



**INCLUDED**

## **WP2/A1 Comprehensive report & GUIDE for inclusive employment in GLAM**

Prepared by: VINCO & SYNTHESIS Center for Research and Education



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## Introduction

Promoting Inclusive Employment in the GLAM Sector through Open Innovation (INCLUDED), is a 24-month project co-funded by the Erasmus+ Programme of the European Union (EU), with 6 partner countries from Austria, Cyprus, Greece, Italy and Lithuania.

The project's overall objective is to create a mindset of equal access and non-discrimination for inclusive employment in the Galleries, Libraries, Archives and Museums (GLAM) sector for adults with disabilities. Towards this end, the intention in the INCLUDED project is to make an impact on the capacity of adult education providers for flexible and high quality learning opportunities for adults with disabilities. The reporting of this document, constitutes one of the main outputs of Work Package 2 (WP2) of project: a comprehensive report analysing the methodological framework and the findings of the research phase from the partner countries.

WP2 sets the tone for the whole project in terms of its methodological approach to research and practice. Accordingly, the specific objective of WP2 is to deliver an ecosystem framework for inclusive employment, based on open innovation, with a comprehensive cross-country wise report on the existing status quo on Inclusive Employment in the GLAM sector. This was done through collecting and interpreting existing interventions and a combination of qualitative and quantitative methods, followed by meta-analysis in the partner countries, at national levels; and drawing upon the EU Strategy for the Rights of Persons with Disabilities 2021-2030.

WP2 and in particular this comprehensive report, is foundational for the project, as it will deliver concrete value to the general objectives of the project:

- Examine the status quo at a national level on inclusive employment in the GLAM sector in the partner countries
- Enhance the capacity of adult education providers to provide for more flexible and high quality learning opportunities for adults with disabilities

The comprehensive/comparative report includes a summary of all data collected from the national reports and suggestions to move forward with the digital resources of WP3. The report concludes with a dedicated Guide for inclusive employment in the GLAM sector.

The presentation and summary of the individual systems in Austria, Cyprus, Greece, Italy and Lithuania, with reference to the national country reports developed, is the starting point of the comprehensive report, in an attempt to elicit basic information into the legal framework and policies related to inclusive employment for people with disabilities, especially Autism Spectrum Disorders (ASDs) in the labour market at large and in particular in the Galleries, Libraries, Archives, Museums (GLAM) sector. At the same time, the general explanations serve as a basis for understanding the examples of good practice listed.



First, we present the systematic literature review, introducing and discussing the concept of disability and the national definitions on inclusive employment. The narrative follows a section on the legal framework and policy for persons with disabilities (Section 1.1) and the influence of the UN Convention on the Rights of Persons with Disabilities (CRPD) on the national legislation of the participating countries in the Consortium (Section 1.2).

Subsequently, local practices and institutional policies are discussed (Section 2.2), including examples of good practice from secondary research performed in the partner countries (Section 2.3). Each of the individual sections concludes with a comparative summary.

Part 2 introduces the primary research with presentation of the case studies in the five partner countries. The purpose of this research is to provide with an insight into selected case studies from the stories of institutions and individuals from the GLAM sector, interviewed during the fieldwork primary research of the project in the partners countries. The target groups specifically included:

- HR-decision makers in the national GLAM sector (directors, heads of HR departments, members of boards in GLAM institutions, etc.).
- Adults with ASDs, working or looking for employment in the GLAM sector.

The latter section of Part 2, discusses findings from the survey questionnaire distributed online among the partner countries, exploring the status surrounding inclusive employment in the GLAM sector. This part ends with a concluding appraisal and an outlook on recommendations for developing digital resources.

The report concludes with Part 3, including the Guide for Inclusive Employment in the GLAM sector to help them adopt and adapt to the EU Strategy for the Rights of Persons with Disabilities 2021-2030. The rationale is to offer with suggestions for cultural institutions in the GLAM sector to incorporate more inclusive approaches to hiring procedures, recruitment and workplace conditions for people with disabilities.

The comprehensive/comparative report will be available in all languages and will be widely disseminated to enrich knowledge and understanding around inclusive employment in the GLAM sector, at a large scale.



## Methodology

A distinct methodology like the open innovation paradigm, facilitates the smooth delivery of the project, and enhance to the maximum its potential to be impactful during and beyond the project lifecycle. The aim of the comprehensive report is to serve as a basis for the first phase of the envisaged project process, involving the preliminary analysis of identifying the situation, diagnosis and the design elements that could lead to a potential solution. We have engaged in context analysis, field-based investigation, and a literature review to determine the situation.

In particular, the comprehensive report was compiled following the below steps:

- Establishment of research guidelines for primary and secondary research. This draws on principles of design based research, as a means to engage in an intervention through prototyping solutions.
- Data collection and analysis; This data collection process gathered information that is essential to determine the requirements, gaps, and needs, for building adequate digital tools on the subject matter.
- Drafting of five national reports: The respective national reports help the partner countries gain a holistic view of the status around inclusive employment in the GLAM sector. Data for the National reports were collected by each partner through semi-structured interviews and a survey questionnaire. The following section details the primary data collection.
- Review and analysis of five national research reports
- Drafting of a comparative study

This phase has both practical and theoretical implications for the project. In terms of theory, it is essential to define the challenges at a transnational context, specify long term goals, and identify design requirements and initial guidelines. In terms of practice, the preliminary analysis provides a descriptive and contextualized account of the current state of art in respect to inclusive employment in the GLAM sector in the partner countries and beyond.

### i. Data collection

Prior to data collection for the comprehensive report, SYNTHESIS, in collaboration with the coordinator, VINCO, drafted a number of documents:

- A framework document for planning the primary and secondary research
- Guidelines for desk research
- Guidelines for primary research – interviews and questionnaires
- Informed consent and data privacy form

Concurrently, SYNTHESIS provided templates for reporting the national reports and the interview protocol. VINCO prepared the survey questionnaire in MS Forms, which was distributed in November 2022 – February 2023. Each partner country recruited at least 10 responses and conducted 2 interviews



with either HR staff from GLAM institutions, or/and people with disabilities, especially ASDs, working or interested to be employed in the GLAM sector. The national reports were drafted over a period of 2 months, in February-April 2023. The 5 National Reports (VINCO and Brainplus collaborated on the report for Austria) and preliminary findings, were shared with the Consortium and were analysed by SYNTHESIS for the focal person to review and prepare this comprehensive report.

## ii. Analysis

The comprehensive report includes a comparative analysis, bringing together the findings from the five National reports. The methodology adopted resembles the comparative case-study design, a method widely used across various disciplines and areas of research (Goodrick, 2014; Bartlett and Vavrus, 2017). The rationale for why to employ this approach, lies the possibility to compare similarities and differences in patterns across contexts that are characterized by high variability. For the purpose of this comprehensive report, GLAM is used as an umbrella term, referring to Galleries, Libraries, Archives, Museums, but also in general cultural institutions and bodies.

## iii. Limitations

The National reports provided different levels of detail and sometimes insufficient information on certain aspects in regards to inclusive employment in the GLAM sector, since there was scarce information available in the partner countries, in particular for the sector. This was confirmed during the interviews and from the survey questionnaires – little data exists and rare evidence on employability of people with disabilities in the GLAM sector.

Another important point to be noted, relates to the concept of disability and data collection. In April 2015 in a note of the UN Convention on 'Improvement of disability data and statistics: objectives and challenges', the UN secretariat of the Convention on the Rights of Persons with disabilities (CRPD) noted that 'disability is a complex and multidimensional issue that poses a number of challenges for data collection and measurement. The lack of a uniform definition and understanding of disability among countries and the application of non-comparable methodologies in the measurement and collection of data and statistics mean data are not consistent or comparable among countries' (CRPD, 2015, p3).

Therefore, both the data collected as part of the fieldwork for the national reports, as well as the data listed from European levels, such as Eurostat, ANED and The Social Economy and Disability Working Group of SEE, and the European Union Statistics on Income and Living Conditions (EU-SILC).

As well as the difficulty of defining disability, the April 2015 note on 'Improvement of disability data and statistics: objectives and challenges' (CRPD, 2015, p.3-5), also outlined a number of challenges to data collection, including:

- Disability statistics often rely on self-reporting of disabilities and in such cases many persons may perceive their situation as not severe enough to be considered a disability even though



their daily activities are limited. In such cases, disability statistics only cover significant or severe disabilities.

- The word 'disability' may carry negative connotations and respondents may not wish to identify themselves as disabled, again leading to under-reporting.
- The relation between disability and a diagnosable medical condition may also lead to problems, for example if people do not know their diagnosis. Furthermore, medical diagnosis may bias collected data if the availability of diagnosis is correlated with certain socio-economic characteristics or access to health services.

The World report on Disability suggests using a universal framework for disability data collection, called ICF. The International Classification of Functioning, Disability and Health (ICF) is a framework for describing and organising information on functioning and disability. The ICF is neither a measurement tool nor a survey instrument – it is a classification that can provide a standard for health and disability statistics and help in the difficult task of harmonizing approaches across sources of disability data (WHO, 2011). It is important to state that since the CRPD emphasises equality on the labour market, we concentrate on the difference in employment rates (in percentage points) between people with and without disabilities – the *disability employment gap* (DEG) – rather than on the employment rates of disabled people per se. This gives more insight into relative inequality than absolute employment rates, which can be high for people with disabilities in countries where there is nevertheless a large DEG.



## Part 1: SYSTEMATIC LITERATURE REVIEW

### 1. Definitions

#### 1.1 Persons with disabilities

An estimated 1.3 billion people – about 16% of the global population, or 1 in 6 of us – currently experience significant disability. This number is increasing due in part to population ageing and an increase in the prevalence of noncommunicable diseases (WHO, 2023). As already stated, there is a level of complexity in the term disability, as it is an evolving and multi-dimensional concept. Disability is the umbrella term for impairments, activity limitations and participation restrictions, referring to the negative aspects of the interaction between an individual (with a health condition) and that individual's contextual factors (environmental and personal factors) (WHO, 2011).

The Preamble to the CRPD acknowledges that disability is “an evolving concept”, but also stresses that “disability results from the interaction between persons with impairments and attitudinal and environmental barriers that hinder their full and effective participation in society on an equal basis with others” (CRPD, 2015, 5). This definition results from recent strives from the disabled people's movement and the work of researchers from the social and health sciences, who have identified the role of social and physical barriers to disability. The transition from an individual/medical perspective, to a structural, social perspective was described as the shift from a “medical model” to a “social model”, in which people are viewed as being disabled by society rather than by their bodies (WHO, 2011). Such a statement, recognizes that “disability” is not an attribute of the person. In this sense, it is considered that progress on improving social participation can be made by addressing the barriers which hinder persons with disabilities in their day to day lives. Disabilities impact on people's lives in many areas, for example in terms of: mobility and the use of transport equipment; access to buildings; participation in education and training, the labour market and leisure pursuits; participation in political life, social contacts and economic independence. Furthermore, the COVID-19 pandemic has exacerbated existing inequalities (WHO, 2023).

Article 27 of the United Nations Convention on the Rights of Persons with Disabilities (CRPD, 2015) says that “States Parties recognize the right of persons with disabilities to work, on an equal basis with others; this includes the right to the opportunity to gain a living by work freely chosen or accepted in a labour market and work environment that is open, inclusive and accessible to persons with disabilities. States Parties shall safeguard and promote the realization of the right to work, including for those who acquire a disability during the course of employment, by taking appropriate steps, including through legislation, to, inter alia: (...)”

#### 1.2 Inclusive employment

When discussing inclusive employment, the concept implies having a job an individual chooses themselves in a place where:



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- People with disabilities and people without disabilities work together and are treated as equals.
- Everyone gets the support they need to do their job.
- Everyone is valued and treated like they belong.
- People with and without disabilities are paid fairly for their work and are paid equally to people without disabilities.

Inclusive employment refers to all activities which enable an individual to gain access to decent remunerated work (Leymat, 2011). In this sense, inclusive employment can be considered to be strictly connected to the more general concept of work inclusion. As reported by Hafsteinsdóttir and Hardonk (2023), the concept of work inclusion has been on its turn developed from the more general concept of social inclusion and is intended as a tool to understand processes that lead to marginalisation as well as opportunities for participation in the labour market. Consequently, inclusive employment can be understood as a concept designating those activities, procedures and policies (connected to job-seeking, hiring and recruitment procedures, etc.) aimed at maximizing access to decent remunerated work, as well as minimising marginalisation and exclusion for those groups and/or individuals that, because of a negative meaning attached to one or more of their characteristics at the social and cultural level, may be perceived to differ from the standardized and socially accepted image of the ideal employee/worker. By 'disability inclusive employment', we mean recruitment and workplace policies and practices which welcome and enable disabled people as applicants and employees and provide them with the same opportunities as others to secure 'decent' work (ILO, 2015) matching their aspirations and skills (Shaw, et al., 2022). The concept of inclusive employment assumes that people will be employed in 'mainstream' workplaces, not separate or segregated settings, which are contrary to the UNCRPD (UNCRPD, Article 27 and others, 2015). Welcoming people with impairments into mainstream workplaces may necessitate adapting the environment (physical, communication and attitudinal) to enable people to work effectively and comfortably.

It can be said that there are two main ideas at the core of the inclusive employment/work inclusion approach, which are worth to highlight here. The first one is that in the labour market there may be individuals or groups that are marginalised not on the basis of their poor competences and/or skills, but simply because the standard activities, procedures and policies usually adopted to access the labour market may incorporate the negative meanings socially and culturally attached to one or more of their characteristics (think, for example, to prejudices attached to skin color or to sex and gender identity). In other words, the concept acknowledges that in the labour market – and consequently in each branch of economy – there may be energies and potentialities for growth and development that are at risk of being irremediably lost.

The second idea is that inclusion in the labour market does not mean integration in the labour market. Employment procedures, activities and policies cannot be considered inclusive merely if they efficiently perform the task of making paid work available to the maximum possible number of members of the so called disadvantaged groups. Rather, inclusive employment/work inclusion also requires that the employment procedures, activities and policies in use are designed as much as possible case by case, taking into account specific needs of the individuals involved – both employers and employees – as



expressed by themselves, trying to assure that job seekers find a job in which they could realise fully their potentialities and professional aspirations, without neglecting or hiding their diversity and contributing actively to the growth of the organisations employing them.

In this sense, it is clear that the concept of inclusive employment/work inclusion should imply a different and broader approach from that characterising analysis, policies and research concerned with identifying barriers to access the labour market, for example disability-related prejudice in society. Work inclusion has been proposed as a key concept by scholars in disability studies (Barnes, 2000) to develop an understanding of employment participation of people with disabilities as part of an effort to fundamentally rethink what work means and how it can be organized to take diversity into account. As remarked by Hafsteinsdóttir and Hardonk (2023): “From a disability-related work inclusion perspective, people with disabilities cannot be expected to adjust to dominant work-related norms which reflect, for example, standard performance expectations and preconditions for employment participation. Instead, work inclusion rests on a recognition of human diversity and refers to a situation in which people have full access to valued professional roles, and opportunities are available for meaningful participation. This involves recognition of professional competence and contribution, perceptions of belonging to a larger social entity, and relationships of good quality with others in the workplace characterized by mutual trust and support.” This is to say that the adoption of an inclusive work/employment approach is expected to imply a significant shift in the rules and regulation about work/employment also for persons without disabilities.

## 2. Legal framework and policy

### 2.1 Convention on the Rights of Persons with Disabilities and its Influence and Regulations EU wide and international context

The United Nations (UN) Convention on the Rights of Persons with Disabilities (UNCRPD) was adopted in December 2006, opened for signature in March 2007, and entered into force in May 2008. The Convention signifies an explicit social development dimension, intending to ‘promote, protect and ensure the full and equal enjoyment of all human rights and fundamental freedoms by all persons with disabilities, and to promote respect for their inherent dignity’; it also sets out a code of implementation.

In Article 1, the Convention defines persons with disabilities as ‘those who have long-term physical, mental, intellectual or sensory impairments which in interaction with various barriers may hinder their full and effective participation in society on an equal basis with others’.

The Convention is a human rights instrument to ensure that all countries do the necessary so that persons with disabilities enjoy their inherent right to life on an equal basis with others (Article 10), regardless of age and gender (Articles 6 and 7).

The Convention addresses the fundamental issue of accessibility (Article 9), and how countries need to identify and eliminate obstacles and barriers and ensure that persons with disabilities have access to all services and products, to live in equal terms with the rest of the society. Persons with disabilities must



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be able to live independently, to be included in the community, to choose where and with whom to live and to have access to in-home, residential and community support services (Article 19). The Convention also requires persons with disabilities to be afforded equal access to education and training (Article 24), equal rights to work and to gain a living without discrimination (Article 27), to participate in political and public life (Article 29) and to participate in cultural life, recreation, leisure and sport (Article 30). Furthermore, the Convention specifies that persons with disabilities have the right to the highest attainable standard of health without discrimination and to receive the health services needed because of their disabilities and not to be discriminated against in the provision of health insurance (Article 25).

As well as protecting the rights of disabled persons in specified areas, the Convention also requires stereotypes and prejudices to be combatted and to the awareness of the capabilities of persons with disabilities to be promoted (Article 8).

The Convention is the first international, legally binding instrument setting minimum standards for rights of people with disabilities. It was also the first human rights convention to which the EU has become a party: the Council adopted the Decision for the conclusion of the Convention on 26 November 2009 and the Convention entered into force in the EU on 22 January 2011. All EU Member States have signed and ratified the Convention. A total of 24 EU Member States (all except Ireland, the Netherlands and Poland) have also signed or acceded to the Optional Protocol (UN Optional Protocol, 2006), 21 of which have ratified it (excluding Bulgaria, Czechia and Romania). The core elements of the Convention were reflected in the European Disability Strategy 2010-20 (European Disability Strategy, 2010).

### **EU Charter on Fundamental Rights**

EU Commission since 2000s, seeks to promote the active inclusion and full participation of persons with disabilities in society, in accordance with the EU human rights approach to disability issues. This is realized in the Charter of Fundamental Rights of the EU (2000), consisting of a set of fundamental rights that should be protected in the EU. The Charter contains rights and freedoms under six titles: dignity, freedoms, equality, solidarity, citizens' rights, and justice. It was initially proclaimed in December 2000 without any binding legal effect and subsequently became legally binding with the entry into force of the Lisbon Treaty amendment to the Treaty on European Union, in December 2009. The EU's Charter of Fundamental Rights prohibits discrimination on the ground of disability and recognises the right of persons with disabilities to integration.

### **European disability strategy 2010–20 and 2021-30**

The European disability strategy is a framework developed by the European Union (EU) to promote the rights and inclusion of people with disabilities across member states. It sets out the EU's priorities and actions in the area of disability policy for a specific period. There have been two European disability strategies: the first covering 2010-2020, and the second covering 2021-2030.



European Disability Strategy 2010-2020: The European Disability Strategy 2010-2020 was the first comprehensive framework adopted by the EU to address the rights and needs of people with disabilities. It aimed to promote equal opportunities, full participation, and accessibility for people with disabilities in all areas of life. The strategy focused on eight priority areas:

- a. Accessibility: Enhancing accessibility to goods, services, and the physical environment.
- b. Participation: Promoting the active participation and inclusion of people with disabilities in society.
- c. Equality: Combating discrimination and promoting equal opportunities for people with disabilities.
- d. Employment: Promoting equal access to the labour market and supporting employment for people with disabilities.
- e. Education and Training: Ensuring inclusive education and lifelong learning opportunities for people with disabilities.
- f. Social Protection: Improving social protection systems and ensuring adequate support for people with disabilities.
- g. Health: Promoting access to healthcare services and addressing health inequalities.
- h. External Action: Promoting the rights and inclusion of people with disabilities in the EU's external policies.

European Disability Strategy 2021-2030: The European Disability Strategy 2021-2030 is the successor to the previous strategy and aims to build on its achievements. It sets out the EU's priorities and actions to further advance the rights and inclusion of people with disabilities in the next decade. While the strategy retains some of the previous priority areas, it also introduces new aspects. The key areas of focus for the strategy include:

- a. Non-discrimination and Equal Opportunities: Combating discrimination and ensuring equal opportunities for people with disabilities.
- b. Accessibility: Enhancing accessibility in the physical environment, information and communication technologies, and public transportation.
- c. Participation: Promoting the active participation and social inclusion of people with disabilities in all areas of life.
- d. Employment: Increasing the employment rate and improving the working conditions of people with disabilities.
- e. Education and Training: Ensuring inclusive education and lifelong learning opportunities for people with disabilities.



f. Social Protection: Enhancing social protection systems and ensuring adequate support for people with disabilities.

g. Health: Promoting access to healthcare services and addressing health inequalities.

h. External Action: Promoting the rights and inclusion of people with disabilities in the EU's external policies.

The European Disability Strategy 2021-2030 aims to align with the United Nations Convention on the Rights of Persons with Disabilities and contribute to the implementation of its provisions within the EU.

Persons with disabilities are still at a higher risk of poverty and social exclusion than persons without disabilities. One of the major inequalities is about labour market: "only 50 % of persons with disabilities has a job, compared to 75% of persons without disabilities. The Commission calls on Member States to unlock the potential of persons with disabilities and improve their position on the labour market". It is stated that The Commission will seek cooperation with organisation representing persons with disabilities to develop a package for better labour market outcomes of persons with disabilities. Furthermore, the strategy will put forward actions to improve social protection for persons with disabilities and to support (potential) social entrepreneurs with disabilities. Already in 2023, the European Commission will issue guidance on the participation of persons with disabilities in the electoral process. It will also support inclusive democratic participation, including for persons with a disability, through the new Citizenship, Equalities, Rights and Values program.

The 2021 European Pillar of Social Rights action plan sets out three new EU headline targets to be achieved by the end of the decade in the areas of employment, skills, and social protection (The European Pillar of Social Rights Action Plan, 2021).

The functional status of people needs to be taken into account in many policy areas, such as health, social protection, housing, transport, culture, education and employment. Policy development in these areas can benefit from reliable data on the functional status of the population.

## Austria

In Austria, the main challenge is that disability politics and policies are still perceived and implemented as an add-on and not as a cross-cutting policy issue. The provisions of the UN CRPD and the recommendations of its Committee are taken implemented only to a certain extent (if at all). Consequently, persons with disabilities face continuing challenges in comparison to other persons in Austrian society, which may become even more problematic in the COVID-19 context.

The Austrian Federal Ministry of Social Affairs is the central body for issues regarding people with disabilities in terms of social inclusion (e.g., disability passes) in Austria. Since 2006, the ministry is responsible for implementing and monitoring the "Bundes-Behindertengleichstellungsrecht" (Disability Equality Law) in the whole country. (sozialministeriumservice, n.d.) But also the nine different regional governments run their own bodies and strategies fostering social inclusion in work-life. Therefore, the



general situation in Austria can be divided into federal and regional laws, regulations and activities. This situation causes pros and cons in terms of the practicability at an operational level; e.g., different funding systems are positive for getting more support but cause more administrative work for employers.

Implementation of the key points for the next Austrian National Action Plan Disability 2022-2030 are highly relevant to the European Semester in 2021 (for example in relation to employment, social inclusion and education). Without financial resources, coordination and clear responsibilities, indicators and systematic data collection, policies with positive potential will not be realised.

Some key aspects of the legal framework and policies in Austria:

**Anti-Discrimination Legislation:** The Federal Disability Employment Act prohibits direct and indirect discrimination based on disability in all areas of employment, including recruitment, hiring, promotion, and working conditions. Employers are required to make reasonable accommodations to enable persons with disabilities to perform their job duties.

**Vocational Rehabilitation and Integration Measures:** The Public Employment Service Austria (Arbeitsmarktservice, AMS) provides vocational rehabilitation and integration measures to support individuals with disabilities in finding and maintaining employment. These measures may include job coaching, vocational training, adaptation of workplaces, and financial support.

**Quota System:** Austria has a quota system known as the Disabled Persons Employment Act (Behinderteneinstellungsgesetz, BEinstG), which requires employers with 25 or more employees to reserve a certain percentage of their positions for people with disabilities. The quota is currently set at 4% of the total workforce, with larger employers having a higher quota.

**Supported Employment:** Supported employment programs aim to assist individuals with disabilities in obtaining and maintaining competitive employment. These programs provide personalized support, job matching, and on-the-job assistance to individuals with disabilities.

**Benefits and Social Security:** Individuals with disabilities who are unable to work or face significant work limitations may be entitled to various benefits and social security provisions under the General Social Security Act. These benefits include disability pensions, rehabilitation allowances, and healthcare coverage.

**Accessibility Requirements:** Austrian laws also address accessibility in the workplace. The Federal Disability Employment Act requires employers to ensure reasonable accessibility measures in the workplace, such as accessible facilities, assistive technologies, and communication support.



