IMPROVING ACCESS TO LIVELIHOOD OPPORTUNITIES FOR PERSONS WITH DISABILITIES in the post-tsunami context of Aceh Province, INDONESIA

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This document aims at capitalizing the experience of Handicap International in Aceh province in the post-tsunami context. It presents the project of handicap international, the influence of the context, its methodology and tools, its results and perspectives.

This project dedicated to access to livelihood opportunities for persons with disabilities gave us valuable inputs that we would like to be able to replicate. With an holistic and inclusive approach, a willingness to address problems and meet expectations for every individual, a desire to work with partners, the project showed that sustainable mechanisms could be set-up despite the traumatic context. It has paved the way to future projects by pinpointing key factors of success.

Grégory DOUCET
Technical advisor Livelihood
Handicap international France
Summary

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- **Part I : Intervention context and activities developed : where and when to intervene?**
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Tool box

How to set up an individualized livelihood project (10 tools)

How to work with livelihood actors? (13 tools)

Pictures of livelihood activities
Document Objectives

This document focuses on the livelihood component and do not describe the other component of the inclusion and advocacy project. The objective is to capitalize on the experience of livelihood intervention in a specific context: the post-tsunami context. The tsunami was a major natural disaster followed by a massive humanitarian aid.

This context was very particular offering a lot of opportunities but also a lot of humanitarian aberrations. Many questions have arise. This document do not pretend to answer to the contradictions of the post-tsunami context but intends to give some tips to set up livelihood activities in post emergency situation. With an increasing number of natural disaster linked to global warming, it is important to capitalize, learn and exchanges on our different approaches and share experiences.

This capitalization is dedicated to project managers working on inclusion issues but also to any others persons interested by disability.

The document proposes first an overview of the context and its impact on the project. The methodology and the tools are then explained. Finally, results and impacts of livelihood on the life of persons with disabilities are presented.
Introduction

• Inclusion and advocacy project: a global project and a holistic approach

Activities to improve the access to livelihood initiatives following the tsunami for people with disabilities are part of an inclusion and advocacy project. This 3 year post-emergency project (June 2006- May 2009) tend to build a more inclusive society based on the rights of persons with disabilities in Aceh Province. This project follows several emergency projects that took place after the disaster.

The project main objective is to ensure that persons with disabilities are fully included in the reconstruction process of Aceh Province. The project is funded by Swiss solidarity (la Chaîne du Bonheur). To give a more complete answer to the need of persons with disability, a rehabilitation project is also running in the same area. The inclusion and advocacy project has also prepared the ground for long term development strategies of local inclusive development.

• The livelihood component in the Aceh Program

1. Capacity building

2. Access to the built environment

3. Restoration of livelihoods and poverty alleviation

4. Prevention of disability and access to rehabilitation services & appliances

5. Access to information

6. Groups of disabled people, parents of children with disabilities and persons with disability

Women with disabilities
The inclusion and advocacy project is composed of 4 components:

**Socio-economic component**

This component is divided in 2 entities: a team is working on social aspects and the other one on livelihood. The social team is composed of community workers. Their role is to identify persons with disabilities in the community, to refer them to adequate services and to ensure a follow-up. In order to prevent people from being isolated and develop their social participation, community workers organize also socialization activities. In addition, their duties is to change the perception of communities toward disability and to ensure that persons with disabilities are fully included and participate in the daily life of their community.

The livelihood component objective is to develop access of persons with disabilities to existing initiatives. Persons with disability are supported by the team of livelihood facilitators to define their livelihood project and are accompanied during the whole process until the implementation of their economic activity. In the mean time, livelihood actors are sensitized on disability issues and are encourage to change their practices and include persons with disabilities in their programs.
• **Accessibility**

This component focuses on the sensitization and the training of reconstruction actors to ensure that accessibility issues are taken into account in reconstruction process. A technical support and follow-up is given upon request. **Activities to raise awareness** to promote universal design and accessibility of public buildings are conducted with the department of architecture of the university and with associations of persons with disabilities. In partnership with the Municipality of Banda Aceh, **highly visible models of accessibility** has been set up in the city.

• **Awareness raising trough an Information Center on Disability (PIDA)**

PIDA is a resource center on disability offering access to information (adapted library, directory on services available for persons with disabilities) and new technologies. The center focuses on the support to disabled persons organizations (DPOs) in providing supporting services. Actions are also implemented at the community and city level to **promote rights of persons with disabilities**.

• **Support to disabled people organizations (DPOs)**

This component focuses on the capacity building of associations of persons with disabilities through the organization of trainings. DPOs micro projects are sponsored to develop actions of lobbying and advocacy.
Ayu, akan mengikuti “Memulai Bisnis Anda” yang diselenggarakan oleh ICMC dan Handicap International - 2007

Ayu, heading to the “Start your business training” organized by ICMC and Handicap International - 2007
PART I:

Context of intervention and activity developed: Where and when to intervene?

1. Post-emergency context of the tsunami
2. Approach of the livelihood component
1. A tsunami post-emergency context

1.1 Situation overview: tsunami, guerilla and Charia

The tsunami of December 26th, 2005 is the biggest natural disaster of the last years. Indonesia is the country the most affected: 2/3 of the victims are Indonesian, more precisely from Aceh, where are located the majority of the losses and destructions.

The international humanitarian aid is massive and causes coordination problems between actors. An agency, the BRR (Badan Rehabilitasi dsn Rekonstruksi), is created by the Indonesian government to supervise the reconstruction in Aceh. This agency quickly shows limitations and is also denounced for a lack of efficiency and transparence.

In spite of the negative image given by the media, the work carried out by the international community for the reconstruction of Aceh provides positive results: individual houses, public buildings are almost totally reconstructed in 3 years.

