Three-tier Support Approach in supporting persons with disabilities in competitive and integrated employment

Parallel Session A2
Private Sector Initiatives on CSR policies and collaboration model with NGOs

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Win-Win Common Goal

Successful employment of PWD

PWD
- Find and keep a job

Employer
- Hire and retain talents
- Achieve CSR
- Need external support

NGO
- Support PWD
- Find employers and jobs for PWD

Solutions = Right Workplace × Right Job × Right Person
Three-tier Support to PWD

Pathway of Support

Tier 1: Day-to-day Workplace
Tier 2: Group
Tier 3: Individual
Tier 1: Day-to-day Workplace Process

Basic Factors
- Experience
- Open-minded
- Inclusive and support
- Job Matching
- Patient

Well-designed Training
- Training Centre
- On the Job Training

Continuous Support
- Support from Caritas
Basic Factors

- Previous experience of hiring PWD (from time to time) → Readiness for future collaboration with Caritas:
  - Open-minded
  - Job matching
  - Patient
  - Equal Opportunity
  - Flexibility
  - Culture and atmosphere
  - Transparent communication
To ensure adequate instruction on discharging duties:

- Simulation of work process in pre-employment training in Caritas Lok Mo Integrated Vocational Training Centre
- Actual document and equipment

To ensure adaptation to new environment:

- Progressive model:
  - Working hours: 1st month: 4 hours per day
  - 2nd month onward: 7.5 hours x 6 days
  - Work requirement: Simple duties, e.g. cleaning box → use trolley
    → use electrical pallet truck

To ensure family’s understandings:

- Arrange parents to visit the actual workplace
Continuous Support

- To provide support after deployment:
  - Assign a Caritas staff to work with frontline manager and supervisor
  - Review the PWD performance regularly

- To provide training to frontline staff / supervisor:
  - Caritas staff conduct training on characteristics of PWD, how to work with / supervise them in day-to-day work, socialize and support them

- To build up mutual trust:
  - Long-term partnership
  - Resolve the challenges together
Continuous Support

- To ensure continuous support:
  - Caritas’ 5-Stage Follow-up:
    1. Orientation
    2. Adaptation
    3. Consolidation
    4. Termination
    5. Sustaining Support
Tier 2: Group training

• To support PWD to keep the job:
  ➢ Workplace-specific:
    ◆ Actually work-related requirements but underperformed
    ◆ Onsite group training in REAL setting and scenarios
  ➢ Joint instruction by 7-Eleven and Caritas staff
  ➢ Example: Occupational Safety training

• To ensure continuous growth and development as life circumstances change:
  ➢ Social skill and emotional control, money management
**Tier 3: Individual support**

- Few need individualized and intensive support
- **To ensure Employer-NGO collaboration:** Bi-weekly short meeting
Impact

- **High retention rate:**
  - Ongoing hiring since 2013
  - Totally 33 hired, now 25 working (76%)
  - Significant for young adults of 90s who started their first job in life

- **Challenging and enhancement to PWD’s abilities**
  - Awareness of safety
  - Physical fitness and endurance

- **Life development:** Student ➔ Worker ➔ Married

- **Non-disabled counterparts:** Empathy, Teamwork and Partnership
Thank You