## Cyprus

In the island of Cyprus, the Department for Social Inclusion of Persons with Disabilities has been established as from 1.1.2009, according to the Ministers' Council Decision n. 66.763 dated 6.2.2008, as a new Department of the Ministry and Social Insurance (Republic of Cyprus, Deputy Ministry of Social Welfare, 2023). The mission of the Department: To promote social protection, social inclusion and employment of persons with disabilities. The vision of the Department: To improve the quality of life of persons with disabilities, through the formulation and implementation of such reforms, that will create new prospects for social inclusion.

The main activities/responsibilities of the Department for Social Inclusion of Persons with Disabilities are:

1. Provision of assessments and certifications of disability and functioning.
2. Provision of social benefits to persons with disabilities.
3. Provision of direct and indirect vocational rehabilitation and other support services.
4. Coordination of the effective implementation of the UN Convention for the Rights of Persons with Disabilities and the National Disability Action Plan.

According to the Strategic Plan of DSID (Strategic Plan, DSID, 2015), a milestone in the history of disability was set by the United Nations Convention on the Rights of Persons with Disabilities which defines the obligations of states to adopt all appropriate legislative, administrative and other measures for the implementation of the rights of persons with disabilities in all sectors of life. The Republic of Cyprus ratified the Convention in 2011 (The Convention for the Rights of Persons with Disabilities and Related Issues (Ratifying) Law, L.8(III)/2011) and formulated and adopted its first National Disability Action Plan in 2013 (National Disability Action Plan 2013-2015, [www.mlsi.gov.cy/dsid](http://www.mlsi.gov.cy/dsid)). The main legislation related to disability includes 3 ratification laws of international conventions, 5 general laws and 30 specific laws and regulations (First Cyprus Report for the Implementation of the UN Convention, Appendix 1, [www.mlsi.gov.cy/dsid](http://www.mlsi.gov.cy/dsid)). The effort to further improve the legislative framework to ensure the rights of persons with disabilities is continuous. Nevertheless, several gaps are observed on the effective implementation of laws and regulations. Better strategic planning, coordination and cooperation among public services and the private sector is needed in order to transform theory into action. Tighter supervision and the application of penalties for non-enforcement of law is also needed. More difficult of all, is the room for improvement of perceptions, attitudes and behavior towards the diversity of people and the level of respect by the Cypriot society towards the rights of persons with disabilities.

The first Report of the Republic of Cyprus on the implementation of the Convention on the Rights of Persons with Disabilities was submitted to the UN Committee on the Rights of Persons with Disabilities on 2013. On 22-23 March 2017 (...) was examined by the UN Committee on the Rights of Persons with Disabilities and a dialogue between the Committee and Cyprus Delegation was held. (...)



Taking into account the (above) recommendations, the Department for Social Inclusion of Persons with Disabilities (DSID), which is the focal point for the implementation of the Convention, in cooperation with other state services, coordinated the preparation of the first National Strategy on Disability 2017 - 2027 and the Second National Disability Action Plan 2017 - 2020 aiming at defining the vision, values, strategic goals and objectives of the Republic of Cyprus for the implementation of additional actions which further satisfy the rights of persons with disabilities in all areas of their life.

In general, the National Disability Strategy and Second Action Plan have been criticised for including existing policies and practices, that have been in place for years. Recommended actions by the disability organisations, through the Cyprus Confederation of Organisations of the Disabled (CCOD), as well as academic experts, have not been taken into consideration. There is not yet any announcement or consultation for the development of a third National Disability Action plan, as the second one was covering the period ending in December 2020.

Some key aspects of the legal framework and policies in Cyprus:

**Non-Discrimination and Equal Treatment:** The Law on the Equal Treatment of Persons with Disabilities prohibits discrimination based on disability in all areas of employment, including recruitment, hiring, promotion, and working conditions. Employers are required to provide reasonable accommodations to enable individuals with disabilities to access and progress in employment.

**Employment Quota System:** Cyprus has an employment quota system known as the Employment of Disabled Persons (Quota) Law (Law 98(I)/2002). Employers in both the public and private sectors with 20 or more employees are required to reserve a certain percentage of their workforce for people with disabilities. The quota is currently set at 3% of the total workforce.

**Vocational Rehabilitation:** The Department of Social Inclusion for Persons with Disabilities, under the Ministry of Labour, Welfare, and Social Insurance, provides vocational rehabilitation programs and services to support individuals with disabilities in finding and maintaining employment. These programs include vocational training, job placement, and career guidance.

**Supported Employment:** Supported employment programs aim to facilitate the integration of individuals with disabilities into the labour market. These programs provide personalized support, job matching, and on-the-job training to individuals with disabilities to help them secure and maintain competitive employment.

**Accessibility:** The law emphasizes the need for accessibility in the workplace. Employers are required to ensure reasonable accessibility measures, such as accessible facilities and assistive technologies, to enable individuals with disabilities to work effectively and independently.

**Benefits and Social Security:** Individuals with disabilities who are unable to work or face significant work limitations may be entitled to various benefits and social security provisions, including disability allowances, healthcare coverage, and other social support services.



## Lithuania

In Lithuania there exists The Labour Code of the Republic of Lithuania, primarily governed by the Law on Equal Opportunities for Disabled Persons (Įstatymas dėl galimybių asmenims su negalia). The law aims to ensure equal rights, non-discrimination, and full participation of people with disabilities in all areas of life, including employment. Notably, there is Article 26. Employee Gender Equality and Non-Discrimination on Other Grounds. This article also defines the equal rights of people with disabilities and forbids discrimination in employment procedures. The main points:

- The employer's duty to implement equal opportunities at work is established in the Equal Opportunities Act.
- The Labour Code enshrines the principle of fair payment for work, so disabled people have the right to receive the same salary as other people for work of the same value.
- The Labour Code for the disabled provides a number of guarantees related to the preservation of the workplace and adaptation to work.
- The Labour Code contains provisions on working hours, overtime, and vacations for disabled people.
- The safety and health protection of working disabled persons is guaranteed by the Labour Code and other laws, occupational safety and health regulatory acts.

There is provision and emphasis on the employment of disabled people and their employment support. Special measures for the integration of the disabled into the labour market are provided for in the Law on Social Enterprises. In order to integrate the disabled into the open labour market, and there is the Employment Support Law which provides active labour market policy measures.

- Employers who employ disabled people are paid a subsidy every month for each employed person for the salary specified in the employment contract of the employed person, and for partially compensating the insured's compulsory state social insurance contributions calculated from this salary. The wage subsidy is paid for up to 12 months, when an employment contract is concluded with disabled persons with a 45-55 percent working capacity level or a mild level of disability. Upon employment of disabled people with severe disability (up to 40 percent work ability level or severe, moderate level of disability), the subsidy is paid indefinitely for the entire period of their employment.
- Subsidizing the creation of jobs for the disabled can be organized to support their indefinite employment by establishing new (adjusting existing) jobs taking into account the nature of the unemployed person's disability.
- Support for self-employment is organized for disabled persons with up to 40 percent work capacity or severe or moderate disability who seek to start their own business and establish their own workplace.
- In order to provide qualifications or acquire competences, if it is necessary for employment, vocational training can be organized for the disabled.



- Public works are organized in order to provide jobseekers with disabilities the opportunity to earn the necessary means of subsistence and to find temporary employment.
- A subsidy to compensate for the costs of establishing (adapting) a disabled employee's workplace and purchasing or adapting his work tools can only be granted if these costs are necessary to remove obstacles in the company that arise due to the disability of employees and prevent him from performing his work functions.

### *Employer Legal Requirements*

The Law on Social Integration of the Disabled of the Republic of Lithuania requires that, if a disabled person has the necessary qualifications,“ employers “may not refuse to employ him or her or discriminate against him or her in any other way for the sole reason of invalidity” (Section 17). The law also requires that workplaces with more than 50 employees must have a workforce made up of at least 2% persons with disabilities (Section 18).

In September 2019, Lithuania updated its Law on social enterprises, aiming to equalize conditions for people with disabilities to work both in social enterprises and in the open labour market. Commission staff should specifically target statistical information about changes in number of people with disabilities who participate in the open labour market and in social enterprises and compare amount of state support. Until 2019 only 4 % working age disabled persons worked in social enterprises at a cost of EUR 30 million, compared to 26 % working age disabled who worked in the open labour market with only EUR 3 million in state support. After changes in the Law on social enterprise disabled persons organisations (DPOs) declared even greater discrimination against people with disabilities in labour market. Current data indicates a decrease in the number of social enterprises from 173 (2019) to 149 (2020).

### Italy

Italian Constitution (art. 1) states that «the Republic guarantees full respect for human dignity, the rights of freedom and autonomy of disabled people and promotes their full integration into the family, school, work and society; prevents and removes the invalidating conditions that prevent the development of the human person, the achievement of the maximum possible autonomy and the participation in the life community, as well as the realization of civil, political and property rights; pursues the functional and social recovery of the person affected by physical, mental and sensory impairments and ensures services and performances for the prevention, treatment and rehabilitation of disabilities, as well as the legal and economic protection of the disabled person; prepares interventions aimed at overcoming states of marginalization and social exclusion». Since the 1990s, Italy has started a process of revision and implementation of the norms granting special protections to persons with disabilities.



From the end of the 1990s, Italy has also started a process of revision of the laws concerned with the occupation of persons with disabilities. Law 68/1999 focuses explicitly on job placement and work integration of persons with disabilities while ensuring the respect of their abilities and attitudes. Modifying Law 104/1992, Law 68/1999 extends special protection to persons with mental illnesses (who were not covered by previous legislation), and establishes a specifically targeted job-placement service (*collocamento mirato* in Italian) to be implemented by each Region in the placement centers present in every province. According to the law, this service however is not exclusively designed for persons with disabilities, rather it is accessible under request to so-called protected categories of disadvantaged people, among which persons with disabilities are included (the law, indeed, acknowledges similar protection also to orphans and widows of persons deceased because of the consequences of terrorist attacks, of persons deceased while working or in military operations, Italian refugees coming to Italy from other countries, etc.).

Some key aspects of the legal framework and policies in Italy:

**Non-Discrimination and Equal Treatment:** The Law 68/1999 prohibits discrimination based on disability in all aspects of employment, including recruitment, hiring, promotion, and working conditions. Employers are required to provide reasonable accommodations to enable individuals with disabilities to access and perform their job duties.

**Employment Quota System:** Italy has an employment quota system known as the "Obligation to Hire" (*Obbligo di Assunzione*) for employers in the public and private sectors. Employers with 15 or more employees are required to reserve a certain percentage of their workforce for people with disabilities. The quota is currently set at 7% of the total workforce.

**Vocational Rehabilitation and Employment Support:** The National Social Security Institute (*Istituto Nazionale della Previdenza Sociale, INPS*) provides vocational rehabilitation programs and employment support services for individuals with disabilities. These programs include vocational training, job placement services, and financial assistance for workplace adaptations.

**Supported Employment:** Supported employment programs aim to facilitate the integration of individuals with disabilities into the labour market. These programs provide personalized support, job coaching, and assistance with workplace integration.

**Accessibility:** Italian laws emphasize the need for accessibility in the workplace. Employers are required to ensure reasonable accessibility measures, such as accessible facilities, assistive technologies, and communication support, to facilitate the inclusion of individuals with disabilities in the workforce.

**Benefits and Social Security:** Individuals with disabilities who are unable to work or face significant work limitations may be entitled to various benefits and social security provisions, including disability allowances, healthcare coverage, and other social support services.



Inclusive Education and Training: Italy promotes inclusive education and training to prepare individuals with disabilities for employment. Efforts are made to ensure equal access to education and lifelong learning opportunities, enabling individuals to acquire the necessary skills and qualifications for the labour market.

In particular, targeted job-placement service is available to the following categories of persons with disabilities: a) people in working age with physical, mental or sensorial handicaps, with a reduction of their working ability of more than 45%, confirmed by dedicated commissions for the certification of disability (*invalidi civili* in Italian); b) industrially disabled people with a degree of handicap of more than 33%, certified by the National Institute for the Insurance against Accidents at Work (INAIL) (*invalidi ordinari* in Italian); c) deaf or blind people, except for blind telephone operators, masseurs and physiotherapists, rehabilitation therapists and teachers; d) disabled ex-servicemen, registered disabled civilians and legally disabled persons with impairment as per Decree of the President of the Republic 915/1978. In all these cases, the medical commissions must provide a second certification allowing the access to the targeted job-placement service, and should be integrated with social services representatives evaluating and giving a description of the work abilities of the persons under examination, as well as of the kind of adjustment possibly needed in the workplace to increase their productivity and participation according to the ICF and the bio-psycho-social-model of disability that considers the interaction between impairment and the environment – rather than merely the medical evaluation of their impairment – as a key factor determining disadvantaging situation.

Another important source of data is the 9th Report on the implementation of the Law 68/1999 on the work inclusion of people with disability (*IX Relazione sull'attuazione della legge 68/1999 per l'inclusione lavorativa delle persone con disabilità*, in Italian) presented in 2019 to the Parliament by the Ministry of labour. While the above mentioned 2019 ISTAT report – which is based on data collected interviewing directly citizens – adopts for the first time the Global Activity Limitation Instrument (GALI) standard, the 9th Report adopts the definition of disability given by the Italian laws, in particular as specified in Law 104/1992 – which constitutes the building block of the measures adopted – is based on data collected by the national employment offices present in every Italian provinces for the years 2016, 2017, 2018. The picture sketched by the 9th Report is quite different from that emerging from the ISTAT report. The number of people with disabilities registered in the targeted job placement service lists, and hence, at least hypothetically, actively looking for a job, amount to more than 900.000 units at the end of 2018, with those living in the southern regions covering more than the 60% of the total. The picture is not encouraging, because if compared with the previous 6th Report, based on data for the years 2010 and 2011, the situation has seemingly not improved much. At the end of the 2011, there were 644,029 people enrolled in the targeted job placement services, the majority of which (60%) living in the south of the country. While the 9th Report's data reveal an increasing attention for the targeted-employment – since the number of the people enrolled has increased –, it remarks great differences in the regions ability to organize efficient targeted job-placement services, which also reveals a general difficulty of the national system to absorb all the requests.



## Greece

In Greece, specific actions for employment and vocational training are prioritised under Specific Objective 2.3 Equal Opportunities for All (SDGs 3,4,8,9,11,16) of the proposed National Program for the implementation of the Convention for the Rights of persons with disabilities 2019 (p. 22) including suggested measures such as:

- Mainstreaming disability in all policies, measures and program for employment and vocational training and improved accessibility of electronic and physical services provided by the Greek Public Employment Service.
- Reform and modernisation of positive measures for facilitating access to employment for disabled people.
- Development of peer support programs, such as training of scientific advisors with disabilities to support disabled people's access to employment and active inclusion policy development.
- Revisit possible disincentives to employment, e.g. disconnect cash benefit provision from employment status, and provide incentives for promoting access to private sector, (social) entrepreneurship, and self-employment.
- Enhance the role of the Labour Inspection Body to ensure full compliance to equal treatment directive on the grounds of disability and/or chronic illness and reasonable adjustment.

Employment and education are the main levers for the integration of people with disabilities into society while, at the same time, the lack of comprehensive intervention policies in these areas is one of the main causes of social exclusion.

Regarding legislation, cornerstones of the regulatory framework for the treatment of people with disabilities in the workplace are two Constitutional provisions found in Article 4 and Article 25 of the Constitution of Greece. The first enshrines the principle of equality and the second the principle of the social rule of law.

According to Article 4, '*1. The Greeks are equal before the law. 2. Greek men and women have equal rights and obligations*'. Equality takes the form of proportional equality which prohibits arbitrary differentiation between similar situations (distributive justice). Even though the Constitution refers only to equality of citizens before the law, it is clear that it also enshrines equality of the law against the citizens.

According to Article 25, '*1. The rights of humans as individuals and as members of the society, as well as the principle of welfare state are guaranteed by the State. All state bodies are obliged to ensure their unhindered and effective exercise. These rights apply to relations between individuals which are considered suitable. Restrictions of any kind which may be imposed on these rights according to the Constitution must be provided either directly by the Constitution or by law, if there is prejudice in favour of it, and respect the principle of proportionality. 2. Recognition and protection of the fundamental and inalienable rights of man by the State aims at the achievement of social progress in freedom and justice*'.



The legal framework and policies around inclusive employment for people with disabilities are primarily governed by Law 4483/2017, which establishes measures for the integration of people with disabilities into the labour market. The Presidential Decree 6/1996 was established in compliance with the Directive 89/654/EEC and calls for measures at the workplace to meet the needs of workers with disabilities and facilitate their access to employment and occupation. It can be clearly used in combination with the Article 10 of the Law 3304/2005 which provides that the employer is obliged to take all necessary measures as appropriate in order to enable people with disabilities to have access to employment, evolve professionally and participate in vocational training ('reasonable adjustments measures'). It can also be used in combination with the Article 2 of the Law 3996/2011 which defines the Hellenic Labour Inspectorate Body (SEPE) as responsible of reviewing the implementation of the principle of equal treatment, in accordance with the provisions of the Article 19 of the Law 3304/2005 and pursuant to the Article 10 of the Law 3304/2005. It is applicable both to those who were placed thanks to the Law 2643/1998 and to those who were not.

Law 2643/1998 (Article 3, Official Government Gazette 220/A', published: 28/09/1998) establishes a quota system for the employment of people with disabilities in the narrow public (Article 2) and in the private and public sector (Article 3) on the basis of the Article 22§1 and Article 21§6 of the Constitution. The law provides that 5% of the total job vacancies to be announced by any public enterprise (with more than 50 employees), public law entity, local government organisation and legal entity of private law that hire personnel through the Supreme Council for Civil Personnel Selection shall be reserved for people with disabilities. The corresponding percentage for Greek businesses with more than 50 employees is 8%. People with minimum disability percentage 50%, who are registered in the Greek Public Employment Service (DYPA)'s records of the unemployed, are going through a special hiring process.

In an effort to rationalise the objectivity of the quota system, the law promotes the qualifications related to knowledge and introduces the point system of social criteria, such as family and economic situation. More specifically, these criteria are age, qualifications (diplomas), disability rate, marital status, and the economic situation.

Subsequent legislative interventions (Anti-Discrimination Law 4443/2016, Law 3699/2008 on the Social Integration of Persons with Disabilities, and Law 4765/2021) modernised the relevant provisions and adapted them to the newer labour market conditions. The results, however, as reflected in the employment of people with disabilities, indicate that further reform and modernisation of the institutional framework regarding the national quota system for people with disabilities and/or chronic diseases is needed.

Law 4019/2011 is the first law that institutionalises the Social Economy in Greece and indicates what an urban cooperative (Social Cooperative Enterprise - KoinSEp) should be. It seeks to facilitate the access to employment opportunities and vocational activation of significant parts of the population, combating



discrimination and social exclusion, providing modern, quality social services, evolution existing non-sustainable social protection and welfare institutions, into social enterprises.

Moreover, Law 4488/2017, also known as the 'Accessibility and Employment of People with Disabilities' law, sets out provisions to promote the employment of people with disabilities in the public and private sectors, including the GLAM sector. Under this law, employers in the public and private sectors with more than 50 employees are required to employ a percentage of people with disabilities that is equal to at least 5% of their workforce. They are also required to provide reasonable accommodations to ensure that people with disabilities have equal opportunities in the workplace, including in recruitment and hiring processes. The law also provides incentives for employers to hire people with disabilities, including tax benefits, grants, and subsidies for the adaptation of workspaces and equipment. It establishes a National Registry of People with Disabilities which is maintained by the Ministry of Labour, Social Security, and Welfare and is used to match job seekers with disabilities with potential employers.

Here are key aspects of the legal framework and policies in Greece:

**Non-Discrimination and Equal Treatment:** Law 4483/2017 prohibits discrimination based on disability in all aspects of employment, including recruitment, hiring, promotion, and working conditions. Employers are required to provide reasonable accommodations to enable individuals with disabilities to access and perform their job duties.

**Employment Quota System:** Greece has an employment quota system known as the "Obligation to Employ Persons with Disabilities" (Ergasia se Atoma me Efhēmida). Employers in the public and private sectors with 50 or more employees are required to reserve a certain percentage of their workforce for people with disabilities. The quota is currently set at 3% of the total workforce.

**Vocational Rehabilitation and Employment Support:** The Greek Manpower Employment Organization (OAED) provides vocational rehabilitation programs and employment support services for individuals with disabilities. These programs include vocational training, job placement services, and financial assistance for workplace adaptations.

**Supported Employment:** Supported employment programs aim to facilitate the integration of individuals with disabilities into the labour market. These programs provide personalized support, job coaching, and assistance with workplace integration.

**Accessibility:** Greek laws emphasize the need for accessibility in the workplace. Employers are required to ensure reasonable accessibility measures, such as accessible facilities, assistive technologies, and communication support, to facilitate the inclusion of individuals with disabilities in the workforce.

**Benefits and Social Security:** Individuals with disabilities who are unable to work or face significant work limitations may be entitled to various benefits and social security provisions, including disability allowances, healthcare coverage, and other social support services.



Inclusive Education and Training: Greece promotes inclusive education and training to prepare individuals with disabilities for employment. Efforts are made to ensure equal access to education and lifelong learning opportunities, enabling individuals to acquire the necessary skills and qualifications for the labour market.

### Comparative summary

The CRPD is enforceable in all of the research's participating nations because they all ratified it. The Ministry of Labor, Welfare, and Social Insurance of Cyprus established the Department for the Social Inclusion of Persons with Disabilities, which is in charge of implementing the CRPD. During 2020 the main problems and challenges with disability situation in Lithuania remained unchanged, despite improvement in the general situation. There are several issues with the system used to gather statistics on people with impairments in the labour market in Italy. This mechanism must be improved in order to guarantee that the Law No. 68/1999's (Article 21) requirement for the Ministry of Social Policies to submit biennial reports to Parliament is met consistently and on time.

The situation in Greece is one where there is legislation and the Constitution foresees equal treatment for all persons, however, key challenges remain: community-based support and deinstitutionalization as two major concerns for policy development and funding related to disabilities. Securing the right to independent life is important from the standpoint of people with disabilities since it directly affects one's ability to access work, education, and community participation. The main issue in Austria is that disability politics and policies are still seen as an afterthought and are not treated as a matter of general policy. Only partially (if at all) are the UN CRPD's provisions and committee's recommendations really implemented. As a result, people with disabilities continue to confront obstacles in Austrian society compared to non-disabled people, which could get much worse in the COVID-19 environment.

### 2.2 Social and labour market policy for people with disabilities

Productivity differences, labour market flaws due to prejudice and discrimination, and disincentives brought about by disability compensation systems are just a few of the factors that have an impact on how people with disabilities fare in the labour market (World Disability Report, 2011). Many nations have laws against discrimination based on disability in order to address issues with the labour market and promote employment of persons with disabilities. It is anticipated that upholding anti-discrimination legislation will increase access to the formal economy and have broader social advantages. Additionally, several nations have particular policies, such quotas, aimed at boosting work prospects for people with disabilities (World Disability Report, 2011). Job training, counselling, job search support, and placement are all examples of vocational rehabilitation and employment services that can improve or restore a person with a disability's capacity to compete in the labour market and promote inclusion.

People with disabilities can improve or regain their abilities to compete in the labour market with the help of vocational rehabilitation and employment services, such as job training, counselling, placement,



and job search aid. These services also make it easier for them to be included in the labour market. The main driver behind all of this is a shift in working attitudes (World Disability Report, 2011).

The phrase "labour force" refers to all persons of working age who are able, willing, and accessible to work (World Disability Report, 2011, p.23). The term "unemployed" encompasses those who are not employed but are looking for job anyhow. The following variables can be used to assess a person with a disability's work status: The employment rate is the share of the labour force that is employed; the unemployment rate is the number of jobless persons represented as a percentage of the labour force.

The percentage of the adult population who is economically active, whether employed or unemployed, is known as the labour force participation rate ((World Disability Report, 2011).The employment ratio measures how many persons with disabilities are employed compared to how many people in general are employed (World Disability Report, 2011).

Participation in the labour market, which fosters social inclusion, is a key determinant for integration into society. In addition to making a contribution to society, employment opens the door to independence and provides a chance to get social security benefits. Only 50.8% of persons with disabilities in the European Union are employed, according to data from the European Disability Forum (EDF), in sharp contrast to the 74.8% of people without impairments.

In comparison to non-disabled men and women, who had work rates of 64.9% and 29.9%, respectively, men with disabilities had employment rates of 52.8% and women with disabilities had employment rates of 19.6%, according to an analysis of the results from the World Health Survey for 51 nations. In 27 countries, working-age people with disabilities experienced significant labour market disadvantages and poorer labour market outcomes than working-age people without disabilities, according to a recent study from the Organization for Economic Co-operation and Development (OECD) (2). Their employment rate was, on average, 44%, which was lower than that of people without disabilities (75%). The percentage of inactivity was around 2.5 times greater among people without disabilities (49% versus 20%, respectively).

