

# **Collaboration Forum on Persons with Disabilities in Asia and the Pacific 2019**

**Exploring Value of Networking of Persons with Disabilities to  
Change Society and the Role of Japan**

## **PROGRAM & SUMMARY**

**Host** Japanese Society for Rehabilitation of Persons with Disabilities (JSRPD)

**Co-host** The Nippon Foundation

**Date** Saturday, 2nd~Sunday, 3rd February 2019

**Venue** Shinagawa Front Building B1 (Tokyo)



# Foreword

The Japanese Society for Rehabilitation of Persons with Disabilities (hereafter referred to as JSRPD), outsourced by the Duskin AINOWA Foundation and the Japan International Cooperation Agency, has implemented a training program for over 20 years. This program was organized to invite persons with disabilities, mostly from the Asia-Pacific region, to Japan, so that they could play active roles as disability leaders in their home countries or regions. The number of training alumni over this period already has exceeded many more than 200, and some of them have grown to have a significant impact on the national disability policy.

Accordingly, JSRPD organized the “Collaboration Forum on Persons with Disabilities in Asia and the Pacific” on 2nd and 3rd February 2019, together with the Nippon Foundation as co-host, in order to promote the achievements of this training program widely to Japanese society and to share new ideas for solving social issues relevant to persons with disabilities. This booklet brings to you a summarized report on the forum.

During the two days of active discussions, information-sharing on the current situation of the disability movement in the Asia-Pacific region and ways of strengthening the organizational power and presentation of the potential of socially responsible investment and social entrepreneurship were conducted. We are proud that among the common issues for persons with disabilities, especially regarding the theme of employment and income generation, which often are identified as urgent, debates have gone beyond the existing framework of discussion. Recently, in Japan, sustained partly by the fact that such key terms as SDGs (Sustainable Development Goals), CSR (Corporate Social Responsibility), and PRI (Principle of Responsible Investment) have become more popularized, various efforts have been launched to solve social issues by utilizing private sector funds with an embedded investment perspective. In conjunction with Japan’s efforts to promote mutual exchange between Japan and the Asia-Pacific region, this trend is expected to spread over a wide range of persons with disabilities in these areas.

It would be very fortunate if persons who have acquired this booklet, especially those with disabilities in the Asia-Pacific region, would refer to the contents of this booklet for promoting activities by themselves and their affiliated disability groups, collaborating and expanding partnerships with Japanese society.

Finally, we would like to thank the Nippon Foundation, Duskin AINOWA Foundation, and all the people who have supported this forum.

June 2019

Japanese Society for Rehabilitation of Persons with Disabilities (JSRPD)



## EVENT OUTLINE

Date: Saturday, 2nd ~ Sunday, 3rd February 2019

Venue: Shinagawa Front Building B1

(2-3-13, Kounan, Minato-ku, Tokyo 108-0075, Japan)

Host: Japanese Society for Rehabilitation of Persons with Disabilities (JSRPD)

Co-host: The Nippon Foundation

Language: Japanese, English, Japanese Sign Language, American Sign Language (ASL)



Shinagawa Front Building



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## What is Duskin Leadership Training Program in Japan?

In 1999, the halfway mark of the Asian and Pacific Decade of Disabled Persons adopted by the United Nation's Economic and Social Commission for Asia and the Pacific, the Duskin AINOWA Foundation launched its Leadership Training Program in Japan.

This program invites young disabled people with leadership qualities to Japan to learn about disability welfare as well as Japanese culture for 10 months. After completing the training program, the participants are expected to be active leaders for the disabled in their countries.

By 2018, a total of 132 people from 27 countries and regions have studied in Japan, and upon their return, taken part in various activities as leaders in the field of disability welfare in their home countries.

Presentation Data shown in Session 1-5 can be downloaded from:

<http://www.normanet.ne.jp/~forum2019/english/index.html>

# PROGRAM (1) Feb. 2<sup>nd</sup>, 2019

- 10:00-10:25 Guest Greetings 1 **Yasunobu Ishii** [Senior Program Director, Public Service Projects Department, Social Innovation Program Division, The Nippon Foundation]  
Guest Greetings 2 **Kazuyuki Miyahara** [Senior Executive Director, The Duskin AINOWA Foundation]  
Host Welcome Speech **Ryosuke Matsui** [Vice Chairperson, Japanese Society for Rehabilitation of Persons with Disabilities (JSRPD)]
- 10:30-11:30 Keynote Address "Barrier Value~Turning Disabilities into Value"  
**Toshiya Kakiuchi** [President and CEO, Mirairo Inc.]
- 11:30-13:00 Lunch Break
- 13:00-14:20 Session 1 "Track of Disability Movement in the Asia-Pacific Region towards Social Inclusion"  
<Moderator>  
**Masayuki Kobayashi** [Senior Researcher, Inter-Disciplinary Studies Center, Institute of Developing Economies: Japan]  
<Guest Speaker>  
**Nay Lin Soe** [Secretary General, Myanmar Independent Living Initiative: Myanmar·Physical]  
**Eve Nanqio** [Office Manager, Fiji Association for the Deaf: Fiji·Deaf]  
**Undrakhbayar Chuluundavaa** [Chairperson, Universal Progress Independent Living Center: Mongolia·Physical]
- 14:40-16:00 Session 2 "Efforts to Strengthen the Capacity of Organizations of Persons with Disabilities and their Achievement"  
<Moderator>  
**Toshiaki Goibuchi** [Director, CR Factory]  
<Guest Speaker>  
**Samith Mey** [Founder and Secretary General, Phnom Penh Center for Independent Living: Cambodia·Physical]  
**Chun Chieh Lin** [Secretary General, Independent Living Association Taipei I: Taiwan·Physical]  
**Yasuko Hara** [Chief Trainer, Authorized Meta-Facilitation Trainer, Authorized NPO Mura no Mirai: Japan]
- 16:00-16:05 Greeting  
**Soya Mori** [Senior Researcher, Inter-Disciplinary Studies Center, Institute of Developing Economies]
- 16:05-16:20 Preparation for Exchange Meeting
- 16:20-17:50 Exchange Meeting

\* Without Honorifics



## PROGRAM (2) Feb. 3<sup>rd</sup>, 2019

- 10:00-10:10      Opening Remarks
- 10:10-11:30      Session 3 "Value Created by Transnational Networking of Persons with Disabilities"  
<Moderator>  
**Kaori Kuroda** [Executive Director, CSO Network Japan: Japan]  
<Guest Speaker/Commentator\*>  
**Shafiq-ur-Rehman** [President, Milestone: Pakistan·Physical]  
**Shunji Kadota** [President, Main Stream Association: Japan·Physical]  
**Kozue Nagata\*** [Professor, Faculty of Inter-Cultural Studies, Nagoya Gakuin University]
- 11:30-13:00      Lunch Break
- 13:00-14:20      Session 4 "Option of Entrepreneurship - Creating Your Own Work"  
<Moderator>  
**Kikuko Harada** [CEO, Center for Entrepreneurship Development: Japan]  
<Guest Speaker>  
**Namchok Petsaen** [Founder and President, 4AllAble: Thailand·Physical]  
**Sachie Onaka** [Owner, Coffee House Coda: Japan·Deaf]  
**Yusuke Hatsuse** [President, UNIVERSALSTYLE Co., Ltd. / STYLEEDGE MEDICAL Co., Ltd.: Japan·Visual impairment]
- 14:40-16:00      Session 5 "How to Create a Flow of Investment Funding towards Solving Social Issues"  
<Moderator>  
**Ken Ito** [Project Assistant Professor, Keio University]  
<Guest Speaker>  
**Mari Suzuki** [Chief Program Officer, Asian Community Trust (ACT): Japan]  
**Satoko Kono** [President, ARUN, LLC.: Japan]  
**Minoru Matsubara** [Chief Manager at Responsible Investment Group, Asset Management Division,  
Resona Bank, Limited: Japan]
- 16:00-16:05      Greeting  
**Midori Hirano** [Chairperson, Japan National Assembly of Disabled Peoples' International  
(DPI-Japan), Duskin Study Abroad Leaders Program for the Disabled 10th trainee]
- 16:05-16:20      Preparation for Exchange Meeting
- 16:20-17:50      Exchange Meeting

\* Without Honorifics

## Barrier Value ~ Turning Disabilities into Value

### Profile



### Toshiya Kakiuchi

President and CEO, Mirairo Inc.

Mr. Toshiya Kakiuchi, President and CEO, Mirairo Inc. was born in Aichi prefecture in 1989 and has been in a wheelchair from an early age, as his bones are fragile by nature, caused by osteogenesis imperfecta. He learned about entrepreneurship at Ritsumeikan University Business Administration and has created many business plans based on his own experience, such as creating barrier-free maps of university campuses. Having received 13 business awards for his activities in Japan, he established Mirairo Inc. in 2010, while at school, raising the philosophy of "Barrier Value," which means to turn obstacles into value. Currently, Mr. Kakiuchi works extensively as a consultant who proposes "universal design that everyone can easily use". As he has a popular reputation as a promoter of universal design with practical and high economic effects, from the perspective of persons with disabilities, he often publicly performs as a commentator and adviser. He was induced into being an advisor to the Nippon Foundation Paralympic Support Center in 2015 and to the Organizing Committee of the Tokyo Olympic and Paralympic Games in 2016. He received the Minister of Economy, Trade and Industry Award of Japan Venture Award in 2018.

### From "I am miserable" to "a new path"

Hello, my name is Kakiuchi, I am from Mirairo Inc.. Focusing on the term "Barrier Value", I would like to talk about what disability is, based on my life story. Generally speaking, when people hear the words, "Persons with Disabilities", they think of handicaps, negativity, and poor, unfortunate people. I once thought, more strongly than anyone else, that I was unfortunate, because my bones broke easily and I could not walk.

From childhood, I had had 20 episodes of my bones breaking, more than 10 surgeries, and I spent one fifth of my life in a hospital room. When I was at high school, I left school for surgeries and rehabilitation. I decided to put all my efforts into rehabilitation, until I could convince myself that if I did all this and things still did not work out, then I would have to deal with it. However, I still could not walk. Yet, when I completed my last round of rehabilitation, I had a sense of relief. I did everything I could, and things still did not work. I think I finally managed to decide to take another direction, to take a new path.

### There were things I could do because I had the disability

From then on, I started to look for things that I could do although I could not walk, some things I could do despite being in a wheelchair. My turning point came after I went to university. I needed to do some part-time work to earn my tuition fees and daily expenses, but the jobs I could do in a wheelchair were limited. A webpage production company still hired me, but the job they gave me on my first day was sales. "Take this document and visit the clients." Other sales people visited about 50 clients a day, but 10 was the best I could manage, being a wheelchair-user. But I did not give up and kept going. Before I knew it, I had recorded top sales and results at the company. There was only one reason: Many people remembered me, because I was doing sales in the wheelchair. My manager and president at the time told me, "Your disability is your strength. Be proud." These words have supported me to this day. I could not stop my tears that night. I realized that I did not just have things I could do even if I could not walk. I realized that there were things I could do BECAUSE I could not walk, because of my disability. This gave me a new light, a new path.





## Launching Mirairo Inc.

To communicate what I had realized to all corners of Japan and to the rest of the world, I spent one year in preparation and established Mirairo Inc., when I turned 21. A year, two years, and five years went by, with few sales. My business was always in the red. Still, work started to come in, little by little, as well as other opportunities. Before I knew it, we had expanded to three locations in Tokyo, Osaka, and Fukuoka, with 50 members of staff.

Our first project was to create a barrier-free map, a map of accessibility. In Japan, 31,000 university students have disabilities. That accounts for 0.98% of all university students. When I went to university, 4,900 university students had disabilities. To help more persons with disabilities proceed to higher education, we created barrier-free maps of educational institutions. We also did surveys of buildings, which led to consulting opportunities. Japan is a small country. Even though there was a limit to how much infrastructure could be turned barrier-free and accessible, we believed we could change people's awareness, even if the hardware could not be changed. With this belief, we launched a universal-manner training business, to teach people how to interact with persons with disabilities, elderly people, and other people with different needs. This program incorporated our universal-manner certification training, although it was still a private certification. About 60,000 people and 600 companies attended these lectures. The lecturers were persons with disabilities, going to various regions for the lectures that led to new work opportunities for them. We also have a service called Mirairo Research to incorporate the opinions and ideas of persons with disabilities in manufacturing and service development. Five thousand persons with disabilities are registered, and they are paid when they use products and fill out questionnaires, which again is a job opportunity for them, allowing them to use their disability-based opinions. Also, jointly with the Nippon Foundation, we have developed an app that aggregates and displays worldwide information about stores, hotels, and lodgings that are easily accessible for wheelchair users and people with visual and hearing impairment. Right now, the app is available in Japanese, English, and Spanish. I hope you will join us in this effort to gather information about accessibility and accessible stores in your countries.



## Disability and business win-win

There are three major types of social barriers: Environmental barrier, consciousness barrier, and information barrier. Going forward, it will be important to create stores and facilities that are easily accessible for wheelchair users and blind people, that allow easy communication for people with hearing impairment, and environments to help them work easily.

It will be a significant social contribution and create huge business opportunities and economic activities. The first major project we took on was that of Universal Studios Japan, in Osaka. They had about 80,000 visitors a year with disabilities. When we had a closer look, most of these persons with disabilities were visiting Universal Studios in a group of 3 or 4. Meaning, if it is a group of 4, persons with disabilities (and their company) are bringing a total of 320,000 visitors. To attract these 320,000 people, we ensured that all attractions and rides were free of barriers and conducted full universal-manner training for all employees and part-time workers. As a result, the number of visitors with disabilities increased from the initial 80,000 to 120,000. In total, 320,000 such visitors increased to 480,000. Business becomes sustainable only when investments can be recovered. When restaurants and offices see mutual advantages with persons with disabilities and talk about them, more restaurants and accessible workplaces will be created. This initiative in Japan definitely can spread to the rest of the world.



## Facing and accepting oneself

By nature, we all are different and weak. Some can walk, some can see, some can hear. But why me? Why me? I kept asking myself. I could not accept my weak self. But I realized in a hospital room that, if the basis of our thinking is "We are all different and we are all weak", asking myself why was a meaningless waste of time. What helped me realize this was a book by Konosuke Matsushita, the founder of (currently) Panasonic Corporation. In the book, he says that he succeeded because of three things: He had no academic history. He was not well. He was poor. That was why he succeeded. These all sound negative. What do they mean? One, he listened intently to others, because he had no academic history. Two, he was unwell, so he could ask others to do work. Three, he was poor, so he was grateful for whatever little salary he earned. When you change your perspective, everything becomes invaluable. That is what I learned. To conclude this speech, I would like to tell you the belief that I always have held close to my heart. Even if we cannot change how long we live, we can change the scope of life we live, as much as we want. By taking action, by learning, and by meeting someone, we can change the scope of our life as much as we want. A focus not on the number of years we live, but on how we live. I hope your life will be like that. Likewise, I would like to live life to the fullest, together with you. Thank you for your attention.

## Profile



### Masayuki Kobayashi

Senior Researcher, Inter-Disciplinary Studies Center, Institute of Developing Economies : Japan

Moderator

Mr. Masayuki Kobayashi is a Senior Researcher at the Institute of Developing Economies (IDE-JETRO), Japan. He specializes in Chinese and disability law. He was a visiting scholar at the Institute of Law, Chinese Academy of Social Science in 1993-1995, and at the Asian Law Center, University of Washington School of Law in 2003-2005. His recent research focuses on disability laws in Asia. He also has concern on the situation of deaf people and sign language in Asia.

His recent publications include: Women with Disabilities in Asian Countries: Multiple Discrimination and Human Rights (ed.), 2017 [Japanese], Education Legislation of Persons with Disabilities in Asia: Issues to Realize Inclusive Education (ed.), 2015 [Japanese], Employment Legislation of Persons with Disabilities in Asia: Anti-discrimination and Employment Promotion (ed.), 2012 [Japanese].



### Nay Lin Soe

Secretary General, Myanmar Independent Living Initiative : Myanmar • Physical

Guest Speaker

Mr. Nay Lin Soe, a person with wheelchair, is Executive Director of Myanmar Independent Living Initiative (MILI), an organization that fights for equal rights and inclusion of people with disabilities. And also, he is Board Member of Myanmar ICT Training Centre Foundation of Ministry of Social, Relief and Resettlement.

Mr. Soe has been a disability rights champion and advocate for over 16 years, and involved in 16 countries' disability movements. He has previously served in various capacities; Program Director of MILI, Chairperson of Myanmar Network for Disabled People (MNDP), Secretary of Disabled People's Development Organization (DPDO), CBR Manager of Association for Aid and Relief (AAR - Japan), Project Manager & Trainer of Eden Center for Disabled Children (ECDC) and Computer Instructor and Braille Typist of Korea's Missionary Centre. He also has voluntarily worked for the positions of Chairperson at Election Commission for Myanmar Federation of People with Disabilities (MFPD), Joint-Secretary at Myanmar Disability Rights Law Drafting Committee, Member at National Health Committee, Secretary at ASEAN Disability Forum Organizing Committee and Committee Member of CSOs' Forum for 21st Century Panlong Peace Conference.

He has received the Role Model Award from Minister of Social Welfare in 2011, the Charles T. Manatt Democracy Award from United States of America in 2016, the Disability Rights Champion Award from Myanmar Disabled People's Network in 2016 and the Outstanding Award from KANAUNG Association in 2017. His vision is to create and work for equal, inclusive and rights-based barrier-free society for all.



### Eve Nanqio

Office Manager, Fiji Association for the Deaf : Fiji • Deaf

Guest Speaker

Ms. Etika Ve Naqio, commonly known as Eve Naqio, a transgendered person with hearing impairment (deafness), is currently a member of many youth committees in the field of disability. She has made strong statements on advocacy, disability issues and many other issues. She also has played an important role in youth work (youth support activities), gender issues, and empowerment of LGBTIQ+ Plus. She hopes that she can bring changes in the consciousness of society, deepen the understanding of those left behind and disadvantaged in the community, and bring inclusiveness to a new stage. Ms. Eve Naqio believes that changes in peoples' attitudes and their way of thinking will ensure equal participation and higher quality of life for all, regardless of age, education, religion, race, beliefs, skin colour, gender, or disability.



### Undrakhbayar Chuluundavaa

Chairperson, Universal Progress Independent Living Center : Mongolia • Physical

Guest Speaker

Mr. Undrakhbayar Chuluundavaa was born in Mongolia in 1980, and raised in Ulan Bator. Until he was a university freshman, he lived as a person without disabilities but he suffered a spinal cord injury caused by medical malpractice. Despite his disability, he continued university and graduated, when he learned of the Duskin Leadership Training in Japan; so he applied it and passed. From 2007 to 2008, as a participant of the 9th Training program, he learned about disability movement, barrier-free, and independent living at independent living centers, etc. in Japan. On returning home, with the help of fellow Duskin trainees and Kokorozashi International Network, he set up the first independent living center in Mongolia, with an aim of working on independent living center activities as conducted in Japan. He started a movement to convey "What is disability" or "What is barrier-free" to the society where the concept and notions of independent living had little infiltrated at that time. As the result of those movements, Rights of Persons with Disabilities Act was newly created. Currently, the Center plays an important role in the disability movement in Mongolia, becoming a model of the project which the government is planning to implement for persons with disabilities.



# Asia-Pacific Region towards Social Inclusion



**Kobayashi/** My name is Kobayashi, from the Institute of Developing Economies (IDE-JETRO). In the first session, we have invited three guest speakers from Myanmar, Mongolia, and Fiji. In this session, we are going to discuss the outline of the situation of persons with disabilities in the Asia-Pacific region, the law and institutions, and the disability movement, aiming to solve these problems and to realize an inclusive society.

First I would like to explain how this session will proceed: To start with, I will give some background information that I would like you to know, in order to understand human rights in the Asia-Pacific region. Together with colleagues with disabilities, I study “disability and development” in developing countries, researching issues regarding persons with disabilities. “Social inclusion”, which is one of the topics of this session, and the spirit of “Nothing about us, without us” that means “Don’t make any decision about us without us”, which lies as a basis of the Convention on the Rights of Persons with Disabilities (CRPD), is also an important stance for “disability and development” studies.(Slide 1-2)



Slide 2



Slide 1

As you know, one of the characteristics of CRPD is the involvement of persons with disabilities in its development, as distinct from other human rights treaties. Article 4 of CRPD, which stipulates general obligations, urges States Parties to actively involve persons with disabilities in decision-making processes of legislation and policies. This is closely related to how persons with disabilities are positioned in today’s society. In the area of human rights and development, issues concerning persons with disabilities had been formerly considered merely as a side-issue. However, CRPD visualized persons with disabilities, not as an object of protection, but as holders of rights. CRPD urges States Parties to recognize the rights of persons to education and employment, and to take legislative and administrative measures to attain equality in all human rights and other rights. For persons with disabilities, enforcement of rights in their countries is more important than anything else. My hope is that during this session we can learn how rights are treated in the Asia-Pacific region. Thanks to the active approach by groups of persons with disabilities, most countries in the Asia-Pacific region now have ratified the CRPD and have enacted domestic laws for persons with disabilities, one way or another. (Slide 3)

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## CRPD

### 「Nothing about us without us」

→ Visualization of Persons with Disabilities  
(Inclusion in Human Rights・人権)

Art. 1 (Purpose) Full & Equal Enjoyment of Human Rights & Fundamental Freedoms

Art. 4 (General Obligations) Appropriate Legislative & Administrative Measures

Art. 24 (Education) Right to Education

Art. 27 (Work & Employment) Right to Work

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Slide 3

For education, CRPD urges States Parties to ensure that persons with disabilities are not excluded from their general education system and that education is based on inclusive education. In many countries, persons with disabilities face many difficulties even when in compulsory education. From the start, their eligibility to enrollment is questioned, and even after they manage to enter the school, they face subsequent issues, such as whether they can proceed to graduation or even to the upper grades. At present, most countries have some form of inclusive education, although it comes with many conditions. Most of the students attend their local schools without the required support that CRPD stipulates. Meanwhile, some countries focus their efforts on education for persons with disabilities, yet in many cases it is not inclusive education; instead, students with disabilities receive separate education from those without disabilities and are sent to special education schools. (Slide 4)

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## Education

### CRPD

- Not excluded from the general education system
- Free inclusive education
- Reasonable accommodation of the individual's requirements
- Most appropriate languages & communication for the individual, and environments which maximize academic and social development.

### Asia & Pacific

- Enrollment Issues (Entrance, Graduation, Promotion)
- Adopted "inclusive education"
- Position of Special Education School

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Slide 4

For work and employment, employers are urged to eliminate discrimination and to provide reasonable accommodation, and State Parties are urged to take affirmative action (quota system) and to promote employment in public sectors, self-employment, and entrepreneurship. Although employment rates of persons with disabilities are lower across all countries compared to that of persons without disabilities, it is especially so in the Asia-Pacific region and is the biggest obstacle. Following in the footsteps of Japan and other countries, some Asia-Pacific countries have adopted quota systems and laid out even more severe penalties than Japan, if the rule is violated. Yet the employment rate remains low. Some countries have paved the way to employment for persons with disabilities thanks to the disability movement, yet it still is based on welfare and paternalism. Some persons with disabilities and their groups have explored possibilities for themselves and become self-employed or entrepreneurs. (Slide 5)

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## Work & Employment

### CRPD

- Anti-discrimination (reasonable accommodation)
- Affirmative action (Quota system)
- Self-employment & entrepreneurship
- Public sector

### Asia & Pacific

- Employment / Unemployment
- Welfare-based / Paternalism
- Self-employment & entrepreneurship

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Slide 5

We now are moving onto discussion. The theme is "Tracking of the Disability Movement in the Asia-Pacific Region towards Social Inclusion". The guest speakers will share their knowledge and experience with us about good practice for persons with disabilities. (Slide 6)

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## Key points

- ✓ Participation of Persons with Disabilities
- ✓ Law
- ✓ Employment
- ✓ Education
- ✓ Consultation with Persons with Disabilities

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Slide 6





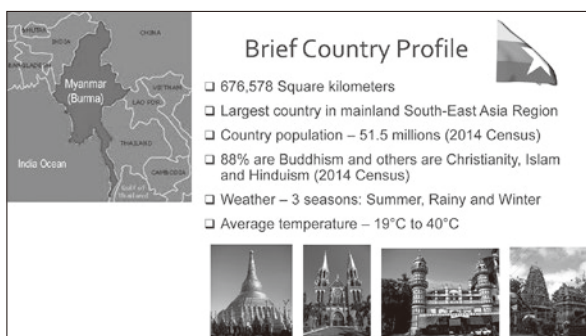
**Soe/** Hello, I am Nay Lin Soe, from Myanmar. I am a former trainee of the 7th Duskin Leadership Training in Japan. I am the first wheelchair user in Myanmar to earn a driver's license. I spent one year in Japan. To build on what I learned in Japan, I went back to Myanmar, gathered my friends and established an organization entitled MILI, Myanmar Independent Living Initiative. At first, we had no office, no staff and no funding, but we worked hard, and the organization began to grow. Now we have many staff members and 28 branches across the country.

First, I would like to talk briefly about my country, Myanmar. According to the 2014 national census, around 4.6% of the population, about 2.3 million people, live with disabilities. Only about 2% of these persons have graduated from university. About 53% of the persons with disabilities are not in school, and about 85% of adults with mental disabilities are jobless. They do not have a regular income. As you know, Myanmar is an agriculture-based country, but 62.5% of households with disabilities are landless. And enough wheelchairs, assisted devices, and so forth are not available, not produced in the country; personal assistance services are not accessible, and there are only 4 rehabilitation centers in Myanmar for 2.3 million persons with disabilities. (Slide 1-3)

Second, I would like to talk about the government's actions and about the movement of persons with disabilities. Because of the disability rights movement of disability organizations including my organization, the government ratified the U.N. Convention on the Rights of Persons with Disabilities in 2011, then the National Parliament enacted a law for persons with disabilities in 2015. Then, in early 2018, the government established and founded a national committee for the rights of persons with disabilities, and the country's Vice President is the chairperson of the committee. My organization works closely with the election management body, the Union Election Commission, and the commission amended the election rules and electoral policies and promoted disability access in local elections. The Ministry of Education also amended the National Education Law and incorporated inclusive education for persons with disabilities in 2014. The Ministry of Social Welfare, Relief and Resettlement adopted the National Strategic Plan for 2016 to 2025 for the development of persons with disabilities. So, because of the disability rights movement the government changed, introduced, and improved these policies. (Slide 4)



Slide 1



Slide 2

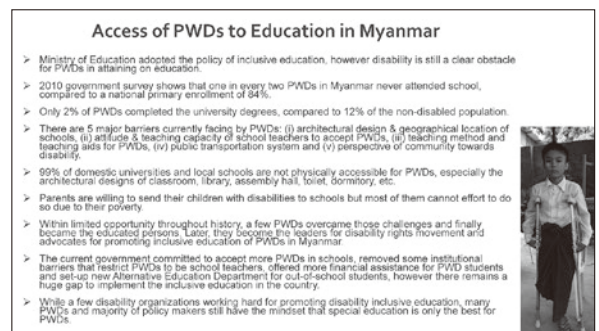


Slide 3



Slide 4

We still have gaps in implementation and concerns about the budget that is needed to implement all the laws and policies to really happen at ground-level. As I mentioned before, many children still are not in school. We have found five major barriers and difficulties for persons with disabilities to be allowed in schools and universities. The first one is architectural design and the geographical locations of schools, colleges and universities; second is the attitude and teaching capacity of school teachers to accept children with disabilities. Third are teaching methods and teaching aids, fourth is public transportation, and the fifth is the perspective of communities toward those with disabilities. According to my colleagues' experience, 99% of domestic universities and colleges are not accessible to persons with disabilities. However, the new democratic government is committed to accepting more children with disabilities. Also, we now have more opportunities to access to the schools, but gaps still exist between the cities and the rural areas. Another agenda is that many policymakers and other disability people's organizations (DPOs) spend money to have more special schools, rather than spending it on inclusive education and inclusive schools. That agenda limits our access to major education. (Slide 5)



Slide 5




For job opportunities, according to the law, we have a quota system, but the agenda is that we cannot negotiate among relevant stakeholders, that is, the government, employers and business organizations, and the disabled people's organizations. We do not have a common agreement, so, it is still in the development process. Individually, my organization and other Disabled Person's Organization (hereafter DPOs) approach business companies and advocate their hiring more persons with disabilities. Recently, Myanmar Apex Bank, KBZ Bank, Blue Ocean Operating & Management Company, and some other holders committed to hire more persons with disabilities. Later, they will renovate their offices to make them more accessible for persons with disabilities. We have achieved some things, but we still need law enforcement to offer more job opportunities for persons with disabilities. For public transport and facilities for persons with disabilities in the country, not only in Yangon City, but also in many cities and in rural areas, disability access to public facilities is still a challenge. This situation is difficult for us, so recently my organization closely collaborated with the local regional government and organized a national seminar with topics on universal-design cities for everyone. We now are making recommendations to the government, and also to the Yangon regional government's chief minister, who is willing to incorporate these recommendations for new urban development in Yangon. So, it is a good opportunity for us, and we are working together with them. (Slide 6-7)

parliament and the government ministries and election management bodies. We have done many such activities and have had some progress and achievements from them. We now have some members of the parliament with disabilities, and the election commission has amended the election by-laws and implemented accessible polling stations. We also created the first ballot paper, so that voters with visual impairment can vote independently without needing assistance in some urban polling stations, this development is really an initiative to make the local elections accessible for persons with disabilities. These (shown on the slide 9&10) are some examples of our activities for promoting disability accessibility in elections. So, whenever election management bodies organize electoral training, they always invite my organization as to act as a resource team to deliver training for election management, officers, and poll workers at the ground-level. (Slide 8-10)

**Promotion of Employment, Career Development and Government Support for PWDs**


- Government is considering to implement quota system under domestic disability rights law, however there remains many steps to get agreement among government, private sectors and disabled people's organizations.
- Due to advocacy of a few disability organizations including my organization – MILI, some private organizations and business companies such as Myanmar Apex Bank, KBZ Bank, Blue Ocean Operating & Management Company, Shangri-La Hotel, Novotel Hotel adapted their work places accessible and hired more PWD employees.
- Promotion of employment is major component of Disability law and National strategic plan of Ministry of social welfare, however there is no specific mechanism and concrete budget yet to implement it by the government and relevant stakeholders.
- Government has been operating one vocational training school for disabled adults but not mainstream PWDs in regular courses of their other vocational and technical training centers running for non-disabled populations.