Other important fact: the shock of the tsunami causes the end of the conflict opposing the GAM (Movement or Aceh) and the army (TNI) for more than 30 years. A peace agreement is signed (MoU Helsinki) and gives a special status of autonomy to the Province.

The local population sees the tsunami as punishment of God. The Charia (Islamic law) is thus enforced in this region already strongly marked by a traditionalist Islam.

To note

In Aceh Province, 127 000 persons have lost their lives and 37 000 people have disappeared. 500 000 people are displaced and have lost all their belongings, they live in temporary shelters. Thousand of people earning their life from farming and fishing have lost their livelihood.
### 1.2 Impact of the context on the project implementation

<table>
<thead>
<tr>
<th>Specific elements of the context</th>
<th>Consequences on the project implementation</th>
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<tbody>
<tr>
<td>Thousand of humanitarian organizations, huge budgets available</td>
<td>→ coordination issues, no real will of collaboration between organizations</td>
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<tr>
<td>Actors in constant move, continuous change of strategies</td>
<td>→ not always a quest of quality because of time constraints, over estimated budget and the urge to spend</td>
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<td></td>
<td>→ Difficulty to liaise and to create sustainable cooperation</td>
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<td>Needs of beneficiaries over-answered in the tsunami affected areas</td>
<td>→ lack of participation, demands of financial compensation to participate to meetings, to trainings</td>
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<td>→ No willing to participate to an activity if there is not a funding</td>
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<td></td>
<td>→ Lack of interest from local authorities</td>
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<td>30 years of conflict have generated a climate of fear and violence</td>
<td>→ Province not opened, with few contact with the outside</td>
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<td>The martial low had forbid the area to foreigners</td>
<td>→ no possibility to take initiatives during conflict period and as a result a very low business spirit and creativity</td>
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<td>Important numbers of beneficiaries living in temporary shelter with no clear information on their relocation</td>
<td>→ Important movement of population with a difficult follow up of beneficiaries</td>
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<tr>
<td>The Islamic low reduces individual freedom, in particular for women</td>
<td>→ Women have a limited access to the public sphere and decision making power. Women with disabilities are particularly vulnerable and a special attention is given to her throughout the project</td>
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</tbody>
</table>
2.1. Situation of persons with disabilities: what are the barriers to overcome?

According to the Indonesian statistic office, 23.5% of the population in Aceh lives under the poverty line when the national average is 15.4%. Poverty is more important in rural areas and strikes more strongly persons with disabilities - the most vulnerable only live from begging.

Persons with disabilities are more vulnerable toward poverty, disaster and conflicts. During the tsunami, number of persons with disabilities have died because they could not move.

Access to livelihood give the possibility for a persons with disability to contribute to the family income but also develop the social participation of the persons in the life of the community. The livelihood activities have not only an economic impact but also a psychological impact, improving the self-esteem of the person.

To note

Among the beneficiaries of the project, they are few direct victims of the tsunami (around 10%). The disaster was so massive that people taken by the wave died immediately.

Persons with disability supported Handicap International were in situation of disability before the tsunami. These persons are living in extreme precarious conditions, depending on their family for their survival.

Even though the huge international aid, most of the persons with disabilities did not receive any support to contribute to the economic recovery of Aceh Province:

- Persons with disabilities are not considered as productive
- They do not fulfill actors criteria
- Persons with disability, sometimes due to their disability, do not have access to information
- They are not visible and tend to be forgotten in actors programs.

What are the perceptions of disability in Indonesia?

Myths and beliefs are still very strong in the Indonesian community where disability is perceived as a punishment of God. Social representation toward disability are very negative and the causes of disability are not well understood.

The society tend to stigmatized persons with disabilities. They are often excluded and their basic rights to health, education, work are ignored. Moreover, persons with disabilities have usually no access to information and are not aware of their own rights.

Government services are totally inefficient, and families play often the most important role for the inclusion of persons with disabilities.
2.2 Which approach?

**Inclusive approach**

To ensure that persons with disabilities are participating in the reconstruction process of Aceh, Handicap International bases its work on several approaches:

- A **social** approach based on **rights** which explain that disability is the result of the limitation imposed by the social, cultural, and economic environment. Problems lie in discrimination and exclusion. Persons with disability should benefit from the same rights and same chances to participate as any other citizen.
- A **« mainstreaming » vision** which encourages the inclusion of persons with disabilities in all aspects of life, and also support actors to take into consideration the specific needs and the rights of persons with disabilities.
- A **« twin-track » approach** which encourage the participation of persons with disabilities when possible and propose specific services when necessary.

**Inclusive approach to livelihood**

For persons with disabilities, self-employment is often the chosen option because chances to get a job in the formal sector are rare. Self-employment is particularly interesting as a large number of actors are proposing "package" to start or develop a business.

The objective of the livelihood component is to facilitate **access to self-employment for persons with disabilities through existing livelihood initiatives** (mainstreaming). Actions are divided in two axes:

- **Carry out an individual accompaniment with the persons** to define a livelihood project: support, follow-up, facilitate inclusion through the participation to socialization activates, the definition of a livelihood project, the referral to existing livelihood actors to access to training and capital.