## Austria

The European Semester in 2021 will be greatly impacted by the implementation of the major elements for the next Austrian National Action Plan Disability 2022–2030 (for example, in regard to employment, social inclusion, and education). Policies with a high potential for success will not be implemented without adequate funding, coordination, and definition of roles, as well as indicators and systematic data collecting

Around 15% of Austrians have a permanent disability. There are precise figures for the disabled people who benefit from legal protection (characteristics include: degree of disability of at least 50%, not in training, maximum 65 years). Their number has almost doubled since 1990 (one reason is the increasing employment rate). In 2020 there were 121.889 beneficiaries of disabled people in Austria. Of the eligible disabled people, 3,709 were self-employed, 59,925 employed and 14,588 unemployed (wko.at).



Participation in the open labour market is still difficult for people with disabilities, especially for those who have more severe impairments or are affected by the COVID-19 epidemic. It is impossible to assess the efficacy of existing interventions due to a lack of comprehensive data on the work situation of people with impairments (European Semester 2020-2021 country fiche on disability equality – Austria, 2021).

The official evaluation of the Austrian operational program for ESF implementation found that mainstreaming accessibility and disability issues into ESF initiatives was a failure. According to the review, there is not enough structure or knowledge to implement disability mainstreaming as a horizontal objective as envisaged. Both the ESF and the NAP evaluation advise thorough data gathering and research on topics pertaining to people with disabilities.

Data from EU-SILC show that in Austria, the employment rate for people with disabilities was 56.5% in 2018, compared to 77.5% for non-disabled people and 5.8 points higher than the EU27 average. This results in an estimated disability employment gap of about 21 percentage points (EU27 average gap: 24.2, see Tables 1-3) (European Semester 2020-2021 country fiche on disability equality – Austria, 2021).

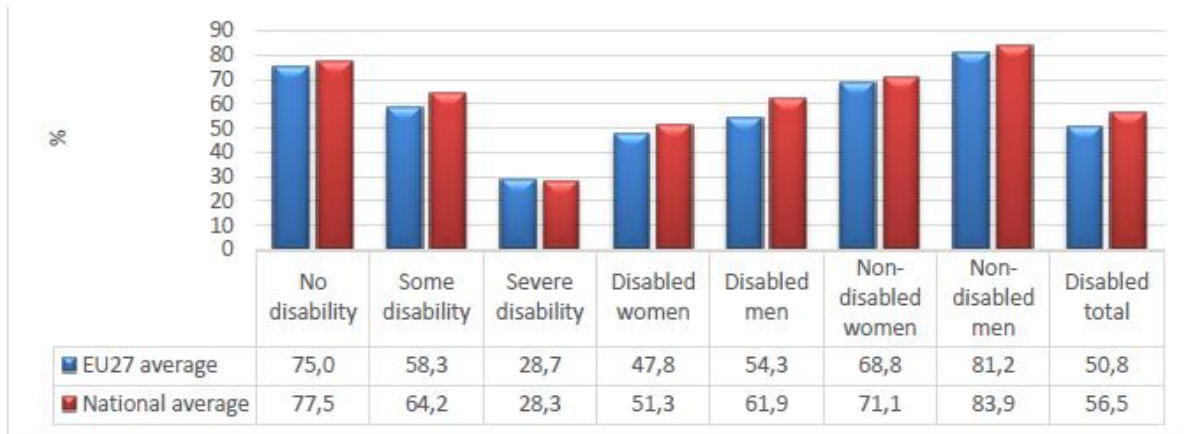


Table 1: Employment rates, by disability and gender (aged 20-64) Source: European Semester 2020-2021 country fiche on disability – Austria, p. 26

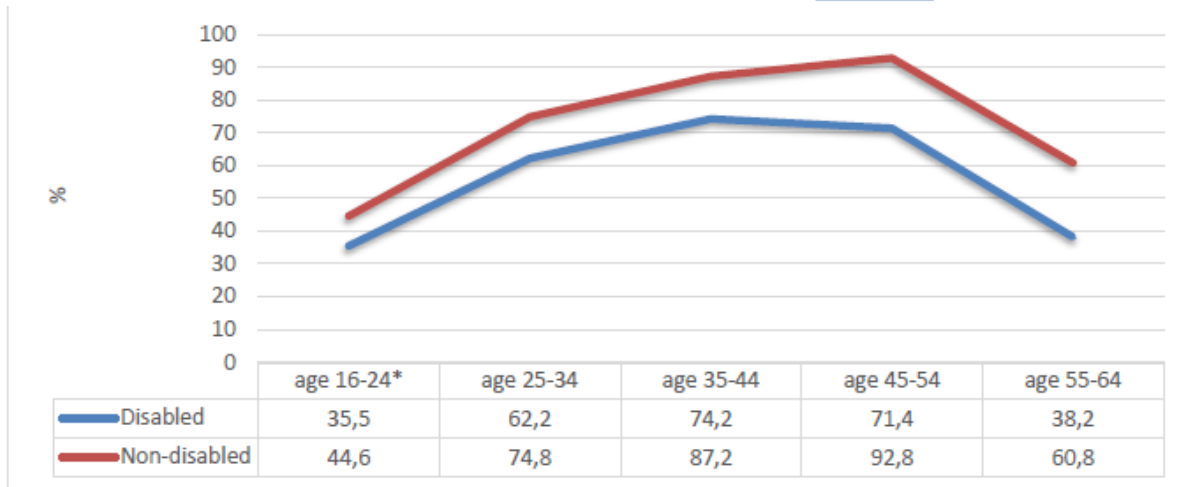
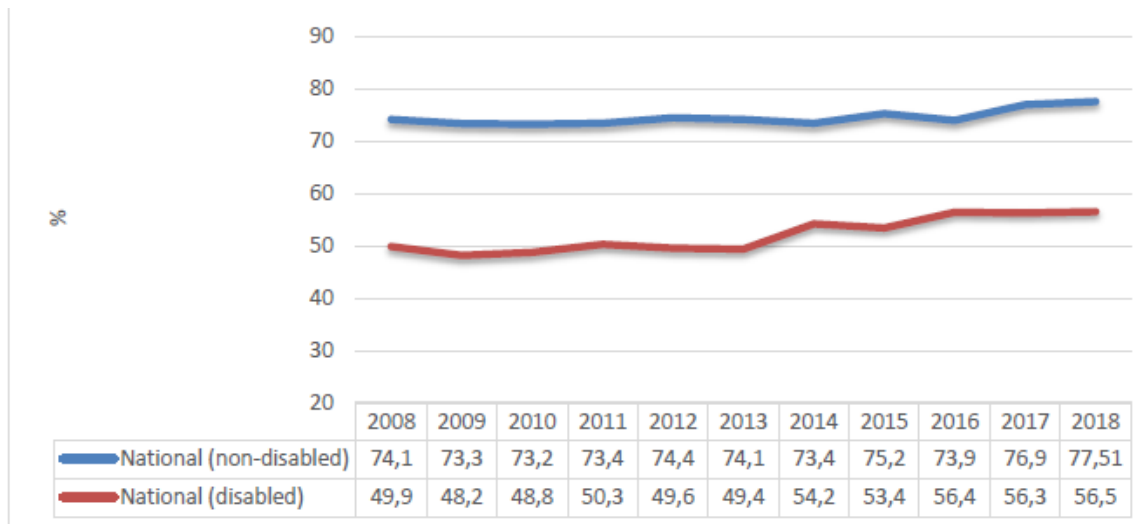


Table 2: Employment rates in Austria, by disability and age group. Source: European Semester 2020-2021 country fiche on disability - Austria, p. 26



Source: EU-SILC 2018 Release 2020 version 1 (and preceding UDBs)

Table 3: National trends in employment rates, by disability status (aged 20-64). Source: European Semester 2020-2021 country fiche on disability – Austria, p. 27



The same figures show that in 2018 there were 15.6% and 5.0% of unemployed people, respectively (see Tables 4-6). Austria has a larger proportion of people with impairments than the average EU27 country, according to EU SILC data (people reporting activities).

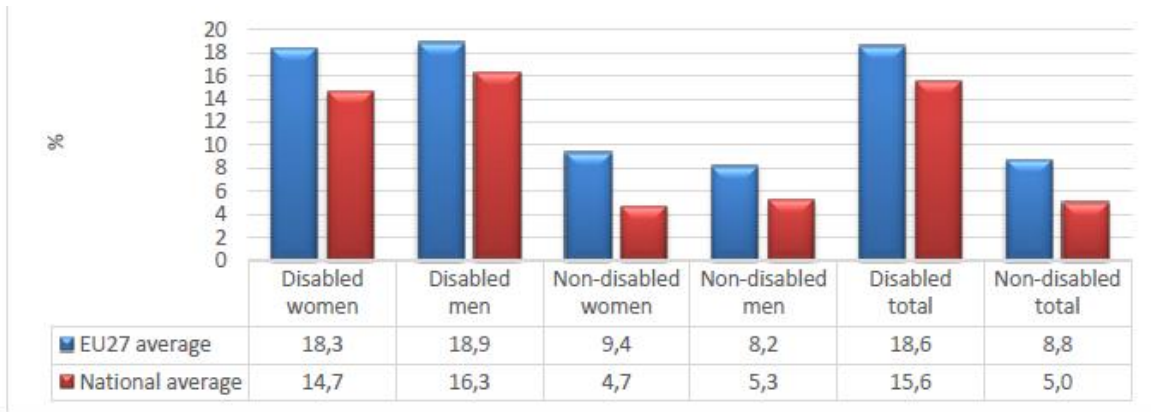


Table 4: Unemployment rates by disability and gender (aged 20-64). Source: European Semester 2020-2021 country fiche on disability – Austria, p. 27

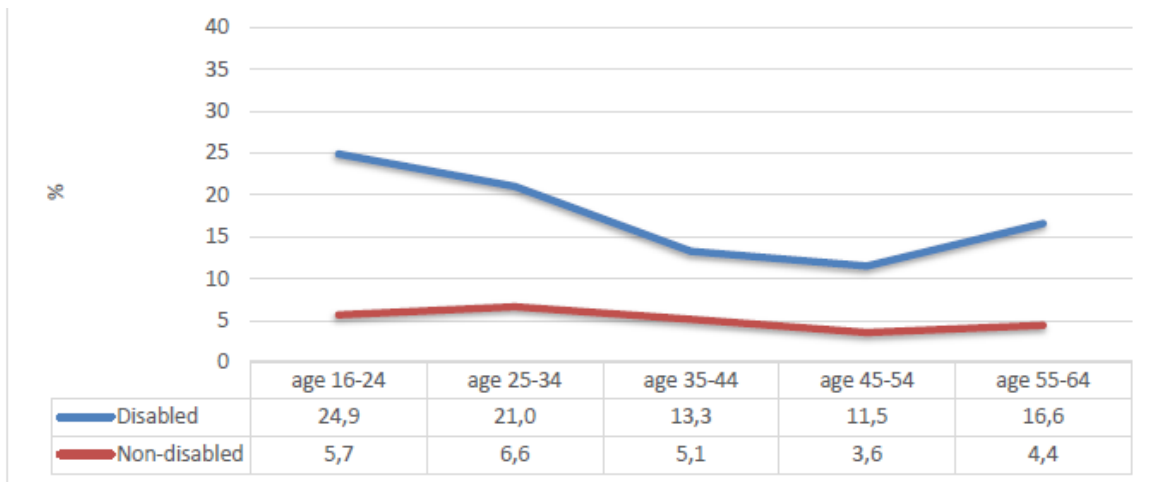
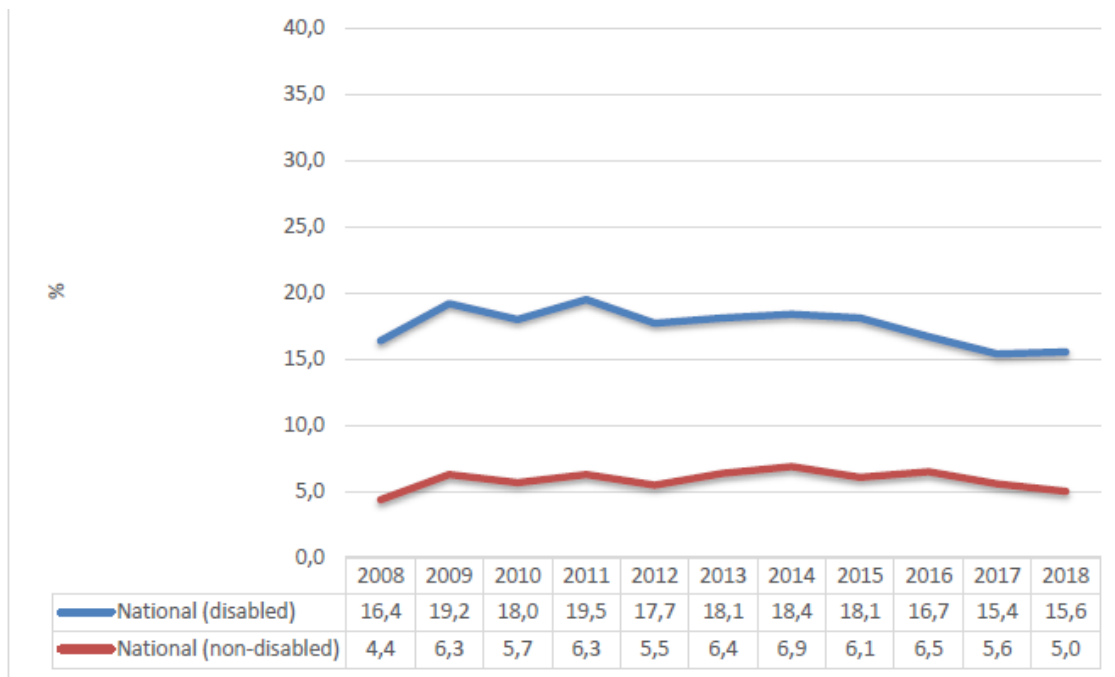


Table 5: Unemployment rates in Austria, by disability and age group. Source: European Semester 2020-2021 country fiche on disability - Austria, p. 27



Source: EU-SILC 2018 Release 2020 version 1 (and preceding UDBs)

Table 6: National trends in unemployment rate, by disability status (aged 20-64) Source: European Semester 2020-2021 country fiche on disability - Austria, p. 28

The employment difference between people with disabilities and those without them is shown in the highest discrepancy in the age range of 55 to 64. In comparison to younger people with disabilities, older people with disabilities (or health impairments) have a substantially higher chance of unemployment.

### Cyprus

In Cyprus, The Department for Social Inclusion of Persons with Disabilities (DSIPD) and the Department of Labour are two agencies within the Ministry of Labour, Welfare and Social Insurance (MLWSI) that provide programs to assist people with disabilities in the workforce. The employment outcomes in regard to the plans and actions were as follows, per the DSIPD Annual Report 20198:

- Results of the 2009 N.146(I)/2009 law on the recruitment of people with disabilities in the larger public sector:9 An extra 30 people with disabilities were hired in 2018, bringing the total



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number of people with disabilities working in the public sector and wider to 185 (140 in the education service, 7 in the public service, 6 in the permanent hourly-paid public service, and 19 in other sectors).

- Table A (see annex 7.1.3 in European Semester 2020-2021 country fiche on disability - Cyprus) summarizes the outcomes of disability schemes that are pertinent to the labour market for the previous five years.<sup>10</sup> The DSIPD offers two more disability-specific labour market programs aimed at disability organizations, for which no applications were made in 2019. These include initiatives for funding disability-related NGOs, professionals who work with people with disabilities, and training programs for both.

many persons with disabilities, especially those without a recognized secondary education degree, would not benefit from the implementation of the Recruitment of Persons with Disabilities in the Wider Public Sector (Special Provisions) Law 2009 (N.146(I)/2009)<sup>18</sup>. While unemployment rates appear to have risen over the past few years, there are a number of legal obstacles that hamper efforts to boost the employability of people with disabilities. Extending the quota law to the private sector and strengthening the legal definition of reasonable accommodation in execution are two obstacles. Alternative educational credentials, or exemptions, need to be more widely accepted. Additionally, there aren't many focused training programs that lead to jobs for people with impairments. Existing programs are relatively specialized, with scant evidence of their efficacy (just participant counts) and no proof of their sustainability. Despite being introduced, the social enterprises innovation is no longer in use. Although the aforementioned concerns and suggestions have been shared with the appropriate authorities by different parties, they have not been incorporated yet, either in the development of the second and third National Disability Action Plan or discussed and evaluated.

Quota applicants are expected to possess all relevant credentials for the position, frequently including a diploma from a high school recognised by the state, as well as to be able to pass any written or oral exams necessary. Many people with disabilities are excluded by these regulations since the credentials of graduates from special schools, special units, or mainstream schools with the status of observer are not recognized. Even in situations where individuals with disabilities have the chance to apply for a position in the larger public sector, they must go through the evaluation process (European Semester 2020-2021 country fiche on disability equality – Cyprus, 2021).

The 'reasonable measures' caveat stated in the Individuals with Disability Law (. 127(I)/2000, the UN Committee's List of Issues (February 2017), and the EU Social Pillar 22 is dependent on financial considerations, giving employers the legal leeway to avoid their legal responsibilities to disabled people.<sup>23</sup> According to the law, "reasonable measures" can only be carried out to the degree that they do not impose an unfair financial burden on the employer in question. As stated in Article 5(c)72(I)2(d), existence also justifies charitable giving and other donation options over state obligations. The Pancyprian Alliance for Disability claimed in their Submission to 24 that the majority of DPOs had voiced their disappointment that the Law's actual implementation did not take into account legal duties to provide reasonable accommodations to potential employees with disabilities.



Data from EU-SILC show that the employment rate for people with disabilities in Cyprus was 49.7% in 2018, which is about -1.1 points lower than the EU27 average and results in an estimated disability employment gap of about 25 percentage points (EU27 average gap: 24.2, see Tables 7-9). By comparison, the employment rate for people without disabilities in Cyprus was 75.2% in 2018. European Semester 2020-2021 country fiche on disability equality – Cyprus, 2021).

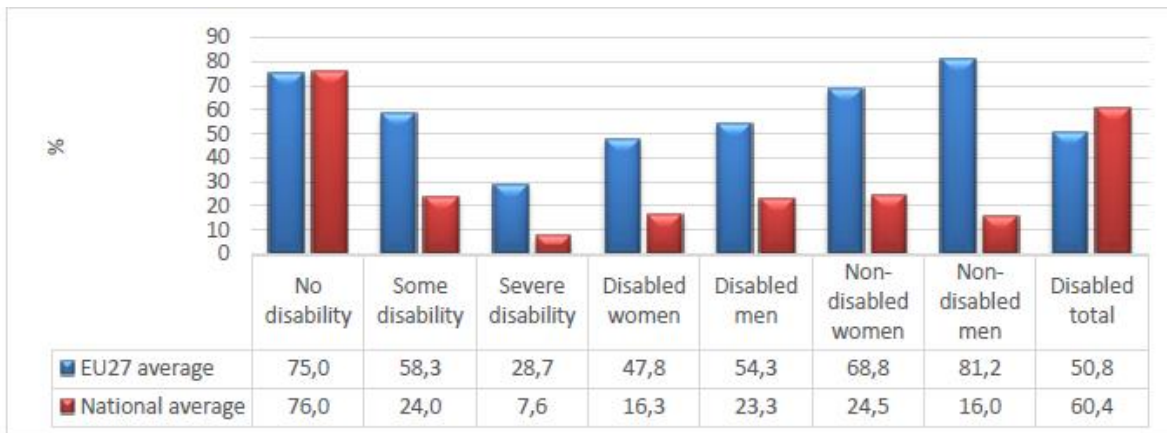


Table 7: Employment rates, by disability and gender (aged 20-64). Source: European Semester 2020-2021 country fiche on disability – Cyprus, p.34

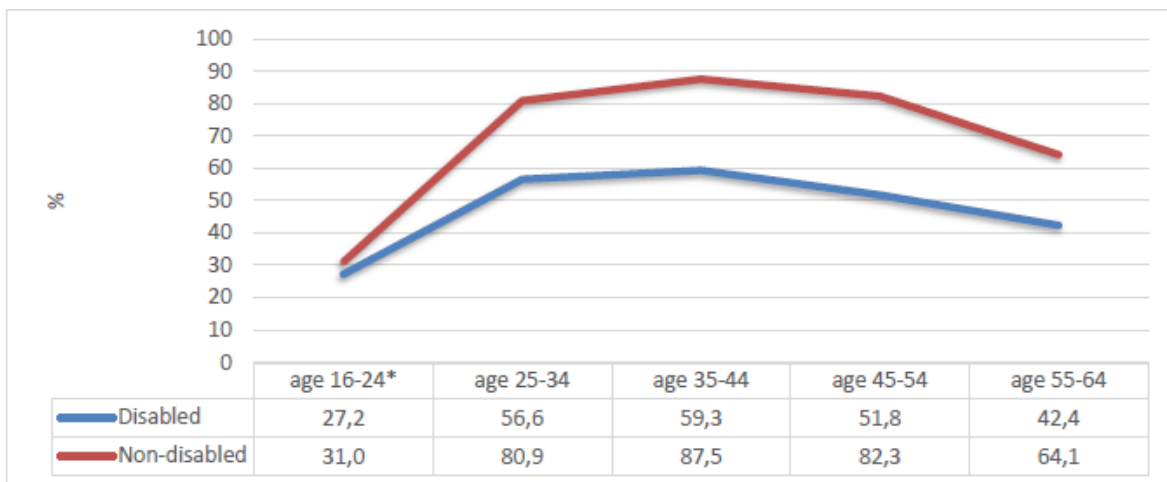
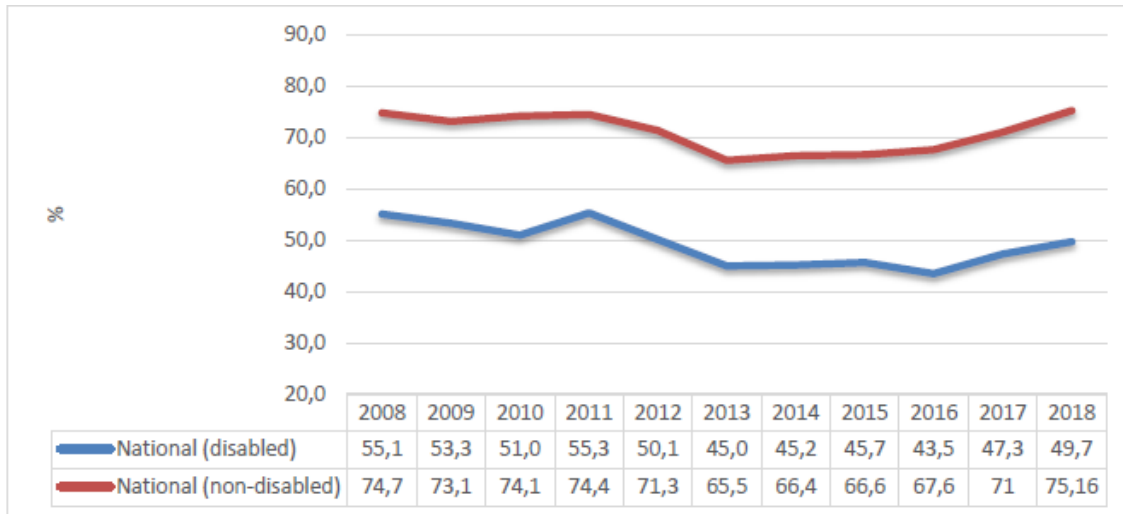


Table 8: Employment rates in Cyprus, by disability and age group. Source: European Semester 2020-2021 country fiche on disability – Cyprus, p.34



Source: EU-SILC 2018 Release 2020 version 1 (and preceding UDBs)

Table 9: Employment rates, by disability and gender (aged 20-64). Source: European Semester 2020-2021 country fiche on disability – Cyprus, p.35

The same figures show that in 2018 the unemployment rates were 24.7% and 11.3%, respectively (see Tables 10-12), and that the economic activity rate in Cyprus for people with disabilities was 66.0%, compared to 84.7% for everyone else. In the corresponding tables in the annex, these indicators are split down by gender and age.