Slide 6

**Accessibility (Use of Public Transportation and Facilities)**

- Promotion of accessibility is one of chapters under disability law, however there is no coordination body yet to implement it. Policy makers, architects and people (even PWDs) do not properly aware on the concept and importance of accessibility and university design.
- People look PWDs from charity and medical perspective, not from social and right-based yet, therefore we cannot see many PWDs in public places and community activities.
- Due to poverty and lack of support from government, PWDs cannot effort to buy the assistive devices such as wheelchair, therefore they cannot go out to participate in political, economic, social, cultural and religious activities as well as disability movements.
- At the present, public buildings, facilities and public transportation in capital city, other cities and rural area are not friendly for disabled, elderly and pregnant women. PWDs normally use the city taxis and it makes more cost and burden for PWDs and their families.
- Recently, my organization organized a National Seminar on University Design Cities in collaboration with regional government and municipal agency, and discussed to promote accessible public transportation and barrier-free environment in the cities. At the same time, we provide advocacy trainings for disability organizations to understand on universal design.



Slide 7

The strong point of my organization is advocacy, so we try systematically to function by three pillars: development, social business, and politics. All three pillars seek to promote the rights and inclusion of persons with disabilities in developmental, business, and political agenda. My organization is the first one to engage in the political process, in political participation by persons with disabilities. We regularly organize political assemblies for persons with disabilities, civil education training, board of education training, peace engagement training, and so on. Our involvement in the political sphere is very important. We believe that disability issues are political issues. So, if politicians or political leaders make a commitment or sign something into law, then we can secure more nationwide achievement and progress for the disability community and see more political leaders in the future. We approach the political stakeholders and work together with them. Of course, we also approach the

**Advocacy Activities of Me and My Organization-MILI**

- My organization-MILI is self-help organization led by disabled persons run for PWDs to fight and promote the rights and inclusion of PWDs in Myanmar.
- The organization is structured and functioned by 3 pillars: (i) Development pillar, (ii) Political pillar and (iii) Social-business pillar. The head quarter is based in Yangon and her 28 local branches are operating across the country. There are currently 54 employees and 4,752 disabled members in the organization.
- We are leading organization in advocacy and disability rights movement in the country.



Slide 8

**Advocacy to Parliaments, Government Ministries and Election Management Bodies**


Actively involved for disability rights law, election law and national education law to include disability-inclusive chapters and sections, and worked together with parliaments, government ministries, election management bodies, political parties and human rights institutions.



Slide 9

**Promoting Disability Access in Democratic Elections**

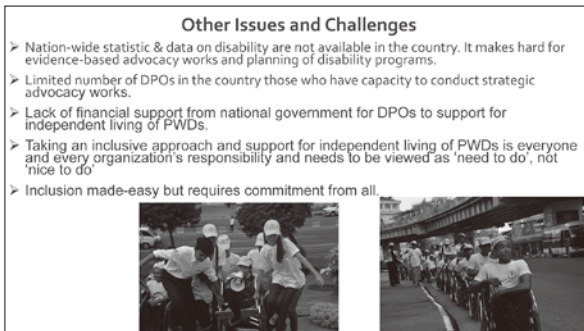
- Worked with Election Management Bodies and Political Parties, build their capacity on disability inclusion and advocated to mainstream disability in their policy and institutional agenda.
- Influenced to amend electoral legal frameworks and poll workers manual to be disability-inclusive.
- Promoted disability-friendly polling stations and created accessible ballot paper for voters with visual impairment.



Slide 10

We still have many issues and challenges: We do not have a nationwide system and data on disabilities, which are not available yet in the country, so it is hard for us to do effective planning and data-based advocacy for the disability communities. Another challenge is that we have limited number of disability people's organizations, but some of these organizations focus more on charity, and some focus more on medical care and treatment. We need more DPOs working with the rights-based approach, and most DPOs need to double their capacity and to have a strategic plan for their advocacy work. Another

challenge is the level of financial support from the national government to the DPOs. National committees are discussing this, seeking to have a government budget for the disability community (Slide 11)



Slide 11

Hopefully, it will be discussed at the next meeting of the national committee. Of course, we have to stick together more with relevant stakeholders. Taking care of the inclusive approach and support for persons with disabilities is everyone's and every organization's responsibility. It needs to be viewed as a "need to do", not as "nice to do", but many people still think it's "nice to do" something for persons with disability, but in reality it is "need to do" and "must do". People think it is very difficult to secure inclusion for persons with disabilities, but in reality, it is very easy. We just need commitment from everyone. So, my organization has been doing a lot of programs like broadcasting, radio, citywide programs, scholarships and support for university students, livelihood programs, and so on. We also have supporters, partners, like the Nippon Foundation, which is one of our main supporters, and also some other supporters from the United States, Netherlands, and Australia, so they also are partners working together with us. My organization is doing some kinds of social business, such as printing and newspaper services. We aim to have more sustainable funding for the organization to do more social business programs. So, this is my very brief presentation. If you have any questions or comments, let me answer them later. (Slide 12)



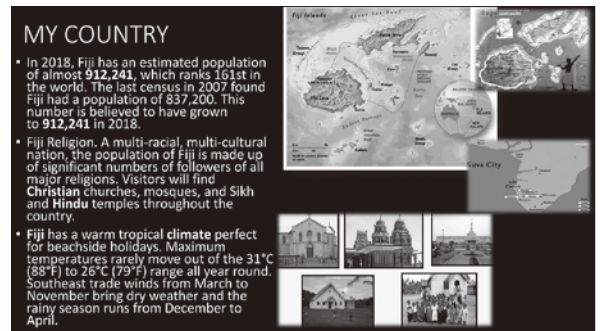
Slide 12

**Kobayashi/** In Myanmar, there are some enforcement issues, but persons with disabilities are talking with the government and businesses, and the situation is improving, and the same goes for accessibility. Very useful information. Next, I would like to introduce Eve from the Fiji Association for the Deaf.

**Eve/** I am from Fiji, a country with a population of about 912,000. Fiji has many religions, such as Christianity, Hinduism, Islam, as well as many other religions and races. Some persons with disabilities in Fiji are independent and working. About half of Fiji's persons with disabilities have an environment organized for them, but rural areas still have a long way to go, with few ongoing activities. (Slide 1-2)



Slide 1



Slide 2

Fiji ratified the UN Convention on the Rights of Persons with Disabilities on June 7, 2017. Fiji also enacted a domestic law, Rights of Persons with Disability Act, in 2018. Pacific countries, including Fiji, have a "Pacific Framework for the Rights of Persons with Disabilities", which is incorporated into the laws of respective countries and relevant activities. The countries help one another when they are unable to do something alone, such as providing sign language interpretation on TV programs for deaf people and providing Braille for persons with visual impairment. (Slide 3)



Slide 3

I would like to show you my activities. In the bottom-right corner (on the slide 4), you see a man in a wheelchair. He is an enthusiastic lobbyist. In the top-right corner, you see an appeal to the parliament, which led to the ratification of the Convention on the Rights of Persons with Disabilities. The image in the bottom-left corner shows a team of persons with disabilities surveying barrier-free accessibility in hospitals. Persons with disabilities face various discriminations and barriers, although barrier-free access is stipulated by the law. Accessibility for persons with disabilities should be taken into consideration when company office and hospitals buildings are built. If it is not available, we have to demand fair treatment. As Mr. Kakiuchi spoke of the attitude in



his keynote Address “I am sorry to cause you trouble,” it is the wrong attitude. Instead, we should talk proactively to relevant parties and seek to change their views. (Slide 4)



Slide 4

Access to information and communication also is important. For instance, sign language interpreters are essential for TV programs, and at times of accidents and disasters. Without information, deaf people and people with visual impairment will be deeply troubled. Information from the radio is essential. There are barriers in the social environment and infrastructure. These need to be free of barriers.

Here is a picture (on the slide 6) that represents the current situation: Some disability groups are united and connected under the umbrella of the Pacific Disability Forum, composed of 14 Pacific countries. If any of these countries faces a common issue, we will visit them from Fiji to give them guidance about the UN Convention on the Rights of Persons with Disabilities and check how it is enforced. Take Papua New Guinea, for example. Their laws stipulate all kinds of rights, but there are no real activities or law enforcements for persons with disabilities. If their government uses funds inappropriately, Fiji representatives will visit them and urge the government to spend the fund for persons with disabilities. For other member countries please see this slide. (Slide 5-6)

**BARRIERS IN ACCESSING TO JUSTICE**

*People with disability typically face a number barriers which prevent them from accessing the same opportunities as others;*

- Legal and policy barriers
- Attitudinal barriers
- Information and Communication barriers
- Environment & Infrastructure barriers

Slide 5

I belong to Fiji Association of the Deaf. The association holds meetings for the World Association of Sign Language Interpreters, as well as training that lasts about 1-2 months, with deaf people coming from all over Fiji by air and sea. The bottom-left picture (on the slide 7) shows a sports competition for persons with disabilities from the Pacific countries. The bottom right picture is me, making an appearance on TV for the first time to appeal for the need of sign language interpreters. (Slide 7)



Slide 7

As for the vision of the future, I feel that we will need to incorporate the human rights of persons with disabilities into the law and to make the law truly effective. When the government talks about such laws and rules, it is essential to involve persons with disabilities or such persons' representatives. They need to be involved to check if the state budget is spent properly, for a purchase of wheelchairs, for instance, or PCs for persons with visual impairment, in a way that benefits persons with disabilities. The important thing is to keep monitoring the laws' enforcement after they are enacted. We also need individuals who understand and have knowledge of persons with disabilities. We need to make our society more inclusive. We need mutual dialogue. (Slide 8-10)

**WAY FORWARD**

- We need to look at the laws and rules that are in place so that we can meet the human rights of person with disabilities
- Government speak to persons with disabilities and disabled people's organizations when it designs laws and programs, and puts them in place.
- We need to look at how much and how well resources are allocated to realize rights.
- Persons with disabilities involved in decision-making in public resources allocation.

Slide 8

**BACKGROUND – INCLUSIVE BUDGETING PROJECTS**

- Projects commenced in 2015
- Focuses on the 14 Pacific Island countries under the umbrella of the Pacific Disability Forum. These islands included Cook Islands, the Federated States of Micronesia, Fiji, Kiribati, Marshall, Nauru, Niue, Palau, Papua New Guinea, Samoa, Solomon Islands, Tonga, Tuvalu and Vanuatu.

Slide 6

**Key Important**

- We need to identify the diverse obstacles faced to accessing justice (legal and policy, attitudinal, communication/information, physical and economic) and appropriate responses to overcome them in our local context.
- Ensuring that Laws, implementation strategies & budgetary allocation are disability inclusive .
- We need to work in consultation with the experts – persons with disabilities and their representative organisations.

Slide 9



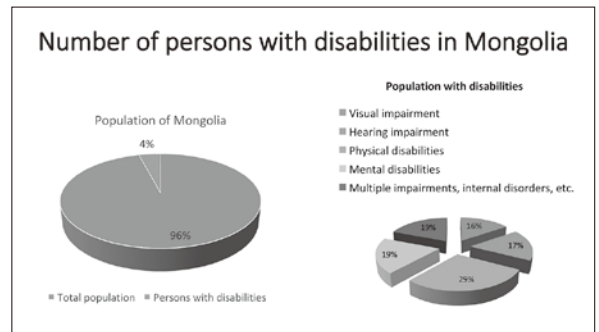


Slide 10

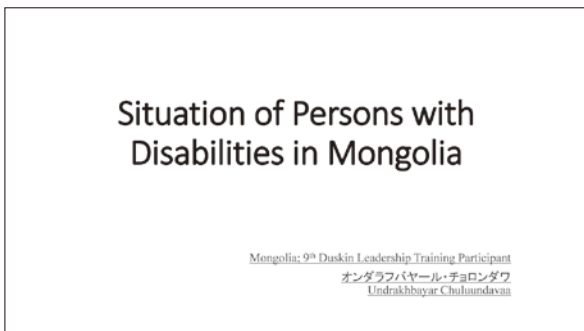
**Kobayashi/** Eve suggests that it is key for specialists and groups of persons with disabilities to work together. I agree that it is important to monitor laws and rules from the viewpoint of persons with disabilities, and that persons with disabilities fully understand the laws that apply to them, before the laws are applied. Our next speaker is Undrakhbayar Chuluundavaa from Mongolia.

**Bayar/** Hello, I am from Mongolia, please call me Bayar. As a 9th Duskin Leadership Training trainee, I came to Japan 11 years ago for the first time. First, I would like to talk briefly about Mongolia. Mongolia has a population of 3.1 million, of whom 4.1% are persons with disabilities, which is approximately 18,000 people. As you know, Mongolia is the coldest country in the world. The city of Ulaanbaatar is said to be the coldest capital in the world. (Slide 1-2)

became active, resulting in more policies and laws for persons with disabilities. There are both good and bad things. The good thing is that persons with disabilities are involved when new rules are introduced. Mongolia ratified the UN Convention on the Rights of Persons with Disabilities before Japan did, followed by laws enacted to accept persons with disabilities in society. The government also established a new organization called the General Agency for Development of Persons with disabilities. Yet, despite all these laws and rules, few of them are enforced, because the society and government have little awareness of persons with disabilities. (Slide 3-5)



Slide 3



Slide 1

- In 1990, Mongolia made the transition from socialism to capitalism.
- There were laws and rights with regard to human rights, constitutional issues, and persons with disabilities during the socialist era, but they were not sufficient.
- Twenty-six years have passed since the transition from the socialist system, but the infrastructure issue and legal measures in relation to persons with disabilities are still insufficient.

Slide 4

- The population of Mongolia is 3,100,000, 4.1% of which are persons with disabilities.
- It accounts for about 108,070 persons.
- Changes in climate are severe throughout the year: the temperature drops down to minus 40 degrees in winter and rises up to plus 40 degrees in summer.

Slide 2

- > Ministry of Education adopted the policy of inclusive education, however disability is still a clear obstacle for PWDs in attaining an education.
- > 2010 government survey shows that one in every two PWDs in Myanmar never attended school, compared to a national primary enrollment of 84%.
- > Only 2% of PWDs completed the university degrees, compared to 12% of the non-disabled population.
- > There are 5 major barriers currently facing by PWDs: (i) architectural design & geographical location of schools, (ii) attitude & teaching capacity of school teachers to accept PWDs, (iii) teaching method and teaching aids for PWDs, (iv) public transportation system and (v) perspective of community towards disability.
- > 99% of domestic universities and local schools are not physically accessible for PWDs, especially the architectural designs of classroom, library, assembly hall, toilet, dormitory, etc.
- > Parents are willing to send their children with disabilities to schools but most of them cannot afford to do so due to their poverty.
- > Within limited opportunity throughout history, a few PWDs overcame those challenges and finally became the educated persons. Later, they became the leaders for disability rights movement and advocates for promoting inclusive education of PWDs in Myanmar.
- > The current government committed to accept more PWDs in schools, removed some institutional barriers that restrict PWDs to be school teachers, offered more financial assistance for PWD students and set-up new Alternative Education Department for out-of-school students, however there remains a huge gap to implement the inclusive education in the country.
- > While a few disability organizations working hard for promoting disability inclusive education, many PWDs and majority of policy makers still have the mindset that special education is only the best for PWDs.

Slide 5

To tell you about Mongolia, it has been 29 years since it dropped socialism in 1990 and turned into a democracy. I was 10 years old at the time and I vaguely recall how hard socialism was. Even in the socialist times, there were some considerations for human rights and laws for persons with disabilities, but they were not enough. As the country developed, the disability movement also

For education for persons with disabilities, new developments are emerging, such as laws for the inclusion of persons with disabilities. Inclusive education for persons with disabilities is one, but unfortunately the basic view has not changed. Persons with disabilities attend only special education schools, which are found only in Ulaanbaatar. Two years ago, there was a demonstration at a special school for deaf children that led to huge discussions throughout the year, spreading the view among the general public offered by this opportunity that we need to start thinking about inclusive education. Also, although there were specialists in special

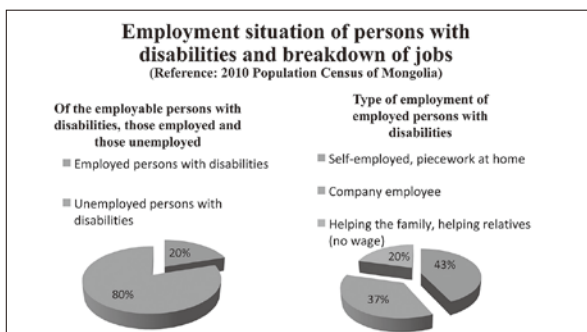
education schools, none had inclusive education in mind. The state budget this year included a budget for special education schools but none for inclusive education. That was why we built a network in order to change this situation, involving not only persons with disabilities but also everyone interested in education. (Slide 6)

### Education of persons with disabilities

- The same as before in principle. Persons with disabilities go to school for persons with disabilities.
- However, schools for persons with disabilities exist only in Ulan Bator.
- Therefore, persons with disabilities in rural areas go to regular schools.  
The system for inclusive education began to be created.
- There are experts with knowledge about school for persons with disabilities, but no experts with knowledge of inclusive education.
- Even when laws and systems are created, they are hardly implemented.

Slide 6

This (Slide 7) shows a study from 10 years ago about employment and work. I just saw a similar study before I came over to Japan, but there has not been much change. Of the persons with disabilities who can work, only about 20% are working, and 20% of them are unpaid, helping in family business. Few people have had education to become specialized in something or got a job at companies. Also, there is little support from the government for employment of persons with disabilities. (Slide 7-8)



Slide 7

### Employment situation of persons with disabilities

- Most of self-employment jobs are sewing and embroidery, which take time for production and do not pay much.
- Not many persons are able to work in the specialized fields they studied.
- Even when persons with disabilities find jobs in companies, there is no support from the government.
- Employment requirements (qualifications) desired by companies are made from the standpoint of persons without disabilities, making it impossible for persons with disabilities to achieve them. (This is partly because persons with disabilities are not able to go to school.)
- There are few facilities and systems, such as Japan's Hello Work (Public Employment Security Office – PESO), to provide support for persons with disabilities for the relationship until the time they are employed at companies.
- There is no environment where persons with severe disabilities can work.

Slide 8

For the last 10 years, I have appealed to society and the government, but I have realized that we need to change the view of persons with disabilities, before establishing a personal assistance service or other assistive services, such as in Japan. For instance, we do not go outdoors, because we stick to our old beliefs. Some people go out only once a year. We need to launch a model project, finding people who can be our role models. We need to tell people that even people with severe disabilities can live just like others. We also have realized that if society's view is wrong, laws and rules alone will not be

effective, no matter how good they sound. Mongolia now has the Law on the Rights of Persons with Disabilities, in order to create services to support persons with disabilities to live independently, but first, we need to appeal to the government and society and change their view on persons with disabilities. Japanese people taught us this. Until now, groups of persons with disabilities acted separately, some in groups of persons with visual or hearing impairment, and some in groups of physical disability, but we realize that we need to come together. We also need to join hands with people who are doing research on overseas initiatives and activities, in order to change Mongolia's society even more. (Slide 9-13)

### Accessibility

- The current situation is that persons without disabilities still play the main role in society.
- Disability movement is gaining momentum.
- Persons with disabilities cooperate in conducting accessibility checks (barrier free checks) as officials from the government, such as, for example, Japan's Ministry of Land, Infrastructure, Transport and Tourism.

Slide 9

### Independent Living Movement

- **"Universal Progress"** Independent Living Center. Established in March, 2010.
- Its purpose is to support all persons with disabilities to live independently regardless of the degree of disability.

Slide 10

### Activities

- Personal assistant service
- Peer counseling activity (consultation service by persons with disabilities)
- Training activity for persons with and without disabilities
- Awareness activity for persons with disabilities to become independent
- Concrete guidance and advice toward a barrier-free society
- Others (monitoring, appeal activity, advocacy)

Slide 11

### Others

- Laws and systems, even when they are created, are not conveyed to persons with disabilities.
- No support from the government for the movement.
- The situation is that those in need of a respirator or those with multiple disabilities cannot even go outside.

Slide 12



Slide 13

Finally, I would like to mention that although I did not believe this when we started out, I am now confident and have reason to believe that we can change the society in Mongolia. We have funding issues, but I am certain that by improving the systems we now have, we will be able to realize systems that will match our needs. Very soon, Mongolia will be a much better place. Thank you for your attention.

**Kobayashi/** Just like Myanmar, Mongolia shifted from socialism to democracy. It also turned to market economy. It was a very inspiring presentation, as Mr. Bayar has shown us that the disability movement is gaining momentum, despite such drastic social, legal and regulatory changes and difficult economic circumstances in Mongolia. Now, if anyone in the audience has questions, please raise your hand.

**Questioner A/** I work for a polytechnic. I am sure you have faced many issues in your disability movement. I would like to know how you interact with the media, and how the media view issues of persons with disabilities. I know grassroots activities are important, but I also think it very important to involve media to expand activities.

**Soe/** Thank you for your question. My organization tries to capitalize on the media. We have 70 radio programs, on one state and four private stations. Through these programs, we introduce our programs and activities to improve people's understanding of persons with disabilities. The media tend to have a charity focus, so we try to minimize that angle and try to communicate objectively and effectively the positive results of our activities as well as their impact. We engage with the media in barrier-free campaigns, and I feel we are involving the media quite well.

**Bayar/** That is very important. Unless we actively release information, our society will not know of our activities. Since last year, we have had the opportunity to have our views broadcast every three months on national TV, so we have been making 10-minute TV programs to introduce the activities of the disability center. In Mongolia, cities are far apart. People living in rural areas feel that they do not have much access to information. So, we talk on the radio once a week, not just about independent living, but also about services for persons with disabilities, and about how we can create systems to serve various needs.

**Eve/** We create opportunities to interact with people from TV and radio stations and exchange ideas with them to maintain good relations. We also receive funds to hold workshops for them to explain what terms are good to use on TV and radio programs, what expressions should be used to describe disability, and what they mean. If newspapers use inappropriate terms, we ask them to correct them. That is how we raise awareness.

**Kobayashi/** These are very effective, involving media in these countries, as well as building people's networks. I am sure these approaches can be adopted in many ways. Anyone else, who would like to ask a question?

**Questioner B/** As a lawyer, I work on advocacy for persons with disabilities. Please tell us about involuntary hospitalization of people with mental disabilities. I would like to know what you do for advocacy in your country for people who are involuntarily hospitalized or institutionalized. I would like to know if there is any advocacy work in your country that involves lawyers' help.

**Soe/** We have seen people being hospitalized, and some are taken care of at home. Either these special institutions or families are taking on the responsibility. It is a difficult issue.

**Bayar/** In the disability movement in Mongolia, intellectual and mental disabilities are the least taken care of. Last year, a network of independent living centers was launched in Mongolia. The network includes a group of people with mental disabilities, which they run themselves. Right now, they are doing peer counselling to understand one another, and they are thinking about how to talk to the government. I also think that intervention by lawyers is important. Three years ago, several disability organizations got together. When we have public lawsuits against municipal governments or the Ministry of Social Welfare and Labour, we cooperate with an association of lawyers. Although we face many barriers in the legal domain as well as in other areas, the lawyers have been a great help.

**Eve/** Lawyers have legal knowledge so, it is important for welfare organizations and hospitals to work together with them. That way, lawyers can intervene with such knowledge if they witness human rights violations at hospitals.

**Kobayashi/** With regard to this issue, that is, support and advocacy for people with mental or intellectual disabilities, developing countries have a long way to go. A colleague of mine from my research institute went to the Philippines to conduct interviews on the guardianship system and found out that neither persons with disabilities nor their associates knew about the guardianship system. Situations vary from country to country, even if they use the same words and terms. We have people from many Asia-Pacific regions with us today. Let us strengthen our network today and tomorrow. Some of you run your own businesses. Let us build a network from many angles and share ideas, so that hopefully the network will lead to new projects.

**MC/** We now will close session 1.





## Profile



### Toshiaki Goibuchi

Director, CR Factory : Japan

Moderator

Mr. Toshiaki Goibuchi joined CR Factory in 2011. Since 2012, he has assumed the position of regional revitalization specialist of the Cabinet Office of the Japanese government. He has an established reputation for extensive knowledge and a sense of balance based on his achievements in the management of a number of communities and projects. As he has worked as an administrative officer, collaborative support is available from both citizens and the administration; he has rich experience in business. Besides working for coordinating many collaborative projects, he takes the rostrum as lecturer and facilitator for over 100 times in a year.

In addition to CR Factory, he participates in the management and projects of diverse organizations:

-E.g.: Monogatari-hojin FireWorks (regional producer), JIMI-Lab (representative director), GRASS (board member), Will Seed, Co. Ltd. (training lecturer), etc.



### Samith Mey

Founder and Secretary General, Phnom Penh Center for Independent Living : Cambodia · Physical

Guest Speaker

Mr. Samith Mey is the Founder and Executive Director of the Phnom Penh Center for Independent Living (PPCIL), which was established in 2009. He has had managerial positions and experiences in working in the disability sector and social welfare for more than 15 years. From 2006 to 2007, he was trained in social welfare and independent living in "The Duskin Leadership Training in Japan", a Program for Persons with Disabilities in Asia and the Pacific. He also has extensive experience in the fields of the disability movement, advocacy, and willingness and potential to promote and implement an independent living movement of persons with disabilities in Cambodia. Furthermore, he possesses experience in development activities, leadership, project/program formulation and management, including project planning, budgeting, staffing, implementation, monitoring, evaluation, and reporting. He has taken part in many disability training sessions and workshops, domestically and internationally, related to disability inclusion, independent living and development.