- **Sensitize and train livelihood actors** to change their perception of disability. Encourage change of practices to ensure that persons with disabilities have access to their program. Follow and support these actors in their actions to include persons with disabilities in the reconstruction process of Aceh.
### 2.3 Activities developed to face exclusion issues

<table>
<thead>
<tr>
<th>Identified problems</th>
<th>Proposed solutions</th>
<th>How to implement?</th>
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<tbody>
<tr>
<td>• Communities living in remote areas are not informed on aid opportunities.</td>
<td>→ Perspective building workshop with community and religious leaders, with NGOs</td>
<td>• Inform about the mandate of HI and the limits of our intervention (focus on persons with disabilities).</td>
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<tr>
<td>• Communities doubt about potentials and productivity of persons with disabilities.</td>
<td>→ Analysis of the economic environment</td>
<td>• Participate to change the perception of disability</td>
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<td>• People are not aware of job opportunities and do not know well the economic environment.</td>
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<td>• Sensitize community leaders and NGOs on capacity and productivity of persons with disabilities as well as their rights to access to decent work.</td>
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<tr>
<td>• The arrival of an NGO in a village creates expectations among the community.</td>
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<td>• Sensitize leaders on their own role to play for the inclusion of vulnerable persons in their community</td>
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<td></td>
<td></td>
<td>• Inform on possibilities to participate to the economic recovery.</td>
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<td></td>
<td></td>
<td>• Get a better view on the local market : strengths, weaknesses, opportunities and threats.</td>
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<tr>
<td>• Some NGOs and governmental institutions do not recognize persons with disabilities as productive and do not target them in their livelihood program.</td>
<td>→ Sensitize, then train actors on inclusive approach to livelihood</td>
<td>• Ensure that actors understand the importance of inclusive approach to livelihood.</td>
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<td></td>
<td>→ Technical and financial support to encourage actors to change their practices</td>
<td>• Ensure that actors have the basic knowledge to adapt their program and activities : inclusive training, scheme to access to capital, material, equipment to welcome persons with disabilities.</td>
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<td></td>
<td>• Support and guide actors willing to welcome persons with disabilities in providing a technical support and identify appropriate solutions.</td>
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<td>• Support actors in their effort to include persons with disabilities trough financial aids for the adaptation of tools and workplace.</td>
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<td>• Follow up organizations for a change in their practices trough the setting up of partnership.</td>
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<tr>
<td>• Others do not classify persons with disabilities as a vulnerable category as women or children, groups for which they have specific policies.</td>
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<td>Persons with disabilities have usually a low self-esteem and lack of confidence, which are serious barriers to start up a livelihood activities.</td>
<td>Soft skills training: leadership, communication skills, problems solving, capacity to listen</td>
<td>Help people to build self confidence and self esteem, develop autonomy, capacity to convince and leadership through motivation sessions.</td>
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<tr>
<td>Some persons with disabilities face difficulties to interact with other people and to participate in trainings.</td>
<td>Socialization activities: meeting at PIDA, self help groups, theater troupes, public events</td>
<td>Develop communication and interaction skills for people with hearing impairment through sign language sessions.</td>
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<tr>
<td>Persons with disabilities have no specific skills or technical background.</td>
<td>Direct support to facilitate access to livelihood</td>
<td>Encourage gatherings and meetings at the PIDA to develop access to information, enlarge network, meet people facing same issues, develop peer support.</td>
</tr>
<tr>
<td>People face mobility problems, some persons need technical aids, tools adaptation and workplace adaptation to carry out their activity.</td>
<td>Follow up of the person until the implementation of the livelihood project.</td>
<td>Encourage participation of persons with disabilities to any activity for which interaction with the environment is necessary.</td>
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<tr>
<td>Livelihood project of persons with disabilities are not selected because they are often to weak.</td>
<td>Provide technical aids and workplace adaptation to remove obstacles to access to employment.</td>
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<tr>
<td>Business generation idea do not match with actors offers.</td>
<td>Facilitate the organization of technical trainings.</td>
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<tr>
<td>Persons with disabilities do not meet micro-finance criteria.</td>
<td>Provide financial transportation compensation to participate in trainings.</td>
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<td>Ensure the visit of technical experts in the field to support persons with disabilities to carried out their activities according to their needs.</td>
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<td>Support directly persons with disabilities when they are rejected from actors and when their project is good.</td>
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2.4 Area of intervention:

The area of intervention covers 6 sub-districts of Aceh Besar gathering 231 villages, which are far from each other. No intervention in Banda Aceh because some organizations working on disability are already present.

To note

The international aid is focusing on costal tsunami affected areas and do not touch in-lands areas where are located indirect tsunami victims.

On the 6 areas of intervention of Handicap International, only 1 is directly affected by the tsunami, the 5 others are welcoming displaced persons living in temporary shelter and waiting for relocation. A large number of victims of the conflict are also located in this area.

This area of intervention for the livelihood component is matching the social intervention and the rehabilitation project in order to give a full answer to the need of persons with disabilities.

But, for the livelihood activities, the work in this area is problematic because the intervention is based on a mainstreaming approach and most actors do not work in the same area.
2.5 Livelihood beneficiaries: who can be supported?

At the beginning of the project, some criteria have been defined to target the beneficiary of livelihood activities:

- Person whose perspectives to find a job are reduced due to a physical, sensorial, intellectual or mental disability
- Age above 16 years old and below 65 years old
- Satisfactory level of autonomy to carry out a livelihood activity
- Sufficient self-esteem and self-confidence to start an activity
- Real motivation to work (not only interested in easy money)

During the project, some criteria have been reviewed in order to match better with the reality of the field. These criteria were not answering to need of persons in situation of extreme poverty and their family living in precarious condition, due to the disability of the head of the family for instance.

- Parents of children with disabilities have been able to access to livelihood support as well as husband or wife of a person with disability, if it is proven that the persons with disability can not carry any activity due to the disability and that the family economic condition is very difficult.

All persons with disabilities are not entitled to start livelihood activities

First, the economic environment have to be favorable. Health conditions and level of exclusion are also important factors to be analyzed before to start a livelihood activity. The level of motivation and the value given to work have to be sufficient to be committed in long and demanding process.

Sometimes after a trauma or a long period of exclusion, persons with disabilities do not have enough interpersonal skills to exchange and to feel at ease outside the family. To avoid to put the person in situation of failure, a social and psychological analysis as well as a feasibility study have to be conducted to validate the possibility of a livelihood project.
2.6 Project team: the skills required

To note

The success of a project lies in the human factors. Multi-disciplinary team, trained to disability issues and at the project management are the key elements to achieve good results.