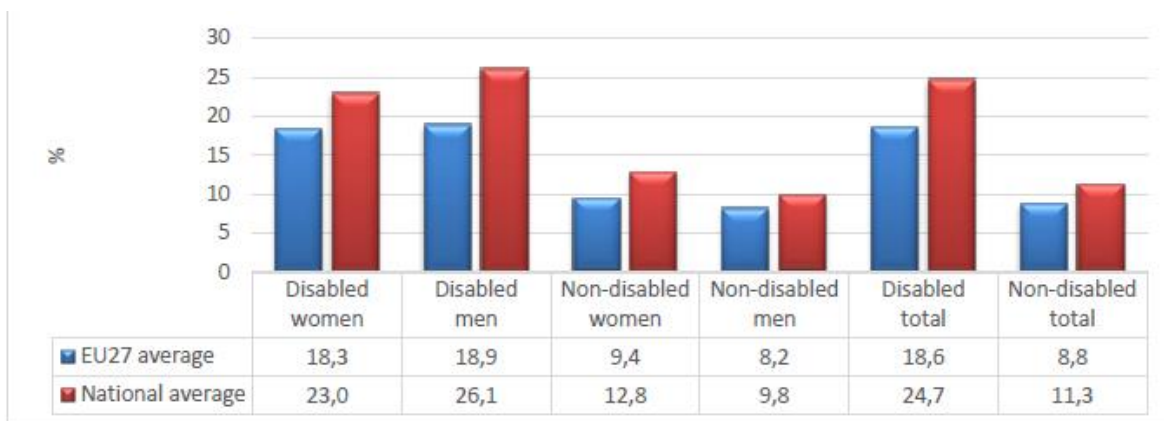


Table 10: Unemployment rates by disability and gender (aged 20-64). Source: European Semester 2020-2021 country fiche on disability – Cyprus, p.35

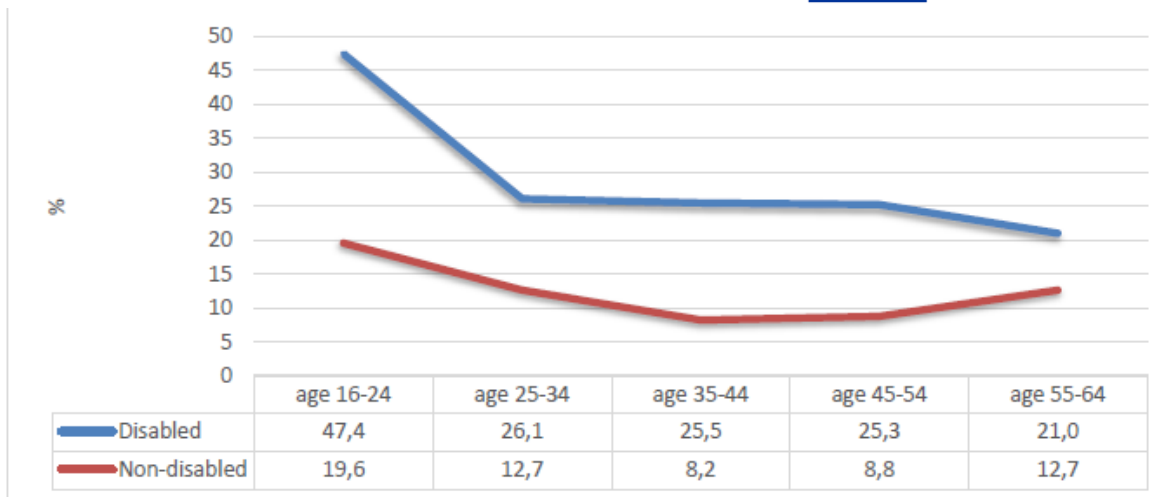
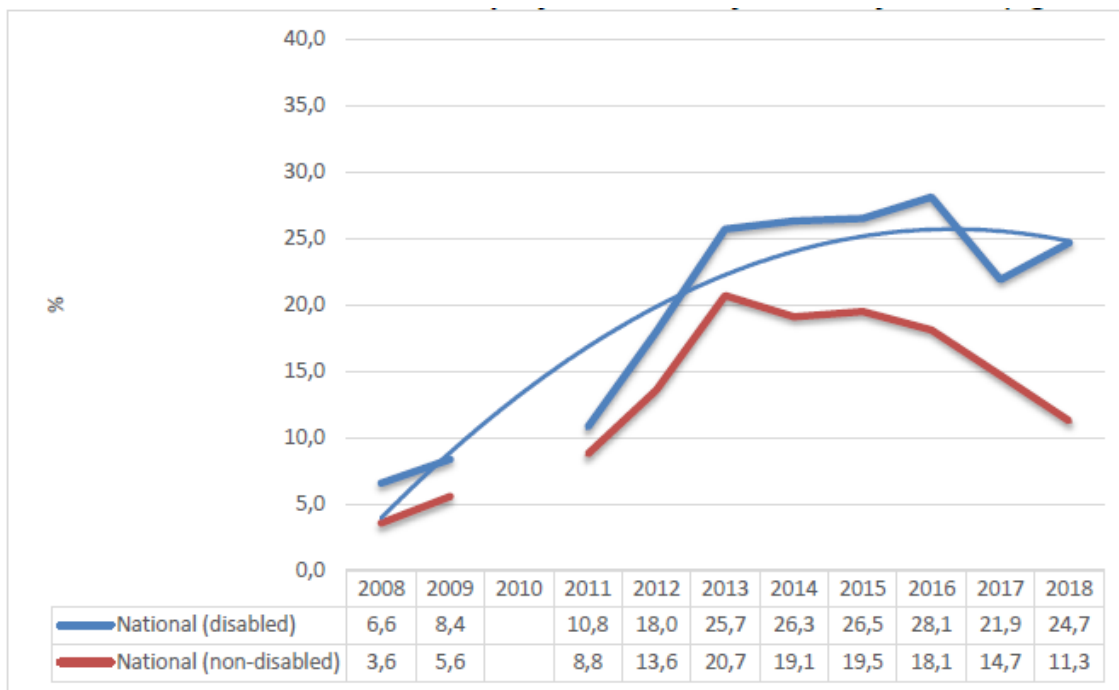


Table 11: Unemployment rates in Cyprus, by disability and age group. Source: European Semester 2020-2021 country fiche on disability – Cyprus, p.35



Source: EU-SILC 2018 Release 2020 version 1 (and preceding UDBs)

Table 12: National trends in unemployment rate, by disability status (aged 20-64). Source: European Semester 2020-2021 country fiche on disability - Cyprus, p.36

The Labour Force Study of the Cyprus Statistics Service, as well as the Ministry's website and Annual Report, all provide statistical data<sup>7</sup> on the labour market that are kept by the Observatory of the Labour



Market, which is part of the Department of Labour. However, neither these data nor the pertinent questionnaire utilized throughout the study contain any information relating to disabilities. According to paragraph 54 of Article 27 of the UN CRPD, the UN Committee recommended in 2017 that the State party "collect data on the employment of persons with disabilities, disaggregated by gender, age, and type of impairment." Therefore, from this perspective, it is impossible to summarize and define the current state of work and unemployment for people with disabilities in Cyprus.

## Lithuania

Despite improvements in the overall circumstances, the key issues and concerns with the disability situation in Lithuania persisted in 2020 (European Semester 2020-2021 country fiche on disability - Lithuania):

- Only 29% of people with disabilities who are working age participate in the labour market.
- Lithuania (43,6%) has the third-highest rate of social exclusion and poverty among EU countries for people with disabilities.
- During 2019–2020, the Lithuanian government primarily depended on increasing social assistance to decrease poverty.
- The process of deinstitutionalization has been delayed by more than two years.
- Only 19% of the 340 healthcare facilities are completely handicap accessible.
- The number of students in special schools is unchanged.

In order to combat poverty, Lithuania's social policy measures for 2019–2020 mostly rely on social benefits and do not align with the tenets of the European Pillar of Social Rights or the Sustainable Development Goals. Due to a lack of money and accessibility, the majority of persons with disabilities won't be able to use the new social services (personal assistant, aided employment, and in-work support assistance).

The government gave six significant measures priority in 2018. 3 of them deal with schooling. The 2020s were devoted to the continuation of the works prioritized in education reform, and Lithuania demonstrated tremendous willingness in the 2018 NRP5 to transform the general situation in education. However, the results show that educational reform is unlikely to have a major impact on the outcomes and opportunities for schooling for people with disabilities. The majority of reforms aim to increase teacher pay, merge universities, and improve the educational system.

According to data from the EU-SILC, the employment rate for people with disabilities in Lithuania was 49.8% in 2018, compared to 80.3% for non-disabled people. This is one point lower than the average for the EU27, but it still results in a significant disability employment gap of about 31 percentage points (vs. an EU27 average gap of 24.2, see Tables 13-15) (European Semester 2020-2021 country fiche on disability equality Lithuania, 2021).

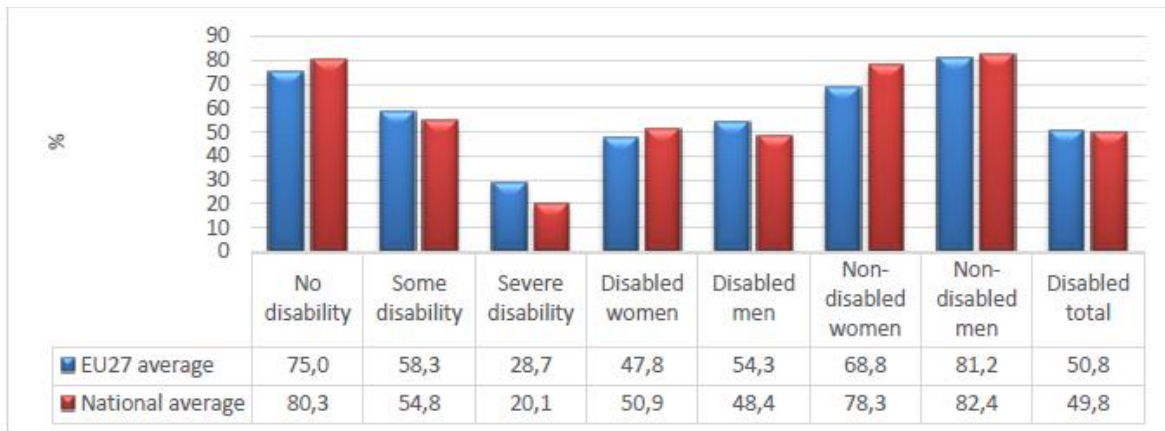


Table 13: Employment rates, by disability and gender (aged 20-64). Source: European Semester 2020-2021 country fiche on disability – Lithuania, p.26

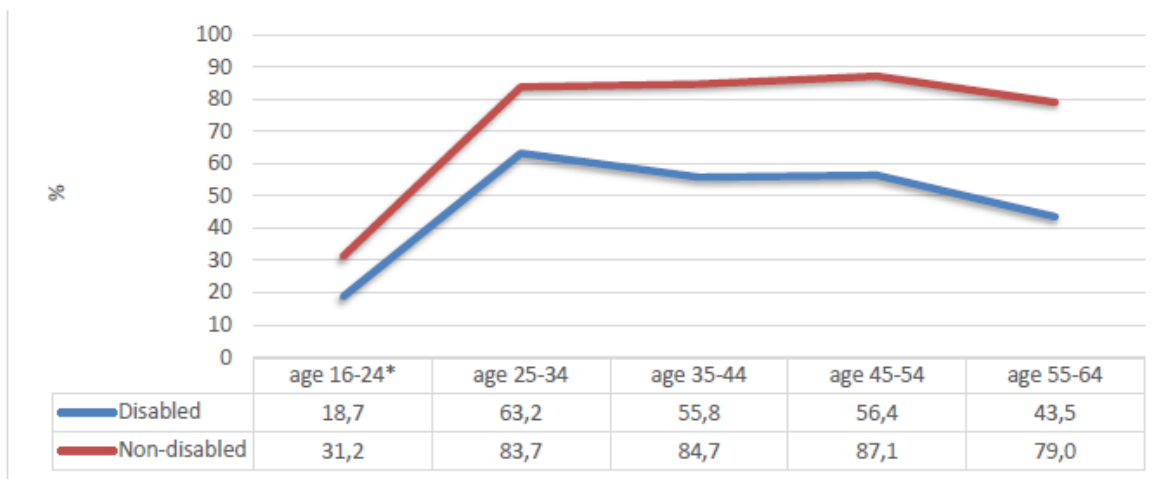
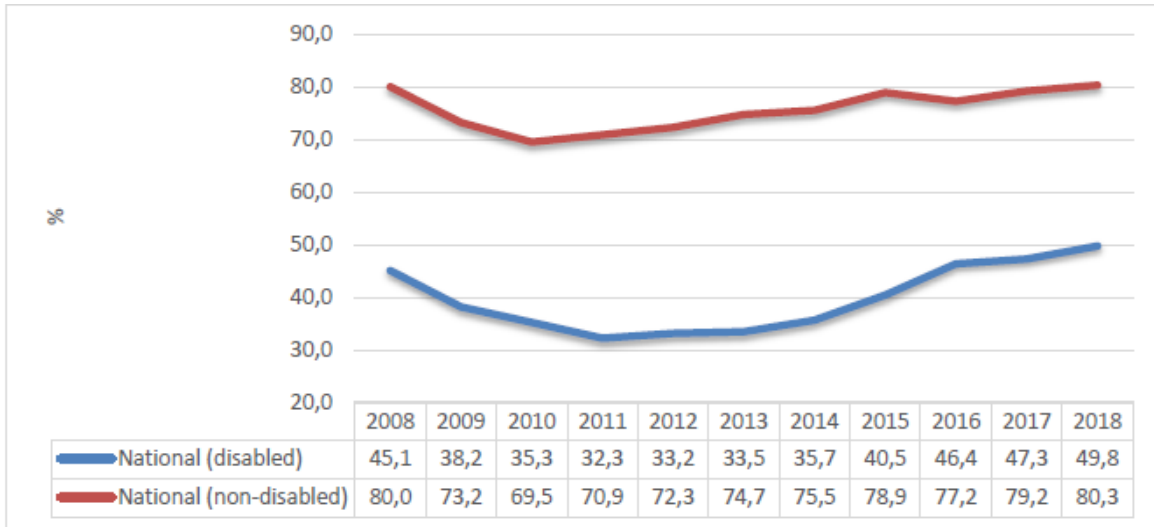


Table 14: Employment rates in Lithuania, by disability and age group. Source: European Semester 2020-2021 country fiche on disability – Lithuania, p.26



Source: EU-SILC 2018 Release 2020 version 1 (and preceding UDBs)

Table 15: Employment rates, by disability and gender (aged 20-64). Source: European Semester 2020-2021 country fiche on disability - Lithuania, p.27

According to the same data, unemployment rates were 20.0% and 8.9% in 2018 (see Tables 16-18), while in Lithuania, the rate of economic activity for people with disabilities was 62.2%, compared to 88.2% for everyone else. In the corresponding tables in the annex, these indicators are split down by gender and age.

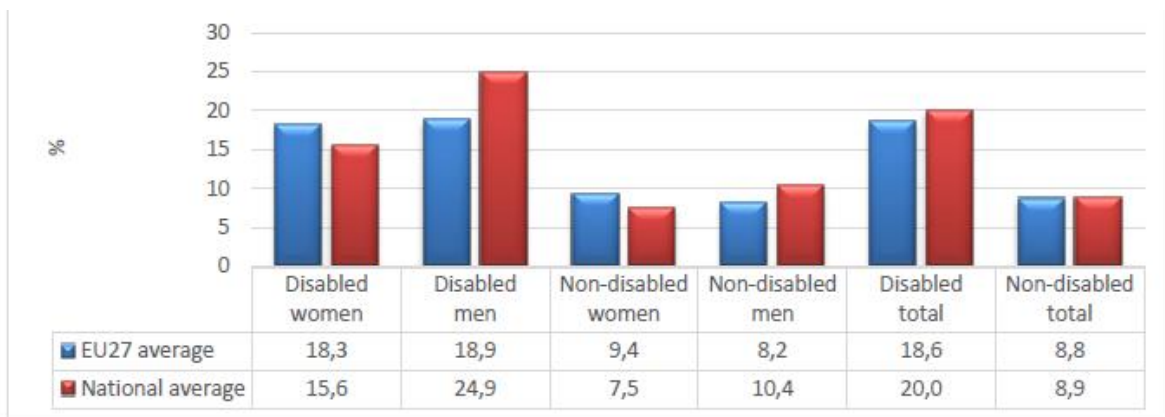


Table 16: Unemployment rates by disability and gender (aged 20-64). Source: European Semester 2020-2021 country fiche on disability - Lithuania, p.27

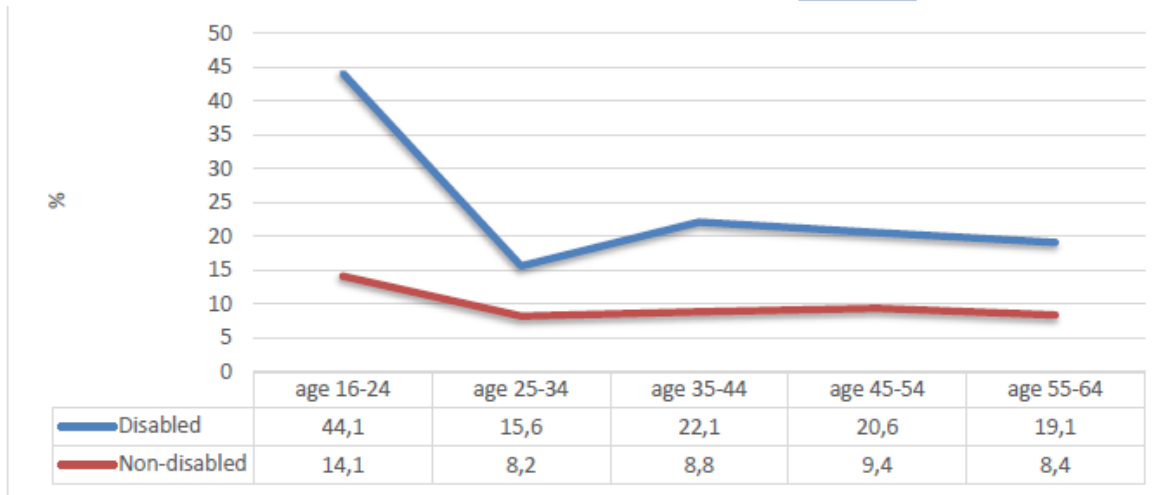
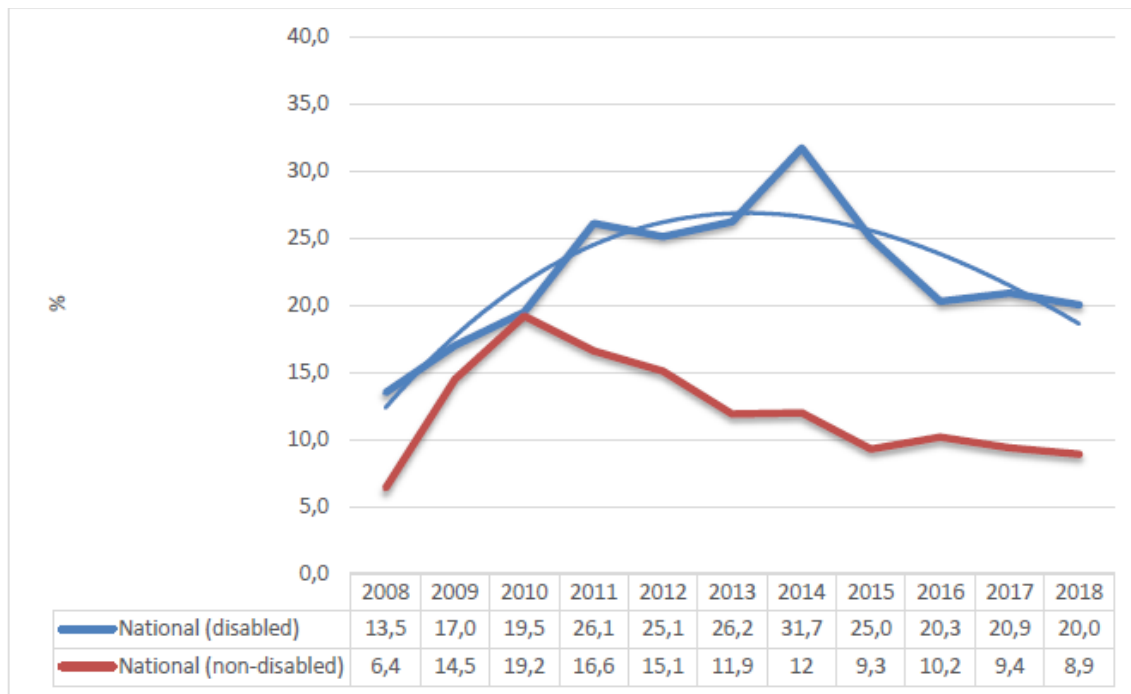


Table 17: Unemployment rates in Lithuania, by disability and age group. Source: European Semester 2020-2021 country fiche on disability – Lithuania, p.27



Source: EU-SILC 2018 Release 2020 version 1 (and preceding UDBs)

Table 18: National trends in unemployment rate, by disability status (aged 20-64). Source: European Semester 2020-2021 country fiche on disability – Lithuania, p.28



Lithuania's government made adjustments to implement recommendations from the UN CRPD Committee (2016) and country-specific (2020) reports in following law acts:

- Law on Employment;
- Law on Social enterprises;
- Labour Code of the Republic of Lithuania.

The Law on Social Enterprises has undergone significant revisions, but overall conditions have not changed significantly. Only 29% of working-age people in Lithuania who were recorded as having a restricted capacity for employment were employed (as opposed to an EU-SILC employment estimate of 208% for people who had severe activity limitations). Social enterprise numbers dropped from 173 in 2019 to 149 in 2020.

According to administrative data from the Ministry of Social Security and Labour's Employment Services, 6,779 of the 46,798 people with limited working capacity who were employed as of the end of July 2019 did so in social enterprises. This shows that just 29% of the 158,729 registered people of working age were employed. Each year, 158.18 people were employed in existing (adapted) workplaces.

In September 2019, Lithuania revised its social business law in light of the current circumstances. These adjustments were made in order to level the playing field for people with disabilities seeking employment in both social enterprises and the open labour market. Lithuania likewise revised its Employment Law in September 2019 and offered additional labour market services for people with disabilities, including aided employment and in-work support.

## Italy

The structure of the Italian welfare system has a significant impact on the position of people with disabilities in that country. Due to the large number of entities responsible for planning and carrying out welfare interventions, this system is now very fragmented. The rights are frequently infringed in real life (or are not adequately enforced) as a result of this fragmentation. A top priority is the implementation of a comprehensive and well-coordinated social protection system that involves the territorial authorities and has a clear national orientation.

There are several issues with the system used to gather statistics on people with impairments in the labour market. This mechanism must be improved in order to guarantee that the Law No. 68/1999's (Article 21) requirement for the Ministry of Social Policies to submit biennial reports to Parliament is met consistently and on time. From an operational standpoint, it's crucial to make sure that virtual workplaces are truly inclusive and accessible, especially in light of the ongoing Covid-19 emergency. In this regard, it is important to make sure that Law Decree No. 76/2020 (also known as "Misure Urgenti Per La Semplificazione e L'Innovazione Digitale" and later renamed to Law No. 120/2020), which has



increased the duty to use accessible computer media, extending it to private entities that offer relevant services to the public.

The difficulties that Italians with impairments face on the labour market are a result of a wide-ranging, complicated situation that has gotten worse recently. There are certain issues with the Italian system for gathering data on employment and disabilities (described in addendum 7.1.3). However, as stated by ISTAT, "the dynamics of the labour market were affected, even more than in the previous quarter, by the important perturbations induced by the health emergency" in the second quarter of 2020. Hours worked revealed a considerable decline in labour input when compared to both the prior quarter (-13.1%) and the comparable quarter of 2019 (-20.0%) (European Semester 2020-2021 country fiche on disability – Italy, 2021).

Data from EU-SILC show that the employment rate for people with disabilities in Italy was 51.9% in 2018, which is 1.1 percentage points higher than the EU27 average and results in an estimated disability employment gap of about 15 percentage points (EU27 average gap: 24.2, see Tables 19-21). This is in contrast to the country's 67.1% employment rate for non-disabled people (European Semester 2020-2021 country fiche on disability – Italy, 2021).