### Chun Chieh Lin

Secretary General, Independent Living Association Taipei : Taiwan · Physical

Guest Speaker

Ms. Chun Chieh Lin has osteogenesis imperfecta. She has broken bones many times since she was born and received care from her mother up until graduation from university. When she was 11 years old, her parents sent her to a hospital in Japan so she would be able to walk. Fortunately, although it was not possible to have surgery done, she came back to Taiwan having learned some Japanese. At the age of 22, she graduated from College of Law, National Taipei University, but there was no place for her to go because the outside environment was full of barriers. At that time, she realized that persons with disabilities and their families had to change society by exerting whatever efforts it required. At the age of 24, she received training through Duskin Leadership Training in Japan, where she learned about independent living and became determined to devote herself to social movements. After returning home, she set up the first independent living center in Taiwan in 2007. She is currently dedicated to working for the implementation of CRPD and for nurturing young disability leaders.



### Yasuko Hara

Chief Trainer, Authorized Meta-Facilitation Trainer, Authorized NPO Mura no Mirai : Japan

Guest Speaker

Living in Kyoto with husband and son.

M.A. (Graduate School of International Development, Nagoya University) 1996.

Joined Mura no mirai's first overseas office in India (Andhra Pradesh) in 2001.

Worked as expert in community based development projects for NGOs, JBIC and JICA in India and other Asian countries during the period from 2001 to 2016.

Part-time lecturer, Kansai University 2016.

Conducted Meta-facilitation trainings in Cambodia and Tokyo for Japanese Society for Rehabilitation of Persons with Disabilities 2017 and 2018.

Chief Trainer of Meta-Facilitation in Mura no Mirai since 2018.

Author of "No winner no loser - a story of women who made their own haven from Market Economy", Shinhyoron, Tokyo, 2014.

# Organizations of Persons with Disabilities and their Achievement

**Goibuchi/** I am the chair of a nonprofit organization CR Factory. Our vision is to create a society where all people can fulfill their rich lives with their own places and companions. For that, our mission is to create a passionate community in every corner of the world, in which people can bond with their own places and companions. I give training and consultations to nonprofit organizations, such as club activities regarding organizational management, management support, and communication. Once a year, in Duskin Programs, I take charge of one of the training programs for young leaders from Asia and the Pacific countries/region. Duskin trainees have a very good attitude, and they are very enthusiastic to learn, and so I always feel encouraged by them. (Slide 1-4)

◆Profile of Lecturers Mr. Toshiaki Goibuchi  
**Project Manager, NPO CR factory**  
**Producer Movie Production Company "Fire Works"**  
**Training Lecturer Will Seed Co. Ltd.**



Advisor, Activity Center for Volunteers/  
 Civil Society Musashimurayama City

Evangelist of Community Revitalization , Cabinet Office

The former staff of Kita Ward Office, Tokyo Metropolitan Government

Slide 4

**CR factory**

**【Vision (Goal to aim)】**  
 To create society where all people can fulfill their rich lives with their own "places" and "companions"

**【Mission (Shimei)】**  
 To create passionate community in every corner of the world where people can attach to own places and companions

Community & Relationship  
 NPO法人CRファクトリー

Slide 1

**Self Introduction**

Our business and services are in short...

**Management Support of NPOs and Local Community Groups**

NPO法人CRファクトリー

Slide 2

**Basic Skills and Know-hows**

**Management of attachment and relationship**

Provision of skills and Know-hows  
 How to improve "Attachment to the organizations" and "Relations among staffs and colleagues"

Attachment: I like this organization. Very comfortable to work  
 Relationship: It is fun to work together as team with colleagues

NPO法人CRファクトリー

Slide 3

Session 2's title is: "Efforts to Strengthen the Capacity of Organizations of Persons with Disabilities and their Achievement." In many cases, the relationship between people and an organization, its internal organizational processes, and how the organization is managed, are not exposed to outsiders. Also, the outcomes of such aspects are difficult to see in numerical indicators, such as figures and money. In many organizations, building a better relationship itself is often left behind. The book, "The Little Prince", says: "What is essential is invisible to the eye." Things other than numbers and visible outcomes and also what has been done behind those numbers and outcomes, actually are very big themes for an organization to develop sustainably. In CR Factory, we call it "muscle training of the mind". Unless we train our minds, we cannot depend on them when we really need it. I think it is an important factor to work for in the long term. And I think I can share with you our awareness in this regard.

The organizations of Mr. Samith and Ms. Lin, with a help of an external expert Ms. Hara, from the nonprofit organization "Mura no Mirai", are making efforts to tackle this aspect. If you can feel that they really are the leaders of organizations and that they actually are trying constantly toward achievements, in order to make their organizations better, then your relationship with them may expand in the future. That is the purpose of this session. We will have presentations first, and then a panel discussion will follow. I now invite Mr. Samith, Founder and Secretary General of Phnom Penh Center for Independent Living (PPCIL), to make his presentation.

**Samith/** Hello. I am going to speak in Japanese. My name is Samith and I come from Cambodia. I was born in 1979. My disability is polio. I was born after the war and my country was poor. I went to normal schools. In 2006, there was a great opportunity for me to come to Japan as a Duskin trainee. What surprised me then was how beautiful and livable place Japan was. When the training was finished, I went back to my country and opened the Phnom Penh Center for Independent Living (PPCIL). (Slide 1-2)



**Presentation on Phnom Penh Center for Independent Living (PPCIL) and General Situation of Persons with Disabilities in Cambodia**

Executive Director of PPCIL **Samith Mey**


Slide 1

**Activities**

- Disability and IL concept awareness raising
- Disability Inclusion
- Peer-Counseling
- ILP
- PA services
- Advocacy
- Events

Slide 4


**Self introduction**



- I was born in 1979
- I am a person with disability—Polio, using a manual wheelchair. I have experiences in working in the disability field and social welfare more than 18 years. From 2006 to 2007, I got trained on Independent Living in Japan supported by Duskin Leadership Training Program. Currently, I am the Founder and Executive Director of PPCIL.

Slide 2

**General Situations of Persons with Disabilities in Cambodia**



The situation of persons with disabilities in Cambodia can be categorized as marginalized by income inequality, exclusion and discrimination. According to traditional Buddhist beliefs in karma, which is a value held by many Cambodians, some have been disabled since they were born with disabilities to atone for sins in his or her previous life and some were disabled after they were born due to certain circumstances such as road and land mine incidents, accidents and polio; and others are a result of the civil war and the Khmer Rouge regime that caused them permanent disability. Most of PWDs are always want to treat their disability rather than go to change the society.


Slide 5

As you can see in a photograph (on the slide 3), we have many members, as the picture was taken together with our volunteers and other people. This center is the only one in Cambodia. In September this year, we will commemorate our 10th anniversary. Our activities strongly reflect the concepts of persons with disabilities and independent living centers. In order to promote inclusion of persons with disabilities, we provide peer-counseling, independent living programs, and personal assistant service. In Cambodia, PPCIL is the most hardworking organization. We hold many events to create opportunities for persons with disabilities to come and get together. As background to our center's activities is Cambodia's specific situation that because we had a war, we have many persons with disabilities. Although the war is over, many people now become disabled due to traffic accidents.

We want to overcome our disabilities. This would be an ordinary way to think of persons with disabilities. However, our way of thinking is that a disability is not an individual problem, but rather it is society's and environment's challenges and problems. The environment needs to be improved for a society to be a more livable place. Persons with disabilities currently are more interested in overcoming their own disabilities, rather than changing society, and this situation is a little bit problematic. PPCIL receives support from Japanese organizations, and through our activities we are making efforts so that even persons with severe disabilities can live a normal life. (Slide 3-6)

**General Situations of Persons with Disabilities in Cambodia**


PPCIL changes the lives of persons with severe disabilities through independent living, rights-based and inclusive community approaches from Commune/Sangkat to Municipality level.



Slide 6

In PPCIL, no member yet has graduated from university. So, nobody really knows how to communicate within a group or how to work effectively. Without support from the Japanese Society for Rehabilitation of Persons with Disabilities (JSRPD) or the Nippon Foundation, we could not have developed the capacities of our staff members. In 2016 and 2017, I had opportunities to receive training in Japan. Before the training, I was unable to make project plans. Previously, I and other management staff were the only ones to make action plans, but now we are able to make more detailed action plans, working together with other staff members. Currently, all our staff members are able to create project plans, and they have also improved their assessment and evaluation skills. We also have become able to write and submit grant proposals. (Slide 7-8)

**Phnom Penh Center for Independent Living (PPCIL)**



Established in 2009


Only one CIL in Cambodia

Slide 3

**Capacity Development for PPCIL staff members**

**Before the Training, staff members were UNABLE:**

- To make Action Plans
- To have work done on time
- To identify problems
- To seek for solution
- To manage their time
- To estimate the cost



Slide 7



**Capacity Development for PPCIL staff members**

1. In 2016 and 2017, Samith attended 2 trainings on Chronology, communication, action plan & Fact Question ect.. in Japan
2. After the trainings, he understood the concepts and reasons why PPCIL staff members lacked of skills to perform the work.
3. Therefore, Samith proposed JSRPD to provide the 1st training program in February 2018 for PPCIL staff members

Slide 8

**Thank you for your attention!**

Slide 12

Ms. Hara from Mura no Mirai came to Cambodia in February last year, and we received training on Meta-Facilitation. When interviewing persons with disabilities in a local community, if we use Fact Questions which is base of Meta-Facilitation, they can understand our questions more clearly. Instead of using "WHY" questions, our staffs have started using simple Fact Questions in order to make dialogue with local people smooth. To have good communication within PPCIL is also becoming more and more important. We did not have the Japanese way of so-called "HORENSO" (which is Japanese acronym composed of "HO" which comes from "Houkoku" meaning report, "REN" which comes from "Renraku" meaning contacting and "SO" which comes from "Soudan" meaning consultation, and it is commonly used partially because it sounds also same to spinach in Japanese), and we even could not share our vision among us. But now all our staff members are united as one, and we are making good results. (Slide 9-12)

**Goibuchi/** Thank you very much, Mr. Samith. We fully understand that you truly have utilized the training opportunities. Capacity-building enhances individual capabilities, but even more important, the staff members now are able to share the same vision, so they can participate and contribute to the organization more deeply. They now are able to engage in the organization as active members, and this is a very big organizational change. Now I would like to invite the next speaker, Ms. Lin, Secretary General of New Vitality Independent Living Association Taipei.

**Capacity Development for PPCIL staff members**

**Changed:**  
After the Training, staff members and volunteers have gained more skills and are ABLÉ:

- To make Action Plans and Project Planning, although not that perfect
- To have work done on time quite often
- To do the Monitoring and Evaluations
- To make Result Based Reporting



Slide 9

**Lin/** Hello, everybody. My name is Lin Chun Chieh. I would like to talk about our activities in Taiwan and also about many changes that happened with great support that we received from many people. I was born in Taipei City in Taiwan. My disability is Osteogenesis Imperfecta. When I was seven years old, I was rejected from entering a school, and at the age of eight, I enrolled in a regular elementary school. I was sent to a hospital in Japan in order to receive a medical treatment that was expected to make me able to walk. But my bones were too fragile, and without receiving any treatment or operation I came back to Taiwan. But at that time I had a chance to learn a little bit of Japanese. When I graduated from university, I was shocked to realize that the environment outside is not barrier-free, and I had no place to go or to be. At the age of 23 years, I participated in Duskin training, and there I encountered the independent living movement. With great support from many Japanese friends, when I was 27 years old, I established the first independent living center in Taiwan. (Slide 1-2)

**Capacity Development for PPCIL staff members**

**On Track points but need more improvement:**


- Action Plans: lack of skills to make it effectively
- Identify problems: they are good but not able break down problems analytically sometimes
- Find Out Solutions: sometimes they are not able to find reasonable solutions based on their knowledge and experiences
- Use Fact Questions Effectively: sometimes they are unable to create and ask questions relatively

Slide 10

**Capacity Development for PPCIL staff members**

**Application:**  
PPCIL has been practicing all the focused points and applying into real practice.

- Using skills gained to write a new proposal and already apply it to the VOICE Grant.
- Most required areas in the proposal are quite similar to what we learnt from the trainings such as: identifying problems, breaking down issues, activities (Action Plans), how we evaluate and report the result activities.



Slide 11



New Vitality Independent Living Association of Taipei

**Independent Living Movement in Taiwan**

林 君 潔  
リン チュン チェ  
Lin Chun Chieh

Slide 1

## About myself

1. Hometown: Taipei, Taiwan
2. Family of 5 including 2 younger sisters
3. Age 7: Refused to go to school. Age 8: Entered regular primary school. Age 11: Consulted a doctor in Japan, but unsuccessful. Age 18: Entered College of Law, National Taipei University. Age 22: Graduated from university. Age 23: Participated in Duskin Leadership Training. Age 27: Established 1<sup>st</sup> independent living center in Taiwan.
4. 24-hour caregiving for my mother – independent – change society

Slide 2

Currently in Taiwan the ratio of persons with disabilities is 4.9% of its population. In Japan, most of persons with disabilities live at home and few are institutionalized. Taiwan left the United Nations in 1971, and for this reason we fell behind in matters relating to persons with disabilities, compared to other countries. However, the private sector made efforts, and in 2014, Taiwan passed a domestic law to implement the CRPD (UN Convention on the Rights of Persons with Disabilities). There are different movements of persons with disabilities in Taiwan, but our center has focused especially on personal assistant service. (Slide 3-4)

Now, I will give you some disability-related information on Taiwan. In major cities like Taipei and Takao, we have barrier-free subway systems. We can use any carriage of train so freely that we even do not feel that we have disabilities. But when we visit other areas of Taiwan, transport is not convenient. On the bottom-right corner of this slide 5, you can see a bullet train. It has 998 seats but only four spaces for wheelchair users. We are starting a movement to increase spaces for wheelchairs and strollers. Universal design taxis have started, but unfortunately the fare is very expensive. (Slide 5)



Slide 5

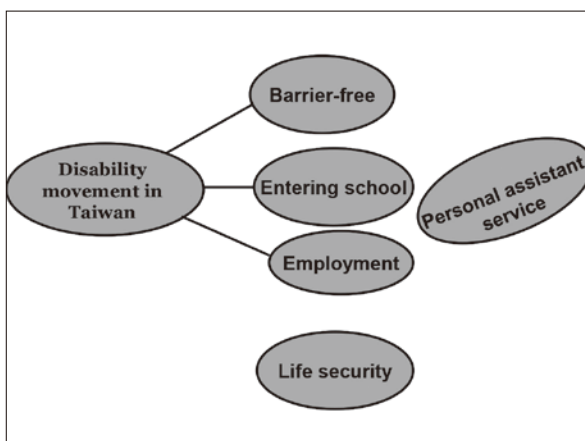
## Taiwan

1. Area: 36,000 km<sup>2</sup>. Population: 23 million persons
2. Persons with disabilities: 4.95%. Approx. 1.16 million persons.
3. About 95% live in community. Few people live in facilities.
4. Withdrew from UN in 1971.
5. Welfare Law for the Disabled was enacted in 1980 (Currently: People with Disabilities Rights Protection Act)
6. 2014: CRPD became a domestic law.

2011: The system of independent living was established.

Slide 3

My independent living center was established in 2007, and we have been engaged in many activities, such as personal assistant service, protection of rights, policy proposals, and peer support. We are organized and managed by persons with disabilities as main actors, and what we try to achieve is to create a society in which persons with all kinds of disabilities can live in their own community. In 2009, we collected funds from the private sector and implemented a model project to train personal assistants. This became the official system of Taiwan. Now there are five independent living centers in Taiwan, but only two have their own office. We are trying to change the awareness of persons with disabilities themselves by repeatedly sending the message that it is the environment that has disabilities. Now Taiwan has an official system of personal assistants, and there is a pilot project that the government has budgeted for. We receive subsidies from the government, in order to operate independent living centers, but the actual situation concerning persons with disabilities has not reached the guideline standard yet, and much still remains to be done. Persons with disabilities should unite their efforts even more strongly and increase our influence on the government. (Slide 6-10)



Slide 4

**台北市新活力 自立生活協會**  
New Vitality Independent Living Association of Taipei

Established in 2007

**Characteristics:**

1. Organization of persons with disabilities. Over 51% of the steering committee members are persons with disabilities
2. Cross-disability
3. Provide services to become independent in community

**Contents of work:**

1. Advocacy/policy proposal
2. Independent living program
3. Peer support
4. Personal assistance service
5. Community education
6. International cooperation

Currently focused on: (1) Implementation of CRPD (2) Fostering a new generation of leaders (3) Collaboration among centers in various locations

Slide 6





Slide 7

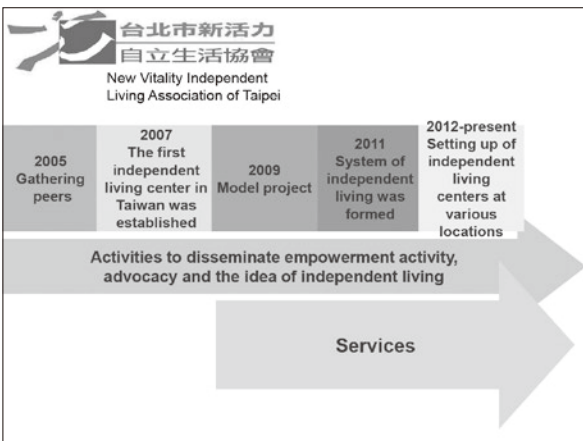
Persons with disabilities in each independent living center are inclined to face the difficulties of unity as a group due to such difference of areas or locations and personal background. For example, some went to school but some did not. For these reasons, communication sometimes does not go well, and we end up in quarrels. The reality is that we did not have enough communication skill and planning skills. To improve this situation, in March 2018, for the first time, the five centers gathered in one place and had a collective discussion. Before this time, what we usually said was: "We can't do anything" or "We are helpless." But Mura no Mirai helped us to organize many workshops. We could visualize our activities by drawing posters and check what we did in the past year, who did what, and how much money was spent, etc. By this process, we realized that, even under hard conditions, gradually our activities were influencing our communities and gradually changes were happening. By visualizing the results of our activities by using posters, we could see the balance of overall work, and because of this, we have become able to divide our workload better than before. We can make plans more actively and we have better communication among ourselves. The five centers were able to share the challenges and to exchange opinions, and as a result, we now have a stronger relationship.

Before, our organization focused only on persons with disabilities, especially physical disabilities. But now we work with different groups of people, such as lawyers, scholars, reporters, and journalists. Now we are connected to different types of people, and so our circle has become bigger. We also are connected to human rights organizations and LGBT (Lesbian, Gay, Bisexual, Transgender) organizations. It is important that we talk to people in different fields and work towards the same goals. I hope that we can share more information with you all and gain even more support. Thank you very much. (Slide 11-16)

• Publications: books, videos

Newspapers and special topics

Slide 8



Slide 9

### Problems

We should be united to extend our influence on the government or society. However, ...

1. Persons with disabilities of the associations are faced with many challenging circumstances: they carry out the movement while overcoming the issues of barrier-full environment or living costs. They only look at things they cannot do.
2. There is a big difference in the environment of respective locations and also among persons with disabilities or peers and fellows.
3. The communication and planning capabilities of respective organizations are poor.

Slide 11

1. Currently there are 5 independent living centers in Taiwan – Taipei, Hualian, Kaohsiung, Tainan and Chiayi.
2. Taiwan Federation of Independent Living Centers for Persons with Disabilities was set up on April 1, 2018.

Slide 10

### WS in March 2018

1. 28 members from different independent living associations participated.
2. The independent living associations respectively reported on the overall condition of their operation and actual results. We shared difficulties and accomplishments experienced by respective organizations.
3. We briefly introduced services, purposes and goals of our respective associations to ordinary people. Associations could confirm the idea and direction of independent living.
4. We reflected on the services and effects of the past one year. Things organizations have done were brought together and visualized. We found out that we did a lot of things.

Activity	Time	Performed by	Performed for	Location	Contents	Effect	Wage
							Cost
							Source of finance

Slide 12





Slide 13

### Influence on members of organizations

1. We could confirm our respective roles in the organization.
2. We now take a work role and responsibility more actively than before.
3. We now participate in organizations' activities and draw up plans together more actively than before.
4. Communication among inner members has become better than before.
5. We are now able to introduce the center to outsiders better than before.
6. We came to believe in ourselves more.
7. By sharing good and difficult things and various experiences, the relationship among organizations became stronger and better.

Slide 14

### I participated in 2017 and 2018 WS; influences on myself

1. Value teamwork with persons with different types of disabilities.
2. Convey the work contents in detail to other people.
3. Confirm views and feelings of peers and fellows no matter how busy I am.
4. Learned that it's important to explain difficult things in simple way.
5. Create a business plan or action plan better than before.
6. Practice introducing independent living with people from different fields.

Slide 15

• Thank you very much!



Slide 16

**Goibuchi/** Thank you very much, Ms. Lin. I can see clearly that you very intentionally are engaging in the improvement of communication.

Our challenges in a society are not an individual's responsibilities or problems. Recognizing that the systems and frameworks in a society cause the challenges, we know that they should be tackled from mutual perspectives as a so-called network or ecosystem. Ms. Hara of Mura no Mirai visited those two organizations and supported the implementation of training and workshops and also the development of their project plans. We would like Ms. Hara to share with us what you think of their achievements.

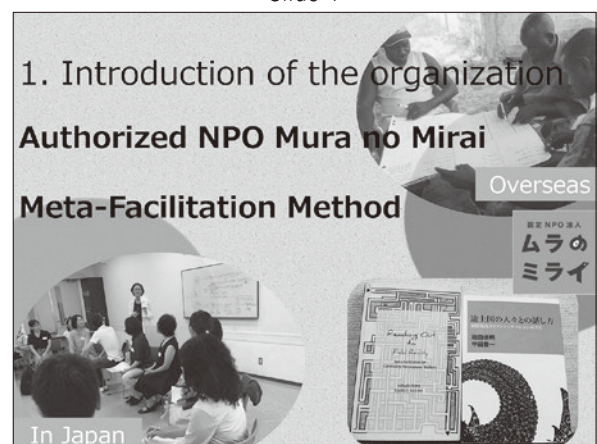
**Hara/** I am so impressed to hear your presentation. Two of you, without any road ahead, have started to create a new road and worked very hard. I feel so honored to have opportunities to work with you two.

Now I put my emotions aside. Let me introduce Mura no Mirai, then I am going to share how we worked together with Mr.Samith and Ms.Lin. At Mura no Mirai, I am in charge of training. The headquarters is in Nishinomiya City, Hyogo Prefecture. Established in 1993, it celebrated its 25th anniversary last year (in 2018). Our philosophy is to realize a society in which human beings can live in harmony with community, economy and environment.

We have been working both in Japan and abroad. Our major activities are community development and training to realize the above said philosophy. In our activities, we use a method called Meta-Facilitation that we have developed by ourselves. This method is introduced in the book titled "Reaching Out to Field Reality." This method is being applied not only community development but also various fields including child rearing. I had been living in India and Nepal for 16 years and have been working in the field of international cooperation. But there had been few opportunities to work with person with disabilities, so Mr.Samith and Ms.Lin are my mentors of independent living of person with disabilities. I am still learning from them. As you must have noticed that Mr. Samith and Ms. Lin had used the word "Fact Questions" several times during their presentation, now let me allow to explain about the method of Meta-Facilitation. (Slide 1-3)



Slide 1



Slide 2



About myself



**原 康子**  
**Yasuko HARA**

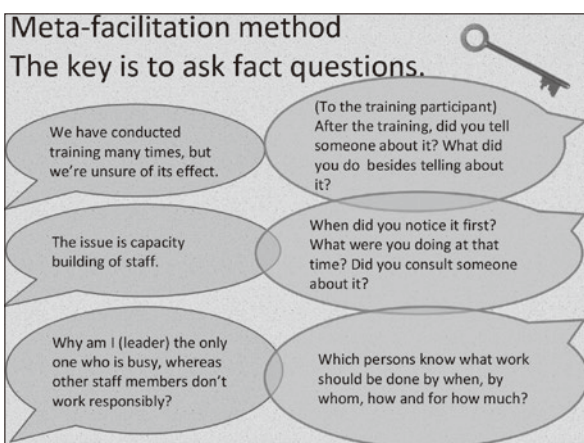
- ❖ Chief Trainer in Mura no Mirai. Living in Kyoto.
- ❖ Mura no Mirai's India office in charge from 2001 to 2011. Lived in Nepal till 2016.
- ❖ Conduct meta-facilitation trainings in Japan and abroad in the field of "community development", "child-raising", etc.
- ❖ Author of "No winner no loser - a story of women who made their own haven from Market Economy", Shinhyoron Publishing Inc., Tokyo, 2014

Slide 3

If a Japanese person like me goes to a project site of international cooperation in a developing country and asks, "What are the problems you face in your community?", then nobody gives a real answer. They may say "Thank you very much for building a school for us", "Thank you very much for making a road for us", or "So what is the next support that you are going to give us?" It will continue like this. If we go on this way, we never will be able to give the necessary support, and so through trial-and-error, we created this method. For example, if we are told, "We need capacity building for our staff." Then, we ask back, "When was it? What were you doing then? Have you consulted somebody about it?" If they have not consulted with anyone, it is possible that this may not be a big issue. So, first of all, we have to ask whether or not some kind of action has been taken.

Another example is a question, "Why I am the only one who is busy?" If you use Fact Questions, you are able to ask yourself "What task, when, by whom, how, for how much time and money, and who else knows about this apart from myself?" If you keep asking questions in this way, you or the person who has a problem eventually will realize, "This actually is my own problem!" This is when you or that person should take the initiative to solve the problem. This is one method of providing support, by posing such questions. Both Mr. Samith and Ms. Lin have received training, and they now ask questions that seek the facts. They use this method in their development of a project plan and also in communication among staff members. (Slide 4)

**Meta-facilitation method**  
The key is to ask fact questions.



**Question 1:** We have conducted training many times, but we're unsure of its effect.  
**Fact Question:** (To the training participant) After the training, did you tell someone about it? What did you do besides telling about it?

**Question 2:** The issue is capacity building of staff.  
**Fact Question:** When did you notice it first? What were you doing at that time? Did you consult someone about it?

**Question 3:** Why am I (leader) the only one who is busy, whereas other staff members don't work responsibly?  
**Fact Question:** Which persons know what work should be done by when, by whom, how and for how much?

Slide 4

When we visited Cambodia and Taiwan, we found that both of them were vigorously leading the other members. But at that time, they were at the stage of making a road in an unpaved field, so they could not afford to spend time in training their staff members. As a result, they were over-burdened with an excessive workload. This slide shows training that took place in Taiwan in 2017 and 2018. A

plan should not be made just for the sake of planning. This training was about how to make an action plan that can be followed by everybody who is concerned. Together with participants from five organizations, we visualized "what we could do" and "what we could not do." We also visualized the roles played by Ms. Lin.

Until now, I have seen many support activities by international cooperation organizations in various countries. The conventional way of support is likely to be one-way, from a support provider to its recipient. Mura no Mirai does not like this way, and so we created the method of Meta-Facilitation. I sense potentials in Mr. Samith and Ms. Lin, because their activities take a very new style that is not one-way direction. Activities that use the Meta-Facilitation method create a new way that can make everyone get involved as responsible actors, including those who take charge of activities in a local community, donors, and support recipients. Meta-Facilitation has the potential to make activities not just one-way but expanding in all directions. (Slide 5-10)

**2. General outline of the training in Cambodia & Taiwan**

**Background of Training**

- ❖ 2016-2017: Accompanied staff members of Japanese Society for Rehabilitation of Persons with Disabilities on their follow-up survey of former Duskin training participants in 4 countries (Viet Nam, Cambodia, Taiwan, India)
- ❖ July 2017: Intermediate course training for the workshop of Nippon Asia-Pacific Disability Partnership Program, "Developing Action Plans," (for 4 days: participants are from the 4 countries of Viet Nam, Cambodia, Taiwan and the Philippines)
- ❖ **Feb. - Mar. 2018: Training in Cambodia and Taiwan**
- ❖ Aug. - Oct. 2018: Online follow-up survey (Cambodia, Taiwan, Viet Nam)
- ❖ Jan. 2019: Training on project planning for the person in charge of each division.