Women and persons with disabilities should be encouraged to join the team. Handicap International should be a living example for the inclusion of persons with disabilities at the workplace.

The presence in the team of an occupational therapist is also from a great help, the team have often difficulty to understand how a workplace can be adapted and should be further trained.
Husna, mengembangkan usaha ternak bantuan dari UMCOR dan Handicap International – Aceh Besar 2008

Husna, develop farming activities with support from UMCOR and Handicap International – Aceh Besar 2008
PART II: Project methodology and tools developed: why and how?

3. Build up a network of actors for the economic inclusion of persons with disabilities
4. Individualized follow up to develop a livelihood project
5. Visualization of the two axes of intervention
3. Build up a network of actors for the economic inclusion of persons with disabilities

3.1 Sensitization of actors

Before starting sensitization of actors, it is necessary to have a good overview of all the actors in the area.

Who are the actors?

International and local NGOs, micro-finance institutions, local associations, business development services, institutions based on « zakat » (Islamic taxes), government agencies.

How to identify, select, convince them?

1. IDENTIFICATION APPROACH

- Individual meeting
- Mailing with proposition of services
- Working group on livelihood
- NGO coordination meetings
- Perspective building workshops (community leaders know which NGO work in their area)

2. SELECTION

Questions to ask yourself?

- Are the actor values and mandate matching with the spirit of our project?
- Is this actor reliable? What is his experience?
- Are our area of intervention and approaches compatibles?
- Are the proposed services in line with the needs of persons with disabilities?
- Is the actor fully ready to be committed for the inclusion of persons with disabilities?
- What are the current barriers to include persons with disabilities?
- What are the interactions between the different actors?

How to select actors?

- For potential actors, an offer analysis should be realized to list all the specificity of possible collaboration. With a comparison between the different actors, it is possible to select some partners.

Limiting factors

- Actors are providing group support, in a specific community (where they carry out house reconstruction for instance)
- Project in different phases of intervention: no possibility to intervene in a project already running
- Lack of interest on disability issues

Facilitating factors

- The international community is already sensitized to disability issues
- Most of the INGO mechanism are simple and efficient with a good knowhow
- Budget available
- Some organizations are looking for beneficiaries

ARGUMENTATION

- Important to have good interpersonal skills and the capacity to convince
- Argumentation based on the rights of persons with disabilities and the inclusive approach
- Insist on the positive image and the notoriety of including persons with disabilities
- Security, HI is staying aside supporting the persons
- Success stories of inclusion of persons with disabilities, testimonies of mainstreaming actors
3.2 Sensitization, training and follow-up of actors

To note

- Training of actors have a greater impact when the session gather all the staff of the same organization. Usually, 2 staffs for every organizations are invited to join a training but it is very unlikely that few members will echo to the rest of their colleague and the impact of the awareness on disability will be less visible.

- To encourage initiative in favor of the inclusion of persons with disabilities, the « best employers » (organizations including in their program or employing persons with disabilities) are given awards every year at the world disability day.
3.3 Joint activities and partnerships

Partnership between Handicap International and a livelihood actor can optimize the chance of success of the livelihood project of the person with disability. It allows a systematization of the inclusion of persons and avoid negotiating again terms of engagement. The actor needs to fully understand the conditions related to the inclusion of persons with disabilities and the team must be sensitized to disability issues.

Partnership have several advantages:

- training and livelihood project funding are insured by an existing structure,
- the actor supervise all technical and financial aspects,
- HI focus on accompaniment and follow up of persons with disabilities and on disability issues, which is its field of expertise.

Terms and conditions of the partnership have to be negotiated according to the profile and the type of actors: definition of the partnership, follow up of the beneficiaries, communication, monitoring and evaluation, etc.

To be valid, the partnership have to be settled through an agreement. The quality of the agreement is sign of quality for HI and a factor of success of the project.

To note
For persons with disabilities, the partnership with an organization gives the opportunity to make a clear difference between the roles: HI has the role to guide, to support and to follow; the partner provides training and capital.
Regular joint actions can lead to the creation of partnership. A complementarily must be found between the program of the actors and inputs that can be given by Handicap International.

Example
Handicap International Aceh had developed partnership with some local organizations on:
- accessibility of training centers,
- adaptation of technical trainings using drawing for persons with hearing impairment,
- joint organization of placement following vocational training.
4.1 From identification to elaboration of the action plan

**How?**
- Individual visits to the head of village, iman, mid-wife
- Perspective building workshop with community leaders

**Physiotherapist:** therapy for physical rehabilitation in community health centers

**Community worker**

1- Identification of PwD
   - By the community worker

2- Evaluation of PwD
   - Identification and evaluation Form

3- Referral of PwD
   - Livelihood Referral (F1) assess the situation of disability toward the livelihood situation

**Livelihood Facilitator**
- Economic inclusion

**To note**
Community worker are the main link between persons with disabilities and others actors.

Persons with disabilities can be refer to several services. Physical rehabilitation and/or social support are often the first step of a better inclusion, but do not always ends by an economic activity for the person with disability.

**How?**
- Individual visits to the head of village, iman, mid-wife
- Perspective building workshop with community leaders

**Which tool?**
- Individual visits to the head of village, iman, mid-wife
- Perspective building workshop with community leaders

**Which tool?**
- Livelihood Referral (F1) assess the situation of disability toward the livelihood situation

**Community worker:**
- Social support
- Socialization activities
- Community sensitization
4.2 Elaboration of the individuel action plan

After validation of the referral, the community worker hands in the file to the livelihood facilitator. The first visit is organized together.