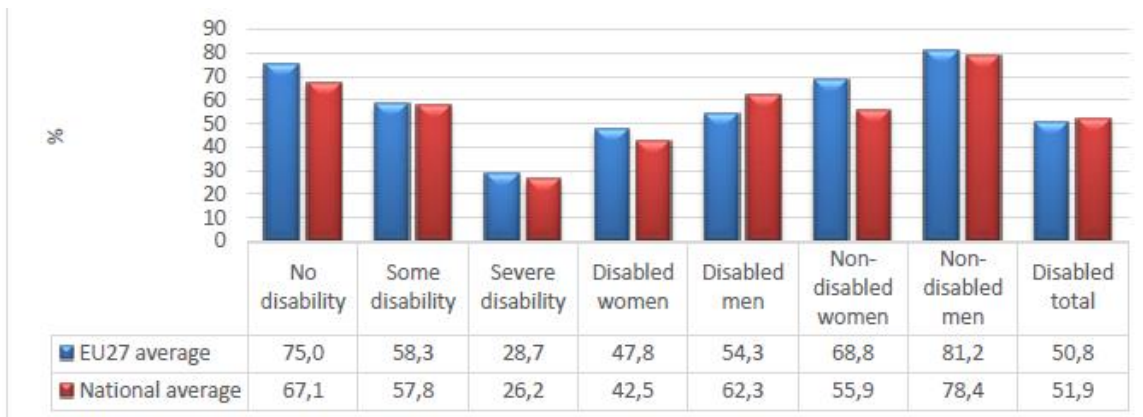


Table 19: Employment rates, by disability and gender (aged 20-64) Source: European Semester 2020-2021 country fiche on disability – Italy, p.34

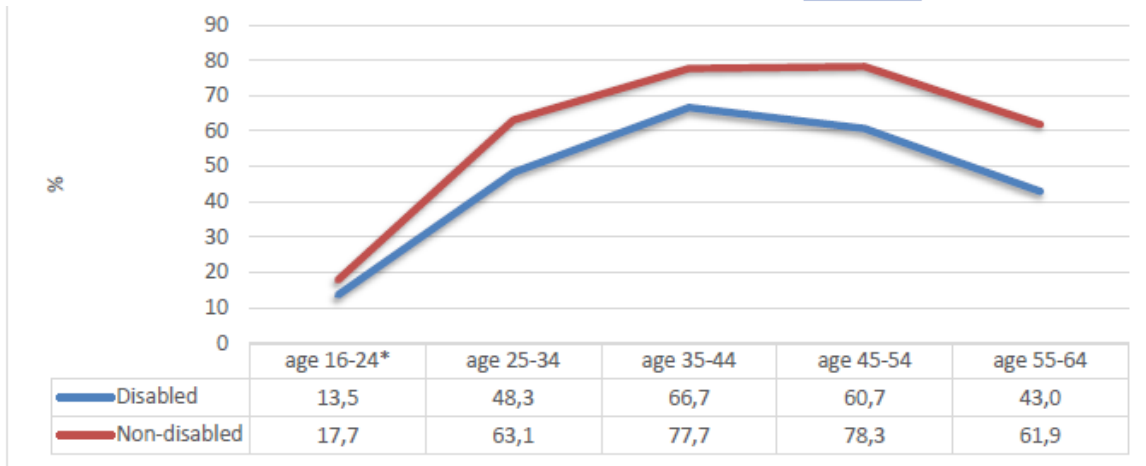
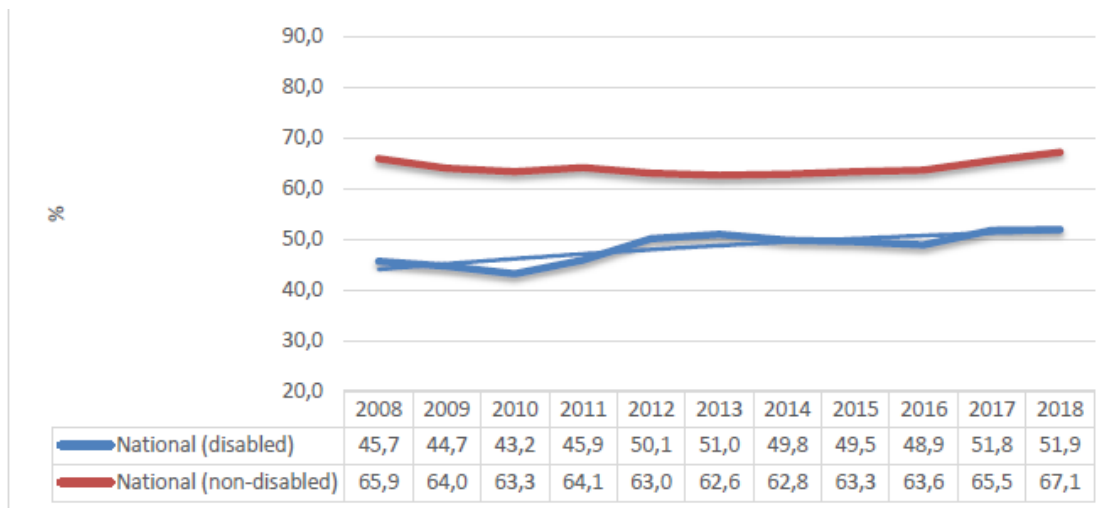


Table 20: Employment rates in Italy, by disability and age group. Source: European Semester 2020-2021 country fiche on disability – Italy, p.34



Source: EU-SILC 2018 Release 2020 version 1 (and preceding UDBs)

Table 21: National trends in employment rates, by disability status (aged 20-64). Source: European Semester 2020-2021 country fiche on disability – Italy, p.35

The same figures show that in 2018 there were 16.6% and 13.3% of unemployed people, respectively (see Tables 22-24), and that the economic activity rate for people with disabilities in Italy was 62.3%, compared to 77.5% for everyone else. In the corresponding tables in the annex, these indicators are split down by gender and age. These patterns fit the current stage of extreme economic contraction, with a 12.8% quarter-over-quarter reduction in GDP.

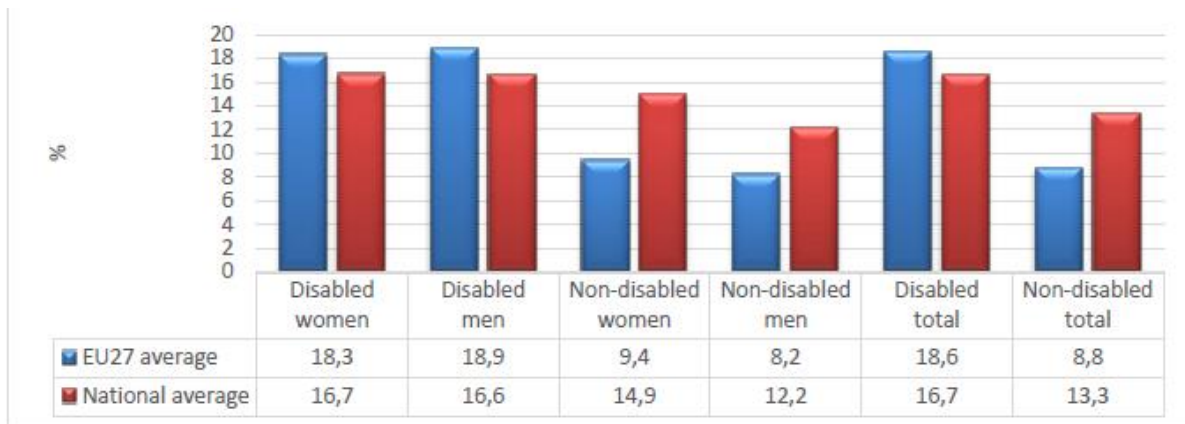


Table 22: Unemployment rates by disability and gender (aged 20-64). Source: European Semester 2020-2021 country fiche on disability – Italy, p.35

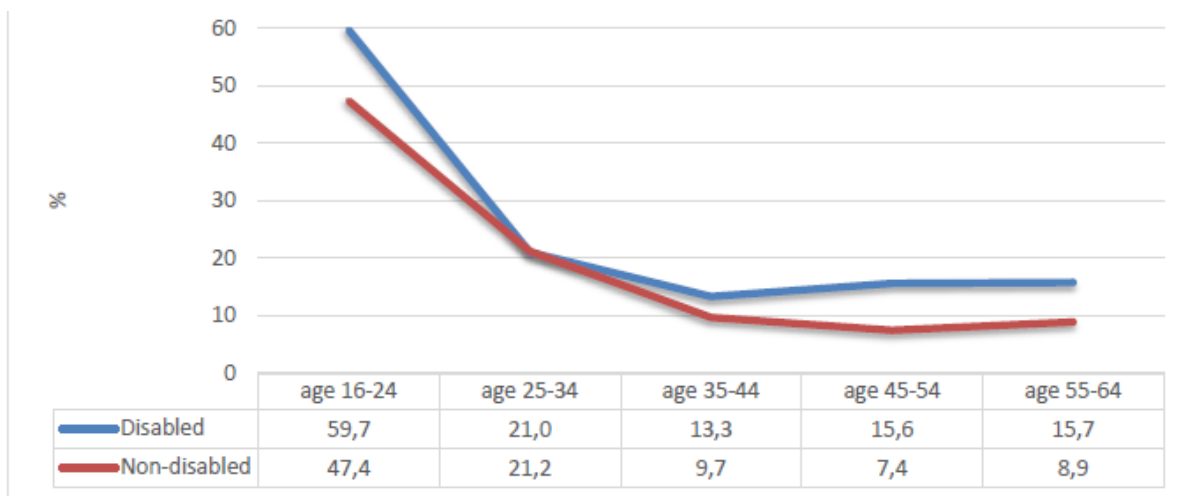
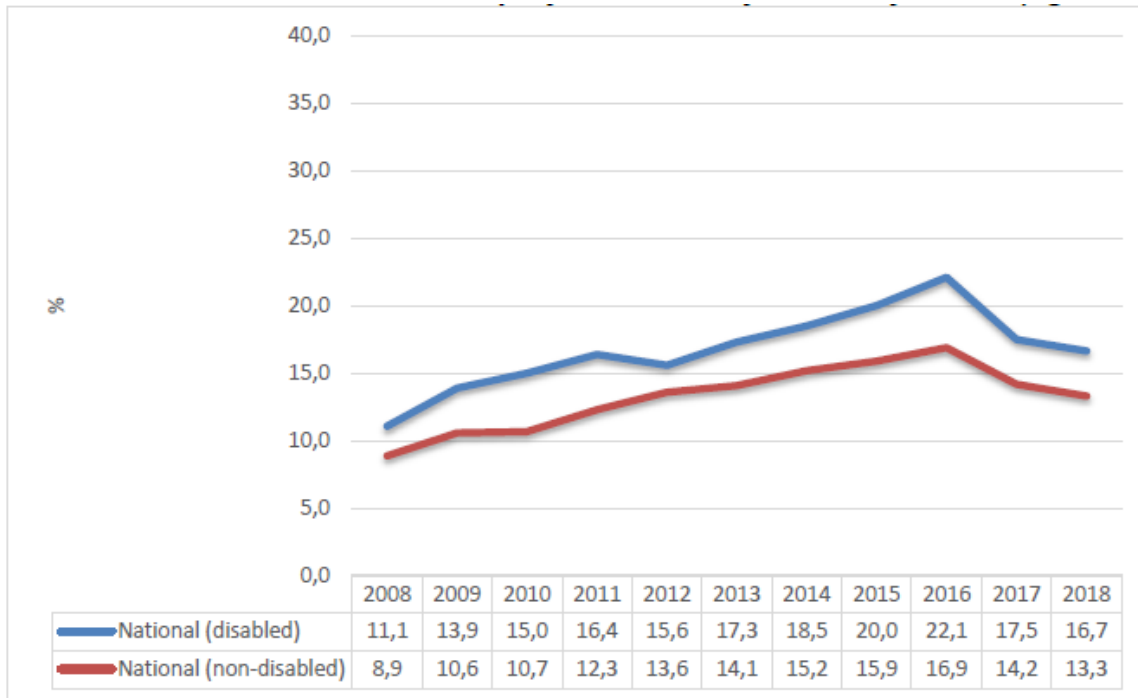


Table 23: Unemployment rates in Italy, by disability and age group. Source: European Semester 2020-2021 country fiche on disability - Italy, p.35



Source: EU-SILC 2018 Release 2020 version 1 (and preceding UDBs)

Table 24: National trends in unemployment rate, by disability status (aged 20-64) Source: European Semester 2020-2021 country fiche on disability - Italy, p.36

Knowing the world of disability: people, relations, and institutions was just published as an e-book by the Istituto Nazionale di Statistica (hence, ISTAT). The data gathered for the e-book demonstrates that there are still many challenges for people with disabilities trying to enter the workforce.

According to the EU Commission Joint Employment Report 2023 (p. 35), Italy is among the member states performing better in terms of the Disability employment gap, which is among the indicators comparing the efficacy of the Social protection and inclusion measures adopted by each country. However, Italy is also among the states with the worse performance in terms of Employment rate, Unemployment rate, Long-term unemployment rate, GDHI per capita growth (which are the indicators describing the efficacy of the measures to promote Fair working conditions), and Gender employment gap (which is one of the indicators measuring Equal opportunities).

According to the national data provided by ISTAT (the National Institute for Statistics) in the report *Knowing the World of Disability 2019* (in Italian: *Conoscere il mondo della disabilità 2019*) which is based on data collected between 2002 and 2015, in Italy there are circa 3.100.000 persons with disabilities (2/3 females and 1/3 males, 5,2% of the total population), 1.500.000 of which aged more than 75 and then considered no more in the working age (the limit being set to 65). Focusing on the population with disabilities between 15 and 64 years of age (circa 700.000 units), the report specifies that: only the



31,3% is employed (while the employment rate among people without disability is 58%); 3,6% has been classified as student; 12,6% is unable to work because of the severity of their limitations; 34,4% either is engaged only in home-care unpaid work, or has already reached the retirement requirements even if aged less than 65, or is not interested in looking for a job at all.

The remaining 18,1% (circa 120.000) is actively looking for an occupation, the majority living in one of the southern regions of the country, which are the poorest and less developed from the point of view of welfare services. While, in general, almost half of the employed persons with disabilities work in a public institution, lowest rates of employment (18,9%) are to be found in the southern regions (Sicily, Sardinia, Calabria, Basilicata, Puglia, Molise, Abruzzo, Campania) while the highest in central (42,2%) and northern regions (37,4%). The great majority of persons with disabilities is employed in a public administration (on average 49,7% persons with severe limitations against 41,3% persons with no disabilities) and in the third sector (on average 27% persons with severe limitations against 32,3% persons with no disabilities).

## Greece

Despite declining in 2018, the employment rate for disabled individuals in Greece remained among the lowest in the EU, despite a slightly better overall state of the labor market. High rates of long-term unemployment exacerbate disability disparity, which also affects female and youth unemployment, all of which continue to be difficult issues. Besides national legislation, Greece implements the National Strategy for Active Labour Market Policies (ALMPs) which is in line with the European Employment Strategy (EES), the European Pillar of Social Rights (2017), and the Porto Declaration (2021), and which provides a holistic and strategic framework for the formulation and implementation of employment policies, aiming at boosting employment and tackling unemployment, enhancing the capacities, skills, and employability of the labour force, as well as improving the current conditions within the labour market. It is structured around four strategic axes, with each of them linked to a distinct strategic priority regarding employment and the functioning of the labour market. The 4<sup>th</sup> Strategic Axis supports '*A Labour Market without exclusions*'.

More specifically, according to Pillar II of Objective 14 of the National Action Plan for the Rights of People with Disabilities ('Work and Employment for All'), it is foreseen to integrate the disability dimension in all policies of the Ministry of Labour and Social Affairs, DYPA, and other services and institutions, in line with Article 4, par. 1, subparagraph c, of the United Nations Convention on the Rights of People with Disabilities, which Greece ratified by Law 4074/2012, and the Charter of Fundamental Rights of the EU. In addition to the integration of the disability dimension in the design and implementation of employment policies, the creation of new employment opportunities for people with disabilities and/or chronic diseases is enhanced through interventions such as the provision of incentives for the full absorption of the resources of the job creation program for people with disabilities. In this regard, in 2020, the grant program for enterprises and employers to employ 2,000 unemployed persons



from vulnerable social groups in full and part-time jobs was amended, providing stronger incentives to employers and beneficiaries.

Data collected by EU-SILC (2018) indicate an employment rate for people with disabilities in Greece of 31.1% compared to 60.7% for other people and approximately 19.7% below the EU27 average, resulting in an estimated disability employment gap of approximately 30% (EU27 average gap 24.2%).

Employment rate by gender and age is also influenced by disability. Indicatively, women with disabilities in Greece are significantly less likely to be employed (26.7%) than non-disabled women (50%) and compared to men with disabilities (36.1%). At the same time, they are considerably disadvantaged in comparison with their peers in EU on average (48%) (Tables 25-27) (European Semester 2020-2021 country fiche on disability – Greece, 2021).

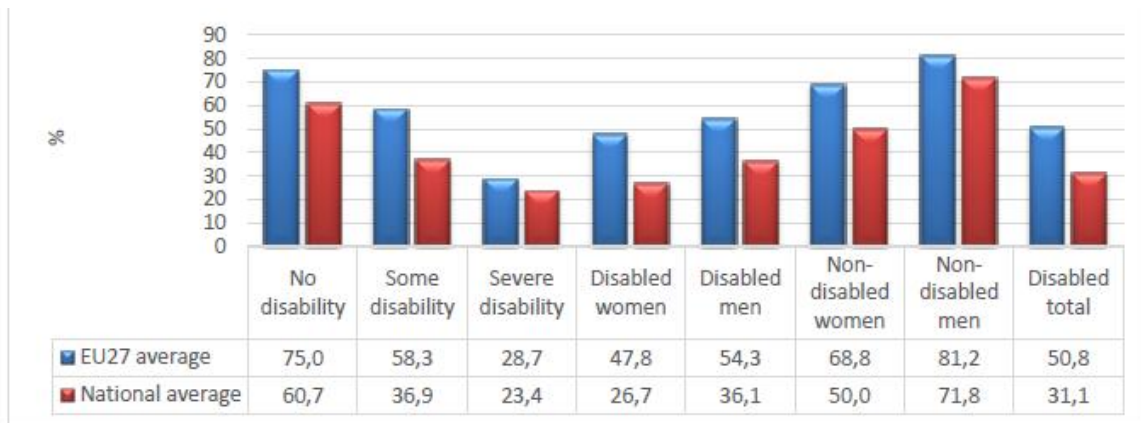


Table 25: Employment rates, by disability and gender (aged 20-64) Source: European Semester 2020-2021 country fiche on disability – Greece, p.30

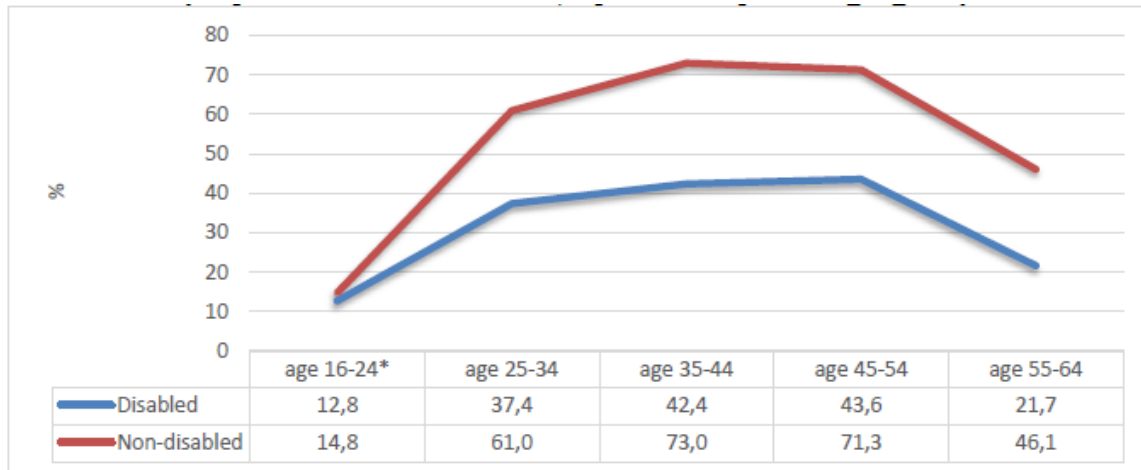
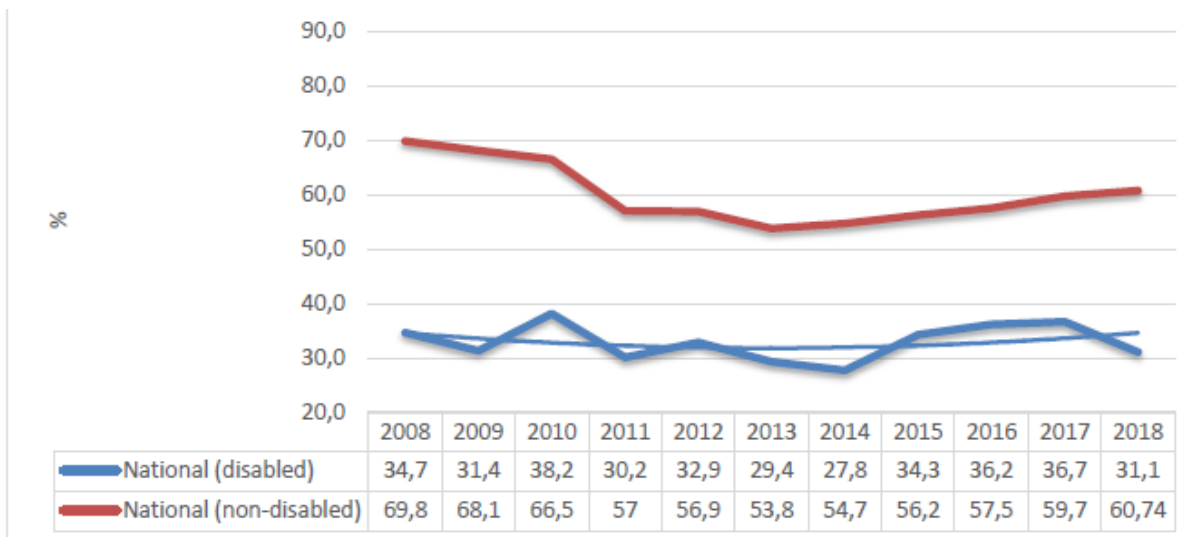


Table 26: Employment rates in Greece, by disability and age group. Source: European Semester 2020-2021 country fiche on disability – Greece, p.30



Source: EU-SILC 2018 Release 2020 version 1 (and preceding UDBs)

Table 27: National trends in employment rates, by disability status (aged 20-64) Source: European Semester 2020-2021 country fiche on disability – Greece, p.31



As documented by ELSTAT<sup>1</sup> (2019), people with disabilities face low employment rates (21.3% in the 20-64 age group). The employment rate for people with severe disabilities in the 20-64 age group is 41.5 points below the corresponding value in the non-disabled population (57.6%). The gap widened between 2016 and 2019. In particular, while the population of people without disabilities in employment increased, the number of employed people with disabilities decreased.

The unemployment rate for people with severe disabilities aged 20-64 years approached 39.4% in 2019, while the unemployment rate for people with moderate disabilities was 27.3%. In the younger age group (25-39 years old), the unemployment rate for people with disabilities reaches particularly high levels (60%), demonstrating that the younger population of people with disabilities faces serious prohibitive barriers to their access to the labour market, their professional and economic integration, and ultimately their opportunities for decent work and living. Moreover, 64.8% of the population with severe disabilities and 43.7% of the population with moderate disabilities do not participate in the labour force, while 95% of young people aged 20-29 with severe disabilities and 75% of young people aged 20-29 with moderate disabilities reported in the ELSTAT Household Income and Living Conditions Survey that they had not gained work experience, further hampering their prospects of finding employment (Table 28-30).