Slide 5

July 2017, Tokyo

Not planning for the sake of planning, but developing the ACTION PLAN that enable all stakeholders of the project can act and reflect.

Feb. 2018, Cambodia

March 2018, Taiwan



Slide 6

**Training in Taiwan**

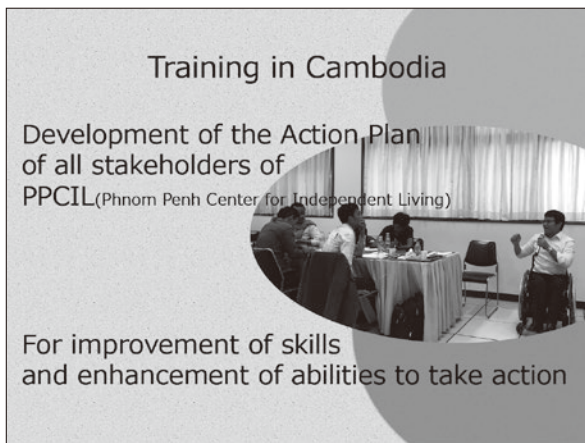
Taiwan Council on Independent Living Centers (Network group of five organizations)

The role of Independent Living Association of Taipei

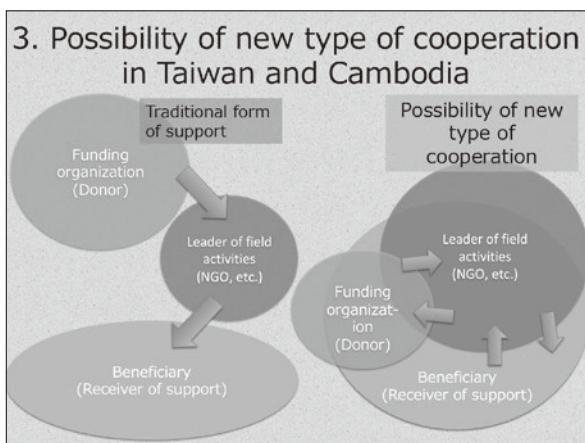


Slide 7

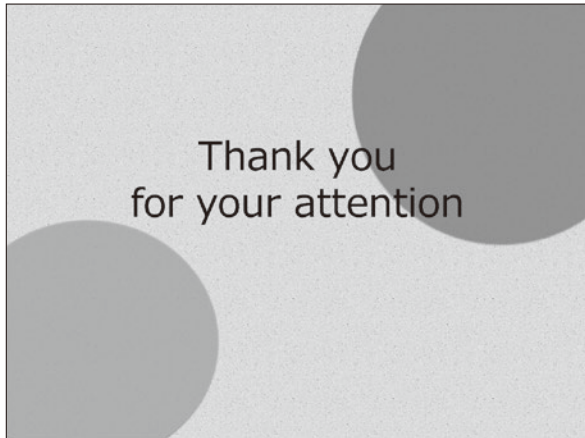




Slide 8



Slide 9



Slide 10

**Goibuchi/** Now I would like to ask a question of both of you, in order to understand more deeply. In your activities, I imagine there is always some gap in vision, degree of empathy, and awareness, among people you work with. I would like to know more about how you are facing such a gap, what kind of efforts or measures you are taking to overcome that gap, and what kind of changes you have made.

**Samith/** I sense a gap that in our center most of our staff are young people, so their experiences are fewer, and they rather want to do simple tasks. Also, they think little about their own plans and do only tasks assigned by the boss or the managers. They seem not to have thought that this is what I really want to do, or whether or not they are doing their tasks well. Our staff members have dreams, but they do not have enough planning skills to think how to achieve the

dreams by themselves. Working together, I suppose, it is necessary to think together about what they really want to achieve.

**Lin/** When I work internally in teamwork with our members, I sometimes find some gaps in our opinions. Rather than keeping your ideas and thoughts in your head, I think it is important to visualize them, to show them clearly to others, and then to discuss them together. Through dialogue, it is important to decide an allotment of responsibilities and to make it into a chart. Another gap that I find is with people outside our organization in their way of thinking. We think independence is definitely a good thing, but others may not agree with us. Not staying just inside my own circle, but going into the community and linking with other people from different fields is very important.

**Hara/** Both of you have a great vision: "This is what we really want." You work very diligently with your staff members with much patience, in order to realize your goals one by one. Mr. Samith said that he found some gaps with his staff members, but he is patiently tackling this challenge, and he does not give up, even when the first approach of communication does not work with them. Ms. Lin also never pushes her opinions on others. I can see in her the tolerance that is characteristics of leaders. She encourages her staff members to create the same map and to move towards the same destination together.

**Goibuchi/** I have another question. I have the impression that both Mr. Samith and Ms. Lin organize parties and many events with the strong intention of making connections with a lot of people and asking for their participation. I would like to know more of your ideas on how to make people move from being a mere participant to a more deeply-involved volunteer or staff member. This is actually a challenge for Japanese civil activities and non-profit organizations, and therefore I hope to get some good ideas from you.

**Lin/** When we first opened our office and moved in, we surprised the local residents, as there were so many persons in wheelchairs, and they were not comfortable with us. But then in our office we organized many parties with many different themes that were interesting to normal people too, such as a food party this week, movie viewing, BBQ parties, etc. Eating events usually are very popular and everybody wants to come. Not only within my community, but together with the related five centers, we have organized campaigns to travel around regions outside Taipei City over the last 10 years. Persons with disabilities got together, and we did volunteer activities too.

**Samith/** In Cambodia, we have organized half-day events for persons with disabilities called "TRY." University students, volunteers, and local residents take part. Japanese friends also come to join in this event, which is a good opportunity for us to make new friends. Apart from this, I give lectures at a university. If I make some connections there, I visit the staff in their offices to meet them and to create a new network there. I take these activities as opportunities to let everybody know about persons with disabilities and independent living and also to look for personal assistants. And I do this in collaboration with governmental institutions and local residents.

**Goibuchi/** I also would like to ask Ms. Hara to comment about creating opportunities for more participation.

**Hara/** Actually I have had a glimpse of the hard work and difficulties that Ms. Lin and Mr. Samith have faced when organizing and preparing such events. But you two enjoy doing it, and I am sure that surrounding people are watching your ways. It does not matter whether you have disabilities or not, when something looks fun, people naturally come and join in. You enjoy connecting with people, therefore people get involved more and more. I heard that in the Taiwan office new young people are getting involved as personal assistants, and they are working

very passionately. They probably get to know each other through such fun events. I think that doing things that are enjoyable for yourself is the key to getting other people involved.

**Goibuchi/** That it is fun is an important factor. I guess through such activities, two of you are creating relationships with other people and creating places for them to fill. Now we would like to receive questions from the audience.

**Questioner C/** Thank you very much. I'm from Pakistan. In 2001, I came to Japan for training sponsored by Duskin Ainowa Foundation. I have some comments. We come to Japan for the Duskin training, and when the training is over, we go back to our countries, and we can share our experiences in Japan. For example, we can say that Japanese food was tasty, but we cannot share the actual taste of the food. The same can be said about the Japanese independent living centers. This is something you can feel only when you actually see and experience it yourself. Of course, knowledge is important, but experiences are also important. How about providing opportunities to get actual experiences?

**Samith/** Yes, taste is very important. We graduated from the Duskin programs and returned to our home countries. We conveyed the message that "Japan is a wonderful place and a great society to live in" to everybody in Cambodia. But they said, "That is a lie." I agree that they should have an opportunity to taste it just like I did. From my center, some persons with severe disabilities have had opportunities to attend several times the training in Japan. Then they told me, "You were not lying." After that training, they worked hard for us. I am looking forward to the future.

**Lin/** Just as you said, the experience is most important. From two years ago, we have applied our project to the Community Chest, and we have implemented a short period of training in Japan. For this, we selected three or four people who wanted to learn about the independent living movement in Taiwan and to take part in this movement. We visited many independent living centers in Japan, and we had very good results and impact. Not only did we learn something, but also the training was very useful for our everyday lives.

**Goibuchi/** Thank you very much. Just as Ms. Lin mentioned now, no matter how many times you explain, sometimes there are things that you cannot convey to others. To have the same experiences is very important in order to share the same vision and to narrow the gaps.

I would like to talk about how to make your organization better, as I also am an expert. When we try to achieve some results, we try to change our actions. Change action and change your mindset. You will start to have some ideas that lead to changing your way of thinking. But before action or mindset, there is always a relationship. You feel comfortable enough to have a dialogue and to communicate openly with each other. You can trust each other and you are sharing the same vision. Upon these conditions, you finally can have good and abundant thoughts and ideas and also carry out responsible actions. In other words, before some kind of a structure that can bring quick and good results, you need to pay attention to a dialogue or relationship. To have dialogues in learning and training occasions, as well as in a normal, everyday context, is very important. I hope you can make use for your activities of the case studies that Mr. Samith and Ms. Lin shared with us.

**MC/** This concludes Session 2. Thank you very much.





## Profile



### **Kaori Kuroda**

Executive Director, CSO Network Japan : Japan

Moderator

Ms. Kaori Kuroda is the Executive Director of CSO Network Japan. She also serves at the Japan Director of the Asia Foundation. Prior to the current position, Ms. Kuroda worked at a private company in Tokyo, the Center on Japanese Economy and Business at Business School Columbia University in New York City and the Asia Foundation, Japan. Ms. Kuroda was a Japanese NGO Expert for developing ISO 26000 (ISO Standard for Social Responsibility) from 2007 to 2010. She currently serves as a member of the Working Group on Sustainable Procurement Code for the Tokyo 2020 Olympic and Paralympic Games. She is a member of the Roundtable for promoting Sustainable Development Goals (SDGs) established by the SDGs Promotion Headquarters at the Prime Minister's office. She also serves as the President of Japan Civil Society Network on SDGs, a Board member of the Japan Society for International Development and a member of the Corporate Citizenship Program of Japan Football Association.



### **Kozue Nagata**

Professor, Nagoya Gakuin University : Japan

Guest Speaker/Commentator

Currently, Ms. Nagata is a professor of Faculty of Inter-Cultural Studies, at Nagoya Gakuin University, engaging herself in training of the youth who wish to work in the field of development cooperation. Ms. Nagata is a 30-year United Nations veteran, and her work experiences include the Rehabilitation Branch at ILO Geneva, UN ESCWA (Baghdad, Amman, Beirut), where she made an input to proclamation of the Arab Decade of Disabled Persons (2003-2012). She was seconded to the UN provisional government of the East Timor. At the UN ESCAP, she was engaged in implementation of the Asia-Pacific Decade of Disabled Persons and acted as the focal point for drafting the Bangkok draft to the UN Convention on the Right of Persons with Disabilities, At the UN HQ New York, she covered the issue of development cooperation policy and was actively involved in mainstreaming disability into the United Nations operation activities. She is known to JICA and JETRO as a partner in the field of disability and development. During her service as the Director of UNESCP Pakistan 2011-2014, she was engaged in gender equality, education, and promoting human rights of persons with disabilities. Through her network with local partners and stakeholders, she had an opportunity to work together with the Mile Stone and Shafiq-san. Prior to her retirement from the UNESCO, she was offered an award of recognition of service by the Ministry of Education and Training of Government of Pakistan.



### **Shafiq-ur-Rehman**

President, Milestone : Pakistan • Physical

Guest Speaker

Mr. Shafiq became a person with disabilities caused by polio, but he benefitted from education, as his parents were so enthusiastic about education. Having received an early education and from meeting friends with similar disabilities, he became, as a teenager, the person to set up Milestone, the first disability organization in Pakistan. He worked vigorously but also faced discrimination. During his university days, he had the opportunity to think deeply about the behavior of people against others with disabilities. He got the chance to take part in the Duskin Leader Development Project in Japan from 2001 to 2002, which was a turning point in his life. He was very fortunate to be able to learn from the great leaders who have raised their voices for Persons with Disabilities (PWDs). As he introduced wheelchair cricket to the world in 2003, he introduced the concept of independent living to South Asia, and for the first time to the Islamic world. After the 2005 Great Earthquake in Pakistan, he and his group introduced the concept of a mobile independent living center. Today, Milestone is one of the most respected organizations in Pakistan and plays a distinguished role in the campaigns of PWDs.



### **Shunji Kadota**

President, Main Stream Association : Japan • Physical

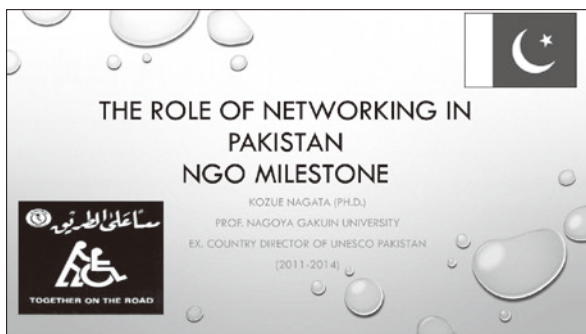
Guest Speaker

Born in Himeji City, Hyogo Prefecture in 1961  
When Mr. Kadota was a second year junior high school student, he fell down from the roof of a school gymnasium, suffered spinal cord injury and has lived a life in a wheelchair since then.  
When he was in university, he began travelling or a wandering journey and visited 48 countries, when he encountered the Center for Independent Living in Berkeley, California. Stating the phrase of "Turn Nishinomiya into Berkeley," he established "Mainstream Association," the center for independent living, in Nishinomiya City, Hyogo Prefecture. He was skillfully talked into helping to convey the independent living movement and establish independent living centers in Asian countries and has been engaged in it since 2003. In 2008, he started the same activities in Latin American countries in cooperation with JICA, and helped build independent living centers in Costa Rica and Bolivia. Currently Mr. Kadota is engaged in a part-time lecturer at Kwansai Gakuin University and Kobe College.

# Networking of Persons with Disabilities

**Kuroda/** In this session, we will focus on the seemingly miraculous case of collaboration attempted by Persons with Disabilities groups in Pakistan and Japan. It is pleasing to have such an opportunity to think about what each of us should do to realize an inclusive society based on the case. For this purpose, we have three guest speakers. Mr. Shafiq from Pakistan and Mr. Kadota from Japan will talk about their collaborative case from each point of view, followed by a presentation relevant to domestic issues and the general conditions of PWDs in Pakistan by Ms. Nagata. She is from Nagoya Gakuin University and was formerly the country representative of UNESCO Pakistan.

**Nagata/** Welcome to Japan, Mr. Shafiq. It's been five years since we met last. First, I would like to share the general situation of Pakistan with the audience. At the upper right (of the slide 1) is the national flag of Pakistan in green which is Islamic colour, with the crescent moon of Islam. At the lower left is the symbol for persons with disabilities, often used in Pakistan and the Middle East. (Slide 1)

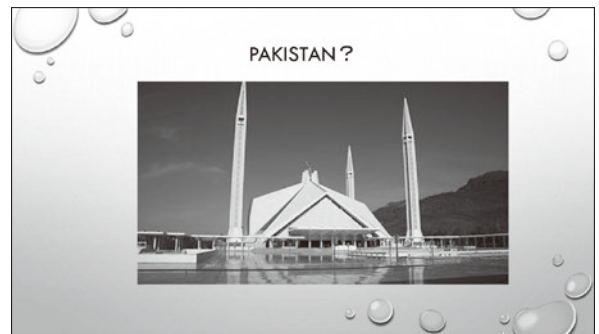


Slide 1

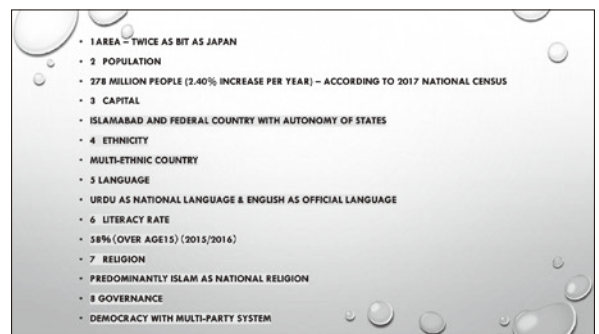
Please note that Pakistan is an Islamic country. It is a multi-ethnic country comprising various ethnic groups such as Sindhi, Baloch, and others from various countries. With respect to language, Urdu is the national language, but only about 8% of the population uses it as their mother tongue. Punjabis are the largest ethnic group. Mr. Shafiq is a Punjabi and his mother tongue is Punjabi. Pakistan is an unusual country, in that only about one person in ten uses the national language as their mother tongue. It is more like a complex community than a nation-state.

The literacy rate of the population aged 10 years and above is 58%, according to the statistics of 2015, meaning that about 60% of the population can read and write, and the rest especially many elderly persons are illiterate. Incidentally, Punjab, where Mr. Shafiq comes from, is the most developed area in Pakistan. Therefore, I think, the literacy rate there is much higher than this statistic shows. As its political system, Pakistan has a set of Parliament and Assembly, thus it is a democratic country like Japan, and this is different from many other Arab countries which have a single-party system. (Slide 2-3)

In Pakistan, one of the causes of disability is poverty. There are also problems faced by persons with disabilities including malnutrition, especially insufficient micro-vitamins, and the lack of access to medical services. Especially in Pakistan, immunization of polio vaccine is insufficient, and Pakistan has the highest prevalence of polio in the world. Islamic extremists are against the polio vaccination. There are also disabilities caused by traffic accidents and hereditary disabilities caused by marriage between very close relatives (i.e. cousin marriage).



Slide 2

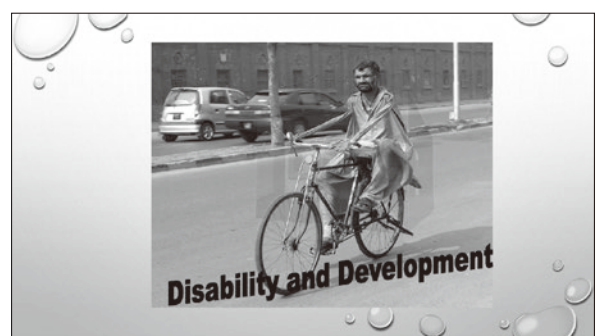


Slide 3

There are discrimination and violence against women, as well as against men. When a person becomes disabled, the family falls into poverty circle. They cannot go to school, cannot find a job, cannot get married, and cannot lead a social life. A barrier-free environment has not been sufficiently developed; they often face a social discrimination; and especially women with disabilities are faced with severe and compound discrimination. The legal system is under-developed, and its enforcement is limited.

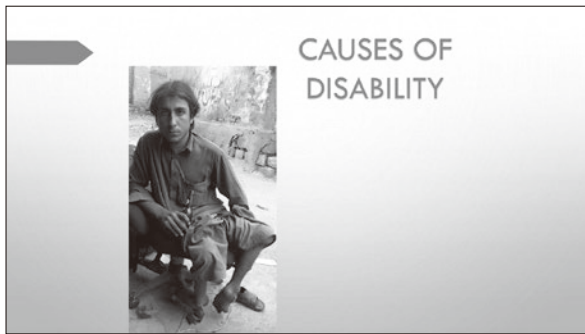
Data from the old national census of 1998 shows 2.49% of the total population to be persons with disabilities. Unexpectedly, the number of persons with disabilities has decreased in the new census-thus I use this 1998 data. The actual number of persons with disabilities is not reflected in this kind of national statistics. There is a tendency that the number of women with disabilities is significantly small. Throughout the country, there are probably more than 531 schools for special needs education. More than 200 NGOs and organizations of persons with disabilities are supporting the education of children with disabilities.

Under the 18th Constitutional Amendment, the autonomy of provinces was strengthened and the national-level "Ministry of Social Welfare and Special Education" was abolished, and responsibility for education and welfare for persons with disabilities was devolved to provincial governments. This has caused disparities among provinces and ethnic groups. There is also an overwhelming disparity between rural and urban areas. (Slide 4-8)

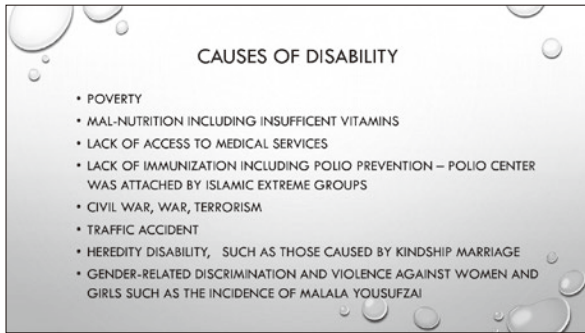


Slide 4





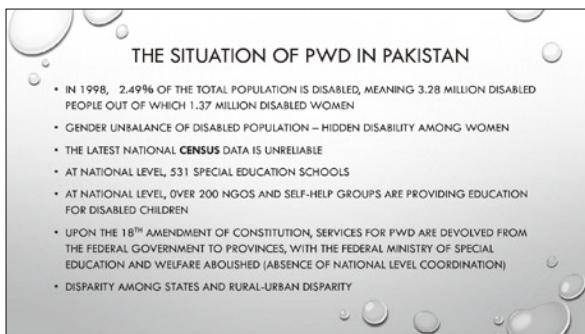
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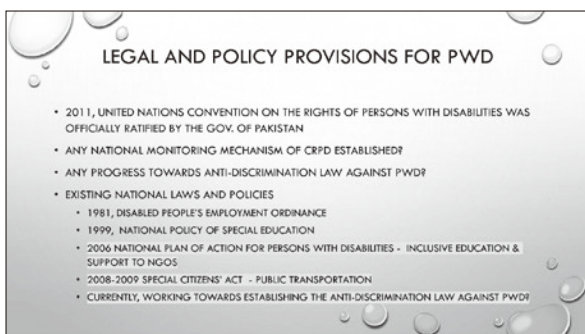
Slide 6



Slide 7



Slide 8



Slide 9

As regards laws to support persons with disabilities, very well-known ones include the national policy concerning persons with disabilities enacted in 2006, and the law concerning public transport and barrier-free transport enacted in 2009. At present, efforts are being made toward establishing an anti-discrimination law, but having already left Pakistan, I am not sure about its details. Pakistan signed the Convention on the Rights of Persons with Disabilities (CRPD) in 2011, when I was Country Director of UNESCO Pakistan. (Slide 9)

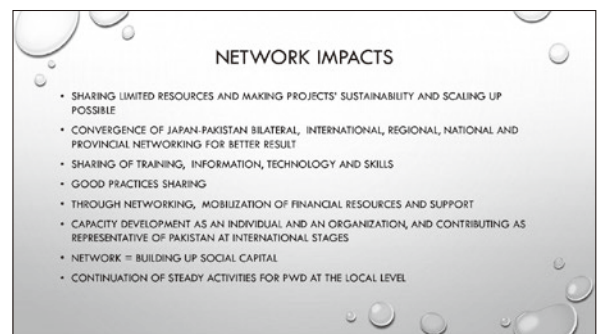
Let me mention a little about the network impact. International network of persons with disabilities by Duskin, the ESCAP (United Nations Economic and Social Commission for Asia and the Pacific), and the APCD (Asia-Pacific Development Center on Disability) are good examples of effective ones. Persons of high capacity, such as Mr. Shafiq, are great at obtaining funds by making excellent use of networks. He did gain a magnificent amount of funds from the World Bank. Networking with other countries is vital at the State Parties Conference of CRPD. Creating networks means building up "social capital". In Pakistan, there are active networks of CBR (Community-based Rehabilitation) and CBID (Community-based Inclusive Development) in Sindh province near Karachi. (Slide 10-13)



Slide 10



Slide 11



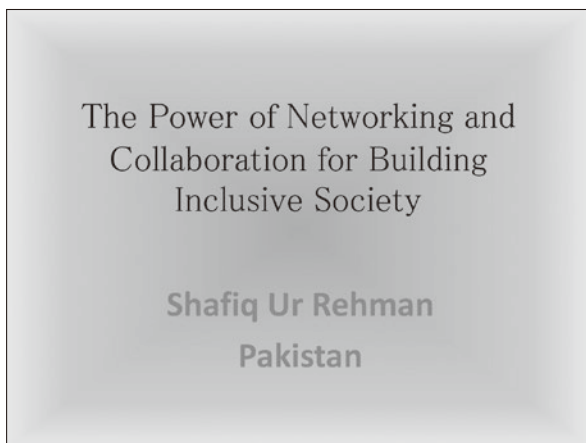
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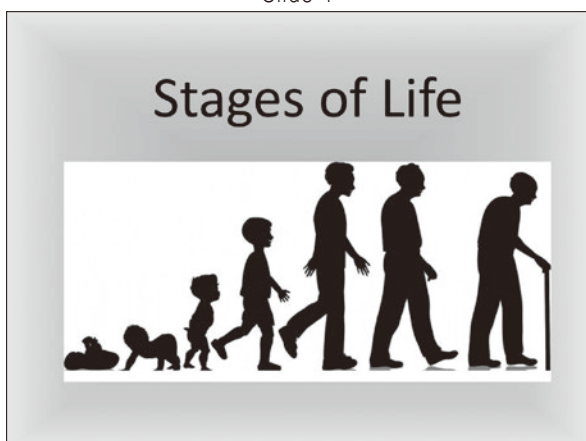
Slide 13

**Kuroda/** Thank you for speaking about the general outline of issues and other problems surrounding persons with disabilities in Pakistan. Ms. Nagata also mentioned networks. Now, following Ms. Nagata, Mr. Shafiq will give his presentation. He has participated in Duskin Leadership Training in Japan from 2001, and he is currently president of Milestone (Society for the Special Persons). There was a major earthquake in Pakistan, but overcoming its adversity, he established independent living centers. He also plays an important role in the disability movement in Pakistan.

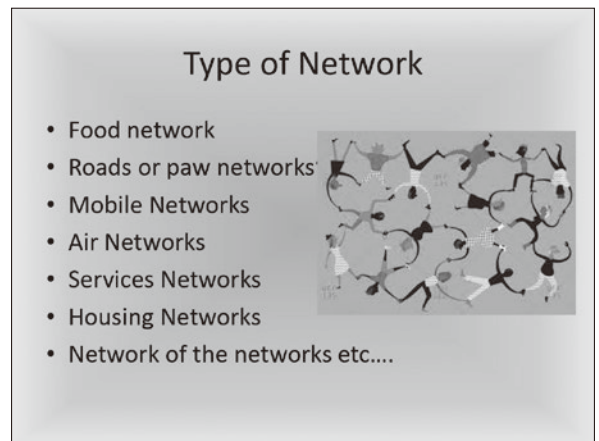
**Shafiq/** What I would like to share in my presentation is not about focusing on disabilities alone but about general society as well. Life starts. Every human starts life here. When we are born, we cannot eat, we cannot walk, we cannot change the world. Life starts this way for every human being. The network starts with different things; the first network is made by male and female, and then life starts. And then the network is diversified and there are many, many networks, like food networks, road networks, cell phone networks and a lot of networks we can see in our daily lives. So networks are very important for any life cycle. To make good networks, we need collaborations. Collaborations always have different shapes, powers, and objects. Different parts are combined to create collaboration. When we have a good collaboration, we can have a smooth network. (Slide 1-3)



Slide 1



Slide 2



Slide 3

An inclusive society means having many colours of life together like collaborations – to cooperate with each other to make a smooth inclusive society. When we create a sustainable inclusive society, we usually need social entrepreneurship. The independent living movement is privileged to start a new entrepreneurship, which creates various kinds of business opportunities and services. It sustains the IL (Independent Living)-based movement as well. There are several services of social entrepreneurship that we consider, such as personal assistant services, peer counselling, assistive devices, etc. There are many services that we can introduce as social entrepreneurship.

I think we were lucky. I got the opportunity to be selected to participate in the Duskin Leadership Training Program, and I established cooperation and relationship during my training. I was lucky to visit the Human Care Association. I met my teacher, Mr. Shoji Nakanishi, president of the Human Care Association, and learned a lot about the international politics of disability movements there, such as DPI (Disabled Peoples' International) and the Asia-Pacific Network on Independent Living. And then I was very lucky to go to the Mainstream Association, where I met my mentor, Mr. Shunji Kadota, its president. Then, when we organized the first seminar in Pakistan, we met a person who was fully committed to his profession. When he arrived at the airport in Pakistan, he started fixing wheelchairs at the airport. It was Mr. Saito from Saito Kobo. Because of his support, Pakistan now is making wheelchairs, and maybe this year we plan to have electric wheelchairs too.