Beneficiary referred by the CDW Evaluation F2

General rapid market analysis S1

-Business idea generation F3
-New activity appraisal F4

4 - PROJET ELABORATION

NO ECONOMIC ACTIVITY YET

EXISTING ACTIVITY (destroyed or not by the tsunami)

PROJET ELABORATION

Livelihood situation BEFORE support F6

5 - ACTION PLAN

Improve an activity appraisal F5

Accompaniment of the person to define a livelihood project according to her motivation, skills, potentials and needs
5- ACTION PLAN

Action plan:
compile all steps needed to achieve the livelihood project and make sure that the person with disabilities is part of it

6- REFERRAL TO ACTORS
(International, local NGO)
Technical and vocational training, placement, formation technique, expertise
Business management training, access to capital (grant, credit)

7- DIRECT SUPPORT HI
- transportation fees to attend trainings
- Mobility aids
- Tools and workplace adaptation
- Grant to start a livelihood activity
- Support to access to training
- and placement

8- IMPLEMENTATION
Follow up 3 months by the facilitator
Follow up by community worker

Livelihood situation
AFTER support F6
F6²

Implementation of the individual livelihood project to overcome barriers to employment
4.4 Summary of proposed actions in the frame of livelihood activity

- Social support, to prepare a potential livelihood activity
- Soft skills training
  Socialization activities
- Individual field visit from expert in the field
- Access to capital (grant, soft loan, credit)
- Accompaniment and follow-up during the implementation of the project
- Impact evaluation
- Vocational training: apprenticeship, placement
- Technical training: Skills development
- « Start your business » training
- Tools and workplace adaptation
- Business management and development training
5. Global view on the two axes of intervention

Good knowledge of persons with disabilities abilities and expectations regarding livelihood

Individualized livelihood project
Action plan

Referral mechanisms to access to a livelihood support and implement the project

Good knowledge of actors in particular those working on livelihood issues

Sensitization and perspectives building workshops: for a better knowledge of economic situation and job opportunities

Sensitization and training to actors to an inclusive approach to livelihood

Work with the person

Links

Work on the environment

Prerequisite

Soft skills

Direct support to the Person (adaptation, transportation)

Accompaniment and follow up during the process

Technical support to actors for the inclusion of persons with disabilities in their program

Sensitization and perspectives building workshops: for a better knowledge of economic situation and job opportunities

Good knowledge of actors in particular those working on livelihood issues

Individualized livelihood project
Action plan

Referral mechanisms to access to a livelihood support and implement the project

Good knowledge of persons with disabilities abilities and expectations regarding livelihood

Sensitization and training to actors to an inclusive approach to livelihood

Work with the person

Links

Work on the environment

Prerequisite
Yusrizal, pemuda tunarungu (sebelah kanan), sedang magang dengan Bapak Angkatnya, Staff Lapangan HI dan Pendamping Livelihood - Aceh Besar 2008

Yusrizal, youth with hearing impairment, (on the right), in apprenticeship together with his employer and HI community worker and livelihood facilitator - Aceh Besar 2008
PART III: Results and perspectives of the livelihood component: current and future impacts

5. Quantitative and qualitative results
6. Analysis of activities impact
7. Project perspectives and sustainability
5. Quantitative and qualitative results:

5.1 Actors are more concerned about disability

Toward a change of perception on disability from community leaders, NGOs

11 perspective building workshops have reached community and religious leaders in more than 80 villages. These workshops contribute to change the perception on disability, identify job and market opportunities for persons with disabilities in their own community. The change is already visible on the attitude toward disability.

- More than 100 meetings have been conducted to sensitize actors to an inclusive livelihood, with a strong advocacy work in the livelihood working group at the BRR to ensure that persons with disabilities are not forgotten in actors programs.

Actors trained to an inclusive approach to livelihood

117 persons from 56 organizations (international and local NGO, governmental institutions) have been trained to an inclusive approach to livelihood during 5 seminars. These workshop have resulted in the setting up of partnership with some organizations for a systematic inclusion of persons with disability in their programs.

Financial and technical support for the workplace adaptation

- 9 organizations have been accompanied for the adaptation of their program, particularly for the accessibility of their training centers
- technical follow-up : IOM, Yayasan Matahari, UMCOR, Buksetra
- technical support and accessibility (access ramp, toilet ) : ICMC, UKM center, ACC, Darul Saadah Training center, FBA community training center

To note

To speak about disability in the community, it is necessary to use a simple vocabulary and to use adapted tools everyone can understand.
5.1 Some clear improvement for persons with disabilities

**Soft skills workshop**

- Soft skills gathers a certain number of life skills require to carry out a livelihood activity: leadership, communication capacity, problem solving, capacity to listen, etc.
- 6 theory sessions on communication, behavior and sign language for 39 persons gave the possibility to interact better together but also with the outside, in particular with clients.

**Socialization activities**

- 13 community groups have been formed by persons with disability, 15 inclusive large scale events have taken place.
- 30 theater plays have contribute to develop community spirit and destigmatize disability.

**Tools and workplaces adaptation (see tool box)**

- 23 persons developing self-employed activities, facing real daily barriers have been supported for the adaptation of their workplace (access path, ramp, flooring, toilets).
- 25 persons have been provided with supporting tools for an easier execution of daily work (working bench, adapted tables and chairs, communication boards, adapted motorcycle).

**To note**

For the facilitation of soft skills workshop, it is necessary to have strong background in psychology, which is rarely the case in the field. It is better to organization concrete socialization activities to push people to socialize and to overcome their own barriers.

Sign languages sessions have encounter a large success, and the result is visible among people with hearing improvement. Some of them have gained in confidence and joined associations of persons with disabilities and participate in advocacy campaign to promote their rights.