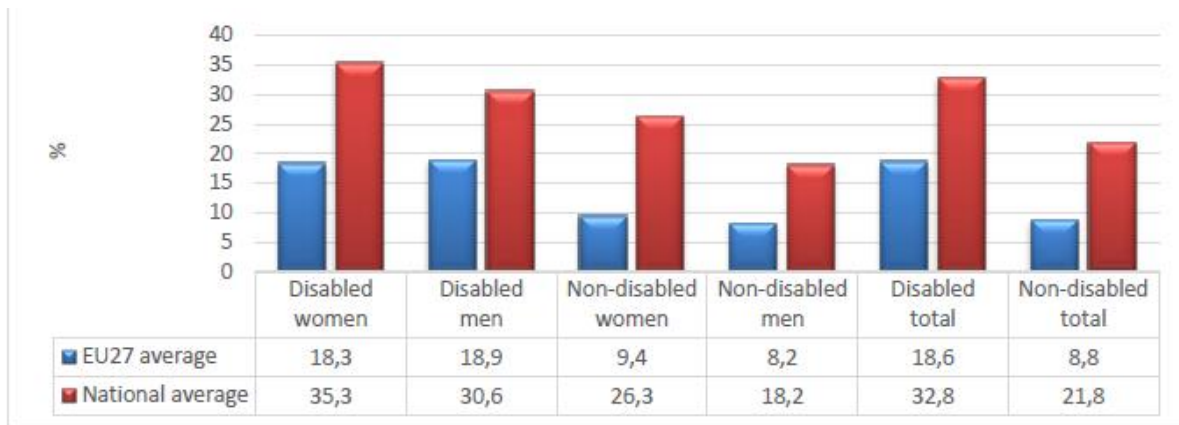


Table 28: Unemployment rates by disability and gender (aged 20-64) Source: European Semester 2020-2021 country fiche on disability – Greece, p.31

<sup>1</sup> Household Income and Living Conditions Survey 2020/ Observatory Disability Issues Observatory - Annual Report 2020

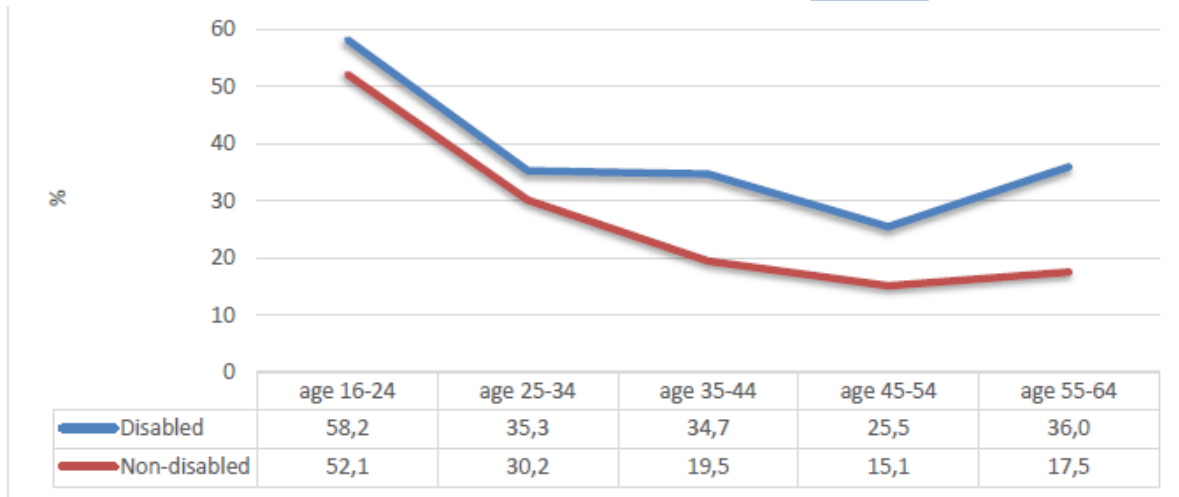
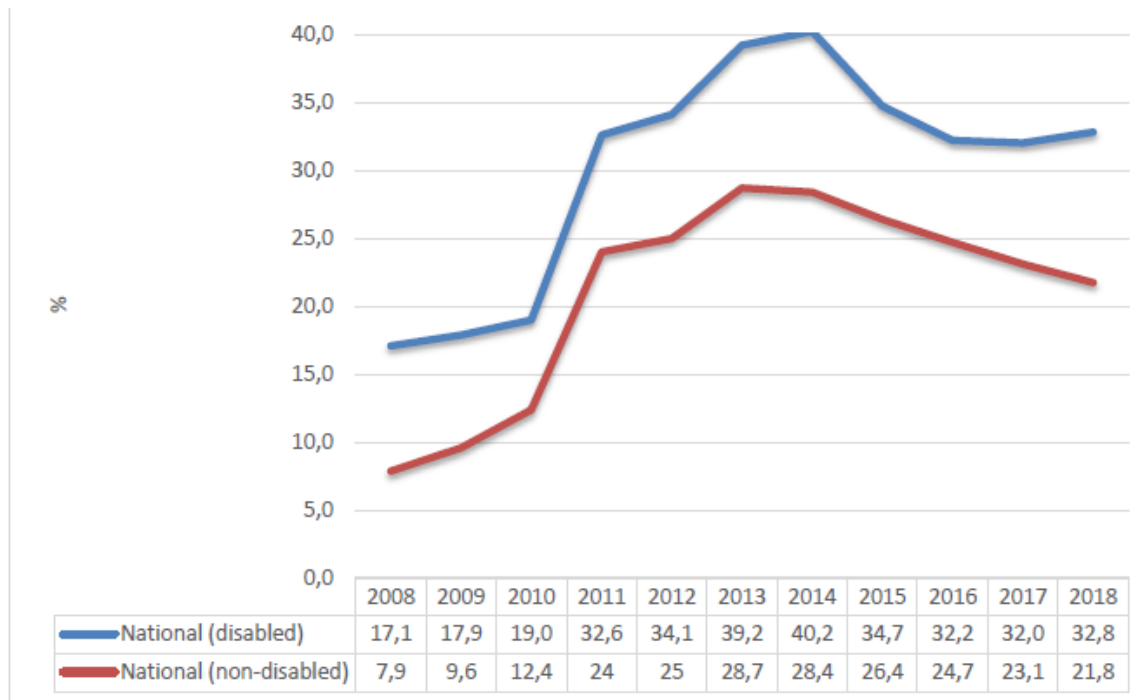


Table 29: Unemployment rates in Greece, by disability and age group. Source: European Semester 2020-2021 country fiche on disability – Greece, p.31



Source: EU-SILC 2018 Release 2020 version 1 (and preceding UDBs)

Table 30: National trends in unemployment rate, by disability status (aged 20-64). Source: European Semester 2020-2021 country fiche on disability – Greece, p.32



In 2019, the disability employment gap in Greece was also higher by 5 percentage points compared to the European average.

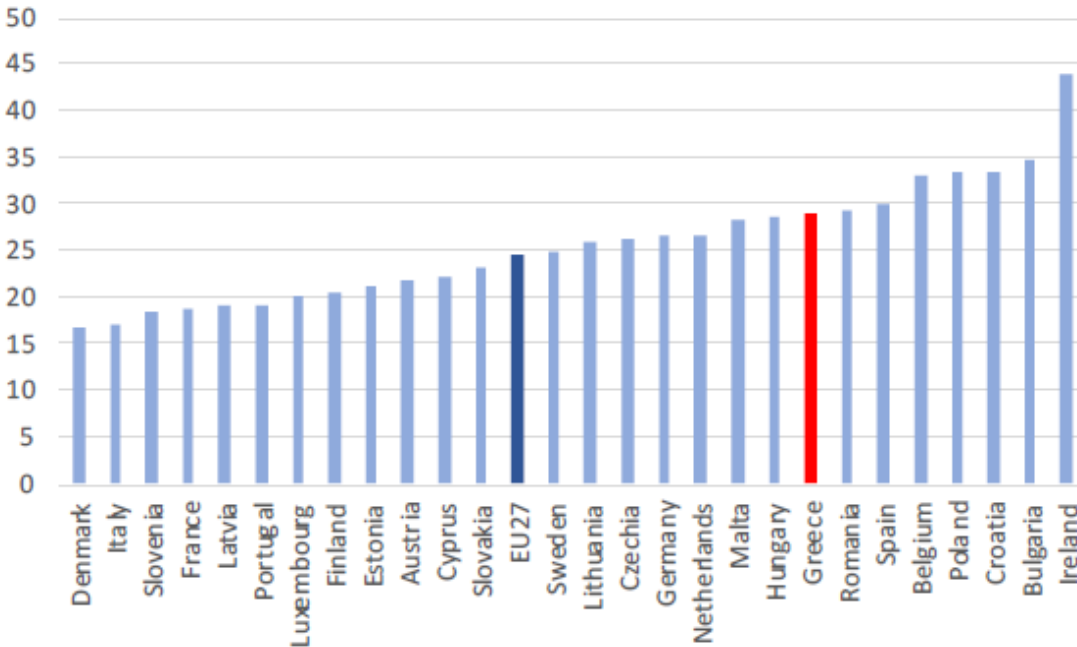


Table 31: Disability employment gap (%), 2019 (Source: Eurostat, EU-SILC)

According to data provided by the Unemployment Registry of DYPA, in 2020, more than 26 thousand people with disabilities were registered, 84% of whom were classified as long-term unemployed, with the average period of unemployment and stay in the Register reaching 5.5 years, while only 2.3% of registered people with disabilities had participated in vocational education and training activities aimed at reintegrating them into the labour market.

In terms of employment statistics for people with disabilities in the GLAM sector in Greece, there is a lack of research in this area and, therefore, there is no available data.

### Comparative summary

The relevance of including people with disabilities has grown in recent years. All five countries in this project with applicable legislation, have passed laws with the primary goals of preventing all forms of disability-based discrimination and promoting participation in the workforce, without distinction or restriction to specific categories of disabilities.

Lithuania has developed incentives primarily for social enterprises to hire individuals with disabilities, whereas in Cyprus, the benefit system of the applicable social legislation has been enlarged to promote different work opportunities have been created specifically for people with disabilities based on their



talents and support requirements. In Austria, the governing structure creates obstacles in implementation of integration of persons with disabilities in the labour market, whereas in Greece, the disability employment gap, was higher compared to the EU average, by 5%. In Italy there have been less systematic approaches to a change in legislation and providing incentives to pursue inclusive employment.

### 2.3 Practices and institutional policies

This comparative report looks specifically into the current status quo in regards to inclusive employment for persons with disabilities, in the GLAM sector.

The vast majority of the professionals working in the GLAM sector are drawn from educated, middle class backgrounds when considering the variety of those working there (with a few exceptions to the rule around the world). Additionally, the industry tends to employ significantly more white people in Europe and the US than black, Asian, and minority ethnic backgrounds. Despite the fact that there are many women working in the cultural field, there is a reported gender pay difference, especially as one moves up the hierarchy. In terms of power dynamics, a middle-aged, white, neurotypical male from a middle class is more likely to be in the driving seat.

In particular for the European continent, there have been several instances of inclusive employment in the GLAM sector in the UK, particularly before Brexit, that are indicative of the European model and area. For instance, the Inclusive Employment Project ([www.step2skills.org.uk/InclusiveEmployment](http://www.step2skills.org.uk/InclusiveEmployment)), which is partially funded by the European Social Fund, can assist unemployed residents of Hertfordshire who have a diagnosed or undiagnosed disability or barrier, such as neurodiversity, mental health conditions, sensory needs, or learning and physical disabilities, into employment, education, or training. Workplace inclusion isn't however mainstream. What follows are examples of inclusive employment in the partner countries of INCLUDED project.

#### Austria

In Austria, the practice regarding social inclusion in the GLAM-sector is very broad and mostly depends on individual and organisational activities. Many local and regional activities focus on awareness raising and the need for inclusive employment. The most important one, as mentioned, is actually the big radio campaign from the biggest Austrian public radio station "Ö3" called "Ich kann das" (I can do that). In short clips people with disabilities talk about their disability and each clip closes with the sentence "Ich kann und will arbeiten" (I can and will work).

Some examples for national bodies and activities:

#### *Österreichischer Behindertenrat (Austrian Council for Disabled Persons)*

The Austrian Council for Disabled Persons is the umbrella organisation representing more than 85 member organisations in Austria. Representing the interests of 1.4 million people with disabilities, the



Disability Council campaigns nationally and internationally for the rights of people with disabilities; some of the following bodies are members of the council. ([behindertenrat.at](http://behindertenrat.at))

#### *Behindertenanwalt (Advocate for the Disabled)*

The Ombudsman for Disabled Persons is responsible for advising and supporting people who feel discriminated against in terms of the Federal Disability Equality Act or the Disability Employment Act.

If the ban on discrimination is violated, there is a right to damages, and in employment law there is also a right to the withheld service. The legal consequences can be sued in court. Before filing a lawsuit, an arbitration procedure before the Ministry of Social Affairs is mandatory. If necessary, the disability advocate advises and supports people with disabilities as part of the arbitration process and can also take part in it as a person of trust if necessary. ([behindertenanwalt.at](http://behindertenanwalt.at))

#### *dabei-Austria (Umbrella Organisation Professional Integration Austria)*

The umbrella organisation for professional integration Austria is the nationwide representation of interests for organisations that offer services in the field of professional orientation and integration for people with disabilities and young people at risk of exclusion.

It represents almost 200 projects nationwide, which are implemented by 96 organisations.

It is committed to ensuring that people with disabilities have a fair professional opportunity to integrate into the general labour market and that young people are given perspectives with regard to their future professional life. ([dabei-austria.at](http://dabei-austria.at))

#### *Jugend am Werk (Youth at Work)*

The association "Jugend am Werk" offers social services for people on a non-profit basis. The goal is to support people in such a way that they can lead an independent and fulfilling life as independently as possible.

"Jugend am Werk" runs numerous centres all over Austria for vocational training and integration, daily life guidance (shared apartments and houses), and it also runs its own small production centres where people with disabilities produce small products for sale.

Finally, the association offers a broad range of consulting and supporting measures and activities for companies in the field of inclusive employment. ([jaq.at](http://jaq.at))



## *Lebenshilfe Österreich*

The association Lebenshilfe Österreich represents people's interests in terms of disabilities, especially of people with intellectual disabilities to achieve more participation, freedom of choice and a self-determined lifestyle and the realisation of an inclusive society. It supports people with intellectual disabilities and their relatives in representing their interests in and with society.

On the basis of the UN Disability Rights Convention, this in a dialogue with

self-advocates, relatives and service providers. The vision of Lebenshilfe is an inclusive society in which all people are recognized and valued in their diversity and differences. (lebenshilfe.at)

## *myAbility.jobs*

myAbility.jobs is the first and largest inclusive job platform in Austria. Job seekers with disabilities or chronic illnesses have the opportunity to apply on equal terms. As with other job seekers, the focus is on skills, not disability.

The services of myAbility.jobs are not only aimed at job seekers with disabilities. myAbility.jobs offers employers the opportunity to receive individual advice and to place their job advertisements on the job platform. Job seekers with disabilities are referred to the possibility of long-term advice from specialist integration services. (myability.jobs)

## *pro mente Austria*

pro mente Austria currently has 25 member organisations, who are employing more than 5.000 people all over Austria. In general, we provide supply care work and services for people who are suffering from mental health issues. We focus on the improvement of high-quality-services towards medical, psychological, social and economic aspects as well as individual, person-oriented care, just as the Human Rights Charta and the UNCRPD tell us to.

The services are, for example, vocational training, supported employment, psychosocial consultation, prevention and care of addictions, day-structuring interventions in employment and leisure, as well as a wide range of residential and housing care. We especially encourage the empowerment of our target group as well as our voluntary helpers. A further important objective is the integration of disabled persons into society. pro mente Austria acts for the requests of its member organisations and tends to the rights of people suffering from mental health problems. (promenteaustria.at)

## *Verein zur Förderung von Arbeit und Beschäftigung FAB (Association for the promotion of work and employment)*



FAB is a non-profit association that creates the conditions for successful and lasting professional integration for people looking for work through qualification, employment, advice and support. As a specialist in the field of labour market integration of people with social or physical disabilities, FAB is active throughout Austria.

Its goal is to increase the chances of those people who have a poor social starting position and to help them to participate as comprehensively as possible in social life. With its range of services, FAB makes a significant contribution to equal opportunities and contributes to a successful and social labour market policy with its range of services. Like its subsidiary TEAMwork GesmbH, FAB is organizationally integrated into the BBRZ GROUP. (fab.at)

### *Zero Project*

In Austria, Zero Project focuses on improving the situation of people with disabilities in the labour market and getting more people into employment. Zero Project in Austria identifies inclusive companies and makes them known. It is funded by the Federal Ministry for Social Affairs, Health, Care and Consumer Protection, it organises company networks and the “Austrian Leading Company Award” for inclusive employment. (austria.zeroproject.org)

### Cyprus

People with disabilities who are looking for work can register as unemployed at the provincial and local offices of the Public Employment Service (PES), whose officials will give them priority. Unemployed persons belonging to vulnerable groups such as people with disabilities are provided with personalised guidance and support in the framework of an individualised approach which includes the development and implementation of an Individual Action Plan. As part of the provision of these personalised services, people are referred to training programmes to enhance their employability and to job vacancies or subsidised jobs created by Subsidised Employment Schemes.

It should be noted that unemployed persons with disabilities are given priority in the referral of candidates to fill hourly positions in the public sector by placing them on the list of Special Cases. There have been initiatives in Cyprus to promote inclusive employment for persons with disabilities, however not specific to the GLAM sector, where it seems that they are mostly excluded. Centres for people with disabilities (Agios Stefanos) as well as NGOs (Cyprus Paraplegic Organisation) are there for these people and help them in any way possible: by providing access to health care, by supporting their education and personal development for entering the labour market, by promoting the need for support to the state authorities.

The Department of Antiquities does not proceed with the construction of projects that would facilitate accessibility to persons with physical disabilities in order not to affect their authenticity, as it follows from the answer of the Minister of Transport, Yannis Karousos to a relevant question of the MP Mr. Michael Giorgalla.



However, the Minister says that the Department of Antiquities and the Ministry of Transport aim to make all archaeological sites and museums accessible to people with disabilities, as part of a scientific assessment of the characteristics of each site. According to the minister, this objective is already being gradually implemented over the past few years, based on the configuration projects for each archaeological site, monument and museum, as well as the preparation of management plans for archaeological sites and studies for museums.

According to the Minister, the reasons why certain areas are not accessible, in the case of archaeological sites, mainly relate to the morphology of the terrain (e.g. existence of underground tombs, uneven natural terrain with a steep slope), while in the case of museums and monuments, they mainly relate to the restrictions imposed by the buildings themselves (e.g. For example, castles or folk art houses), since accessibility works are dependent on the possibilities offered by the monument itself (e.g. size of corridors and rooms, slope of the ground, different levels, character and condition of masonry, appearance and materials of floors, etc.). The Department of Antiquities takes into account the need for accessibility projects not to affect the authenticity of the monuments.

Infrastructure related to accessibility for people with disabilities and provided for in the plans and studies being prepared (e.g. special footbridges and paths, creation of ramps, installation of special information signs, presentation of exhibits, sanitary facilities, etc.) will follow the capabilities of the sites concerned.

There is no mentioning on Inclusive Employment in the GLAM sector in the Third National Action Plan for Disability 2021-2023. The president of the Cyprus Paraplegics Organisation (OPAK) notes the progress but also the shortcomings in actions for people with disabilities in the island. On the occasion of the International Day of Persons with Disabilities which was on December 3, 2020, he elicited in an interview, that “the inability to implement laws and regulations in our country, the lack of sufficient consultation in Parliament and the lack of satisfactory policies to cover the cost of disability in the life of the individual or family. Accessibility to the environment, access to appropriate health and rehabilitation services, the development of policies for home care and better benefit policies remain important problems.”

In his view, a significant positive development in recent years for people with disabilities in Cyprus, “has been the design and operation of a service for independent living by the Cyprus Paraplegics Organisation with the support of the Ministry of Labour and the European Social Fund. Through this project we have been able to offer quadriplegic and paraplegic people, home support from trained caregivers for a wide range of services, from personal care, assistance for study or accompaniment outside the home. With respect and dignity. The aim is to extend it to all people with severe disabilities in our country.”

“In recent years, especially through incentive schemes for the employment of people with disabilities, several people have been recruited and several people with disabilities are employed in their field of study. A serious problem is faced by persons with disabilities who, after becoming disabled, cannot perform their profession, especially those who acquired their disability outside of work. However, it is necessary to create conditions for these people to try out employment in a different sector and it is their



right, if they do not like the new profession they are trying out, to easily return to the status of a recipient of an invalidity pension.”

Some examples for national bodies and activities:

Cyprus Confederation Of Organizations Of The Disabled (CCOD)

CCOD or KYSOA today officially holds the position of Social Partner in matters directly or indirectly related to persons with disabilities and strives to promote measures that contribute to their full participation in the social, economic, political and cultural life of the country.

Neofytos Cultural Organisation

One of the key objectives of Neofytos Cultural Organization is to eliminate as much possible the social exclusion that many people with disabilities experience (<https://en.neofytos.org/>). Their mission includes:

1. Establishment of "Disability Culture" through multiple and varied actions.
2. Eliminating the social exclusion that many people with disabilities experience. Cultural actions have parallel objectives such as the social inclusion of people with disabilities, enhancing the sense usefulness social offering, social awareness and education.
3. Innovative proposals in education and promotion of lifelong learning programs for people with disabilities.
4. Cooperation with international organizations of people with disabilities. Emphasis on cooperation with Turkish Cypriot people with disabilities, aiming at "Peace of Disability".
5. Surveys / Studies to collect quantitative and qualitative data on the level of participation of people with disabilities in all sectors of Cypriot society, on state infrastructures supporting the social inclusion of people with disabilities, as well as on accessibility.
6. "Disability Awareness": various projects aiming at social awareness.

Autism Support Famagusta

Autism support Famagusta was formed by parents and friends of people with Autism spectrum conditions in the Famagusta area of Cyprus. Their mission is to provide high quality facilities which are based on ethical and inspiring opportunities for children and young people with autism.

ADHD Cyprus Association

The ADHD Cyprus is a nonprofit organization that started its operations in Cyprus in 2000. Its members include parents, educators, therapists, health professionals, and other professionals who have shown



considerable interest in attention deficit hyperactivity disorder. The organization offers support and information through seminars, lectures, support groups for parents and adults as well as a telephone line.

Pancyprian Organisation for cerebral palsy kids Agalia Elpidas

“Agalia Elpidas” [Embrace of Hope] “Pan Cyprian Organization “Agalia Elpidas” for parents and friends of children with cerebral palsy and other disabilities” is a Cyprus, non-governmental, non-profit organization, founded in August 2008, (Charity Reg. No 235146). Agalia Elpidas actively advocates the human and social rights of children with Cerebral Palsy (CP) and other disabilities, whilst promoting a holistic approach for their integration and full participation in society and access to public procedures, in order to help them determine their future.

Pancyprian Organisation for Disabled Persons (P.O.A.A.)

P.O.A.A. Limassol Cyprus was created in 1966 and is the first organization for people with disabilities (Amea) established in Cyprus. The main purpose is to promote the demands of the disabled and to secure their rights as they exist in the United Nations amendment.

Today, P.O.A.A. can be found in all the districts of Cyprus. and has effectively contributed to the legislative harmonization amendments with the European Union that promote decent living for the disabled.

## Lithuania

Since they were able to take advantage of the majority of the pandemic-related measures put in place in Lithuania (wage subsidies, compensation for the self-employed, temporary job search benefit, etc.), it can be said that young and older people, as well as people with disabilities and other vulnerable groups, were not left behind during the pandemic (Caritas Europa Lithuania INCLUSIVE LABOUR MARKETS, 2021).

The MSSL and the PES's 2020s established policy, "Wage subsidies for companies declaring idle time due to the quarantine regime," has had a favourable effect on the labour market's diversity. Although there haven't been any explicit evaluations of the efficacy of wage subsidies, the significance of this policy is demonstrated by the large number.

Certain vulnerable groups, like the Roma, do not benefit from anti-discrimination rules and tactics with relation to the labour market (Caritas Europa Lithuania INCLUSIVE LABOUR MARKETS, 2021). Even though it is against the law to discriminate in Lithuania, anti-discrimination legislation have only had a little favorable effect on the situation. According to the Eurobarometer study (2019) (Eurobarometer survey 2019: Lithuania), about two-thirds (66%) of Lithuanians believe that the nation's anti-discrimination laws are only partially successful.

They consider the country's attempts to end all forms of discrimination useless or only somewhat successful (Grigaite-Mockeviciene, 2019). According to research, the most discriminated groups in



Lithuania's labor market in 2020<sup>41</sup> were the Roma, former inmates, and those with mental disorders. As a result, Lithuania is the subject of a new EU Eurobarometer poll for 2019 (Grigaitė-Mockevičienė, 2019).

In general, in Lithuania, most of the content, groups, blogs are about children with ASD and there are also groups created for their parents. Grown up people with ASD do not express themselves a lot in any topic, including employability.

Some examples for national bodies and activities:

#### “Mes spektre”

There is a Facebook group called “Mes spektre” (“We are on the spectrum”).

(<https://asociacija.lietausvaikai.lt/>) It is a closed community of people with ASD, so they do not accept everyone. It can be said that they are discussing various topics there.

#### "Lietaus vaikai"

Lithuanian autism association "Lietaus vaikai" - is a non-profit public organization that unites families raising children with autism spectrum and other developmental disorders, adults with autism spectrum disorders (ASD), and other legal persons - specialists, service providers working in the field of autism.

This association has a YouTube channel (<https://www.youtube.com/@laalietausvaikai5506/featured>) with various content about people with ASD, but mainly about kids.

#### Caritas Lithuania

Caritas Lithuania unites volunteers and professional coordinators for the development of social activities, acknowledges the values of personal dignity, tolerance and active love of every person, and is guided by the principles of solidarity, subsidiarity and justice. The organisation implements the following projects of interest: ‘Candle production workshop’: The aim of this project is to strengthen people’s skills and build on their capacity so that after working in the workshop for some time they are able to get another permanent job. ‘Café Agape’ is another project which recruits people at social risk, namely long-term unemployed persons, who lack work skills to enter the labour market. The café provides catering services. Moreover, there is a project on ‘Integrated assistance for the integration of persons at risk into the labour market’. The project is aimed at helping people experiencing social exclusion to get involved in the labour market. There are three categories of specialists: social worker; employment specialist; and psychologist. The project’s target groups include persons released from prisons; disabled people; the homeless; alcoholics; and families at social risk. The specialists work individually with each participant.