We also have a project with JICA (Japan International Cooperation Agency) and JIL (Japan Council on Independent Living Centers). JIL has provided 500 electric wheelchairs to community members. Now, in my city, more than 500 persons with severe disability are using electric wheelchairs. Lahore, Pakistan, has accessible buses with a ramp now. This is the impact of the JICA project. There are many things going on. All these things started from the beginning with networking, then collaborations, and then the start of the inclusive society, which we have yet to achieve. Until now what we have achieved because of the networking is the exchange of knowledge and information. We have received a lot of resources from Japan: human resources, financial resources, technical resources, and technology.

This kind of collaboration created a strong network between the Pakistani and the Japanese disability movements. Not only Milestone but also many other organizations are influenced by the Japanese disability movement. In Pakistan, we found that CBR and IL were working in different directions, and then we realized that there is no need for competition. The destination is the same; we are just using different ways. The destination is independent living for persons with disabilities.

In Pakistan, we have a CBID network, as Ms. Nagata mentioned. This network is not creating a new philosophy, but a collaboration with each other, sharing resources and reserves and technologies as well. This has created a huge harmony in the Pakistani disability movement. Now the Pakistani disability movement is moving smoothly towards a rights-based law, the Pakistan Disability Act, which is in process, and hopefully, this year, we will have that law in Pakistan. Now I would like to share with you a short video about Milestone activities. (Slide 4-7)

(Video Show)



## Collaboration



Slide 4

## Inclusive Society



Slide 5

## Social Entrepreneurship

- Personal assistant service
- Peer counselling
- Provision of assistive technologies
- Exchange programs to develop human capita
- Out reach services

Slide 6

Lets move to change the society

# Thank you

Slide 7

Whatever we have is because of networking between the Milestone and the Pakistani disability movements and the Japanese disability movement. We know our educational standards are lower and we have fewer health facilities. Human capital is very important if a nation wants to rise. We want to utilize our youthful population. What we need is education, training, resources, and dreams, which we have got from the Japanese disability movement. Thank you very much.

**Kuroda/** Mr. Shafiq talked about networking, and I realized once again that having a common goal is very important. That goal is independent living for persons with disabilities. We also saw the various activities of Milestone, and the starting point for all of this was the Duskin training program. Next, we would like to hear from Mr. Kadota, president of the Mainstream Association. Mr. Kadota accepted Mr. Shafiq as a trainee from 2001 to 2002 and still keeps supporting him after the training has finished. Mr. Kadota does not use the word "support", but rather he says he has been working together with friends in Asia.

**Kadota/** We operate an independent living center called the Mainstream Association in Nishinomiya City. In 2003, we aimed to help establish an independent living center in Asia, and it all started in Pakistan. First, around December 2001, JSRPD (Japanese Society for Rehabilitation of Persons with Disabilities) asked us to accept some trainees. Mainstream Association does not accept trainees for sporadic short-term training of only one to two weeks. The reason is that we think it important to create a human relationship. If it is just to give lectures in a teacher-student style, reading books would be enough. But our approach is: In the beginning, we go out just to play and to enjoy ourselves together, so we can become well-acquainted with each other as friends; then about a month later, training starts. And we accepted Mr. Shafiq from Pakistan. But maybe he was too serious. One month later he left Mainstream Association, saying, "There's a ghost in the room of this independent living center!" We felt it was unfortunate that he had left, but later we decided to talk again in May. By that time, he had become interested in independent living centers. I think, perhaps some other centers skillfully got him interested in the centers. Not us. Anyway, he said he wanted to start an independent living center and asked me to visit Pakistan. Our talk this time ended with an ambiguous promise.

Later, the DPI World Assembly was held in Sapporo, where I met Mr. Shafiq again, and we talked all night long in the same hotel room for about 4 to 5 days. I asked him then if he wanted to start an independent living center, but at that time he was still not sure and said he also wanted to become a university professor. I told him to let go of the idea of becoming a university professor, because it is impossible to run a center as a sideline. But he said he needed to make a living, so I told him that I would provide the living expenses that he needed. That is how things started. Around October 2002 we decided to hold a seminar in Pakistan in February 2003. We supported him by donating 300,000 yen, which was half of the necessary cost of 600,000 yen and the seminar was organized. These three major encounters with Mr. Shafiq gave me the opportunity to visit Pakistan. The Pakistani people often talk with a touch of exaggeration, but they went so far as to say that although a lot of persons with disabilities have gathered for sporting events, it was unprecedented in the history of Pakistan that the seminar with the theme of human rights and workshops would gather this many people. I thought it was interesting to work as a missionary and to convey ideas of independence support and self-decision to overseas countries. This was the beginning, and it led me to rent an office there and start activities.

**Kuroda/** I would like to ask Mr. Kadota to continue by answering questions. I feel that the Duskin Training program is bringing about social impacts. Please make a comment about that point, and also about the continuation of relationships after the training is finished. You said that you do not use words such as "follow" or "support," but rather that you develop a friendly relationship with others.

**Kadota/** I think that the Duskin Ainowa Foundation is conducting a wonderful program, and we enjoy being a part of it. I am afraid, however, that the Duskin program is weak about "follow-up," and so we are involved in the program this way: When they decide to establish an independent living center after training, that is when we come in. The Mainstream Association accepts Duskin program trainees every year. They come from various countries including Korea, Nepal, Cambodia, and Mongolia. Mr. Samith and Ms. Lin who gave their presentations here yesterday are also graduates. They are working together in collaboration with various countries through the Mainstream Association.

We are not, however, teachers forever. We are overtaken very quickly. Members from Asian countries are very smart, so there is much more for us to learn from them. When the DPI World Assembly was held in Seoul, Korea, in 2007, those who had received training through the Duskin program were invited to the Assembly. There, they talked about creating a network of Asia's IL centers born from Duskin. I wish I could say "born from Mainstream Association," but actually it was Mr. Shafiq's initiative. This network currently is active under the name of "Kokorozashi Network", which means will or intention in Japanese. In one of their activities, for example, they went to Cambodia and organized a seminar and an event called "TRY" to promote independence. As they became active in various countries, the network became more developed. The word "network" may sound exaggerated, but come to think of it, it is simply a gathering like a circle of friends that support each other. It's a casual network, something like a big family.

**Kuroda/** This is indeed wonderful, miracle-like case, but was this possible because it was Mainstream and Milestone, or is this kind of network possible for other organizations as well, or does another already exist, and what are the issues? I would like Ms. Nagata to comment on these points, referring to generalizations.

**Nagata/** About the question of if any organization can do the same and bring the same effect, well I think the probability is fifty-fifty. What is needed for the creation of an effective and meaningful network? The two gentlemen covered very interesting stories, but I listened to them very carefully to grasp what lies behind their stories. The first asset is People (human resources), of course, followed by Funds and Technology. As for people, individuals with leadership, such as Mr. Kadota and Mr. Shafiq, are needed. Otherwise the network will not continue. Second is the money (financial resources), which, surprisingly, tends to be ignored and not noted. Networks may sound like a free of charge item, but they need funds. Without a mechanism to raise funds, it is difficult to sustain continue networking and activities. Third is technology, such as electric wheelchairs, as mentioned earlier. Japan needs to provide technical information. With the backing of "people," "money" and "technology," networks will be successful to an extent. Pakistan, however, is a large country with twice the population of Japan. Many ethnic groups live in the country, and they are somewhat like independent entities, so to speak.

There are some impressive Pakistani disability leaders, including Mr. Shafiq, here, but I feel there are still too few people who have leadership skills. The very first requirement is leadership, and without leadership, the network will not succeed. Mr. Shafiq is good at mobilizing financial and other resources by using networks, but just maintaining networks also cost money. Say you attend a conference in Japan, the conference finishes, but the money may or may not be available, and you do not know when you will meet again. This is not good at all. In the next sessions of this Forum, there will be presentations by persons who may possibly be able to provide financial support, so I wish good luck for Shafiq-san.

**Kuroda/** People, money and technology – they are indeed necessary. I realized once again that if people do not strive to work hard on these three matters, it will be difficult to continue a network. Now I would like to ask the audience if there are any questions. If you have a question, please raise your hand.

**Questioner D/** I have a question for you, Mr. Shafiq, about the funds you gained from the World Bank. Please tell us what kind of efforts you made at that time. Also, I would like to know the current status of the Global IL network that you are working on.

**Shafiq/** In 2005, we had a big earthquake in Pakistan. In only 49 seconds, 80,000 people lost their lives, and 15,000 people became disabled. About 750 people got spinal cord injuries. In Pakistan, there was not a sufficient medical care system at that time. Left behind were persons with disabilities and persons who got spinal cord injuries, and they started dying. At that time JIL and other stakeholders sent us some financial support and some equipment that was needed for people with spinal cord injury. Our activities were soon visible to the state government, and Mr. John Wall, the World Bank Country Director, Pakistan, was also there. They realized that only the Milestone team had the ability to teach persons who were newly identified as persons with disabilities about self-management and how to maintain independent living after becoming disabled. Then there was an idea about introducing the independent living philosophy or concept soon after any disaster.

We made a combination of doctors and IL experts; then we managed the camp. In the camp, there were students from Muzaffarabad University, who had suffered spinal cord injury, and we started sharing with them the idea of independent living. People from the Mainstream Association, Human Care, and a lot of other people came to Pakistan to support our camp activities. That was the turning point, because the Prime Minister's office recognized that our camp was the best, and John Wall was watching us working together. Various connections and networks created an opportunity with the Japan Social Development Fund. We used seven million US dollars for local capacity-building, in order to deal with the disaster and economic impairment. We also provided 1,152 wheelchairs to newly-disabled persons, 1,500 white canes, and 600 cell phones for deaf people and created the first network of deaf people in Pakistan. Because of this funding and activities, right now we have more than 30 independent living centers, and more than 200 disabled persons' organizations (DPOs), all over Pakistan. Our strategy is to create self-help organizations first and do the capacity building, turn these into DPOs, and then at the final stage, turn them into independent living centers. They then can provide services to communities using the tax money from the government, because we want to complete the charity model in Pakistan. We want to utilize the tax money, our money, to make the sustainable social security system such as Japan has.

Actually, we follow the Japanese disability movement in many ways. Yes, we have a huge population and fewer resources, but I think that one day we will achieve many things, similar to Japan. If we see Japan from South Asia, Japan is the marker of the disability movement, and the center of the disability movement not only in Asia, but in the world. No other country shares their resources, human resources, and knowledge, with other countries, as Japan does. There is no other country in the world whose persons with disabilities or activists are visiting other countries to empower them. There is no other country that is transferring technology like wheelchair-making.

But there is one negative thing: The Japanese disability movement needs to be highlighted in a more powerful way to the rest of the world. Projects are very big tools to enhance financial benefits, and social benefits as well. It is a big business, because 10% of the world's population, one billion people, are persons with disabilities. It is a huge consumer market. Why not look at it as a business to create a new social market, to create new economic resources for humankind? We have a very strong network which is underway: WIN (World Independent Living Center Network) . If the center of WIN could develop its secretariat here in Japan, it could involve Europe and America and other countries too. Now is the time to show Japan as a country of progress in front of the world. Lastly, I thank Duskin very much, which selected us to be here to explore all these opportunities.

**Kuroda/** Before we conclude, I would like to ask Mr. Kadota and Ms. Nagata to give us a final word or a message that you should not miss.

**Kadota/** It has not been so long since the IL centers started to be built in Asia, and for most of them, information was dispatched from Japan. IL centers are being established in Latin America as well. Since they started from Japan, I would like you to take more interest in them and actually go and visit them. It is not easy to set up an IL center in a developing country, where they do not have enough resources. When you see them work very hard there, you will be inspired to work harder. When we started our IL center, it was not easy for us either; the more we put our efforts into it, the more it cost us. The centers never ask for money, but it is not disrespectful at all to give them money. I do hope that you will visit them and share the same feeling with us.

**Nagata/** When Mr. Shafiq participated in the Duskin Leadership Training program, at first no one knew what kind of person he was. However, he is a huge success today, and has become an indispensable person in the field of disability activities. Duskin produces graduates every year, but not all of them are successful. If there are 10 trainees, at least one, or perhaps two to three persons, become huge resources when they go back home to their own countries. Today, I see private sector and corporation representatives in the audience. Training people is an investment for not only Duskin, but also for you as well. Please do continue your support for many years to come. Money is needed very much. It is not rude at all to provide money. I learned this during my 30-year service at the United Nations. Funds are needed, funds for the creation of human resources, funds for the provision of technology. If anyone present is able to provide support, please do so continuously.

**MC/** This concludes Session 3. Thank you very much.



## Profile



### Kikuko Harada

CEO, Center for Entrepreneurship Development : Japan

Moderator

Ms. Kikuko Harada has been engaged mainly in entrepreneurship education for young people. Concerning the welfare of persons with disabilities, she is involved in staff/manager training of welfare institutions for persons with disabilities, job creation, wage increases and employment support for their welfare service users. Other positions are: Board member of the Kyoto Foundation for Positive Social Change, and Citizens Environmental Foundation, member of the Kyoto Prefecture Experts Council on Regional Revitalization, Council for the Promotion of Employment Creation and Employment Support Plan, Council for the Promotion of Employment of Persons with Disabilities, and Study Committee on Wage Improvement for Persons with Disabilities.



### Namchok Petsaen

Founder and President, 4AllAble : Thailand • Physical

Guest Speaker

Mr. Namchok Petsaen has been working as a freelance for web development for 5 years. During his time working as a freelance, he formed a small team to develop an online platform call "4AllAble" with the key concept for ACCESSIBLE, ENJOYABLE, AND INCLUSIVE FOR ALL. The 4AllAble platform is designed to be a unique online platform for person with disabilities (PWDs) providing information for accessible tourism/destination, job opportunity, education, sports, arts, news, events, market place for PWDs (equipment, product, services), and entertainment. This online platform is focusing on suitable and sustainable online business solution for PWDs as a long run business model and platform development process is divided into 6 parts (1. Accessible Tourism, 2. Online Market Place, 3. Sports & Entertainment, 4. Job Market & Opportunity, 5. Education, 6. Technology & Innovation). In 2019, some parts of accessible tourism will be available to all users at website 4AllAble.com



### Sachie Onaka

Owner, Coffee House Coda : Japan • Deaf

Guest Speaker

Ms. Sachie Onaka, born in 1964, has been living in Shiga Prefecture, Japan. She is Manager of Coffee House CODA, a sign language café & bar. This is the 12th year. After graduating from a culinary school, she hoped to work at an Italian restaurant, but was faced with a serious problem of communication because people did not understand sign language. Therefore, she abandoned the idea. She could not, however, completely give up her dream and finally, 25 years later, opened a sign language café. She tried to create an environment for people to get familiar with sign language and make it easier to work through using sign language. She is appealing that even a deaf person can also manage a café in the same way as persons without disabilities do. We have only one life to live. As the dream she once almost gave up has been realized, she wish as many people as possible will lead a life with dreams.



### Yusuke Hatsuse

President, UNIVERSALSTYLE Co., Ltd. / STYLEEDGE MEDICAL Co., Ltd.: Japan • Visual impairment


Guest Speaker

Mr. Yusuke Hatsuse was born in Sasebo City, Nagasaki Prefecture in 1980. After graduating from Seiun Gakuen Junior and Senior High School, he entered the Department of Law in the Faculty of Law, Chuo University. While he was studying to become a lawyer, he lost central vision due to glaucoma, resulting in visual impairment. Although he was at the bottom of disappointment, restarting Judo practice to which he had devoted to high school days served as an opportunity to accept his disability. In 2008, he took part in the Beijing Paralympics, the goal ever since he started Judo again. After graduating from university, he joined a special subsidiary company of a major temporary manpower agency and engaged in guidance, training and management of employees with various disabilities. To contribute widely to employment of persons with disabilities, he established UNIVERSALSTYLE Co., Ltd. in 2011, and assumed as representative director. He approached the issue of employment for persons with disabilities from the perspective of a person with disabilities. In 2018, he assumed the post of president of STYLEEDGE MEDICAL Co., Ltd. With experiences he cultivated through employment promotion services for persons with disabilities, he supports the health management of the company. Also, as a Paralympian, he is energetically engaged in giving lectures to convey how attractive the Paralympic Games are. On the occasion of the 2012 London Paralympics, he was the first judoka with visual impairment to be in charge of commentary on NHK. In 2013. He was selected as one of the 50 Next Generation Leaders on Toyo Keizai weekly magazine. From 2018, he has been on NHK's TV program, "Breakthrough," as a project leader of "Project: Employment of persons with disabilities – Let's increase the relationship of liking each other."

# Creating Your Own Work

**Harada/** First, let me introduce the activities of my NPO (non-profit organization). Our main job is to create study textbooks and on-line learning materials related to entrepreneurship, and, at the same time, to give training for instructors using these materials. And, to give opportunities for school students, inviting active entrepreneurs to speak of their experiences in the classroom, and to support the schools in developing their original products using resources in the community, on a web study site (<http://www.youthenterprise.jp/>) to exchange information. (Slide 1-5)

Collaboration Forum on Persons with Disabilities in Asia & the Pacific 2019  
**Session 4**  
 「Creating your own work- a choice as an entrepreneur」  
 2019.2.3  
 Kikuko Harada  
 Executive Director,  
 Center for Entrepreneurship Development



Slide 1

**Introduction of Our NPO**

<b>History</b>	1998: Started as a project of the Kyoto Research Park Corporation 1999: Established Center for Entrepreneurship Education 2003: Became independent as a nonprofit organization and changed its name to Center for Entrepreneurship Development
<b>Mission</b>	To nurture entrepreneurship in people (especially young people) and to build supportive environments for them.
<b>Activities</b>	For the promotion of entrepreneurship • Support development of curriculum, educational materials and programs • Provide training and support for teachers • Hold promotional events and entrepreneurship courses • Provide practical training in social entrepreneurship • Offer consultancy services for business start-ups and management




Slide 2

Work related to people with disabilities

Slide 3

**Work Experience at a Welfare Facility**

Provide opportunities for primary and junior high school students to work at a welfare facility in the community, to gain a better understanding of elderly persons and persons with disabilities. One of the purposes is to increase the number of young people who will aspire to work in the welfare industry in the future.



Posters made by students

Presenting what they have learned

Slide 4

**Management Training for Staff**

In order to meet the demand for the wage increase for trainees at employment support facilities for persons with disabilities, it has become necessary for facility staff to have different management skills (product development, finding new markets, etc.) for their welfare services. To address this situation, after conducting training to learn the know-how of the private sector, we provide support in accordance with the needs of individual facilities.

Clarify the issues of the organization and make a plan for solutions.




Learn how to improve product appeal and to develop sales channels

Slide 5

As for other activities, I mention, in Japan many local shopping streets now have deteriorated. In such old-fashioned streets, we support the activities of children to organize events to re-vitalize the community, making some souvenirs to sell, etc. For adults, we develop and run practical courses to learn how to start a business. And as a job assistance project, for welfare facilities to advise on how to make attractive products to increase labour's wages and to run courses and training for staff. We also have a project, referring to companies, to assist possible job placements or employment support for our users with disabilities. With or without disabilities, regardless of considering or not considering to start a business, we think that entrepreneurship, which is the power to challenge something new to achieve, is necessary for everybody to living on. That is the reason why we promote these projects. (Slide 6-7)

**From Welfare to Employment**

In order to solve the problem of trainees who have the ability to work but remain in welfare services, we started a program to support wage increases and employment opportunities for persons with disabilities who are receiving training at the welfare facility.

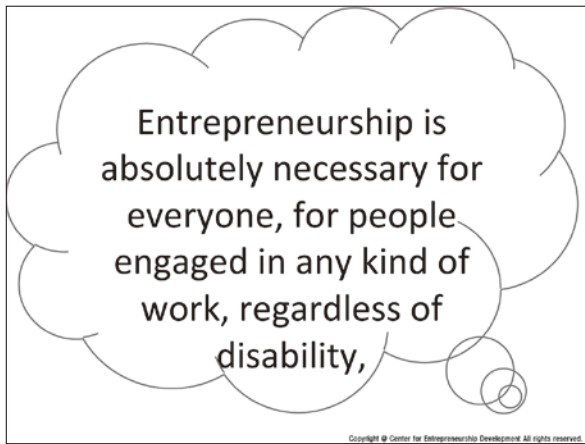




Listen to seniors employed in the open market and employers, to provide support for a step toward employment.

Devise ways of selling at a high price by enhancing design and increasing value added to vocational aid products.

Slide 6





Slide 7

Today we invite 3 guest speakers. They are entrepreneurs, working hard. Through their experiences, we want you to understand that entrepreneurship is required of everyone. And this Session will be the opportunity to consider possible economic self-sustainability and social participation, and also what kind of support will be required. The first guest-speaker is Mr. Namchok, who has difficulty in walking, caused by accident when he was 14 years old. Working on development of web sites, he launched a business platform called 4AllAble for disabled persons in Thailand. In 2014, he visited Japan as a 15th batch of trainee in Duskin Leadership Training. (Slide 8)

**Today's Session**

<Today's Session>

- ① Mr. Namchok Petsaen (President, 4AllAble)
- ② Ms. Sachie Onaka (Owner, Coffee House CODA)
- ③ Mr. Yusuke Hatsuse (President, UNIVERSALSTYLE Co., Ltd. and STYLEEDGE MEDICAL Co., Ltd.)

<Objectives> Through the experience of the three speakers:

- ① Learn about advantages of entrepreneurship and keys to success,
- ② Understand the need for entrepreneurship, and
- ③ Think about starting your own business and the feasibility of economic independence and social participation, and what support is needed for that.

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Slide 8

**Namchok/** I was surprised to be invited as a guest speaker. Before I came to Japan for Duskin Training, as a spinally-injured person by accident, I was worried very much about how many years I would live. But, taking part in the training, I came to know that there are spinal cord-injured persons who have long lives in Japan. Having found an answer for my question, I strongly could believe that I could live with self-assurance. This conviction for life supports me to this day. In Japan, there are good accessibilities, which permit me to visit many places. I was trained by Mr. Itani, Representative of Center for Independent Living, Hoshizora (Starry Sky), I liked everybody there, having much fun with a lot of parties. In Thailand, I could not do something like this. I felt and realized the real inclusive life together with persons with disabilities.

After returning to Thailand, I had a business model that I wanted to do, which was an idea about accessibility and inclusiveness. I thought out a platform (on the net) named, "4AllAble". Therefore, I worked with a travel agency and with a friend in Thailand on tour operation,

such as hotel reservation and transportation. For a business model, we also plan to include job opportunities, education, and sports in "4AllAble" and also to offer the services of equipment required by persons with disabilities and online services for them. We can sell products through the platform, so we will invite companies that may have interests in participating. We are going ahead one step at a time. Now, we are working to change our ideas to real goods. The actual service will begin next year, but accessible tourism has already started. (Slide 1-5)

Slide 1

Slide 2

Slide 3

Slide 4



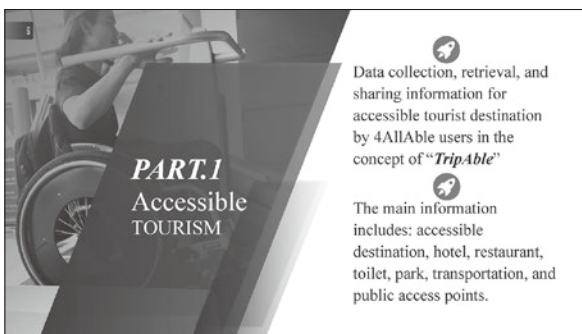
Slide 5

Our main business area is accessible tourism, and over 70% of the platform is already developed. At the moment, we have developed the system to collect data and to share the information, enabling persons with disabilities to be able to travel alone by themselves. We collect data about accessible tourism for persons with disabilities and offer the information about accessible places to persons with disabilities. (Slide 6)

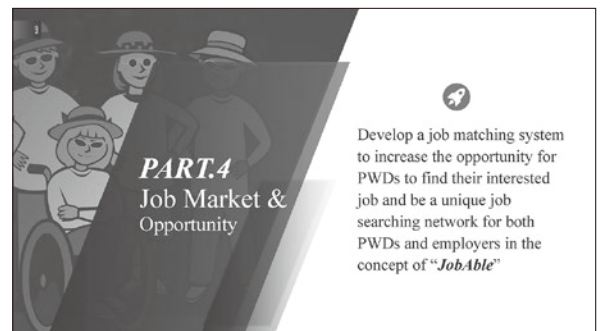


Slide 8

About the job market: It is a very interesting area for persons with disabilities. In Thailand, persons with disabilities have difficulty when looking for jobs after leaving their school. Because, persons with disabilities generally do not know what kinds of job are available, so they even do not know what kind of job they are looking for. So, we will include a job market place in the platform for persons with disabilities who are looking for a job, and companies can insert the information on jobs on offer. Persons with disabilities can insert their applications. We will try to transmit more job opportunities in the future. (Slide 9)



Slide 6



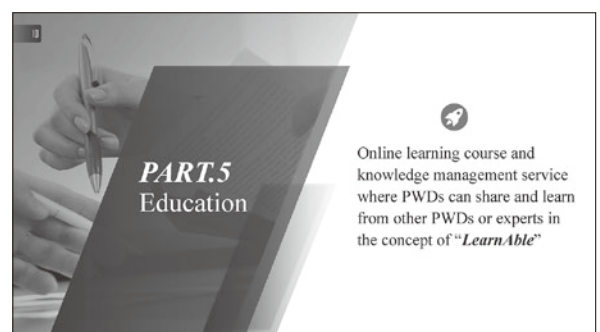
Slide 9

As a next step, we will extend our business to the online market. In this market, we want to enable persons with disabilities to be able to do a business with another country, such as Cambodia. For example, our platform plans to sell handmade products, but we also can sell in our platform Japanese wheelchairs and other products from Pakistan and from other countries. We try to establish a global e-commerce market, in which everyone can take part in business. This can be a big chance not only for persons with disabilities but also for companies. (Slide 7)

About education: We offer online study courses. For example, a person with disabilities, when applying to the vocational training school, is sometimes refused admission. But, through an online study course, the person with disability can study anywhere to achieve the skills required for the job market and employment. It means that persons with disabilities can learn from online courses to get special knowledge and develop their abilities in the area. (Slide 10)



Slide 7



Slide 10

About sports and entertainment: When I studied in the USA, I took part in a hockey team and enjoyed it very much. We participated in competitions too. We formed the sports team and uploaded our profile onto a website. I think it would be good to organize a site where everyone can share their knowledge related to sports. Then, other persons with disabilities would know what is going on and can take part in the platform. (Slide 8)

In addition, we aim to launch also the business for persons with disabilities in various countries. In yesterday's sessions, the very interesting cases of Cambodia and Mongolia were presented. I heard that the Mongolian guest speaker is also working for accessible tourism activities, and I am very interested in this. I thought, using technology, that accessible tourism can be attained. (Slide 11)





Slide 11

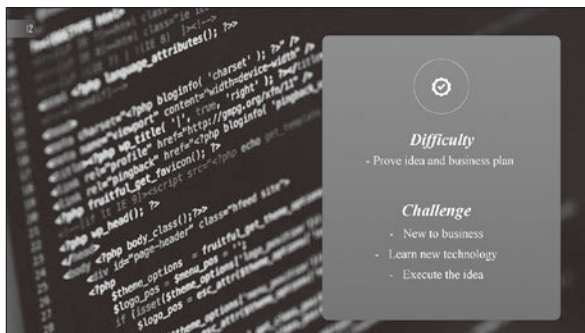


Slide 15

Of course, we encountered some hard issues: One example, in Thailand, is how the IT business is functioning but still is not understood well. So, as a first step to launch the project, I had to fight alone. But fortunately, I am blessed with a partner who understands well the IT business. A good partnership was established in which we can consult each other on anything, and it has gone well. (Slide 12-15)

Last, I would like to transmit my message: I am very lucky to come to Japan at this time, because I can share time with people from various countries with the same passion and thinking. I am excited to exchange information with them. I would like to use the information that I get here, and my experiences from Japan in my Platform in Thailand.