Family, neighbors and friends should also be encourage to participate in sign language sessions. The persons with hearing impairment can develop their communication not only with their peers but also with the people living in their community.

**To note**

Adapting the way an activity is done or the equipment and tools used to carry out the activity can make the difference between a disabled persons working and their exclusion. It is important to keep in mind that we have to adapt the equipment to suit the person and not the person to suit the equipment.
Implementation of livelihood activities: some encouraging success

231 persons have been accompanied to implement a livelihood project. The duration varies between 6 months to 1 year and depends on the time schedule of actors and the level of autonomy of the person.

- 84% of the persons with disability did not receive any kind of support after the tsunami from the government or from an NGO.
- 61% of the persons had no activity before the intervention of Handicap International. For 39%, it was about restarting an activity destroyed by the tsunami or develop an existing one.
- The majority of the person (92%) have created or developed their own business. Only 8% of the persons are working for an employer.
Referral to existing initiatives

- 72% of the persons have carried out their livelihood project thanks to the support of existing actors. The role of Handicap International livelihood facilitator is extremely important because he is the link between the person with disabilities and the actors. He has to make sure that the demand of the person is matching with the offer of the organizations when she is referred.

- Handicap International is working mainly with 5 organizations proposing different packages:
  
  **Business management training and access to capital through grant:**
  ICMC (International Committee for Migration), Rumah Zakat, UMCOR (United Methodist Committee on Relief)

  **Business management training and access to capital through micro-credit:**
  FBA (Forum Bangung Aceh)

  **Vocational training, job placement, access to capital through grant:**
  SwissContact through the local Chamber of Commerce

- Some persons with disabilities do not meet the criteria of mainstreaming institutions, because of their vulnerability. If the project idea is satisfactory, Handicap International will support the person in direct and finance the material to start the activity.

- This direct support is from a great help for the person, she has the feeling to live a success and can develop her confidence. The person with disability can start a small activity with motivation and be stronger face to difficulties.
Skills development

More than 138 persons have developed their skills through trainings. Who is proposing what? The example of our partners:

<table>
<thead>
<tr>
<th>Type of training</th>
<th>Duration</th>
<th>Organized by</th>
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<tbody>
<tr>
<td>VOCATIONAL TRAINING + JOB PLACEMENT</td>
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<tr>
<td>Mechanical workshop</td>
<td>3 months</td>
<td>Mobile training unit - SWISS CONTACT - Local employers</td>
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<tr>
<td>Wood carving and furniture making</td>
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<td>Local trainer</td>
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<tr>
<td>Embroidery and bag making</td>
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<td>Disabled People Association - Pertuni</td>
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<tr>
<td>Massage and reflexology</td>
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<tr>
<td>START YOUR BUSINESS TRAINING</td>
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<tr>
<td>-Business idea generation</td>
<td>2-4 days</td>
<td>ICMC/ RZI /UMCOR</td>
</tr>
<tr>
<td>-Start and manage your business</td>
<td></td>
<td></td>
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<tr>
<td>BUSINESS DEVELOPMENT</td>
<td>2-4 days</td>
<td>Forum Bangun Aceh/ BDS Bersana / PINBIS (Swiss Contact)</td>
</tr>
<tr>
<td>-Develop your business and your profits</td>
<td></td>
<td>/UMCOR /RZI</td>
</tr>
<tr>
<td>-Technical training according to the business</td>
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<td>Agriculture Department</td>
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<tr>
<td>EXPERTISE</td>
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<tr>
<td>Technical training on agriculture, visit in the field</td>
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<tr>
<td>SOFT SKILLS</td>
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<tr>
<td>Communication and self-esteem</td>
<td>2 days</td>
<td>Handicap International</td>
</tr>
<tr>
<td>Sign language</td>
<td>3-6 months</td>
<td>Disabled People Association - Bukesra</td>
</tr>
</tbody>
</table>
Livelihood activities developed

Persons with disabilities are for the majority self-employed and have developed activities such as small grocery shop, farming activities, mobile phone credit shop, handicraft, mechanical workshop, furniture making, cake making, etc.

The success of small grocery shop

29% of persons with disabilities have chosen to start a small grocery business, why?
10 good raisons for such a success:

- Very small investment at the beginning: construction of stall on front of the house with second hand material, no renting costs.
- No equipment, the capital received used for the initial stock.
- Family members can support the person with disabilities.
- In remote area where there is almost no business, a small shop is an marketing opportunity.
- To run a small shop does not require a high educational background.
- Does not require a high mobility or physical effort.
- Possibility to have an other activity in parallel: livestock, handicraft.
- The small shop is a meeting place in the center of the life of the village, where the person with disability is in contact with the community all the day long.
- With a business spirit, possibility to find a niche in selecting specialized items (example: snacks for children)
- Possibility to diversify the range of products and to increase income in selling home made noodles, cakes, coffee.

Type of livelihood activities

![Image of a person with disabilities running a small grocery shop]
15% of the persons stopped their livelihood project. Why? What are the reasons of the failure?

- An analysis have been conducted at the end of the project and reveals that the first reasons for stopping the livelihood project is the **lack of motivation**. In a post-tsunami context, it is pretty easy to have access to grant and people tends to choose the organization that will support them. When the inclusion process need time and commitment, some people with low motivation are no longer interested. The mistake lies in an inadequate evaluation of the needs and the motivation by the field workers at the beginning of the process.
- The second reason is linked with the movement of people living in temporary shelters. Some people with disabilities are relocated outside our working area and the follow up of the livelihood activity becomes impossible due to the distance.
- Family resistance and over-protection are also important factors that cause failure of livelihood project.

**Autonomy in the running the business**

The majority of persons with disabilities (72%) are running their business in an autonomous manner. When they receive support, it is coming from a family member. This autonomy is a factor of valorization in their community.
Addressing needs of women with disabilities

The Islamic and patriarchal context of Aceh do not encourage women participation in the social and economic life. Women with disabilities are particularly vulnerable, and often consider in situation of double disability.

