careers (first jobs, learnerships, or scholarships) and in so doing to deliver a service to employers' HR department. Around five hundred learners attend annually, representing all disability types: mobility issues, learning challenges, hearing impairment, and vision impairment.



*Mayor of Banjarmasin held Banjarmasin Career Expo 2019 which opening the employment opportunities for persons with disabilities.*



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## Annex 1 legal framework

### Legal Framework on Accessibility

#### Law 19/2011 concerning Ratification of the UN Convention on the Rights of Persons with Disabilities (CRPD)

##### Article 9

To enable persons with disabilities to live independently and participate fully in all aspects of life, States Parties shall take appropriate measures to ensure access for persons with disabilities, on an equal basis with others, to the physical environment, transportation, information and communications, including information and communication technologies and systems, and to other facilities and services open or provided to the public, both in urban and in rural areas. These measures, which shall include the identification and elimination of obstacles and barriers to accessibility, shall apply to, inter alia: (a) Buildings, roads, transportation and other indoor and outdoor facilities, including schools, housing, medical facilities, and workplaces; (b) Information, communications and other services, including electronic services and emergency services.

#### Law 8/2016 on Persons with Disabilities

##### Article 18

Persons with disabilities' rights on accessibility include (a) accessibility to utilize public facilities (b) decent accommodation as a form of accessibility for individuals.

##### Article 19

Persons with disabilities' rights on public service include (a) reasonable accommodation in public services in an optimal, reasonable, and dignified manner without discrimination (b) assistance, translation, and the provision of easily accessible facilities at public services without additional fees.

##### Article 97

Both national and regional governments have to guarantee accessible infrastructure for persons with disabilities, including accessible buildings, roads, settlements, parks, and cemeteries.

#### Regulation of the Minister of Public Works and Housing of the Republic of Indonesia No. 14/PRT/M/2017 on Access Requirements for Building Facilities

##### Article 4

Access requirements for building facilities are carried out through the application of Universal Design Principles in the construction phase of a building and adequate use of basic size of space.

##### Article 5

(1). Universal Design Principles include (a) equitable use of space (b) safety and security for all (c) easy access without obstacles (d) perceptible information (e) independence of use of space (f) efficiency of user efforts (g) ergonomic suitability of size and space. (2) The application of Universal Design Principle must consider the needs and abilities of persons with disabilities, children, elderly, and pregnant women

## Legal Framework on Economic Access

### Law 8/2016 on Persons with Disabilities

#### Article 45

The Government and Regional Government must guarantee fair process of recruitment, acceptance, job training, work placement, work continuity, and career development without discrimination to persons with disabilities.

#### Article 53

(1) The central government, regional government, State-Owned Enterprises, and Regional-Owned Enterprises must employ at least 2% (two percent) of persons with disabilities of the total number of employees or workers. (2) Private companies must employ at least 1% (one percent) of persons with disabilities of the total number of employees or workers.

## Legal Framework on Public Awareness

### Law 19/2011 concerning Ratification of the UN Convention on the Rights of Persons with Disabilities (CRPD)

#### Article 5 (1)

States Parties recognize that all persons are equal before and under the law and are entitled without any discrimination to the equal protection and benefit of the law.

#### Article 6 (1)

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.

### Law 8/2016 on Persons with Disabilities

#### Article 7

The right to be free from stigma for people with disabilities includes the right to be free from harassment, humiliation, and negative labeling related to disability conditions.

#### Article 26

The rights to be free from discrimination, neglect, torture, and exploitation for persons with disabilities include the rights to: a. socialize and interact in family life, community, and state without fear; and b. protection from all forms of physical, psychological, economic, and sexual violence.

#### Article 128

(1) The national and regional government facilitate persons with disabilities to socialize and interact in family life, community, and state without fear. (2) The national and regional government must guarantee that persons with disabilities are free from all forms of physical, psychological, economic and sexual violence.



**Toolbox of Practices and  
Program ideas:  
Disability-inclusive city  
Banjarmasin**



United Nations  
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