**Harada/** The next speaker will be Ms. Onaka. She was born in Hyogo prefecture and lost her hearing when she was two years old. While she went to a vocational school of cooking and confectionary and became the owner of a café, she also has played various other roles, such as teaching and familiarizing sign language, becoming the owner of a hair-colour salon in the age of 39 years, and gaining a qualification in colour coordination.



Slide 12

**Onaka/** First, please let me show you a short video. It lasts two minutes.

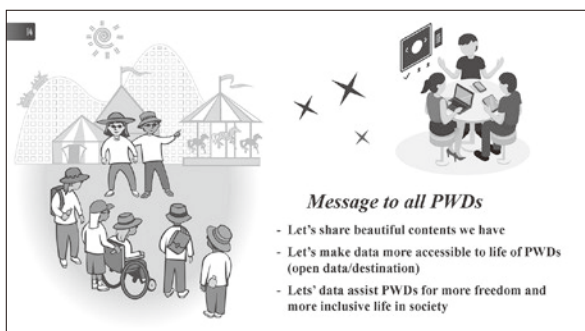
(Video is presenting)

**Onaka/** Did you enjoy the video? That is from a TV program titled, "Life without hearing ability, life with hearing difficulty", which came on the air at the end of last year. It was awarded the top rank in the "Human Challenge Award 2018". Among short films aired by NHK (Japan's public broadcaster), audiences voted it the most impressive one. The first client who appeared in the film was surprised to know that I am deaf. Some clients did not know of my deafness, and some clients asked, "Is this a place to use sign language?" Some persons are interested in sign language but do not have time to take the sign language study class. Some clients took the opportunity and learned it little by little. This makes me feel very happy.



Slide 13

To tell you of my personal history, I lost my hearing ability at 2 years old. After that, I attended a school for deaf and lived in a student residence. When I was a third-year student in senior high school, I had consultation for a career program. I loved to care for children, so then I thought to become a children's nurse. But the school teacher for career guidance told me, "When you became a children's nurse to attend them, if they cry or heavily injured and cried out, do you think you can hear and be aware of it?" Because children's nursing is a job related directly to the safety of child, I had to give up that possible career.



Slide 14

I also liked very much to eat, so I was admitted to the cooking school to become a professional chef, with the recommendation of my mother. I expected also to learn together with hearing people after graduating from the school for the deaf. I graduated from the cooking school in one year without any problems. I loved Italian cuisine and wine. So, after graduation, I visited the owner of Italian restaurant to seek employment. But, perhaps because it was the first time for him to meet a deaf person, he did not look happy. He said, "Sometimes you may need to communicate verbally in a quick manner. Then, sign language would not be useful." So, I gave up again. (Slide 1-3)

Collaboration Forum on Persons with Disabilities in Asia & the Pacific 2019



Sachie Onaka  
Owner  
Coffee House CODA

Slide 1

Teaching room for Sing Language



Slide 4

About myself

- Age 0 Born in January, 1964 in Hyogo Prefecture
- 2 Lost hearing in both ears, without any known cause
- 4~18 Received education for the deaf (Joined track and volleyball clubs in junior and senior high schools)
- 19 Took piano, calligraphy and dance lessons.
- 19 Acquired cooking license at Nihon College of Culinary
- 19~23 Worked for Nakahyogo Shinkin Bank
- 23 Resigned the job to get married and go to Otsu City, Shiga Prefecture.
- Homemaker (Three children).
- 28 Sign language instructor (26th year now)

Slide 2

What Made Me Decide to become an entrepreneur

The previous café owner became ill and I was asked if I would be interested.

I accepted without hesitation, but my family was against it.

They agreed, but on the condition that I do with hearing people.

As the café came with all its furnishings, the preparation was not very difficult, but sometimes I felt limitations on conversations with customers.

Undaunted by disability, I work with my head held high!

Slide 5

About myself

- Age 36 Acquired Level 3 of the Official Business Skill Test in Color Coordination. Qualified as a color therapist, a color analyst, a color instructor, a herb coordinator and a calligrapher of award certificates
- 39 Opened "COLOR Salon Onaka"
- 44 Opened "Coffee House CODA"
- 50 Published a picture book "Iro-no-Ohanashi (Story of Colors)"
- 51 Qualified as a color growing advisor
- 52 Qualified as a wine sommelier
- 53 Qualified as a cheese sommelier
- 54 Qualified as a sommelier instructor

Slide 3

This (Slide 6) shows the shop from the outside. Here is the entrance. At night, the bar is opened. Slide 6 shows the cooking class for deaf children to bake a cake. The last (Slide 10) shows what I care about in my job as a reference for whomever thinks to be an entrepreneur. (Slide 6-10)

Coffee House CODA



Slide 6

Atmosphere at CODA



Slide 7

But I never gave up my dream of cooking, and after my marriage, I developed voluntary activities in events related to cooking in the Association for the Deaf, in my community. Then, I met the final straw. The owner of a coffee shop near my home became ill. My father in law told me, "The owner is looking for someone to take over his business." I felt this opportunity to be linked by fate, so soon I challenged for it. But others feared a communication problem, because of my deafness. The former owner sometimes received orders for coffee by telephone. I thought about cooperating with hearing staff who can use sign language. I got the job on condition of hiring some hearing staff. My family also told me that they would cooperate. Without the help of these people, over these 12 years, I could hardly have continued with my cafe. (Slide 4-5)



### Advertising

Slide 8

glaucoma. To pass the national examination to be a lawyer, to read a lot of printed information is required. When I came to use braille, I had no way other than abandoning my dream.

About one year later, I became a visually impaired person. In the summer of my fourth grade faculty student, I met judo for persons with visual impairment. The judo training hall has a flat and smooth floor. The practice of Judo is done with the partner upright. I felt judo to be a sport that sighted and non-sighted people can play together equally. For me, it was also a springboard to reach an acceptance of blindness. Sometimes I won the national championship, and after that I aimed to be selected for Paralympics. (Slide 1-4)

### Café Menu

・ always think about what to serve, and prepare specialties of CODA.  
 ・ Coffee delivery is available.

Slide 9

## Footsteps up to the Present

**Yusuke Hatsuse**  
 UNIVERSALSTYLE Co., Ltd.  
 STYLEEDGE MEDICAL Co., Ltd.

Slide 1

### What I Value in Work

- ・ Cheerfully say "Welcome!" and "Thank you very much!"
- ・ Always wait on customers pleasantly with a smile
- ・ Answer right away when called, and go to the table
- ・ Serve hot dishes hot and cold dishes cold
- ・ Pay attention to finished plates and address the customer at a suitable moment to take plates away
- ・ Listen to customers' requests, opinions and preference of dishes, and reflect them in my service
- ・ Always think about services that would make me happy if I were a customer
- ・ Visit successful restaurants and study what kind of services they have
- ・ As a restaurant also provides an opportunity for encounters and communication, I pay careful attention to start a timely conversation
- ・ Serve dishes which customers enjoy, rather than low-price dishes (Try to serve local specialties of Shiga Prefecture such as Funa-zushi and Akakomnyaku)
- ・ Advertise my restaurant on Instagram, Facebook and Line

**<Success factors> Accumulation of small efforts and simple work and the word-of-mouth power**

Slide 10

### Footsteps up to starting business

- Before I became a person with visual impairment
- Encounter with blind Judo
- Obtaining employment, Paralympics, and starting a business

Slide 2

**Harada/** The next speaker is Mr. Yusuke Hatsuse. He was born in Nagasaki prefecture and became visually impaired by losing in both eyes the visual field center, caused by glaucoma in the age of 24 years. Mr. Hatsuse established his own company, named UNIVERSALSTYLE Co., Ltd. in 2011, by making use of his past experiences and sometimes playing the role of lecturer in seminars.

**Hatsuse/** As a child, I vaguely wanted to be a medical doctor. But this dream changed in my high school days, when I wanted to study law and be a lawyer to support disadvantaged people. I started to play judo in the junior high school and was designated as a certified strengthening player of judo in the third grade of senior high school in the prefecture of Nagasaki. But that was my best in career of judo, so I finished my playing career with some feelings of reluctance. After that, I failed a university entrance examination and continued to study one year more, but at that time I lost almost all the visual field of my right eye. After admission to university and starting to study for the national law examination, my left eye also got worse. I suffered from

### Before I became a person with visual impairment

Slide 3

## Encounter with blind Judo

Opportunity to accept my disability



Slide 4

Striving to get into the Paralympics in judo, I thought that job-seeking for me also was available, but actually I was refused by 120 companies. In most cases, I was refused at the first applicant screening. I applied and applied but was refused repeatedly, even from small, unnamed companies. The only company that adopted me was a job placement company, through its special subsidiary. (Slide 5)

Developed self-confidence through  
Judo, started job search.

But.....

Slide 5

In that company, I worked as a disabled employee and played in the Paralympics, but still I did not feel good. At that company, there were few jobs, and at 5:30 in the afternoon, everybody lined up to stamp their time cards to finish work. I felt cozy without a problem, but I thought that, if there were few jobs for me, then I would create my own job. In 2011, when the Great East Earthquake occurred, I remembered the words, "There are no guarantees to assure the same tomorrow." So, finally, I went out to become an entrepreneur. Participation in Paralympics helped me to accept my visual impairment, but it was only after starting my enterprise that I could laugh away my visual disability. (Slide 6)

**Obtaining employment,  
Paralympics, and starting a business**

Slide 6

Today, I am a representative of two companies. One is UNIVERSALSTYLE Co., Ltd. established in 2011. The main job of the company is consulting about job insertion for persons with disabilities. Here, I can feed back my experiences of refusal by more than 100 companies. I do not think that I am a person of excellence, but I felt some gaps by being refused by more than 100 companies. One reason can be that nobody taught persons with disabilities how to write application papers. I have worked in a special subsidiary company with many persons with disabilities, so I also use this experience in my business. Another company is STYLEEDGE MEDICAL Co., Ltd.. The main job is to work with industrial specialists. We manage training gyms, as well as giving advice for health management. When the company employs a person with disabilities, or the staff come back after serious diseases such like cancer, then the advice of a medical industrial specialist is required. I launched this company considering that, through this work, the diversity of employment and human resources can be protected. (Slide 7-8)

## Businesses I do and some thoughts



**UNIVERSALSTYLE Co., Ltd.**  
Employment consulting  
for persons with disabilities



**STYLEEDGE MEDICAL Co., Ltd.**  
Support for companies in their  
Health and Productivity Management

Slide 7

Aspiring for a society where everyone  
can actively participate



Slide 8

"Do not count what you had lost. Try to use what remains with you, as much as possible." This advice was said by the father of the Paralympic Games. Sometimes, it is difficult for me to answer quickly, to catch information with the required agility. When that is difficult for me, I can ask my colleague to do it, and I dedicate myself to what I can do. When you think about starting a business, this attitude becomes essential. Just focus on what remains with you and what you can do. This is an emotional support for me. (Slide 9)



**“Don’t count what you have lost.  
Just make the most of what you  
have left.”**

~ Father of the Paralympic Games ~  
**Ludwig Guttmann**

Slide 9

The last thing what I would like to share with you is, “Change yourself by acting to change the world.” For almost two years after my eyes got worse, I thought of many things to do, but nothing changed, because I just was thinking without acting. I would like to say to you all, say out loud what you think, ask somebody, talk to somebody, create something and sell it. If you consider starting a company, you should use your time once a week for that purpose. Today, your action in coming here, in itself, is a first step toward entrepreneurship. I also try to keep on acting. Why don’t you act together with me? (Slide 10)

**Take action to change yourself,  
and change the world**

Slide 10

**Harada/** We already have made up some questions beforehand for the guest speakers, so let me ask them. If the schedule permits, then I would like to invite questions from the floor. The first question is: What kind of difficulties did you have when you started up your enterprise, and how did you overcome such difficulties? What kind of support was helpful? Please answer in turn.

**Namchok/** My difficulty was to figure out what was the ideal of business model. In Thailand, if a person in a wheelchair tries to take action, it would be limited just to social services. It was difficult when we tried to launch a business that was not for charity service. When I met somebody, he asked me what background I had. People know what is IT, but they do not know about doing IT business. When I explained my framework to make big projects, a person with disabilities might think it is a charity service and product, but it is not. It must be a 100% business. With just by my effort, it was impossible, but with collaboration from friends, I could do it. Sometimes I struggled by lack of money, but I continued to move ahead to grasp the chance. If I had not kept my passion, I could not have continued. But I thought that if I

just keep going, I may meet some investors for the system.

**Onaka/** In my challenge, I faced many difficulties. Some clients had a preferred seat, but if the seat was occupied, the client would not wait for it and left the cafe. Because of my deafness, sometimes communication with clients did not go well. So, the turnover rate of the seats was bad; it was one of my difficulties. I have an issue with smoking. So I stuck up a bill: “No Smoking”. But some clients from the time of the former owner wanted to smoke in the cafe. So, coordination was difficult for me. They smoked before, but I had to ask them not to smoke.

**Hatsuse/** My advice to whomever wants to start the company is that if you do not have enough money, you would be better to think about the business that can be developed without much money. So, I chose the business of selling knowledge and know-how of employment of disabled persons. No seed money was required. What was needed was just my effort. But after starting a business, you may be tried by your human capacity, relationship with other people, and your stance with good faith, all that you have fostered until today.

**Harada/** In relation to the story of Mr. Hatsuse, even if you tried to start a company that did not require much money, you would not have a stable income during the preparation period of enterprise. So, I recommend that you take at least some measures to secure your life, even when a large amount of money is not required. The three entrepreneurs, how did you manage the financial issue?

**Hatsuse/** At the time of starting up, I had just 1.5 million yen of capital funds. But for living costs, at that moment, I already lived with my wife, and I thought that I could depend on my wife to survive. I thought, when I could not make good sales, I would get by, because I lived together with my wife. I recommend to you the challenge to start a business after keeping living costs for the first 6 months. The company, UNIVERSALSTYLE, is an employment agency, so the profit rate is rather high.

**Harada/** Oh, you have a good wife, you are a lucky guy. Now, Ms. Onaka, please.

**Onaka/** The former owner left the interior decoration and utilities of the cafe. So, for me, there was no need to prepare start-up money. But once I started the shop, the business was unprofitable. To improve profitability, I thought to vary the menu. Our clients made some requests, such as, “I want to get a drink here.”, “The Cafe CODA could be the place for learning”, “If you have class for cooking cakes, or seminars for kimono, I would like to participate.” So, I tried to listen carefully to these voices of clients and to hold some events, which contributed to the sales results.

**Namchok/** At the beginning, because I did not have money, all I could do was just to survive. At first, I worked hard to survive, just with a few dollars per day. I tried to spend only the minimum amount, for instance, the payments for staff, computer server, out-sourcing, etc. It took two years to secure these costs. Meanwhile, I launched a platform. Thinking about our active users, I calculated that if we had more than 50,000 active users, the company would be profitable. So, I tried to attract the interest of users. Profitability depends on the number of active users. Anyway, I learned much during the preparation period.

**Harada/** So, if you have a specialty, and you have ideas you are useful in business, the startup money can be got in some way. Now the last questions: “What was the difference when you started up the company to compare with when you were an employee receiving salary?” and “What were the most important elements for success in business.”

**Hatsuse/** It is a difficult message, but in the company that I incorporated for the first time, the salary was very low. I thought that the same level of salary could be got from any other company.

This means that the feeling of risking independence was rather low. Now, if I bunk off, there is no income, but all I worked for can be the profit of my company. This is the most challenging part of my job. I have had more income than when I was a salaried worker, and, thus I have become interested in more and more. As a reason for success, I always respected the "tie" or "relationship" among people. In the first days after starting the business, I accepted any kind of job offered. Of course, I assumed any job in good faith. Piling up these results, I was led to the actual situation. Thank you very much.

**Onaka/** I would like to mention a key to success. I hold an event for meeting a boyfriend or girlfriend, or a marriage consultant party. The event is held on the 16th of February every year. As of today, nine couples were formed, and among them, three couples have married. I try to support them to be happy, and I also feel very happy to know about them.

**Namchok/** Before I worked as a freelance, I did my job just as

others indicated. Now, I am an entrepreneur and always thinking about keys to success and how to improve more. I also think about investment. Working as a team also is very important. It is important always to confirm that you are going ahead in the right direction. Now, all of our staff work very hard.

**Harada/** This session has developed the theme of creating business. The three speakers talked about their businesses as private companies looking for profits. For any kind of business, you may require funds or support. You all, please develop entrepreneurship and involve many people to get the foundation required to realize your dream. If you already have launched a business, even when it goes well, sometimes you may consider enlarging the business, or you may have difficulties, and you have to overcome something to avoid defeat. I would like to continue cooperation and to go on together to create a better society.

**MC/** This concludes Session 4. Thank you very much.





## Profile



### Ken Ito

Project Assistant Professor, Keio University : Japan

Moderator

Mr. Ken Ito worked for GE International after acquiring MBA in International Management from The American Graduate School of International Management (Thunderbird) in the United States. He was engaged in the business improvement using Six Sigma strategies and the business integration support after corporate acquisition in the finance division of the company. At the side of his duty in GE, Ken joined Social Venture Partners Tokyo from 2005 as a partner, running its venture philanthropy fund to support and nurture local social entrepreneurs. After resigning GE in 2008, He was subsequently involved in the start-up and running of the Institute for Strategic Leadership (ISL) to launch the Center for Social Innovation. He became assistant professor SFC Research Institute at Keio University in 2010. Ken has been teaching at Graduate School of Media and Governance as Lecturer and conducted research programs on Social Impact Investment as Project Assistant Professor since April 2016.



### Mari Suzuki

Chief Program Officer, Asian Community Trust (ACT) : Japan

Guest Speaker

Ms. Mari Suzuki is one of the Founders of Asian Community Center 21 (ACC21) and has been working for the organization since its establishment in March 2005. Prior to this, she worked for a corporate and market research company and Japan NGO Center for International Cooperation (2001-2005). Since 2001, Ms. Suzuki has also been working for Asian Community Trust (ACT), the first Japanese Charitable Trust supporting various local NGOs and educational institutions in Asia. As Chief Program Officer of the ACT, she visits many NGOs and their project sites to identify potential grant projects, monitor and evaluate grant projects in Asian countries such as the Philippines, Indonesia, Cambodia, India, Sri Lanka, Nepal, Laos and Vietnam. She has been in charge of ACC21's projects such as Microfinance, Natural farming, Community kindergarten, Asian Social Entrepreneurship College, a joint project with Panasonic and local NGO in Indonesia, and women empowerment project in Sri Lanka.



### Minoru Matsubara

Chief Manager at Responsible Investment Group, Asset Management Division, Resona Bank, Limited : Japan

Guest Speaker

Mr. Matsubara has been Chief Manager at Responsible Investment Group, Asset Management Division, since April 2017. Prior to his current position, he was Group Lead at Trust Fund Management Division. Planning and Monitoring Group at Resona since April, 2009. He began his career at Daiwa Bank (current Resona Bank) in April 1991. Mr. Matsubara's membership role at government agencies includes Chairman of the Working Group of Principles for Financial Action for the 21st Century (PFA21) at Ministry of Environment (MOE), and TCFD Working Group member for Ministry of Economy, Trade and Industry (METI). He is currently a member of ESG working group at MOE, Committee Member of Japan Sustainability Investment Forum (JSIF); Chairman of the Corporate Working Group of PRI Japan Network. He is a chartered member of the Securities Analysts Association of Japan (SAAJ) He also used to be a Steering Committee for Investor Forum until July 2016. He is a member of the Nippon Finance Association.



### Satoko Kono

President, ARUN, LLC. : Japan

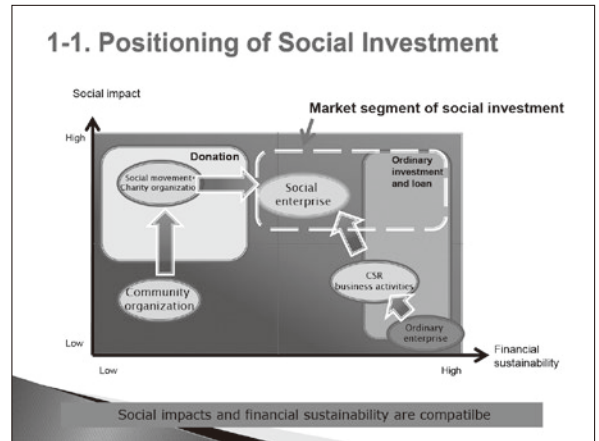
Guest Speaker

Her inspiration to promote social investment emerged from her 10 years of experiences in Cambodia. Prior to establishing ARUN, she was working with NGOs and international aid agencies such as JICA and World Bank through which she gained outstanding knowledge and personal network in social development in Asia and Africa. Through social investment, Satoko hopes to establish a new international cooperation scheme that contributes both to the empowerment of the people and sustainable development. She has MSc from London School of Economics and Political Science (LSE) and a BA from International Christian University (ICU). She currently serves as ARUN's president.

# Funding towards Solving Social Issues

Ito/ My name is Ito, and I am from Keio University. Today our theme is "How to Create a Flow of Investment Funding towards Solving Social Issues." We have a key word today that is "disability." Usually we talk about grants, subsidies, or donations, but here we would like to discuss "Whether or not it is possible to sustain projects by investment funding." This is my research field at the university, and I am also a representative of Japan in an organization that consists of associations for social investment and various foundations in Asia. I expect to hear from the speakers about hands-on experiences. For today's discussion, we already have received requests from former Duskin trainees in the audience. They want to know "How persons with disabilities can solve social issues by utilizing economic opportunities" and "How to get funding for that." Keeping these two points in my mind, we will have our discussion. But first, I will talk about the current situation of investment funding towards solving social issues. Then I will ask three panelists who provide funding in different fields to make their presentations, and finally we will go into the discussion.

First, we will talk about social investment. There are donation types of money and commercial types of investment. Social investment is like a hybrid. It is not just about using subsidies to run projects, but there are some projects that are able to make profits. In other words, social business is not about just doing business, but it is also about bringing social benefits, and it is growing. At the same time, on the other hand, some companies and investors have started to invest, not only for the sake of financial profits, but also for supporting social businesses through their investment activities. Where these two sides meet is where social investment happens. (Slide 1-3)



Slide 3

There are different types of social investment. Some investors want to invest in areas where they can get high social values, but also they are looking for as many financial returns as ordinary commercial investments. But this is asking rather too much. Then, there are foundations that have subsidies available as grants, but in this case, money does not come back. For example, if you can get back half the amount or 80% of the money you paid, you may be able to recycle this repaid money to invest in new projects.

From this perspective, some people have shifted their ideas from subsidies to investment. In this chart, we have what we call a spectrum of social enterprise. A spectrum is like a rainbow of colours. In a rainbow, the boundary between red and blue is not so clear, but the colours gradually change. In the same way, you cannot clearly distinguish between social businesses versus non-social ones. Any company has some aspects of social benefit. It is a matter of a balance, whether you prioritize financial benefit or social benefit. In this chart, the yellow part on the left side shows a business that is pursuing social impact and not so much focusing on monetary profit. The dark red part on the right side shows a business that looks for more of financial returns. In this way, there are different types of businesses. Ordinary companies also are located somewhere on this spectrum. (Slide 4)

The Collaboration Forum on Persons with Disabilities in Asia & the Pacific 2019  
Session 5

How to Create Flows of Investment Capital Funding towards Solving Social Problems

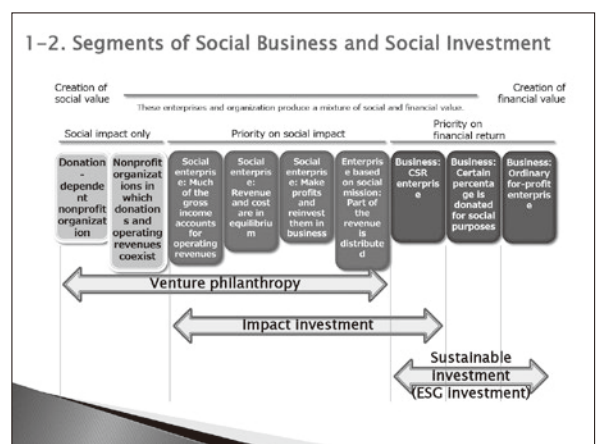
Ken Ito  
Project Assistant Professor, Graduate School of Media and Governance, Keio University /  
Regional Head (East Asia), Asian Venture Philanthropy Network  
ken85306@gmail.com / itok@sfc.keio.ac.jp

Slide 1

Self Introduction – Ken Ito

- Joined GE International after completing MBA in Thunderbird Global School of Management in USA. Conducted business improvement activities by using Six Sigma method and post-acquisition integration of businesses in the corporate finance sector. Joined Social Venture Partners Tokyo as a partner since 2005 alongside regular work and provided training support for social ventures.
- Retired from GE in 2008 and worked for NPO ISL until 2010, being involved in the startup and operation of the Center for Social Innovation. Main work included the operation of the Social Entrepreneur of the Year (SEOY) Japan program in cooperation with Schwab Foundation in Switzerland.
- Project Research Associate, Graduate School of Media and Governance, Keio University since 2010. Project Assistant Professor since 2016. Main research area is Social Impact Assessment. Teaches "Social Finance," and "Product Development and Marketing of Social Business."
- Japan Advisor, Asian Venture Philanthropy Network / Executive Director, Social Value Japan (NPO)

Slide 2

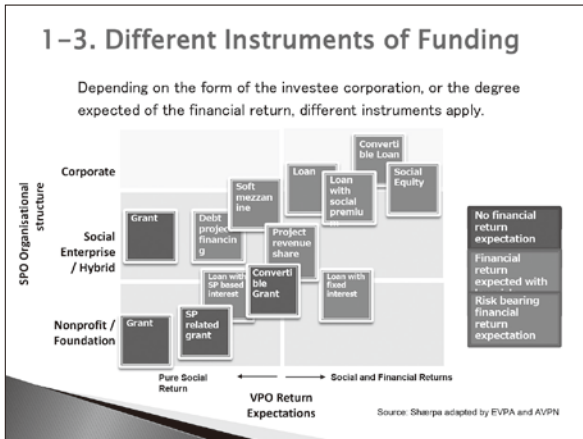


Slide 4

One thing I would like you to understand is about money. Depending on whether companies prioritize social impact or financial impact, how they invest money is different. There are three representative models of social investment: The top one is a venture philanthropy model. They give money as investment but in the form of subsidies and donations. The middle one is impact investment. They expect monetary return for their investment but also social impact to be created. The last one is ESG investment. These usually are investments to listed shares or bonds. Whenever you buy shares on



a stock market, you consider which companies are doing the best socially beneficial activities and then decide where to invest. As you have seen, depending on the types of investment targets, the way of providing monetary funding changes. (Slide 5 - 6)



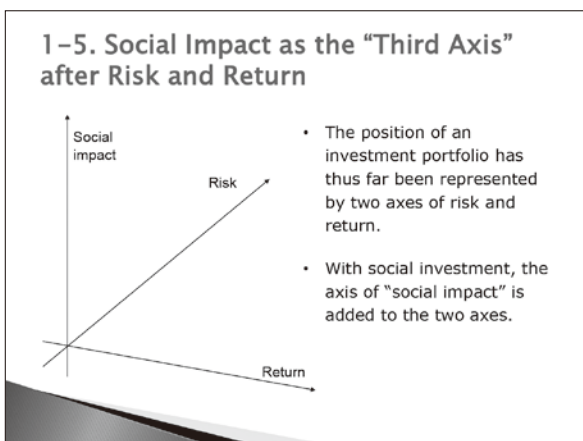
Slide 5

### 1-4. Typical Models of Social Investment

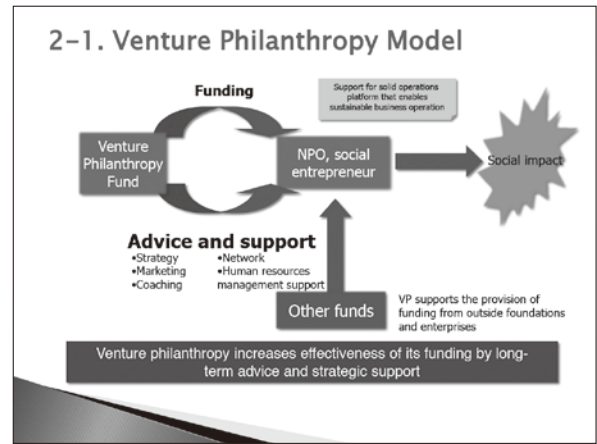
	Target	Method	Characteristics and typical examples	Market size
Venture Philanthropy	NPO and social enterprise	Grant (donation)	Support in both funding and management. - Social Venture Partners, Robin Hood Foundation	Accumulation of 6.5 billion euros in Europe (as of 2016)
Impact Investment	Social enterprise (unlisted, mainly)	Investment and loan	USA has the PRI legislation. Otherwise, focus is strong on small and medium-sized enterprises of developing countries. - Acumen Fund, Endeavor, etc.	Globally, 300 billion dollars forecasted for 2020 (GSG). In Japan, 26 billion yen (2017, estimated by Nippon Foundation)
Sustainable Investment (ESG Investment)	Shares and bonds of highly social enterprises	Investment	Mostly large-scale enterprises as targets are listed enterprises. - Sumishin SRI Open, Daiwa Microfinance, etc.	Globally, 2,500 trillion yen in Japan, 232 trillion yen (asset balance, as of March 2018)

Slide 6

Social impact investment is now subject to discussions all over the world, and people talk about social impact as the third axis. Usually when we make investments, we think of two axes, risk and return. Risk means that even if you invest money, there may be no return. Return means the money you invested grows, and financially there is a return. In addition to these two axes, to take social impact into consideration is the current discussion point. Today we have three speakers who are engaging in different businesses. By listening to their presentation, you will be able to understand that there are different models. I would like to invite the first speaker, Ms. Suzuki, to talk about how she perceives social investment. (Slide 7-19)



Slide 7



Slide 8

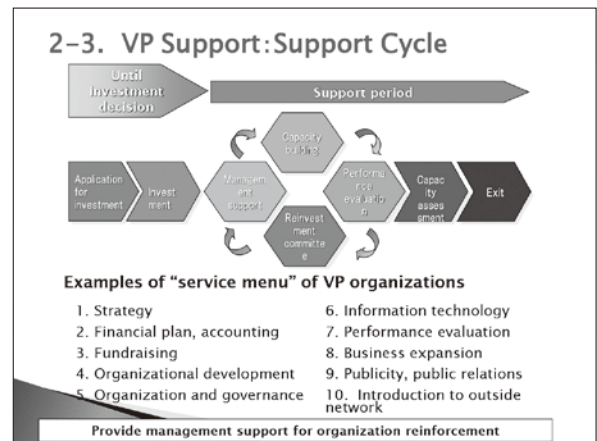
### 2-2. Characteristics of Venture Philanthropy

Due to questions about the foundations' conventional methods of support for the nonprofit sector in providing grant, venture philanthropy was developed by founders, who come mostly from investment companies including private equity, as a method to support nonprofit organizations by using investment techniques.