- A gender approach -
Handicap International staff members in the field are sensitise to the gender approach. We give also a particular attention at the gender balance among the team and that women have access to key positions. This has an impact in the way women are considered in the implementation of the inclusion project. The team in the field is attentive to the condition of women and a particular attention is given to their participation (in meetings, in discussions, for training opportunities and access to capital). More women are taking part to socialization activities, which has a visible impact in their self confidence and strengthen their role in the family. The post tsunami context and the influence of many INGOs play a positive role with pro-women policies. Gender needs have been largely addressed and participation women encouraged. Mentalities are slowly starting to change.

Some encouraging results

- 42 % of the beneficiaries of the livelihood component are women which a good figure given the context.
- 2 women with disabilities have been awarded by the ILO (International Labor Office) best women entrepreneur, the price was given by the Governor of Aceh and largely covered by the media.
- 12 women without activity have been trained and are employed by Murni, a former beneficiary of the livelihood project.
6. Analysis of activities impact

6.1 Economic impact: small but increasing income

**Income**

- A study realized in March 2009 reveals that 65% of the persons have increased their income up to 39%. Income varies between 300,000 (20 Euros) Rps and 4,500,000 Rps (300 Euros). Average income is about 1,178,947 (78 Euros).

- The majority of income are still small, but the increase in income is significant among small income. To analyze the increase of income and improvement of social condition, tools F6 and F6² are used (see tool box).

- Moreover, income entries are often irregular, in particular for people engaged in farming or fishing activities which have income only at the harvesting time or during the fishing season.

- For people having livestock, it is difficult to earn real income on the spot run. But these assets constitute a guarantee and some collateral (for a micro-finance institutions) or an insurance (for health problems).

- The livelihood activity of the person with disabilities has a positive impact on family income. In Aceh, family are composed of 8 members in average. The person with disabilities in no longer seen as a burden for the family.

*To note*

Minimum monthly salary is set at 1,000,000 Rps (67 Euros) by the Indonesian government. But the cost of living varies strongly between all the provinces. In Aceh, due to inflation provoked by the tsunami, the cost of life is double compared to Java Island. This has an impact on the purchasing power.
But persons with disabilities are not ready for credit

- The humanitarian aid following the tsunami did not create a climate of commitment to work for people and did not encourage people to pay back credit. After the tsunami, access to grant was generalized and today, people are not ready psychologically to borrow money and to pay annuity.
- Micro-enterprises created by persons with disabilities are still weak and people do not earn high income.
- 54% of the persons with disabilities declare that they are not ready to subscribe a credit.
- Among our 5 partners organizations, only 1 is proposing micro-credit. But persons with disabilities, harshly selected, (8 persons with good business running) have all reimburse their credit. Before the intervention of Handicap International, these persons had no access to credit.
6.2 Social and psychological impact: an improved well being

The most visible impact lies at the physiological and social level

- 96% of the persons with disabilities have noticed that the community changed their attitude toward them since they have a livelihood activity. Persons with disabilities have developed exchanges with their community. One of the beneficiaries, Amin, told us "People are no longer making fun of me".

- The impact is also strong in terms of motivation and self-confidence. Persons with disabilities have more hope in the future as 72% of them see the future as an opportunity.

![Perception of the future](image)

- More activity: 4%
- More confidence & spirit of work: 12%
- More spirit to work: 34%
- More optimistic for the future: 18%
- Same: 22%
- Obstacle: 6%
- Opportunity: 72%

![Psychological Impact](image)
7. Project perspectives and sustainability

7.1 Reinforce links with the PIDA
( Pusat Informasi Difabel Aceh –Resource Centre on Disability in Aceh)

Today, the project is entering in the last phase. Future actions have to be engaged in long term development perspectives, and held by local and sustainable institutions. Community workers and livelihood facilitators are no longer working at the community level but more with local actors. But the information on livelihood remains available at the PIDA (resource center on disability based in Banda Aceh). Monthly meetings are organized to inform the public on training and work opportunities, mechanism to access to capital, in particular institutions working on the « zakat » (Islamic taxes).
7.2 Reinforce actions with local institutions based on the « zakat » (Islamic taxes)

4 year after the tsunami, post-emergency actors are progressively living the Province. Today, it is important to reinforce the work already started with local structures. Thanks to the international actors, the local structures are today stronger as the effort on capacity building was important. Conditions to access to these actors are quite strict and less interesting compared to the one offer by international NGOs. Some partnership have already been initiated by local structures.

Systems based on the « zakat », Islamic taxes of 5% imposed to all Muslims by the Charia law is particularly interesting. Several institutions are entitled by the Indonesian government to collect and redistribute this taxes. Lembaga Amil Zakat (LAZ) for non government organizations and Badan Amil Zakat (BAZ) for organizations depending on the government. These organizations have several strong points:
- their mandate is to support the most vulnerable persons,
- long term presence and intervention on the whole Province with a good reputation,
- the majority of the funds are allocated in form of grants, scheme that is well adapted for persons with disabilities staring their economic activity,
- BAZ and LAZ develop also services such as credit. For the persons with disabilities, access conditions are more easy because credit are consider as social credit.

Other micro-finance institution work through commercial credit and do not support a business starting but rather a business development.

Loan scheme of these institutions offers a good transition between the model used until now by HI in Aceh (grant, easy access if well informed) and systems of private micro-institutions with difficult access conditions for persons with disabilities.
Sabirin, Yusrizal and Hermawan, persons with hearing impairment follow with success a vocational training organized by Swiss Contact - 2008
Recommandations

• Persons with disabilities have to be ready to fully commit themselves on a long run in the process of economic inclusion. The project team has to be careful not to put the person in a situation of failure.