#### Social media stories

There are a few YouTube videos and interviews taken from people with ASD where they are talking about ASD in general and their lives, also problems related to employment. For example:

Tomas has Asperger's syndrome and he talks about it to educate others

<https://www.youtube.com/watch?v=cr6s65qDfQY>

<https://www.youtube.com/watch?v=QWQeilbMGWQ>



Interview with Povilas who has ASD on News radio

<https://www.youtube.com/watch?v=EcNpY2Ccgd4>

Kristina De Witte: The experience of a teacher with autism spectrum disorder

<https://www.youtube.com/watch?v=wWNSekjw8cl>

## Italy

In order to support inclusive employment for people with disabilities, the GLAM sector (Galleries, Libraries, Archives, and Museums) in Italy is rapidly implementing practices and institutional rules. Here are a few instances:

GLAM organizations in Italy may develop inclusive job advertisements that proactively encourage people with impairments to apply. The commitment to equal opportunity and the readiness to provide reasonable accommodations during the application and interview processes may be expressly stated in these job advertising.

Facilities accessibility: GLAM organizations work hard to make sure that their buildings are usable by people with disabilities. To make it easier for employees with disabilities to be included, this entails providing accessible entrances, routes, and restrooms, as well as accessible equipment and aids.

Training and Sensitization: To increase staff awareness and teach them about disability inclusion and etiquette, GLAM institutions may offer training sessions and sensitization campaigns. This increases knowledge and respect for the needs and abilities of coworkers with disabilities and helps establish a friendly and inclusive work environment.

GLAM institutions may create and execute inclusive policies and practices that specifically address the inclusion of people with disabilities in processes like recruiting, promoting, and career development.

GLAM institutions may create awareness campaigns or carry out accessible activities to encourage diversity in their offerings, including their services, exhibitions, and public programs. This could contribute to fostering a more welcoming workplace for people with disabilities who are both employees and visitors.

Adelante Dolmen is a real-world illustration of a social cooperative that generates employment opportunities for everyone, even those who have more difficulty breaking into the workforce. It is a social cooperative that offers long-term employment to persons with disabilities, mainly in the IT sectors, and was founded in Milan in 1997. Around 90 employees are currently employed at Adelante in a variety of roles, including IT help desk, IT planning and provision, software development, and front and back office tasks. In order to hire and train new employees, Adelante Dolmen keeps tight ties with government agencies and offices that are in charge of providing services to people with physical and mental disabilities.



## Greece

There are initiatives implemented in Greece that aim at boosting the employability of people with disabilities, thus supporting their social and professional inclusion and advocating their right to employment.

Some examples for national bodies and activities:

The [Digital Portal for People with Disabilities](#) is the first digital public administration portal that ensures direct and effective access for all citizens to sets of information related to the rights of people with disabilities. The topics presented on the digital portal are structured in four pillars:

- the Coordination Mechanism of Law 4488/2017
- the National Accessibility Authority
- the National Action Plan for the Rights of People with Disabilities (2020)
- the legislation concerning the rights of people with disabilities, as codified in the implementation of the third objective of the National Action Plan for the Rights of People with Disabilities.

In addition, useful links to other public administration websites are provided, and the latest news, announcements and events are communicated, while at the same time, through a special form on the website, a direct channel of communication between the citizen and the State is created.

The [National Accessibility Authority](#) is an advisory body of the State, subordinate to the Prime Minister, for the purpose of providing access for people with disabilities in all areas of human activity. Its mission is the continuous monitoring of issues related to the right of access for people with disabilities and the formulation of recommendations for public policies on issues within its scope.

The [Hellenic Organization of Small and Medium Sized Enterprises and Handicraft \(EOMMEX\)](#) is a non-profit public organisation operating under the auspices of the Ministry of Economy, Competitiveness and Shipping. Its strategic role includes providing various services and support to businesses, including guidance on legal and regulatory compliance, and assistance with recruitment and employment.

The [Greek Ombudsman](#) is an Independent Authority sanctioned by the Constitution. It was established by Law 2477/1997 and started its operation in October 1998. Its organisation, staffing and operation are regulated by Law 3094/2003, as well as the Internal Bylaws, as amended and in force. It has a mandate to combat discrimination and promote the principle of equal treatment irrespective of gender, racial or ethnic origin, family or social status, religion or belief, disability or chronic illness, age, sexual orientation and gender identity.

The [General Confederation of Greek Workers \(GSEE\)](#) is the highest, tertiary trade union body in Greece with a prime purpose of defending all workers' interests in the private sector. To that purpose, it negotiates with the employer unions the signing of national union labour agreements and also has the ability to call all workers of the private sector on strike in case the need arises.



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DYPA implements National Policy programs for promoting the employment of disabled people through funding:

- Businesses for creating new places of employment by employing a person with disability for a 4-year period: the first 3 years employers are funded (full-time: 25€/working day, part-time: 15€/working day) + 1 year which the business is required to sustain the employee within its workforce without being funded)
- Necessary adjustments in the workplace up to 90% of cost with max total cost 2,500€ for each one of the adjustments (e.g. ramps, accessible toilets, accessible work-tables, etc.)
- Disabled people that are self-employed to create small businesses (2 years).

In addition to these programs, DYPA provides specialised services for unemployed persons belonging to Vulnerable Social Groups and in particular for those belonging to the category of Persons with Disabilities (PwD). More specifically, DYPA operates two Special Education training structures that aim at the professional specialisation and socialisation of unemployed people with disabilities and, consequently, at their employment in various sectors of the economy.

The two structures are:

- The Vocational Training School for the people with disabilities of Athens (DYPA) that addresses people aged 18-55 with a disability rate of more than 50%.
- The Vocational Training Centre for Disabled people of Thessaloniki (VTCD) that aims at vocational guidance and vocational training of young people with special educational needs, offering vocational training to 175 young people aged 16-30.

In December 2022, a Memorandum of Cooperation was signed between DYPA and the [Hellenic Association for Asperger's Syndrome](#). Its purpose is cooperation in the planning and development of actions and interventions to mitigate inequalities and strengthen the social group of people with Asperger's Syndrome so that people with high-functioning ASD can play an active role in society and the economy. More particularly, the cooperation includes:

- The interoperability of the web systems of the two institutions in order to make use of the jobs notified to DYPA
- The organisation of information activities and meetings, workshops, conferences, events, and seminars of a workshop nature, in fields of common interest related to labour market developments in general, with the participation of the target group and the human resources of DYPA
- Exploring the possibility of meeting some of the Association's housing needs by providing suitable premises for the Association

There are initiatives implemented in Greece that aim at boosting the employability of people with disabilities, thus supporting their social and professional inclusion and advocating their right to employment.



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Such an initiative is the '[Workability – Promoting employment for Persons with disability in Northern Greece](#)' project that was funded by EEA Grants in the frame of the Program 'Diversity, Inequalities and Social Inclusion' and by the Greek National Program of Public Investments. It aimed at understanding how people with disabilities have been affected by the financial crisis in Greece, promoting an approach for addressing exclusion in employment, developing practical tools concerning employment for people with disabilities, and fostering networking, discussion and exchange of knowledge through its activities.

Another initiative is the project '[DikaiomA](#)', implemented in the framework of the Active Citizens Fund project and coordinated by the Association of Parents, Guardians and Friends of People with Autism of Larissa. This initiative seeks to create an easy-to-use Web-based legal basis for the codification of legislation relating to people with ASD, which will provide information and support to a set of connected user stakeholders. In the context of this project, the data will be updated at least annually or upon significant changes in the institutional framework of the existing legislation. The online legal basis will be accompanied by awareness-raising actions for public officials who manage issues related to the rights of people with ASD (Community Centres and social services of municipalities), actions to present the platform combined with awareness-raising actions on rights issues, and awareness-raising actions for people with ASD with high cognitive potential to understand their rights and acquire self-advocacy skills using the content of the platform.

The Erasmus+ project '[PATHWAYS – Participation To Healthy Workplaces And inclusive Strategies in the Work Sector](#)' is also an initiative aiming at providing the first steps to work towards a more inclusive labour market in which people with chronic diseases and mental disorders can meaningfully participate.

The EU project '[JOBS4ALL](#)' is another example of an initiative seeking to improve the employability skills of young people with disabilities (YPwDs) through the use of VR, build a business community towards enhancing the work opportunities, and foster structural dialogue between businesses, Youth Organisations, Training Facilitators, Primary Schools and people with disabilities.

### ***Academic articles***

As far as academic research on the topic of inclusive employment is concerned, in 2021, Eleni Rachanioti, Stergiani Giaouri, Eleni Laskaraki and Anastasia Alevriadou (University of Western Macedonia) wrote a paper on employment barriers for individuals with Intellectual Disabilities in Greece. The paper was published on the '[Journal of Intellectual Disability - Diagnosis and Treatment](#)'.

[Diverse People in Diverse Businesses: Creating an Ecosystem around Inclusiveness](#) is an article by Eleftherios Foivos Vasilopoulos (Department of International and European Studies, University of Piraeus) that is focused on the importance of creating an ecosystem around inclusiveness for people with disabilities.

Another research article ([Experiences of workers with disabilities receiving supported employment services in Greece](#)), published in 2019 on the Journal of Intellectual Disabilities, conveyed the experiences of workers with intellectual disabilities that have benefit from supported employment services in Greece.



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[Employment Status for People with Disabilities in Greece](#) is an article, published in 2012, that examines the current and past employment status of people with disabilities in Greece, the field and the duration of employment as well as the importance of several factors contributing to job-seeking.

One last article, at a national level, is '[Experiences of workers with disabilities receiving supported employment services in Greece](#)' that aims at exploring the experiences of workers with ID or mental health conditions who received supported employment services in Greece.

At an international level, the article '[Inclusive Communication Model Supporting the Employment Cycle of Individuals with Autism Spectrum Disorders](#)' published on the International Journal of Environmental Research and Public Health, aimed at identifying and analysing the possibilities of modifying the communication processes around recruitment, selection, onboarding, and job retention to address the specific characteristics and needs of people with disabilities.

Addressing people with ASD, '[Employment Practices with People with Autism Spectrum Disorder in the Digital Age](#)' (Mpofu et al., 2019) seeks to provide new insights on theoretical framing of employment support interventions for people with ASD, including the interface between behavioural-gradient, structural-infrastructure, and psychosocial factors in vocational development with individuals with ASD.

### ***Stories of people with ASD***

A very interesting interview, carried out by [nevronas.gr](http://nevronas.gr), gave the opportunity to 5 Greek young adults with ASD to express themselves on the topic, share their dreams, talk about how ASD has affected them in their educational and social life since they have been diagnosed, their family's support, and the difficulties they encounter.

You can watch the video (in Greek) at [INTERVIEW | 5 autistic adults... have a lot to say!](#)

[nevronas.gr](http://nevronas.gr) is a digital space (home) that embraces people with disabilities, emphasising their skills, giving them a voice, and including them as active members of society. The website hosts, among others, news, articles and interviews for people with disabilities, with a focus on ASD. More specifically, [Autism Stories](#) provides stories of people with ASD and events that aim at awareness-raising for the whole society on the topic.

Another interview (available in Greek on YouTube) is the one of Michael Roussos who talked about autism, the challenges, everyday life, burnout, the three-dimensional way of thinking and his love for cooking and drawing.

You can watch the interview at '[I am an autistic person and my life is not easy](#)'

In the context of the '[Workability – Promoting employment for Persons with disability in Northern Greece](#)' project, the consortium conducted interviews with employees, employers and freelancers with disabilities who described their work experience, any difficulties they face, professional development, and other topics on their employability.



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The interviews are available at [Policies and good practices at EU and international level](#) (pages 26-41).

The association '[AGAPI](#)' in Chalkida, on the occasion of the International Autism Awareness Day, wishes to highlight the need for the acceptance of autistic people by the local society and to make our fellow citizens help in this effort. Through the award-winning short film '[ROUTINA](#)' by Dimitris Antzous and the amazing performances of Fotini Demiri, Takis Papamatthaiou, Jason Papamatthaiou, Yannis Grandis and the other actors, the audience is transported to the Greek reality of life with autism.

The Greek TV channel 'Alpha TV', in 2017, aired the remake of the British TV series '[The A Word](#)' based on the Israeli series [Yellow Peppers](#). The series follows a young boy and how his family cope with the revelation that he has [autism spectrum disorder](#). The Greek version of the series is called '[The Word You Don't Say](#)'.

Focused on social inclusion, 4 remarkable young Greek individuals who are on the autism spectrum have started the socially co-operative enterprise '[S3](#)' to produce and market granola bars with an aim to link special school students' education with professional skills, and ensure that they graduate with a strong vocational background.

Civil organisations that engage in inclusive employment for people with disabilities

[Greek Carers Network 'EPIONI'](#) is a national non-profit organisation that supports informal carers for mental health issues and chronic diseases. Among other activities, it organises info events on various health issues of interest to carers, develops learning platforms for patients and caregivers, conducts awareness campaigns to highlight the contribution of informal carers to the national health and welfare system, and lobbies local authorities in Greece to institute care-friendly policies.

On the occasion of the World Autism Day, EPIONI organised in 2022, an informative event entitled '[Living with Autism – Good Practices for Adults with Autism](#)' with a focus on the need for patients and their families to use modern technologies in order to get better support. The online event hosted interesting interventions such as an analysis of the relationship between people with autism and technology, the important issue of the transition to adulthood and the prospects of professional integration, and the Erasmus+ project '[Inclusive Digital Academy \(IDA\)](#)' about strengthening the digital skills of adults with disabilities.

The [Greek NET of Service Providers for Persons with Disabilities](#) is a non-profit organisation that was created to represent nationwide all the bodies that care for and provide services for the physical and mental health and lifelong education of children, adolescents, and adults with disabilities. The NET represents its members as an interlocutor in any consultation with government agencies, organisations for people with disabilities and any other social sector that can assist the NET in its actions. One of its areas of work is supporting employment for people with disabilities.

[Margarita VTC](#) is a specialised centre for vocational training and employment for people with intellectual disabilities. Its mission is to improve the lives of people with mild and medium intellectual disabilities (PwID) by increasing their inclusion in the society through their employment. Besides its activities,



Margarita runs a shop, called [13m2Gallery](#), in which people with intellectual disabilities are getting trained in real working conditions.

Margarita created [ERGASIAMOU](#), the first job search platform for people with intellectual disabilities in Greece. Its objectives are to enable people with intellectual disabilities to find a job that suits them, and, at the same time, enable employers to find employees with talents, skills and a strong will to work.

[Theotokos Foundation](#) is a non-profit welfare organisation (private law entity) that provides prevention, holistic intervention and rehabilitation services for people with Intellectual Developmental Disorders & Autism Spectrum Disorders, from early childhood to young adulthood. Regarding young adults aged 20 - 35 years, vocational training is also provided.

The [Hellenic Association for Asperger's Syndrome](#) is a non-profit association that was founded by a group of scientists, parents and friends of people with autism in order to contribute to the recognition of the diversity of the group of citizens with high-functioning autism and Asperger's syndrome. It developed the '[JobsLink](#)' platform, with funding from the 'Greece 2021' Committee, aiming to facilitate the integration of people on the autism spectrum into the workforce. The interactive platform connects the potential employee with the employer through a properly trained mentor-intermediary. It is a structured and highly staffed system, thanks to which a real window of opportunity and utilisation is opened for these citizens who are currently excluded from the labour market. The platform is currently in pilot implementation, but its founders invite interested parties to come on board and register in order to create a registry. All registrants will receive a message at the launch.

The [Association of Parents, Guardians and Friends of people with Autism](#) is a certified service provider for people with disabilities. It is the only active parents' association that provides support and education services to disabled people in the county of Rethymno (Crete) and has approximately 200 members. In 2021, it organised a webinar entitled '[Inclusion at Work for People with Intellectual Disabilities. Learning from Crete](#)' within the framework of the Erasmus+ project '[Day Centres Without Walls](#)'.

The [National Confederation of Disabled People Greece \(NCDP\)](#) is an umbrella organisation representing the disability movement in Greece. Its main mission is to combat discrimination against disabled people and protect the rights of theirs and their families. The Confederation, as the most representative organisation of people with disabilities, participates in decision-making centres and represents people with disabilities in the dialogue with the Greek State. It draws up an action plan, exercises systematic control of legislative regulations and provisions, and submits its proposals to the Greek State on issues such as education, vocational training, employment, the information society, and accessibility.

[autismap](#) is an initiative of the non-profit organisation '[Centre for Children and Adolescents](#)'. Its aim is to improve the quality of life of people with autism, promote their social inclusion, enhance their accessibility to appropriate structures and services, improve the quality of services provided, inform the wider community, and combat stigma.



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The [Greek Society for Autistic Persons \(GSPAP\)](#) is a Charity Association whose purpose is to work for the rights to life of autistic persons. Its actions focus on information society, support for families of people with autism, and intervention for establishing services and structures of the state.

[M.A.N.A.](#) is a private initiative of parents with children with special needs to create a space to enjoy life to its fullest. It is a place of understanding with expertise in keeping children with special needs entertained and tending to their vocational rehabilitation by improving their skills and cognitive abilities required in their daily lives. For that reason, M.A.N.A operates a café at its premises staffed by those same children with special needs. The café helps them train and learn new skills and at the same time to work in it serving their customers.

[Support & Social Care Center for People with Intellectual Disability \(ΕΣΤΙΑ\)](#) is an association that offers training workshops and every year more than 80 service users identify their strengths and develop new skills to access employment. It promotes inclusion and makes sure that its service users will have access to community as an equal member of the community in a national and European level.

[Next Stop](#) is a Special Purpose Social Cooperative Enterprise (Social Cooperative Enterprise) (Inclusion of Vulnerable Groups in the Labor Market) in Thessaloniki that aims at distinguishing and defining the needs for the smooth integration of its members and employees into the labour market, through a period of preparation and practice. The majority of the employees are deaf and hard of hearing.

[Myrtillo](#) is a Social Cooperative Enterprise with a Special Purpose based in Athens. It seeks to support disadvantaged people, not in the form of 'protected (and often meaningless) employment', but of a dynamic entrance into real life and real work. It promotes cooperation between the most advantaged and most disadvantaged social groups, which can bring great benefit to both, as the special talents of both come to complement one another. A final goal is to raise social awareness in relation to the practical support of people with disabilities. These goals are fuelled by the hope that the labour market will soon open its doors to vulnerable groups when it realises how much important work they can offer and how their particular talents can be exploited. At this moment, 90% of those who work in Myrtillo belong to vulnerable groups (persons with disabilities).

Myrtillo, apart from its main activities as a cafe and arts centre, arranges on a daily basis events of all kinds (seminars, conferences, book presentations, theatrical performances, concerts, exhibitions, parties, anniversaries, celebrations, bazaars, small festivals) indoors and outdoors.

Moreover, Myrtillo puts its emphasis on human values and the human person. Therefore, those who work with Myrtillo have received an integration training by specialists and had to learn a job that will secure for them a living, but also a job that will give them the joys of sociability and a sense of creativity. At the same time, many University students, graduates and post - graduates from the departments of Psychology, Occupational Therapy, Paedagogics etc are given the opportunity to work as volunteers and do their practice at Myrtillo.



## Part 2: PRIMARY RESEARCH

### Case studies

In this part of the comprehensive report, the intention was to grasp more insights into the stories of persons with disabilities and HR staff working in the GLAM sector. Specific guidelines were developed and shared with the partners (See Appendix 1), whereas a dedicated semi-structured interview protocol and templates were used, to facilitate data collection and analysis (See Appendix 2). A total of 13 interviews were conducted during January-February 2023, in all partner countries, at least 2 in each partner country and 4 in Austria, 2 for each partner organisation. It should be stated that, due to the sensitive nature of the subject and social stigma, there were significant challenges to recruit participants for the interviews. The main target groups were:

- HR-decision makers in the national GLAM sector
- Adults with ASDs, working or looking for employment in the GLAM sector.

The following sections present the summary from these interviews in the form of stories-case studies.

### Austria

Four interviews were conducted, all with GLAM professionals, one of them with a minor disability.

The conducted interviews prove the described situation of broad possibilities in inclusive recruitment processes at all levels like financial support, personal assistance and many more, but all interview partners underline that reality shows a totally different picture. The conducted case study with one minor disabled lady fully underlined these findings. She told about problems with her HR-office and existing prejudices in the field of inclusive employment, especially in hiring people with mental disorders/disabilities. Her university tried to employ a man but quit the contract after a short period of time. One lady told about successful cooperation between local libraries and support centres for people with disabilities. But the success doesn't base on national strategies or recommendations, it depends on the personal openness of each single actor.

The most important finding of all interviews is that social inclusion in Austria exists in theory and in many documents (laws, regulations, recommendations...) at all levels but reality is different. Many public bodies are more or less "forced" to hire some people with disabilities but they "prefer" people in wheelchairs instead of people with ASD. Especially companies prefer paying extra taxes instead of hiring people with disabilities.

Summary of the four interviews conducted, two per Austrian partner organisation in the project.

### Case studies AT01-03

Item	Topics/Notes
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## Demographics

### Case study AT01:

*Female, secondary school, head of library in a municipality since 2016, part time employee, leads a team of 14 volunteers*

### Case study AT02:

*Male, university degree in history, head of a museum which is a part of a bigger group of museums led by the regional government.*

### Case study AT03:

*Female, 57, doctoral degree in linguistics, active in adult education since 2000, managing director of the regional library association for public libraries which are mostly financed by municipalities or churches.*



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## Subject Knowledge

### Case study AT01:

*Impossible to hire full-time employees in public libraries in cities and villages, most of the staff are volunteers, just some who work in bigger cities are part time employees; aware of financial fundings for hiring people with disabilities, but the municipality is responsible for it.*

*An inclusive workplace should be open but in reality it misses because of many prejudices and the basic mindset; it takes courage from both sides.*

### Case study AT02:

*He is aware of financial fundings and further supporting measures like special guidance and infrastructural arrangements which are funded by the Austrian government and the labour market service.*

*Inclusion is a nice word but in reality it's so difficult for a manager to coordinate the onboarding process which takes much more time and energy for the whole institution.*

### Case study AT03:

*There are no concrete objectives in inclusive employment based on legal definitions. The regional government gives money and support and some recommendations. Inclusion is often reduced through architectural and infrastructural measures.*



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## Institutional approach

### Case study AT01:

*People with disabilities do not have a lobby behind them and there are no fixed numbers related to inclusive employment; the institution doesn't want to hire people with mental disabilities, it's too stressing; 2 people with minor physical disabilities work in the municipality.*

### Case study AT02:

*The regional government forces hiring people with disabilities and there are some employees working in the museum, but in the background and not in the daily contact with clients; they do conservation work etc., he tries to find people with disabilities for being employed but it is very difficult because of different issues; it takes a lot of time to instruct them and to guide them and this is not possible besides the regular job.*

*The museum itself is built and the rooms are created for visitors with disabilities but working there is a different side of the coin.*

### Case study AT03:

*From 2013-2015 there was a focus on inclusion by organising trainings and seminars for issues of awareness raising. People with mental disabilities can be employed just in big libraries, it's impossible in smaller ones. They can do work which is not changing like the conservation of books or cataloguing, but not work behind the main desk dealing with clients.*

*Actually, one small library in the southern part of Styria regularly cooperates with an organisation called "Lebenshilfe" which supports people with disabilities because both organisations are located in the neighbourhood. One other cooperates with a house for older people but they are not mentally disabled. Finally, it's in the decision of each single head of the library.*

*Furthermore, meeting with stakeholders are scheduled but it needs financial support by the regional government.*



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## Intentions

### Case study AT01:

*The target group has to become more visible and it takes more financial fundings and pressure for hiring people with disabilities; people have to talk more about it and it takes openness within the team; main barriers are existing prejudices and missing idols; it takes more awareness raising.*

### Case study AT02:

*It needs more support than just money or other infrastructural measures; it takes intensive support by associations who are directly working with people with (mental) disabilities. Otherwise full social inclusion will fail.*

### Case study AT03:

*Libraries are rooms of communication and it takes the needed atmosphere which often doesn't exist. Social inclusion is a topic which has to be put on the agenda urgently and this can only be done by best-practice examples which are very rare. The overall strategy for smaller libraries in this regard is still missing and it takes the social resort to make this dream reality.*

## Case study AT04

Item	Topics/Notes
Demographics	<i>Female, 50, university degree, 20 years working in libraries, actually in the library of a big university of applied sciences as a senior librarian and head of decentralised part of the library, minor physical disability.</i>



More about the disability	<i>Doesn't want to talk about the disability, it's too private for her; she talks about other examples in her professional environment.</i>
Stories	<i>She worked with a young man with ASD in the library and he needed detailed information about what to do, how, and when. In general, she just knows people with minor physical disabilities working in the different libraries of the university. The university prefers to pay a fee to the government instead of hiring people with disabilities; it's easier.</i>
Recommendations	<i>Case study AT04: Because of the fact that most universities don't have strategies for inclusive employment it takes more awareness raising in the HR-departments. Universities pretend to be inclusive, but they aren't. It needs much more awareness raising, especially in the group of decision makers and concrete strategies for inclusive employment.</i>

## Cyprus

The situation in Cyprus is one where there is social stigma for persons with disabilities and the recruitment processes in the GLAM sector are non-existent and thus this category are excluded from job opportunities in the sector. Three interviews were conducted, two of which involved GLAM professionals and 1 with a person with mental disabilities, self-identified as belonging in the Autism Spectrum.