Existing grant-giving foundations	VP model
<ul style="list-style-type: none"> <li>Provide funding, but not support for operational know-how</li> <li>Normally single-year grant</li> <li>Provide grant for projects, but not support for management infrastructure (people and organization) itself</li> <li>Low commitment to activities</li> <li>Not output based, do not have "Exit" strategy</li> <li>Do not share risks</li> </ul>	<ul style="list-style-type: none"> <li>Provide not only funding, but also support in terms of operational know-how for the organization's management</li> <li>Medium to long-term support, commitment to outcomes, "Exit" strategy</li> <li>Intensively invest in management resources and organizational infrastructure for social organizations with high potential</li> <li>Measure performance toward goal achievement</li> <li>High commitment to activities</li> <li>Share risks</li> </ul>

Capacity building of social ventures through multi-year commitment

Slide 9



Slide 10

### 2-4. Pioneering Organizations in Europe and the United States

United States	Europe
<p><b>New Profit</b></p> <ul style="list-style-type: none"> <li>Founded in 1999 in Boston, currently has 50 employees and an annual budget of \$20M. The Harbor Group provides support in the form of both funding and human resources.</li> <li>Has provided financial and managerial support to a total of 40 NPOs. Target organizations show an annual average growth rate of 40%, and the cumulative number of beneficiaries exceeds two million people.</li> </ul> <p><b>Social Venture Partners</b></p> <ul style="list-style-type: none"> <li>Established in Seattle in 1997, 25 partner locations in the US, 2,500 members.</li> <li>Has provided financial and professional managerial support to a total of 200 NPOs. SVP Tokyo is active in Japan.</li> </ul>	<p><b>Impetus Trust</b></p> <ul style="list-style-type: none"> <li>Established in London in 2002, approximately 20 employees. Cumulative investment of \$6M until present.</li> <li>Has provided financial and long term managerial support to a total of 12 NPOs. CIC and Apave are among its support providers.</li> </ul> <p><b>CAN Breakthrough</b></p> <ul style="list-style-type: none"> <li>Founded as an investment sector of CAN, an NPO intermediary support organization. Partners, a PE fund, provides support in the form of both funding and human resources.</li> <li>Has provided financial and managerial support of \$4.5M to a total of 7 NPOs. Target organizations show an annual average growth rate of 20%.</li> </ul>

Slide 11

### 2-5. Expansion of Venture Philanthropy in Asia

The venture philanthropy movement which spread in Europe and US in the '90s reached Asia in the late 2000s. They vary in size and reach but below are a list of major funds in East Asia that adopt the methods of venture philanthropy.



- Social Venture Partners Tokyo (Tokyo, Japan)
- D3 Dubilee (Seoul, Korea)
- Sopoonng Ventures (Seoul, Korea)
- Seed:s (Seoul, Korea)
- Flow Inc. (Taipei, Taiwan)
- Fuping Development Institute (Beijing, China)
- Non-Profit Partners (Beijing, China)
- ECSEL (Shanghai, China)
- Non-Profit Incubator (Shanghai, China)
- Social Ventures Hong Kong (Hong Kong, China)
- Sow Asia Foundation (Hong Kong, China)
- Center for Social Initiatives Promotion (Hanoi, Vietnam)
- Change Fusion (Bangkok, Thailand)
- Grassroots Business Development Fund (US/Thailand)
- Social Innovation Park (Singapore)

Slide 12

### 4-2. Case Example: Vaccine Bonds and Microfinance Bonds



- Vaccine Bonds are the bonds issued since June 24, 2009 by 4 organizations, HSBC Securities Company, International Finance Facility for Immunisation (IFFIm), GAVI Alliance, and the World Bank, to provide vaccine to children in developing countries. Solicitation of sale started on June 1st of the same year.
- Funds raised through vaccine bonds become financial resources for immunization and health services for children in over 70 countries in the world.
- Kinds of bonds: 4-year maturity bonds denominated in Australian dollars and South African rand.
- 19 sales companies. Ratings include AAA by S&P and Aaa by Moody's. Aims at raising USD4 billion to provide vaccine immunization to 500 million children.

Slide 16

### 3-1. Impact Investment Case Examples Bridges Ventures (UK)



- Founded in 2002 as a semi-governmental fund with the fund of £40MM to promote community investment in UK.
- With Bridges Charitable Trust being the parent organization, private equity investment companies, such as Apax and 3i, participate in the operation.
- Investment is limited to poor communities below 10% of the lower class in UK - invests in low-cost sports clubs for low-income population, waste oil recycling business, hotel business, and business education.
- Participates in outcome-based private investment schemes of the government.
- Executes its first Exit in 2005, launches the second privately-funded fund in 2007 with £75MM, and the third fund in 2011 with £72MM.

Slide 13

### 5-1. Discussion at G8: Challenges toward Expanding Social Investment Market

G8 policy recommendations	Challenges for Japan in response and envisaged actions (2016)
1. Outcome-oriented policies and business assessment	<ul style="list-style-type: none"> <li>Outcome-oriented policies and project evaluation have not disseminated among relevant persons in the government, enterprise CSR, NPOs, and grant-giving foundations.</li> <li>Evaluation technique for social outcome has not been established.</li> <li>Promote dissemination and awareness of outcome-oriented approach and evaluation methods.</li> </ul>
2. Penetration of impact investment.	<ul style="list-style-type: none"> <li>Socially responsible investment market is immature.</li> <li>Expand the socially responsible investment and impact investment by institutional investors.</li> </ul>
3. Clarification of fiduciary responsibility.	<ul style="list-style-type: none"> <li>The relation between the fiduciary responsibility under laws (Employees' Pension Fund, Financial Instruments and Exchange Act, etc.) and socially responsible investment, PRI, and impact investment is not clear.</li> <li>Legally and interpretationally clarify that fiduciary responsibility is not inconsistent with investment activities that take social returns into consideration.</li> </ul>
4. Performance-based public procurement.	<ul style="list-style-type: none"> <li>Performance-based public procurement is hardly exercised.</li> <li>There is a lack of support for social impact bonds at the government level.</li> <li>Local governments create a model; at the same time, urge Ministry of Finance, Ministry of Health, Labour and Welfare, and Ministry of Internal Affairs and Communications to introduce performance-linked businesses such as social impact bonds at the government level.</li> </ul>

Slide 17

### 3-2. Impact Investment Case Examples Acumen Fund (USA)



- Venture capital fund established in 2001 to solve poverty issues in developing countries. Head office in New York and regional offices in India, Kenya and Pakistan.
- Invested approximately \$60 million to date in 57 social ventures in developing countries, with about 40 million project beneficiaries in total.
- Major support areas: public health and water supply

Slide 14

### 5-2. Discussion at G8: Challenges toward Expanding Social Investment Market

G8 policy recommendations	Challenges for Japan in response and envisaged actions (2016)
5. Utilization of dormant deposits.	<ul style="list-style-type: none"> <li>A bill regarding the utilization of dormant deposits for solving social problems is expected to be submitted to an extraordinary Diet session this fiscal year. National Assembly for Dormant Deposits has been making a recommendation to the Diet members' caucus that a part of dormant deposits be used for impact investment.</li> <li>Pursue the realization of impact investment with dormant deposits.</li> </ul>
6. Building of management capacity of investees.	<ul style="list-style-type: none"> <li>More grant money is provided for operating cost while less funding is provided for building operational capabilities of NPOs and social enterprises.</li> <li>Promote providing grant money for building management capacity.</li> </ul>
7. Establish legal personality for social enterprises.	<ul style="list-style-type: none"> <li>There is no legal personality for social businesses.</li> <li>Consider needs and institutional bottlenecks with regard to the establishment of investment-based NPOs and social business corporations.</li> </ul>
8. International development and impact investment.	<ul style="list-style-type: none"> <li>JICA's FS research project on BOP business, etc. is taking a lead. The possibility of establishing impact investment funds is under consideration.</li> <li>Consider Japan's participation in the Global Fund and Development Impact Bonds (DIB).</li> </ul>

Slide 18

### 4-1. Assessment System for ESG Investment

- Positive screening and negative screening

Negative screening	Positive screening
Exclude specific business or industry sector Tobacco Alcohol Gamble Consideration to environment and employees Human rights issues in developing countries Governance Compliance Supply chain	Select "Best in Class" Management system Environment management system Environmental burden, environmental efficiency Information disclosure Communication

- Many ESG funds employ a combination of both negative and positive screening.

Slide 15

### Summary

- Now that the redistribution of social resources by way of conventional economic growth and functions of state has begun to show limitations, there are rising expectations toward solving social problems by using private funds.
- In international policy discussions as well, attention is drawn to the positioning of social finance by such private funds.
- In the area of investing in the investment-oriented society, there also exist different segments such as venture philanthropy, impact investing, and ESG investment, which, while relating to each other, are causing the market to grow.
- For such social investment market to expand, there are such challenges as a social system related to finance, the maturing of the social enterprise sector, and the fostering of a culture related to social impact.

Slide 19



**Suzuki/** I am Suzuki from Asian Community Trust known as ACT. We perceive Asia countries as one community and we give trust to that. We are the first fundraising type charitable trust in Japan and in November next year we will be commemorating our 40th anniversary. Through a trust fund from individuals and private companies, we provide funding. A recent characteristic is that an increasing number of donors feel that the connection between Japan and Asian countries is very important. Currently, seven countries including Japan are being supported. (Slide 1-3)

**AUTHORIZED SPECIFIED CHARITABLE TRUST**  
**ASIAN COMMUNITY TRUST**



SESSION 5  
 FEBRUARY 3<sup>RD</sup>, 2019(SUN) 14:40-16:00  
 MARI SUZUKI, ACT CHIEF PROGRAM OFFICER

Slide 1

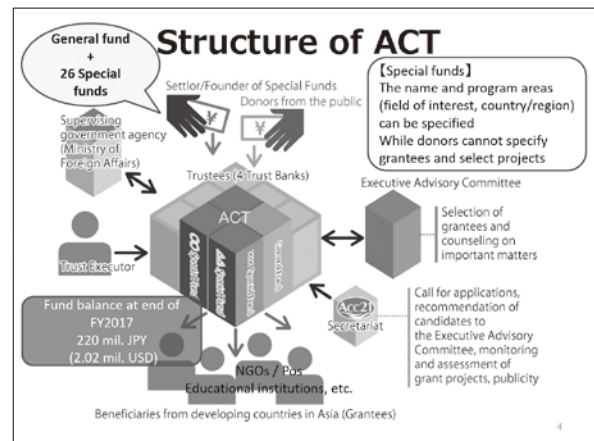
Regarding structure, our operation body, ACT, accepts project proposals and then provides grants. Our targets are local organizations, educational institutions and sometimes the government. They are the actors and our partners. Our area of focus is a wide range from education, medical and health care, promotion of local culture, academic research, and many other fields. The strength of ACT is that local non-governmental organizations are the actual operators. Since we have forty years of experiences, we have networks with a lot of countries. By donating more than ten million Japanese yen, donors can create a Special Fund which will be established within one to two months. There is no complicated procedure and so this is also our strength. Donors can enjoy tax incentives under the Japanese law.

When we hold a reflection meeting inviting our partners from Asian countries, we had various suggestions from local partners that we needed such kinds of support as South-South cooperation, utilization of information technologies, social enterprises, BOP (Base of the Pyramid) business, training of champion leaders. We are also supporting projects that are beneficial to persons with disabilities. As one example, I would like to introduce you a three-year project in Pursat Province of Cambodia. We have created an inclusion classroom in a local school and made it possible for children with disabilities to study together with other children. For that, we made ramps, trained teachers, and introduced the children to a rehabilitation center so that they can regularly receive rehabilitation. It was a holistic approach. The average amount of the grant was about two million Japanese yen per year and we provided the grant to a local non-governmental organization. (Slide 4-16)

**One of the few grant-making organizations in Japan providing grants to local NGOs**


- Provided grants of 30mil. JPY (276,545 USD) to 30 projects (FY2017)
- 24,000 beneficiaries in 7 countries (FY2017)
- Covering wide range of area from (Formal/Informal)Education, HRD, Income generation to Research
- Worked in 16 countries/area with grants of 800.265 mil. JPY (7.6mil. USD) for 724 projects (Past 38 yrs.)

Slide 2



Slide 4


**Countries supported (FY2017)**



**Asian countries that receive DAC aid :**  
 Cambodia, Nepal, Bangladesh, East Timor, Bhutan, Myanmar, Maldives, Laos, Pakistan, Vietnam, India, Indonesia, Sri Lanka, Thailand, China, Philippines, Mongolia, Malaysia. (The term Asia is based on the categorization by the Ministry of Foreign Affairs)

Slide 3

**Areas of focus**



**ACT subsidizes projects by local NGOs**

Slide 5

### Strengths of ACT

1. Direct support to local NGOs.
2. Support for the community development based on the initiative and active participation of the locals.
3. Support for the network building with Asian NGOs and the collaborative relationships among these NGOs.
4. ACT "Special Funds" that reflect the wishes of the donors (Field of interest, country/region can be specified).
5. "Authorized Specified Charitable Trust" to which donations are tax-deductible

Slide 6

### SUGGESTION FROM



Slide 10

With its loose framework, ACT responds flexibly to changes to social environment and follows up attentively

	Donors	ACT	Grantees/local partners
Before setting up a fund	Clarify purpose/targets Exchange contract with trustee (trust bank) for setting up a fund	Analyze trends/latest social context in Asia Consult donors (design a program for the fund) Exchange contract with donors for setting up a fund	Analyze problems and needs in local communities
Before project starts	Not allowed to become involved in a process of selection and approval of projects to support	Assess <ul style="list-style-type: none"> <li>• Organizational capability (achievement/analytical ability of problems &amp; needs, background of project designing.</li> <li>• Target community/partner organizations, project goal, objective, activities, input/output, indicators, etc.</li> </ul>	Develop project plan (proposal)

Slide 7

Grants projects that ACT should be more active

- Promoting "South-South cooperation"
- Building up IT capacity of staff
- Promoting social enterprises
- Supporting innovative ideas
- Nurturing local champions
- Supporting endogenous development and the establishment of a common fund managed by the local NGOs
- Supporting the sharing of indigenous/appropriate technologies
- Supporting POs/CBOs, the partners of local NGOs
- Promoting collaboration with business companies through BOP business

Slide 11

With its loose framework, ACT responds flexibly to changes to social environment and follows up attentively

	Donors	ACT	Grantees/local partners
Project period (1-3 years, max. 5 yrs)	Get a detailed briefing on the project from ACT  Confirm impact and outcome/output of the project  Does not receive any financial return	Monitor projects (by going to the field and discussing with all stakeholders) and suggest improvements (when necessary)  Report regularly to donors (accompany them to the field when necessary)  Support networking among local partner NGOs/other useful stakeholders	Submit interim/final report to ACT  Conduct an evaluation (end of project period)

Slide 8

Basic Funding Policy of ACT (Recommendation)

- Spending a certain amount of time to identify prospective grant projects through field visits to understand the needs of the communities concerned
- Ensuring the sustainability of the projects even after the termination of the grant (preparation for handover, Microfinance ensuring sustainable income, support to social enterprise)
- Supporting projects with intangible impacts
- Supporting projects that cannot be covered by the government or international institutions

Slide 12

### Projects ACT supports

- Local community actively participates in the project and take the initiative
- Strengthen self-help efforts (long-term sustainability, mobilizing and applying local human resources, technologies and financial resources)
- Innovative and share experiences gained through the project
- Attention to the environment, sustainability
- Partners with other organizations / sectors (NGO, residents' organizations, government, companies), and is open

...projects based on such factors.

Slide 9

### OECD-DAC Criteria for Evaluating Development Assistance

1. Relevance
2. Effectiveness
3. Efficiency
4. Impact
5. Sustainability

Slide 13



## Case 1

### Friend of Children with Disability project (2013-15, Cambodia)

**Organization :** Disability Development Services Program (DDSP)



14

Slide 14

### Issues: Education, health care, rehabilitation, acquisition of livelihood skills

- 1. Promoting the rights and supporting the education of children with disabilities
- 2. Support the operation of a physiotherapy center
- 3. Improving the income of households with children with disabilities

Fiscal year	Total grant
2013	1.91 million yen
2014	2.06 million yen
2015	2.5 million yen



Slide 15



16

Slide 16

This is a photo of parents with a child with disabilities (Slide 17). To make sure that the parents can make a livelihood, we finance a small amount of fund of about one hundred to two hundred dollars so that they can continue agriculture, run small shops or raise poultry. It is called microfinance. The system is that we finance such businesses and when profits are generated they pay back the loan. Another case is a ten-year project in Sri Lanka to which one of the special fund of ACT "Daiwa Securities Group Tsunami Reconstruction Fund" provided grants. The women who suffered from the disaster established about seventy female organizations in total. Along the

path, we walked together with those women so that they became able to be independent, run organizations and make profits. The number of participants has increased to about one thousand three hundred members. They could reconstruct their income generation systems such as by running shops, collecting and selling cinnamon trees or coconuts. We created not only great financial impacts here but also invisible impacts, such as women's decision-making power has grown, domestic violence was decreased by 90%, and child education was improved. The most important thing was that all the women could go ahead with dignity and pride. (Slide 17-23)



Slide 17

## Case 2 "Income Generation Programs for Women Victims of Tsunami for Self-reliance Development"

(2005-2014, Sri Lanka)

**Organization:** Women's Savings Effort (WSE)



Funded by "The Daiwa Securities Group Tsunami Reconstruction Fund"

Slide 18

### 74 Women's Organizations (WOs)

	Number of WO's	Number of households	Number of family members
<b>1 Galle district</b>			
(1) Hikkaduwa Divisional Secretary (DS)	14	478	1,792
(2) Akmeemana DS	5	176	699
(3) Habaraduwa DS	4	103	401
(4) Galle DS	4	100	370
Total	27 WO's	857 HHs	3,262 persons
<b>2. Mullative district</b>			
(1). Meritimipattu DS	1	255	950
(2). Kallapadu South DS	20	200	665
(3). Kallapadu North DS	20	200	660
Total	41 WO's	400 HHs	1,325 persons
<b>3. Puttalam district</b>			
Arachchikattuwa DS	1 WO	19 HHs	84 persons
<b>TOTAL</b>	<b>74WO's*</b>	<b>1,531 HHs</b>	<b>5,621 persons</b>

(as of the end of September 2014)

Slide 19

### Women's economic strength

27.75 mil. JPY was provided to the project for 10 years

Area	Number of WOs	Memberships	Family members	Scale of Revolving fund (USD)	
				Dec. 2012	June 2013
<b>Galle district, Southern province</b>					
Total	27 WOs	857 persons	3,262 persons	51,015.17	55,138.26
<b>Mullative district, Northern province</b>					
Total	26 WOs	474 persons	1,699 persons	20,421.36	24,292.09
<b>TOTAL</b>	<b>53 WOs</b>	<b>1,331 persons</b>	<b>4,961 persons</b>	<b>71,436.53</b>	<b>79,430.35</b>

Slide 20

### Results

- ✓ 25 kinds of businesses are operated
- ✓ Family income increased by 30 to 40%
- ✓ Savings increased by 25 to 30%
- ✓ 98% of households improved in management
- ✓ 95% of women gained decision making power
- ✓ Health & sanitation of families improved by 80%
- ✓ Household violence decreased by 90%
- ✓ Children's education improved 98%

=> And 100% of women moved forward with confidence, pride and dignity

Slide 21


Most of grants in Japan usually are only for one year but ACT supports on average for three years. One year is not enough to see outcomes. We submit financial report and activity report to our donors. Characteristic of ACT is that we support organization's intangible aspects, such as human resource development and the conversion to a corporation. The challenge of using a grant is that usually when the period of a grant is over, that is also the end of the activities. There is a risk of over dependency. It is also a challenge for us to set a good exit strategy. Of course non-governmental organizations cannot do everything. Non-governmental organizations alone may not be capable enough to develop business models and to come up with methodology, means and approaches. With external help from companies and stakeholders, it is necessary to collaborate with many different organizations. (Slide 24-27)

### Summary


Points	ACT	Reason, Remarks
Social impact	Wider range	Continuous support for 3 years in average Able to support preliminary / development of soft infrastructure such as organizing/institutionalization, HRD, Advocacy.
Accountability to investors	Not allowed to receive investments	Accept monetary donation only
Accountability to donors	High	Report of activities conducted, outcome/output, financial report (disclose income/expenditure with receipts/evidence)

Slide 24


Women started income generation activities such as small scale agriculture, firewood business, small shops, etc.....




Home gardening



Selling firewood



Small shops




Small shops

Slide 22


Points	ACT	Reason, Remarks
Transparency	High	Contents of project activities, income/expenditure (including admin. cost of ACT and financial report of funded projects) However, it is necessary to ask donors to understand special characteristics of local communities.
Advantage of support with donation/grants	Able to respond to a wide range of needs and to provide flexible support for those activities	To solve social problems, in many cases - It takes a long time to create income and concrete results. - It requires comprehensive/integrated approach consisting of organizing/institutionalization, HRD, collaboration with multi-stakeholders, skills development, advocacy, etc.)

Slide 25


### Women in action.....




Garment industry



Handicrafts from coconut shells



Wall hangings & dresses



Coir rope making by hand

Slide 23

Points	ACT	Reason, Remarks
Disadvantage of support with donation/grants	May increase dependency syndrome	May increase dependency of recipient NGOs and the communities on the donation/grant ("Termination of the project" means "Termination of provision of grant")  How to keep a tense atmosphere and to have an "Exit strategy" is the key
	Many NGOs are not good at developing business models and marketing	Working together with other stakeholders who have different expertise which the NGO doesn't have is required.  Review methodology/means/approach/inputs and change when necessary

Slide 26





Slide 27

**Itō/** The activities of Ms. Suzuki or ACT use the scheme of grants. But they make sure to monitor social impacts, and also in order to achieve such impacts, they hold dialogues with grant recipients and think together about what else is needed, apart from monetary funding. Another thing that I noticed is the keyword, "exit strategy." The project should not end when the money runs out. It is important to think seriously about how to utilize the grants as a principal, and I think this was the main point of her presentation. The next speaker is Mr. Matsubara from Resona Bank. He is a group leader of the ESG investment group. I would like to hear how you are involved as a bank in social investment and also about the connection between your activities and today's theme.

**Matsubara/** My name is Matsubara, from Resona Bank. When you hear the name Resona Bank, I guess you think of a commercial bank, but Resona Bank has a wide range of business activities. Today I would like to speak mainly about ESG investment from the position of an investor who deals with corporate pension fund and public pension funds. (Slide 1-2)

**Initiatives of Resona Asset Management Division**  
 ~Possibilities and Outlook of Investment towards Solving Social Problems~

  
 Resona Bank, Limited  
 January 2019

Slide 1

**About myself**

**Minoru Matsubara**

Chief Manager  
 Asset Management Division, Responsible Investment Group  
 Resona Bank, Limited.

Joined Resona Bank in April 1991, assigned to the Pension Trust Fund Management Division; then kept undertaking asset management and planning duties at the Investment Planning Office, the Public Fund Management Division, the Pension Trust Fund Management Division, the Trust Fund Management Division and the Fund Management Supervisory Division. In April 2008, assumed the post of Planning and Monitoring Group leader at the Trust Fund Management Division. Took up the current post in April 2017.

Was on loan to the Pension Fund Management Research Institute from 2006 and to the Research Institute for Policies on Aging from 2005, serving as a visiting researcher on both occasions.

Other posts include: a member of the Seminar Planning Committee, the Investment Performance Standards Committee and the Working Group on ESG Factors for Corporate Valuation of the Securities Analysts Association of Japan (June 2015); a committee member at the Japan Sustainable Investment Forum; a director of the MPT (Modern Portfolio Theory) Forum; the Chair of the Corporate Working Group of the Japan Network for the Principles for Responsible Investment (PRI); a member of the Environment Ministry's study group on sustainability investment; a committee member at the Forum of Investors Japan (July 2018); the Co-chair of the Asset Management, Securities and Investment Banking Working Group of the Principles for Financial Action towards a Sustainable Society; a member of the same Working Group; a member of the Working Group of Ministry of Economy, Trade and Industry's Study Group on Implementing TCFD Recommendations for Mobilizing Green Finance through Proactive Corporate Disclosure; and a member of Ministry of Economy, Trade and Industry's Research Group on Industrial Safety Utilizing ESG Investment.

A chartered member of the Securities Analysts Association of Japan and a member of the Nippon Finance Association.

Slide 2

ESG investment is an investment activity that takes into consideration such factors as Environment, Society, and Corporate Governance. E stands for environment and relates to issues such as climate change, deforestation, and marine pollution. S stands for society and relates to forced labor, child labor, poverty, and disparity. G stands for corporate governance and relates to the constitution of board members and executive remuneration. ESG investment takes these factors into account. The concept of ESG investment was brought by Principles for Responsible Investment (PRI), which was launched in 2006. Formulation of this investor's network, PRI, was attributed to a former United Nations Secretary General, Mr. Annan, who insisted that we need the power of the private sector to resolve social problems and take leadership, and the United Nations supported it. (Slide 3-4)

**ESG Investment**

**Investment activities in consideration of Environment (E) • Society (S) • Governance (G) = ESG Investment**

**E (Environmental):** Environmental issues  
 Climate change, deforestation, marine pollution

**S (Social):** Social challenges  
 Forced labor, child labor, poverty, disparity

**G (Corporate Governance):** Governance  
 Corruption, window dressing, executive remuneration

Slide 3

**Principles for Responsible Investment is ...**

- Principles for Responsible Investment (PRI) : Formulated with the support of UN in 2006
- Signed by over 1900 pension, insurance, asset management firms (June 2018)
- Secretariat located in London. Promotion of responsible investment.