• Community workers and livelihood facilitators are the team members the most in contact with persons with disabilities. They have to be strongly trained on disability issues, followed and supported. They need a clear understanding of the approach, the steps to implement a livelihood project, selection criteria, actors in the field, possible adaptations. Human resources are the key factor for the success of a project.

• Ensure that tools for the implementation of the project are well understood in order to guarantee an effective use and a respect of different steps. Tools have to be seen as supporting and not as a constraint. Nevertheless, it is recommended not to use too many forms to avoid a complicated and heavy process.

• Handicap International have to be an example in terms of inclusion of persons with disability in their team and adapt the workplace if necessary. Above sensitization and trainings, Handicap International can show concretely that inclusion of persons with disabilities in a team is possible and must be promoted. Moreover, it is often a factor of motivation for persons with disabilities interested to develop livelihood activities.

• The referral have to be adapted to the situation of vulnerability and the economic capacity of the person. A person considered as weak, or in the process of creation of an activity will be oriented to an institution providing grants. A person with a strong economic profile will be referred to an actor proposing soft loan or micro-credit.

• Accompaniment and follow up of the person should be maintained at least the 3 first months of the activity as the livelihood activity is often very fragile the first month.

• It is better to focus at first on a small area of intervention, and then to enlarge the scope of actions, once mechanisms and processes are running.

• In a context where thousand of actors are working, there is a risk not to be focused, it is better to target few actors but to work closely with them in order to establish strong and sustainable partnerships.

• Good relationship at the early stage and the animation of partnership with actors are the key element for the good running of a livelihood project.

• Collaboration is ILO in the field is to be encourage, this organization proposes usually adapted programs for persons with disabilities, trainings for livelihood facilitators and a lot of documentation.

• Above financial aspects, support, accompaniment and follow-up are the pillar for the success of a livelihood project for persons with disabilities.
Methodological tools presented here have been elaborated by the Indonesian program of Handicap International for the setting up of the livelihood component.
### How to set up an individualized livelihood project?

<table>
<thead>
<tr>
<th>Tool , when to use ?</th>
<th>content</th>
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<tbody>
<tr>
<td>→ for whom ?</td>
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</tbody>
</table>

| F1 Referral to livelihood Form and analysis → Community worker | Evaluate the situation of the person toward employment (Is the person ready to start an economic activity?) |
| F2 Evaluation of the situation and motivation Form → Livelihood facilitator | - General information on the family  
- motivation for livelihood  
- capacity to create an activity, choice of an activity |
| S1 General Rapid Market Appraisal Form → Livelihood facilitator | - key persons in the community  
- actors working in the area  
- economic activity of the area, dynamic sectors  
- presence of a market  
- need in services, in production, in sellers  
- livelihood groups facilitate by NGO |
| F3 Business Idea Generation Form → Livelihood facilitator | Guide the persons to find a business idea  
- center of interest, potentials  
- knowledge of the economic activities of the area  
- existing needs in the community, domain to be developed |
| F4 IGA New Activity Appraisal Form → Livelihood facilitator | Business plan (detail of the livelihood activity to be developed, potential clients, competitors, estimated income, contribution, needs in material, supply area)  
Training needs |
| F5 Improve Activity Appraisal Form → Livelihood facilitator | Description of the running livelihood activity (type of activity, income, assets and contribution, difficulties)  
Business plan (detail of the livelihood activity to be developed, potential clients, competitors, estimated income, contribution, needs in material, supply area)  
Training needs |
| F6 Livelihood situation Form BEFORE intervention → Livelihood facilitator | Analysis of the socio-economic situation before the implementation of the livelihood project: general information, health/nutrition, education, income, expenses, assets, other resource from the family |
| F6² Livelihood situation Form AFTER intervention → Livelihood facilitator | Analysis of the socio-economic situation after the implementation of the livelihood project: general information, health/nutrition, education, income, expenses, assets, other resource from the family |

### Action Plan

- Compile all steps needed to achieve the livelihood project and make sure that the person with disabilities is part of it

### Data base for the individual follow up → Livelihood thematic manager

- Centralize all the information collected with the different forms, give the possibility to make the follow up of the person until the implementation of the livelihood project
# How to work with livelihood actors?

<table>
<thead>
<tr>
<th>Approach, Identify, follow actors</th>
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<tbody>
<tr>
<td>- Mailing « service offer »: information mail send to livelihood actors to approach, identify and sensitize partners.</td>
</tr>
<tr>
<td>- S2 Information sheet of livelihood mainstreaming: type of support provided, area of intervention, possible collaboration.</td>
</tr>
<tr>
<td>- Stakeholders analysis: list actors in presence interaction between actors.</td>
</tr>
<tr>
<td>- Data base of livelihood actors: centralize information on all relevant actors, follow up actors and referral.</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Sensitize, train actors</th>
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<tbody>
<tr>
<td>- Perspective building workshop for the inclusion of persons with disabilities in their communities (terms of reference, power point presentation).</td>
</tr>
<tr>
<td>- Flip chart « How to speak about disability in Indonesian communities? »</td>
</tr>
<tr>
<td>- Inclusive approach to livelihood workshop (terms of reference)</td>
</tr>
<tr>
<td>- Actors follow up and strategic planning workshop (terms of reference)</td>
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<tr>
<td>- Workplace adaptation workshop (terms of reference)</td>
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<tr>
<th>Build up partnership with actors</th>
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<tbody>
<tr>
<td>- Sample of a partnership agreement with a livelihood actor</td>
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<tr>
<td>- Sample of a placement contract</td>
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<tr>
<td>- Sample of a contract for a vocational training</td>
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<tr>
<td>- Booklet on workplace adaptation</td>
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