- Incorporate ESG issues into investment analysis and decision making process.
- Become active owners and incorporate ESG issues into our ownership policies and practices.
- Seek appropriate disclosure on ESG issues by the entities in which we invest.
- Promote acceptance and implementation of the Principles within the investment industry.
- Work together to enhance effectiveness in implementing the Principles.
- Report on our activities and progress towards implementing the Principles.

Slide 4

How many investors participate in PRI? There were 100 institutional investors at the time of its establishment in 2006. However, the number has risen year by year, and now it is more than 2200. The amount of collected capital from these investors is about 80 trillion dollars or 88 thousand trillion Japanese yen (calculated 1USD=¥110). This is great power. Once a year we have a general assembly. (Slide 5-7)

**About UN Principles for Responsible Investment (PRI)**

UN Principles for Responsible Investment (PRI) was established to promote ESG investment activities of institutional investors. The number of signatories has grown every year to 1,703 as of the end of April 2017. Working balance of over \$65 trillion.

**Number of PRI Signatories (Global)**

**Composition of PRI Signatories by Country/Region**

#Country/Region	Number	Ratio
1. U.S.A	315	18%
2. UK	246	14%
3. France	161	9%
4. Australia	120	7%
5. Netherlands	101	6%
6. Canada	94	6%
7. Sweden	73	4%
8. Switzerland	65	4%
9. Germany	62	4%
10. Japan	55	3%
11. South Africa	54	3%
12. Brazil	53	3%


As of April 19, 2017

Source: UNPRI, Signatories to the Principles for Responsible Investment  
 Source: From METI "Outlook for Collaborative Value Creation" Source: PRI

Slide 5

**PRI in Person Report from San Francisco Conference**

- Outline of PRI in Person
  - PRI in Person is an international conference held annually by PRI Secretariat (organization promoting the UN Principles for Responsible Investment)
  - Held in September every year; 2018 in San Francisco
  - Held since 2007 and this was the 12th meeting
  - Number of participants – 1,200, including 50 participants from Japan
    - Major participating organizations: Ministry of Economy, Trade and Industry, Ministry of the Environment, GPF, Pension Fund Association, Major domestic asset management firms, service providers, etc.
- Reports
  - Trends in responsible investment
    - Climate change issues are mainstream globally.
      - Important themes: Climate change and the Practice of related information disclosure (the main theme of the previous conference was "Pancetransition").
      - ➔ Responding to TOFD (Task Force on Climate-related Financial Disclosures)
    - As climate change is global and China plays an important role, there were many Chinese speakers in each session. The status of China went up.
    - ESG investment has been centered on stocks but this time there were many sessions on bonds and loans, making them global standards.
    - This year's hot topic was the human rights of the workforce.
      - It is assumed that this was influenced by the revision of Corporate Governance Code in the FRC (Financial Reporting Council, UK) in which the importance of the workforce as stakeholders was added.



5

Slide 6

**Why did investors begin to move?**

For better investment judgment

- To avoid ESG risks
- To pursue profit opportunities

→ ESG improves investment results  
**Responding to ESG has actually become directly connected to corporate profits.**

Universal ownership

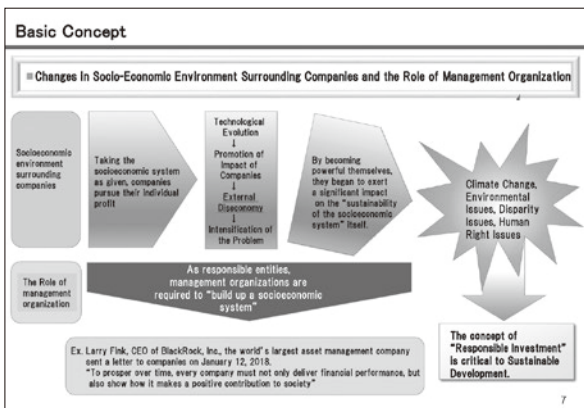
- Minimization of negative externalities

→ If consideration is not given to environment and society, there is a possibility of losing the foundation of long-term economic activities.

6

Slide 7

I think that in order to address ESG's issues, it is necessary for corporations not only to pursue their own profits but also to consider what kind of positive impacts they have created in society. It is important proposition to assess corporations based on two axes, which are social profit and economic profit. In the long run, we




Slide 8

**Valuation methods of social profit and corporate profit (Example)**

**Social profit**

Materiality of the selection of social problems

- Urgency: Is the problem an urgent problem?
- Influence: Does it have ripple effect or not?
- Reciprocity: Will a serious side effect occur in the process of solving the problem?
- Sustainability: Is there or isn't there sustainability of activities through continuous technological innovation?
- Range: What range of members of society is related?



"Ambiguity"


Economic profit

8

Slide 9

should intend to fulfill both social and economic profits, what we call "ambiguity". At the end, I would like to introduce you to the following message from a Native American's words, which PRI advocates to investors: "We do not inherit the earth from the ancestors, we borrow it from our children. This is the origin of my activities. (Slide 8-10)

**Message from the next generation**



We do not inherit the earth from our ancestors.  
 We borrow it from our children.

私たちは、地球を先祖から受け継いだのではなく子供達から借りているのです。

~Native American proverb

Source: Public domain Q, Free material

9

Slide 10

**Ito/** Mr. Matsubara, from a bank's point of view, talked about why they are shifting the gears of their investment activities towards those that take into consideration environment, society and governance. He also explained how big these activities have grown. In the very beginning, there was a question about how to obtain investment funding. You saw an answer in his slide, the second one from the last. It is about the selection of which kind of social problems the investors want to pay their money into. One thing is whether or not it has a ripple effect. That is, whether it can put influence on a wider range of areas and how big the social profits can be. Another thing is sustainability. Whether or not they can continuously develop their activities and if any innovation is incorporated into their activities? On top of this, one more thing is whether it can produce economic impacts or not. If all these requirements are fulfilled, investors may show their interest. Am I understanding correctly? Now, we would like to invite the third speaker, Ms. Kono from ARUN. ARUN has been practicing impact investment for 10 years in Asia.

**Kono/** My name is Satoko from ARUN. I would like to talk about ARUN's activities and give few examples of investment. ARUN means "dawn" in Cambodian language. It represents hope and energy of entrepreneurs. For about 10 years, I was in Cambodia doing international cooperation work. At that time, I met social entrepreneurs, and it inspired me to start ARUN to implement social investment. Compared to conventional investment that looks for financial returns and profitability, social investments pursue both social return and financial return simultaneously. ARUN aims at connecting investors with entrepreneurs who are trying to solve social issues through their businesses, and formulating a community where investors can also learn from entrepreneurs. (Slide 1-6)

ARUN

The Collaboration Forum on Persons with Disabilities in Asia & Pacific 2019

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**ARUN**  
**Social Investment Platform**

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KONO, Satoko  
 ARUN  
 3 February 2019

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Slide 1



ARUN

## Agenda

1. About ARUN
2. Case Studies
3. Challenges and potential of Social Investment

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Slide 2

ARUN

## Social Investment Platform

ARUN is Japan's first platform which promotes social investments, supports value-up of investees' business and brings about social change

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Slide 6

ARUN

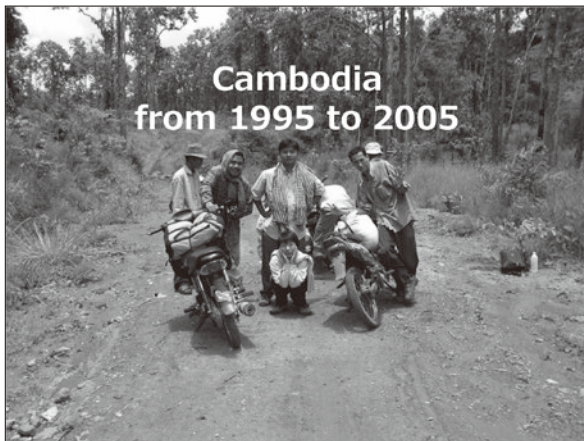
## ARUN means dawn.

it represent entrepreneurs' **hope and energy,**  
as a new day at dawn

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Slide 3

ARUN envisions a society in which all members live and enjoy the full range of their talents and abilities, regardless of background. Until now, we have been making social investments mainly in Asia, more specifically, in Cambodia and India. Also, in targeting Asian countries, we hold social business competitions. We are investing in many different fields, such as agriculture, health care, water, education, and gender issues. Recently, IT- and IoT-using businesses are increasing in every field. We do not have a specific investment category for persons with disabilities, but there have been companies that are run by persons with disabilities. We make investments based on both social criteria and financial/business criteria. What we think the most important is commitment of entrepreneurs to solve social problems. We value such perspectives, as this is social investment: We need to measure results and impacts that the businesses are producing, to discuss these together with investors and entrepreneurs, and to think how to enhance them even more. (Slide 7-10)



Slide 4

ARUN

## ARUN's Vision & Mission

We envision a society where all members live and enjoy the full range of their talents and abilities, regardless of background and economic status.

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Slide 7



Slide 5

ARUN

## Social Investment Platform

**Social Enterprises**

**India**

- Health Care/IT
- Water
- IoT Agriculture
- HR and domestic worker matching business

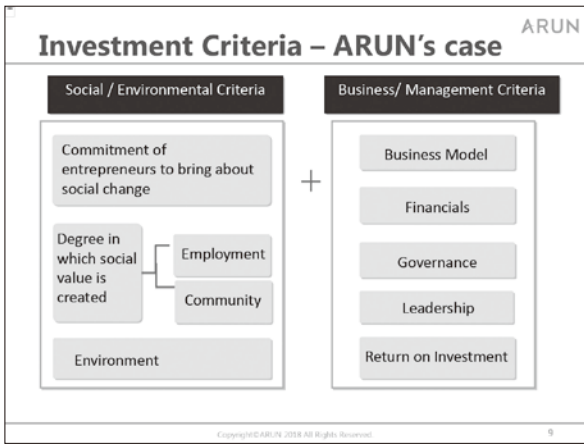
**Investors**

**Cambodia**

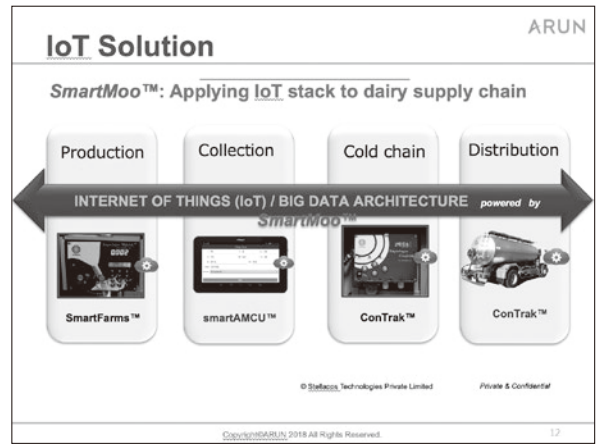
- Agriculture
- Beauty & Women empowerment
- IT/Education
- Ethical Tourism
- Solar Energy

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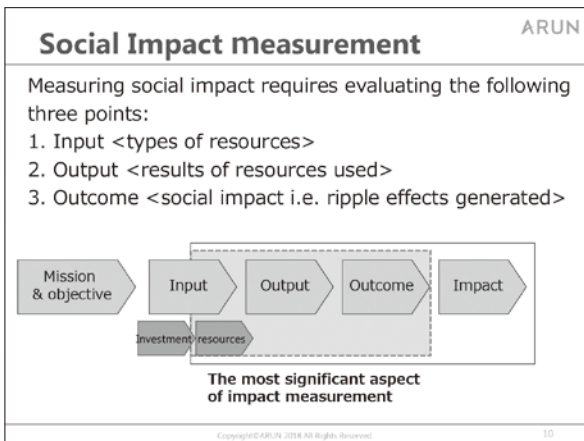
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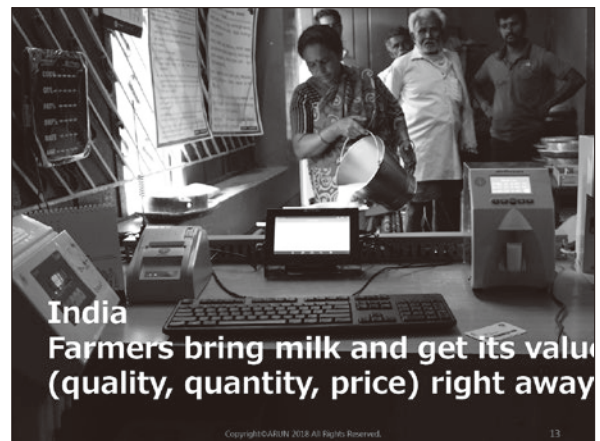
Slide 9



Slide 12



Slide 10



Slide 13

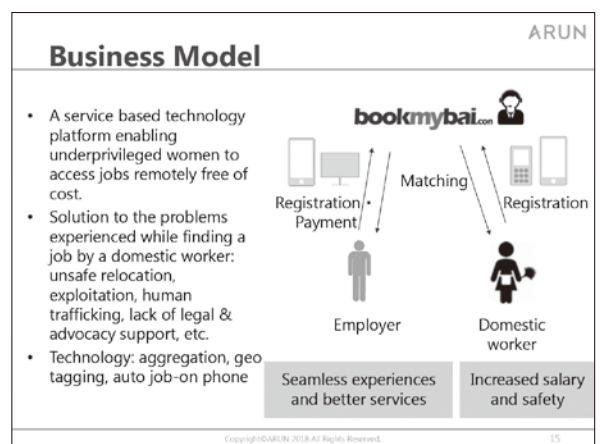
Please let me introduce some examples. First is a business case in India that tried to solve problems in a dairy supply chain from production to distribution. Suppose that in India, a farmer has two or three cows and brings milk to a collection point in a village. Since there was no way to measure the quality of milk, some farmers used to mix water to increase the volume, while others did not get paid appropriately, although they brought high-quality milk. The problem seemed to exist on both sides, those who sell and those who buy. After the IoT machine was set up, it became possible to measure both quality and quantity of milk and to let the exact data be known on the spot. The data were stored into cloud and shared with dairy companies. Thanks to it becoming possible to pay appropriately depending on the quality, farmers no longer try to add water to milk, and they are motivated to bring high-quality milk. In addition, the increase in transparency seems to mobilize good supply-chain management from production to distribution. There are about 10,000 machines already installed, and the number of registered farmers exceeds 1,000,000. (Slide 11-19)



Slide 14



Slide 11



Slide 15





**India**  
Using mobile phone

Slide 16

The next example is about an entrepreneur in Pakistan. He was an engineer who had an elder brother with disabilities, and he saw that his brother did not have an opportunity to get appropriate education. Therefore, he wished to give educational opportunities to children with disabilities by utilizing AR (augmented reality) technology and to develop a rehabilitation program. Using the program that they developed, the children with disabilities are able to increase their physical functions, as well as their cognitive functions, through playing games. In addition, its feedback function makes it possible to offer an appropriate program depending on the level of each child. (Slide 20-28)



**India**  
The system to protect Maids' Human Rights

Slide 17



**Pakistan**  
Providing cognitive and physical AR-based educational games to children with special needs

Slide 20



Slide 18



**Pakistan**  
Augmented Reality Can Help Children With Autism Tap Into Their Imaginations

Slide 21



Slide 19



**Pakistan**  
Effective for Physical Rehabilitation

Slide 22



Slide 23



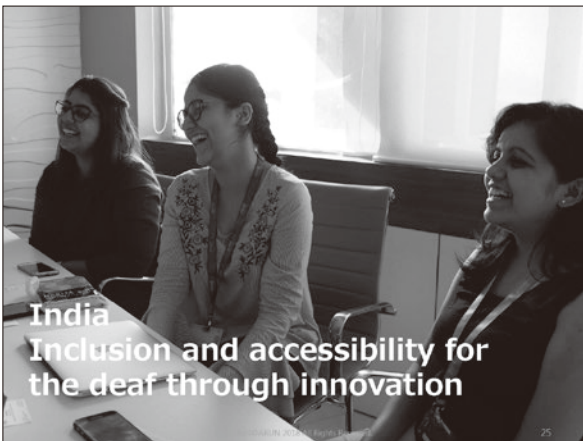
Slide 27



Slide 24



Slide 28

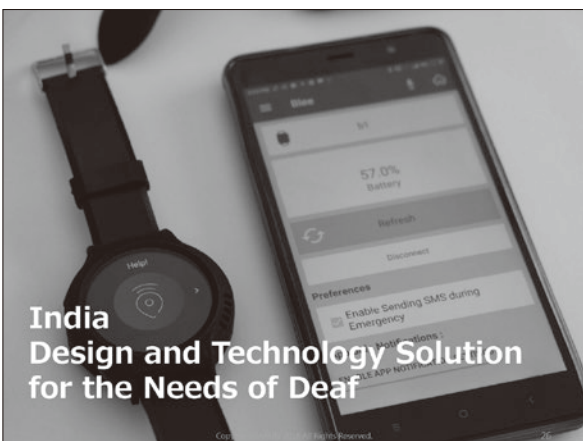


**India**  
Inclusion and accessibility for the deaf through innovation

Slide 25

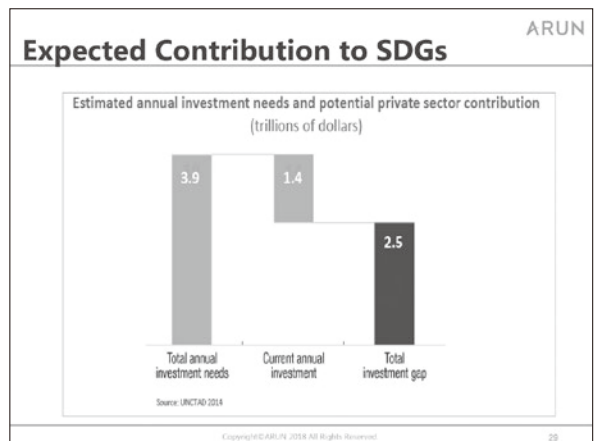
Why these projects are getting such attention? Because we have come to realize that investments that were considered unrelated to solving poverty issues actually can solve social problems while generating profit.

Such collaboration among the people who did not have the chance to meet together before, can create new business opportunities. I think this is an important role of finance to unleash people's hidden potentials. (Slide 29-34)



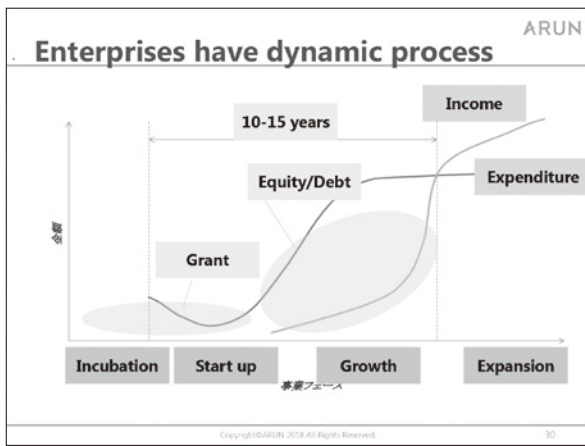
**India**  
Design and Technology Solution for the Needs of Deaf

Slide 26



Slide 29





Slide 30

ARUN

**Thank you!**

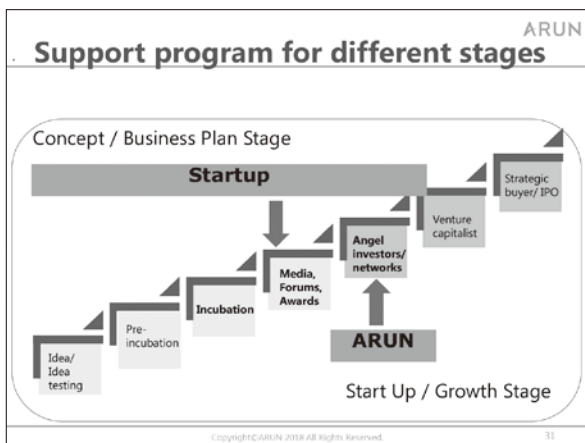
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<http://arunseed.jp/en/>

<https://www.facebook.com/ARUNLLC/>

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Slide 34



Slide 31

- ARUN
- ### Existing Challenges
- Access to Finance
  - Access to Talent/capacity building
  - Policy and Regulation
  - Regional Inclusiveness
  - Impact Measurement
  - Investment Exit
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Slide 32

ARUN

### Potential of Social Investment

**Unknown Concept**

**Unlikely Alliance**

**Unleash Potential**

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Slide 33

**Ito/** There are many issues that have not yet been touched upon, but they can be seen as opportunities to create new businesses. For that, we need an evolutionary innovation. Not big corporations, but small companies may have new ideas and technologies. If they actually are able to solve the unsolved social issues, then I am sure there will be investors who are interested. In the case of dairy farming, if it is possible that this system can extend to tens of thousands of farms, then I am sure there will be investors who would provide funding and that will eventually solve the issues. Now I would like to receive questions from the audience.

**Questioner E/** I am a lawyer. As to what Mr. Ito mentioned at the very end, I would like to ask how to measure quality and impact and what are the indicators? Personally, I have very much hope for ESG, but I also have the impression that we still judge the results in numerical terms. For instance, for employment of the people with disabilities, the indicator will be the number of people who are employed. Although it is easy to see the impact, I have a feeling that maybe it does not reflect the differing needs that each one of them has. So when we look at the impact, how can we evaluate its quality and how can it be shared with others? I am sure you all have a lot of overseas experiences, so I would like to hear your ideas and opinions.

**Matsubara/** We have direct conversations with listed corporations regarding ESG investment. First, corporations disclose management policies and their activities to ESG, and then we discuss its content together with them. We make efforts to assess qualitatively the impacts and features of their attempts, considering their sincerity and the content of the dialogue, and confirming the background of the ideas and the systems to utilize them in their organizations.

**Kono/** When we talk about qualitative impact, there are macro-level and micro-level. On a macro-level, it might be possible that the business itself has influence on the government policies and systems. For example, the case of IoT-using dairy supply chain business, to incorporate IT into agriculture was a new scheme, and it was innovative even in India, where IT is advanced. For that we had to move the bureaucratic system which entrepreneurs had a hard time. However, through IoT-using businesses, we are playing a role to open them up.

In micro-level, for example, in the case of the education of children with disabilities, each child has individual challenges. What struck me the most was that the program could incorporate the quality measurement aspect into the service itself, as an essential element. They can turn the reactions of each child into data, and with these

data, they are able to provide programs suitable for each child's conditions. Innovation enables them to increase the data numerically and also to respond qualitatively, and this is the point where I see potentials.

**Ito/** Especially with social businesses, quality and quantity influence each other. For example, in the case of augmented-reality contents, which were introduced earlier, if the contents are very interesting, and if there is an attractive function to connect with other people through games, it may sell more. To have both quality and quantity impacts is characteristic of social businesses.

**Questioner F/** I am deaf and I come from Laos. I have a question to the speaker from ACT. Two years ago, we applied to ACT with an awareness-raising project targeted to the deaf community, in order to prevent HIV. Maybe it did not fit to your aim, as we were not selected. I know that there are seven countries that ACT is supporting, and Laos is one of them. I would like to hear from you what would be the next step that we should take.

**Suzuki/** Honestly speaking, I do not think it is a good idea to talk specifically about an individual project here. Actually, ACT has a support program for activities of former trainees who went back to their own countries and started their activities after finishing their training in Japan. I guess you applied for this, however, we only support two projects per year and it sometimes happens that we cannot call for project proposal every year because we normally continue to support them for multi-years once they are approved. In addition, ACT has Special Fund which specifies its targeted beneficiaries and project contents to provide grants. Currently in Laos we support one project to provide medical care to leprosy patients and their families in each colony in the country. This project is now in its fourth year and we are able to continue our support because there is a special fund targeted to leprosy related issues.

**Questioner G/** I am a representative of an independent living center. I have never met any investor. I would like to know how I can meet them and talk to them.

**Kono/** This is actually the problem that we face every day. In the beginning, the idea of social investment was not well known. It differs from conventional investment practices, and it is different from the usual aid activities. We have kept saying that this is a new way. These days only talking about investment is not enough. What is to be done with the investment is more important. Many forums are held in Asia or other regions to promote social entrepreneurship where we can get to meet with investors. Also, there are some competitions targeting social entrepreneurship, and that is another opportunity for interested investors to gather. However, social investors are few in Japan and very rare to meet. Still, the investors always are looking for seeds of good businesses and good entrepreneurs. I think it is very important to promote your project, make clear statement about what you do and what your vision is, and create more opportunities to meet people.

**Questioner H/** In my country, Bhutan, in order to solve social issues, non-governmental organizations are normally dependent on donors, but this is not sustainable. What are the challenges for creating a sustainable system?

**Suzuki/** This is a very important question. Everybody struggles with this. For those who provide funding, this also is the most important point. There is a limit to what grants can cover. Even though there are shortage of funds, in many cases, members of a union or a self-help

group can sustain their activities by paying out of their own pockets. While receiving grants, how much they can solidify the foundation of their activities is very important. For instance, while receiving the grants, they can accumulate such experiences as borrowing money from microfinance, learning how to use money and building up their ability to pay back the money with interest. Then, even after grants cease, it is possible to create a system in which they can use loans from local banks to sustain their business activities.

**Matsubara/** From my point of view, the donation does not last forever. What is necessary is not support, but the system that can realize "independence" and "self-reliance", and for these we need investment. In detail, the concept and framework of investment is required.

**Questioner I/** I am from Vietnam. My question is "How do investors prioritize issues, when there are so many social issues and how they want to invest in future?" In Vietnam, the environmental issues are the most highlighted, but the disability issues are invisible. I would like to ask how the people with disabilities can convince the investors that the disability issues are as important as others.

**Matsubara/** Actually, investors also have a hard time making decisions. Investors actually are those who provide monetary funds, such as pension funds that are entrusted to us as an important old age fund. We hope you convey your message to investors through dialogues about what kind of problems you seek to resolve and what kind of meaning it has for investors to change the monetary investment chain into a humanitarian chain. Of course, in reality, there are trade-off relationships. Sometimes, we need to make priorities from the perspectives of such criteria as materiality, ripple effects, sustainability, and also a range of areas. By hearing from various stakeholders, we will continue to make every effort to understand what really is an important issue.

**Kono/** Last year, we held a social business competition, and 128 companies from 15 countries applied. We found that there were actually a lot of disability-related business ideas. The example I introduced earlier is one of them. They made us aware of new approaches to disability-related issues, and it was an eye-opening experience for us. We investors learn from these and feel motivated to think or to find something new in the field of persons with disabilities. I just heard that there are 1,000,000,000 people with disabilities in the world. If you raise your voice to say that the disability field is a huge market, that voice may be able to move society and then to move the investors. So never give up and keep raising your voices. If you come up with interesting business ideas, please let us know.

**Ito/** It was a wonderful question and answer session. The strongest point of the social sector is that we can define matters and put them into society's agenda. For example, if somebody asks a company to make a product for persons with disabilities, the company may wonder whether such products can sell and make a profit. However, currently the concept of universal designs is regarded as a big keyword for product development. The concept of universality gives inspiration for useful products, not only for persons with disabilities, but also for the elderly and general public, and now the concept carries great impact in the mainstream of society. We probably can say that the social sector is where we have a lot of resources and potentials. In this session, we talked about how we can make social businesses flourish through social investment, and I hope you can feel the potential of social investment to solve social problems.

**MC/** We now will close session 5.



# Exchange Meeting



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**Collaboration Forum on Persons with Disabilities in Asia and the Pacific 2019**  
**PROGRAM & SUMMARY**

June 2019

Planned/Compiled by: Japanese Society for Rehabilitation of Persons with Disabilities

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