### Case studies CY01-02

Item	Topics/Notes
Demographics	<p>Case studies CY01 and CY02</p> <p><i>Female 1, 42 years old, managerial position, permanent employee - recruiting volunteers only for the Museum , drawing on experience from previous workplace though as well at the Department of Antiquities</i></p> <p><i>Female 2, 28 years old, working at the Department of Antiquities, with degree in History and Archaeology</i></p>
Subject Knowledge	<p>Case studies CY01 and CY02</p> <p><i>Have never had a colleague in GLAM that they know is neurodivergent</i></p> <p><i>1 of the 2 has a boy in the autism spectrum, so is sensitive on the matter and knows more in depth information about what are the challenges and what could be troublesome for neurodivergent people in a GLAM environment, such as their</i></p>



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	<i>hypersensitivity, feeling overwhelmed with crowds.</i>
Institutional approach	<p>Case studies CY01 and CY02</p> <p><i>No institutional agenda - policy in place</i></p> <p><i>not aware of any in general for the GLAM sector in Cyprus</i></p> <p><i>Consider that it would be very challenging for a neurodivergent person to find employment in the GLAM sector, since there are only few places available, there is a list and the appointment may take up to 10 years for instance in the antiquities.</i></p> <p><i>When they employ someone, they usually want them to be able to multitask, so it would be a luxury to hire a neurodivergent person, who could not be able for instance to do certain responsibilities in the role description.</i></p>
Intentions	<p>Case studies CY01 and CY02</p> <p><i>They would be interested to have a neurodivergent person as an intern, and would be respectful to their own challenges, could work around a flexible schedule</i></p> <p><i>Unfortunately, they don't have funds to employ people in general, so the same applies for neurodivergent people</i></p> <p><i>It would be great to have legislation in place for employment of neurodivergent people, but don't see this happening in the foreseeable future.</i></p>

#### Case study CY04

Item	Topics/Notes
Demographics	<i>Female , 25 years old, has not finished highschool and attended 4 university courses, not completed due to disabilities. Has A levels in different subjects and works primarily on a voluntary basis in a care home for the elderly since 12 years old, this is the only stable job she has had in her life. Her dad is a shareholder in the care home. Has applied and worked very briefly in other occupations, eg. furniture store.</i>
More about the disability	<p><i>ADHD, not officially diagnosed with all, receives medications daily, PTSD</i></p> <p><i>Psychosis,</i></p> <p><i>Symptoms include extreme pain tolerance, hypersensitivity to loud noises</i></p> <p><i>Has frequent emotional breakdowns.</i></p> <p><i>She has difficulty comprehending time and thus it is not easy to plan ahead.</i></p>



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	<p><i>Hyperfixations - hypersensitivity to intense body language.</i></p> <p><i>As a neurodivergent person, she often feels lost in space, cannot be practical. Every day is an uphill battle.</i></p> <p><i>Her disability is her superpower, she would like people to address her as a neurodivergent person.</i></p> <p><i>She doesn't introduce herself and immediately the disability</i></p> <p><i>She doesn't prefer to be around neurodivergent people only, as each of them have their own challenges and there could be a conflict on what triggers each neurodivergent person. However, she feels comfortable being around them, as they understand her.</i></p>
<p>Stories</p>	<p><i>She has been bullied in numerous occasions, at school and in workplace</i></p> <p><i>Has had emotional meltdowns and her employers fired her.</i></p> <p><i>She never sought employment in the GLAM sector.</i></p> <p><i>Feels overwhelmed in crowded places and thus it would be challenging to work in a GLAM space</i></p> <p><i>Due to her hypersensitivity to sounds, she feels overwhelmed in galleries etc. so she doesn't visit these places frequently.</i></p> <p><i>She would not be able to lead large groups in a museum context</i></p> <p><i>However, she could be a curator or take care of exhibitions, when she becomes attached to a thing or being given the task to protect/preserve it, due to her neurodiversity, she could safeguard it with her life - so, she could work in the conservation area, as she is also very artistic and organised. She complements her colleagues and due to being so organised and efficient beyond average, she could offer a lot to any workplace.</i></p> <p><i>GLAM spaces don't feel welcoming to neurodiverse people.</i></p> <p><i>In general, there is no institutional policy she is aware of, nor legal framework for employment of neurodiverse people.</i></p> <p><i>She is disappointed and feels like the white collar, 9-5 job routine established, doesn't address neurodiverse people in any way.</i></p> <p><i>She has experienced discrimination, as she has applied in one occasion twice for the same role, with the exact same CV, in one of the two cases, not disclosing her disability. She was asked for an interview only in that instance, when she did not mention her disability.</i></p> <p><i>She would love to have a fulfilling job.</i></p>
<p>Recommendations</p>	<p><i>The culture towards neurodivergent people now takes front stage, but a lot needs to be done in practical terms to make up for the status quo and bring a change in mindset.</i></p> <p><i>Neurodivergent people's rights should be protected, displayed, respected.</i></p>



*In recruitment processes, in every day work obligations, in allowing for neurodivergent people with space and time to breath when they feel overwhelmed, or to take a different route, a day off.*  
*Federal initiatives, legislation, should be pursued*  
*Above all, it is really important tha neurodivergent people have opportunities to work.*  
*Give them a chance, as they love to serve others.*  
*They have so much to give.*  
*It is important to understand that for neurodivergent people to work with other people, it takes a symbiotic relationship to make everyone’s work easier.*  
*It is critical to raise awareness on the matter and what neurodiversity is.*  
*She doesn’t predict major legislation changes unfortunately.*

**Lithuania**

The situation in Lithuania is one where there is social stigma for persons with disabilities and the recruitment processes in the GLAM sector are scarce. The two interviews conducted, involved one GLAM professional with a special education background and one with a person with disability, and elicit information into their experiences.

**Case study LT01**

Item	Topics/Notes
Demographics	<p><i>Female, 50 years old, born in Moscow but lives in Lithuania about 30 years.</i></p> <p><i>She finished studies in Special education, so she is very interested in topic related to people with disabilities.</i></p> <p><i>She started working in library in 2004 as a librarian and at the moment is the Deputy director at the same library. In total she works 19 years in GLAM sector.</i></p>
Subject Knowledge	<p><i>She personally does not know specific laws related to the employment of disabled people. She thinks that procedures are more or less the same. She only mentioned that there might be some rules regarding adaptation of the workplace to a person with a disability.</i></p> <p><i>She does not know about recruitment procedures because people with disabilities who work at the library at the moment were</i></p>



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	<p><i>recruited years ago and she had nothing to do with that at that moment.</i></p> <p><i>She believes that in Lithuania disabled people are discriminated if talking about recruitment procedures.</i></p> <p><i>She said that for example if someone is or becomes disabled, employers try to find a way how to fire such people because they are no longer able to perform their duties. She also added that a person with a disability also has to make some sacrifices and adapt himself to work as much as possible.</i></p>
Institutional approach	<p><i>They do not do anything special. To them the most important is knowledge, competences, education of the person. For example, if a person with disability will be more competent for the job, she/he will be chosen rather than person without disabilities and without competencies or knowledge needed for the job position.</i></p> <p><i>Everything is determined by the abilities of the person.</i></p> <p><i>While talking about autism disorder she added that if a person has mild autism, it is not a burden to work in a library, but she admitted that the team should also be prepared to accept such people.</i></p> <p><i>In general, they are not looking for people with disabilities and do not analyse law related to recruitment procedures. Their employees with disabilities have been working in the library for a long time so she does not know how they were recruited.</i></p> <p><i>She also added that in this library decisions are made by the director, but as she mentioned before they look at the level of education, not disability.</i></p> <p><i>Currently, there are two people with disabilities. One person has movement disability, another person has dwarfism.</i></p> <p><i>She mentioned, that a lot of trainings take place in libraries, especially because of learning how to welcome visitors with disabilities. Also, some time ago there was a special program to develop competences on how to deal with person's disability.</i></p> <p><i>This library implements the concept "Library for all" and not only creates and provides services for people with disabilities, but also informs the public and develops tolerance. The screening of a film about people with autism spectrum disorders was organized in the library, with the aim of introducing people to the life of disabled people. This is an indirect way of informing the public.</i></p>



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<p>Intentions</p>	<p><i>She thinks that obliging an employer to employ disabled people would be difficult, the most important to them is knowledge and competencies the person has. She added that perhaps it is necessary to inform employers more about recruitment procedures. Also, employers are not aware of what professions are chosen by people with disabilities, what kind of knowledge they have. She thinks that there is not only a problem in society, but people with disabilities also have problems, because they have been hiding for a long time, and now they need to be taught to be more active and outgoing.</i></p> <p><i>A volunteer campaign for people with disabilities took place in the library, but the disabled people themselves were not interested or were afraid to come. This library is open to participating in various programs and always take part whenever they can. She concluded that maybe the library should also take steps to accept more people with various disabilities.</i></p> <p><i>The library staff accepts colleagues with disabilities and equality is supported in recruitment procedures. She said that there is a general agreement between the employees and they do not expect that their disabled colleagues will do some things which they are incapable to do. They also had open discussions about it in the past.</i></p> <p><i>When she talked about her library, she said that the problem is that people with disabilities do not even come. But on the other hand, maybe the library needs to advertise more that they are open to people with disabilities. She added that they are willing to help people with disabilities and has a positive attitude towards them.</i></p>
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### Case study LT02

Item	Notes
<p>Demographics, more about disability</p>	<p><i>Female, 23 years old, lives in Šiauliai. At the moment she works as a cleaner (a few hours per day), also volunteers at "Maisto bankas" ("Food bank" - charity and support fund), also she attends „SIC Social Workshop“, plays soccer, likes to walk and travel. She has autism spectrum disorder.</i></p> <p><i>She said that it is necessary to educate the public through social networks, through public space, because there is a lack of</i></p>



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	<p><i>information. People are afraid of those who have disabilities and do not accept information, they need to be educated to become more open.</i></p> <ul style="list-style-type: none"><li>• <i>Sometimes has emotional breakdowns,</i></li><li>• <i>She has difficulty comprehending time</i></li><li>• <i>Sometimes to her is difficult to understand the main idea what someone tries to tell her</i></li><li>• <i>Sometimes is unable to concentrate for longer period of time.</i></li></ul>
Stories	<p><i>She cannot work full day due to her disability and this is the problem to employers because they need to pay full taxes and she cannot work full time.</i></p> <p><i>She would like to work in a library but she hasn't tried to apply for this position because she didn't dare. First, she would like to volunteer to see if it would be a good fit and if she would really like to work there.</i></p> <p><i>She tried to send her CV and get a job at several places, but she couldn't work full time due to her disability so they didn't hire her. Once she had a job interview with the director of the company but he rejected her, and after that she felt very disappointed and sad.</i></p>
Recommendations	<p><i>GLAM sector and other sectors need to educate employers to accept all kinds of people with different disabilities and be more flexible towards their disability and needs, also run volunteer programs so that people can try new jobs.</i></p> <p><i>Non-disabled people need to communicate more, because good things happen when there is a communication. It's important to ask whether people with disabilities need help and how to help. She said that it is important to find a common connection.</i></p> <p><i>Colleagues should offer help but no special attention is needed. In general people need to talk more to disabled people, they need to accept them, not to be afraid to communicate.</i></p>

## Italy

In Italy, the stories refer to the experiences of persons with disabilities and there were significant challenges to conduct the interviews.

### Case study ITO1



The respondent lives in a family home together with other people with mental disability. The aim for being housed, is a partial recovery through a psychosocial rehabilitation process which include, among other activities, job orientation and training.

To conduct the interview it has been necessary to have a gatekeeper which has supported the researcher to simplify questions and interpret the replies.

It is important to note that in the context of Campobasso, and more in general of Molise Region, is not friendly about the project's core topic, since the rehabilitation path and job orientation of people with disability usually do not include the GLAM sector. This is why the project would represent a positive asset for our context. It would provide a different perspective about job inclusion introducing new possibilities in a job field which is not often considered.

Item	Topics/Notes
Demographics	<i>Adult man around 35. living in a family house hosting people with mental disability. low educational background, no work background.</i>
Subject Knowledge	<i>Lack of knowledge about the glam itself but he can recognise the discriminations and stereotypes/prejudice. Low working experience also due to the lack of opportunities (family house is in a village with less than 1000 inhabitants)</i>
Institutional approach	<i>Job orientation is part of the rehabilitation of the person. it is focused on soft skills and attitudes. The family house also provides training.</i>
Intentions	<i>Willing to learn more about the sector itself but also on the project. Awareness about the need of trainings. He will maybe be part of the piloting project phase.</i>

### Case study ITO2

Item	Topics/Notes
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Demographics	<p><i>Male, around 40. graduated, working at the Soprintendenza in Campobasso</i>  <i>Soprintendenza is a Ministerial body which manages a number of cultural sites in each Italian region.</i></p>
Subject Knowledge	<p><i>The knowledge is institutional (rules, laws about job inclusion) but lacks specific knowledge and soft skills in regards to GLAM.</i>  <i>He works at a public body and is not aware for specifics in regards to legislation and provision for inclusive employment, except for very few notions. He is aware that the Italian law reserves some workplaces in public competition for disabled people. According to the law, workers with disabilities registered in the appropriate lists and rankings have the right to reserve places within the limits of the overall quota of the obligation and up to 50% of the places available.</i></p>
Institutional approach	<p><i>In the public sector the general attitude seems to be aware of the law. Lack of attitude in the “substantial” part of the issue.</i>  <i>The effort stops in what is simply to comply with legal obligations. However, the interviewee suggests that an inclusive workplace is one in which we grow together and produce while taking into account the abilities and possibilities of others. He has witnessed institutional biases and discrimination in the GLAM sector. He knows there are some people with disabilities working at the museums they manage at Soprintendenza, but is not familiar with the numbers.</i></p>
Intentions	<p><i>He would like for his workplace to be more inclusive, but at the moment he perceives they are not inclusive; he claims that they are not trained and don’t have notions collectively as staff to be considered inclusive. People with disability work with us but in work positions which require low skills (i.e. usher, museum keeper, ticket collector)</i>  <i>He is interested and willing to learn more about the sector itself but also on the project. Awareness about the need of trainings.</i></p>

## Greece

In Greece, the situation is one where legislation supports inclusion and job integration of persons with disabilities in the job market, nevertheless, the general high unemployment rates, affect the employability prospect of people with disabilities as well. The two interviews were conducted with GLAM professionals.



## Case studies GR01-02

Item	Starting Question/Topics/Notes
Demographics	<p>Case study GR01 <i>A 48 years old female with a University degree and around 20 years of experience in the GLAM sector. She is the CEO of a museum, a founding member, and its legal representative. She is responsible for highlighting the region's cultural heritage as well as advising groups on the creation of cultural industry units.</i></p> <p>Case study GR02 <i>A 49 years old female with a University degree and 25 years of experience in the GLAM sector. She is a librarian.</i></p>
Subject Knowledge	<p>Case study GR01 <i>She knows about Greek laws and policies regarding inclusive employment for people with disabilities. The museum is very much favourable to an inclusive workplace (it implements programs about accessibility to the cultural and natural heritage of the area for people with impaired vision), however, there is no employee with disabilities in the workforce. According to her, discrimination is evident in the percentage of employed people with any kind of disabilities, and in the fact that the spaces themselves are not accessible for people with disabilities (mobility or vision impaired people).</i></p> <p>Case study GR02 <i>She knows about Greek laws and policies regarding inclusive employment for people with disabilities. For her, an inclusive workplace is a place with no physical barriers and no discrimination procedures and politics regarding any type of disabilities (physical, mental, etc.), including due to lack of the appropriate infrastructure. She believes that discrimination exists when an HR manager gives importance to other things than the knowledge needed for the job, and when the lack of infrastructure (for physical disabilities) and the employees and managers' training (for mental disabilities) becomes an obstacle in hiring a person with disabilities even if they have all the qualifications for the job position.</i></p>



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Institutional  
approach

Case study GR01

*The museum's steering committee is responsible for decision making in cases of recruitment procedures. Alternatively, meetings among the museum's partners can lead to decision making. Even though people with disabilities have not applied for employment in the museum, the decision making for hiring them will follow the same procedure (steering committee and/or partner meetings) without any discriminations.*

*The museum promotes educational programmes for the environment to people with disabilities. Consequently, staff is trained and aware of how to treat people with disabilities. Besides them, the museum employs specialised staff for this exact purpose.*

Case study GR02

*The library has no specific recruitment policies other than being open to hire anyone who has the required qualifications for a job position. The Board of Directors is involved in the hiring procedures and follows inclusive policies for anyone who wants to join the library. So far, there have been no members of the staff that identify themselves as having a disability, and no staff training for inclusive hiring practices.*



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Intentions

Case study GR01

*The museum has not developed specific strategies for inclusive employment besides some accessibility measures (to the extent that this is possible) and the successful implementation of programs for vision impaired people. It has cooperated with vision impaired people during their educational programs and it has been shown that the museum staff can work together with them without any problems. Of course, the appropriate equipment (Braille signage, text-to-speech reader, specific types of computers, etc.) must be available. This is something that the museum is willing to do to have them in their workforce.*

*The museum wants to include people with disabilities in their workforce because the museum promotes equal accessibility to the cultural and natural heritage of the area and because they believe in their abilities. Some accessibility measures have been taken, however, due to the building's historicity, interventions are not permitted (accessible restrooms). Unfortunately, the museum is located in a mountain area that is not easily accessible despite the efforts of The Northern Pindos National Park Management Agency.*

*She believes that, in many cases, people themselves find it difficult to come out of their shell and apply for a job. They fear falling short of what is expected from them despite the fact that so many of them rise to the challenge and be successful. Hence, there is a need to raise awareness of this topic to the community of people with disabilities so as to persuade them that they need to take the chance and apply for the job.*

Case study GR02

*The need for inclusive employment strategies in the GLAM sector lies in the simple fact that everyone has the right to employment (one of the Fundamental Rights). This means that the workplaces need to be accessible to everyone, have the necessary equipment (e.g. specific technology to support people with disabilities), and the staff needs to be open and ready to support (practically and emotionally) these people to their abilities. The library where she works is inclusive in terms of accepting anyone who wants to work*



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*in the library but, as a space, it is not accessible for people with physical disabilities.*

*In her opinion, one challenge when attempting to address inclusive employment practices in the library is the cost that is implied to prepare the institution for hiring a person with disability (staff training, infrastructure). Another challenge is the unconscious bias that an HR manager may have towards these people, even if they don't have this intention.*

*Good financial help would lead to the improvement of the library in terms of being an inclusive and accessible workplace. In general, policies and legislation would also promote awareness-raising for the inclusive and accessible to all employment.*

## Conclusions

The case studies presented in this section exemplify the need for systematic recruitment procedures and job integration processes for persons with disabilities in the labour market and specifically to the GLAM sector. Whereas the legislation and incentives for pursuing inclusive employment processes exists, in practice, persons with disabilities are for the majority excluded from pursuing meaningful and full time job opportunities.

## Questionnaire survey on inclusive employment in the GLAM sector

Simultaneous to the conduct of semi-structured interviews in the partner countries, an online survey questionnaire was developed and distributed in the partner countries (Appendix 3). The questionnaire was designed to examine the current status around inclusive employment in Austria, Cyprus, Greece, Lithuania and Italy. The questionnaire was distributed between January and March 2023. A total of 67 responses were recorded. A strategic decision was to structure the questionnaire in a way that the demographic-related questions, came last in the survey, but for the purposes of this report, this are presented in reverse order in the introduction of the presentation of the findings to give context to the responses.

### Q1 What is your age?



According to the demographics results, the majority of the participants were between the ages of 46-65, 25 participants between the ages 31-45 and 12 between the ages of 18-30 (Figure 1).

9. What is your age?

[Weitere Details](#)






 Under 18	0
 18-30	12
 31-45	25
 46-65	30
 prefer not to say	0







Figure 1. What is your age?

**Q2 What is your sex?**

The survey conducted in all partner countries of the consortium, was completed by 46 female participants, 20 male participants and 1 participant who preferred to not share their gender orientation (Figure 2).

10. What is your sex?

[Weitere Details](#)

 Male	20
 Female	46
 Non-binary	0
 Prefer not to say	1

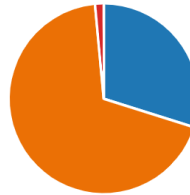


Figure 2. What is your sex?

**Q3 What is your country of residence?**

Overall, as aforementioned the survey was completed by 67 participants; 23 participants were from Austria, 20 from Cyprus, 13 from Lithuania, 10 from Greece, 10 from Italy and none from Sonstiges (Figure 3).



11. What is your country of residence?

[Weitere Details](#)

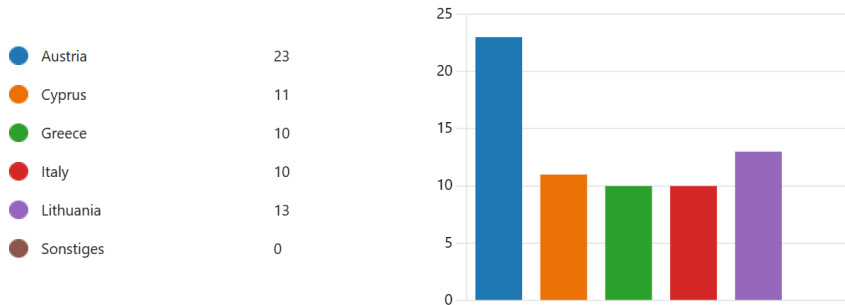


Figure 3. What is your country of residence?

#### Q4 How many years of experience in the GLAM sector do you have?

The majority of the participants (22 participants) had 1-5 years of experience in the GLAM – sector, 15 participants had more than 20 years of experience, 13 participants indicated that they had between 6-10 years of experience, 12 participants between 11-20 years of experience and 5 participants chose to not answer to the question (Figure 4).

12. How many years of experience in the GLAM-sector do you have?

[Weitere Details](#)



Figure 4. How many years of experience in the GLAM sector do you have?

#### Q5 What is your country of residence?

Regarding their education level, 58 of the participants were University Degree holders, 7 noted that their highest level of education was secondary school and two responded with “Prefer not to say” (Figure 17).



13. What is your level of education?

[Weitere Details](#)

Primary school	0
Secondary school	7
University degree	58
Prefer not to say	2



Figure 5. What is your country of residence?

### Q6 What kind of institution do you work for?

In regards to the GLAM sector they are employed in, 26 participants indicated “Library”, followed by “Museum” (19 participants), 9 participants responded that they work with “Archives”, 7 with “Other Cultural Heritage (historical buildings, etc.)” and only 6 with “Gallery” (Figure 18).

14. What kind of institution do you work for?

[Weitere Details](#)

[Einblicke](#)

Gallery	6
Library	26
Archive	9
Museum	19
Other cultural heritage (historic...	7



Figure 6. What kind of institution do you work for?

When examining the responses at a national level for the question “What kind of institution do you work for?” revealed the following:

In Austria, most of the participants responded with “Library” (9 participants), followed closely by “Museum” (7 participants). Five (5) of the participants responded that they work with “Archives and lastly only two (2) participants responded with “Gallery” (Figure 7).

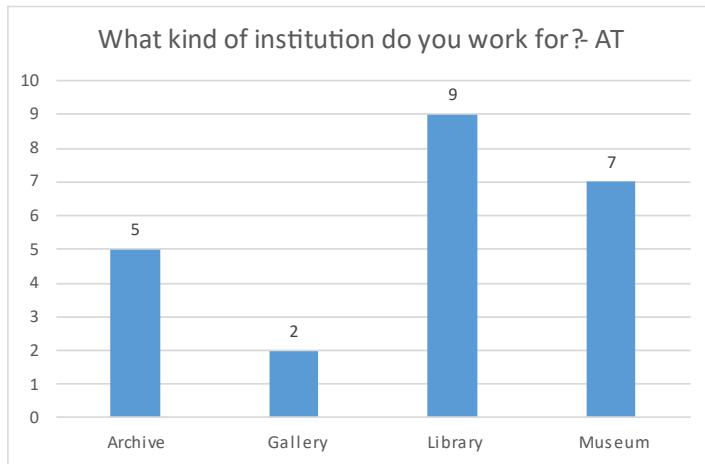


Figure 7. What kind of institution do you work for? Responses from Austria

In Cyprus to the same question, four (4) of the participants responded that they work with a “Gallery”, three (3) participants with “Other cultural heritage (historical building, etc.)”, two (2) participants with “Library”, one (1) participant with “Museum” and also one (1) participant with “Archives” (Figure 8).

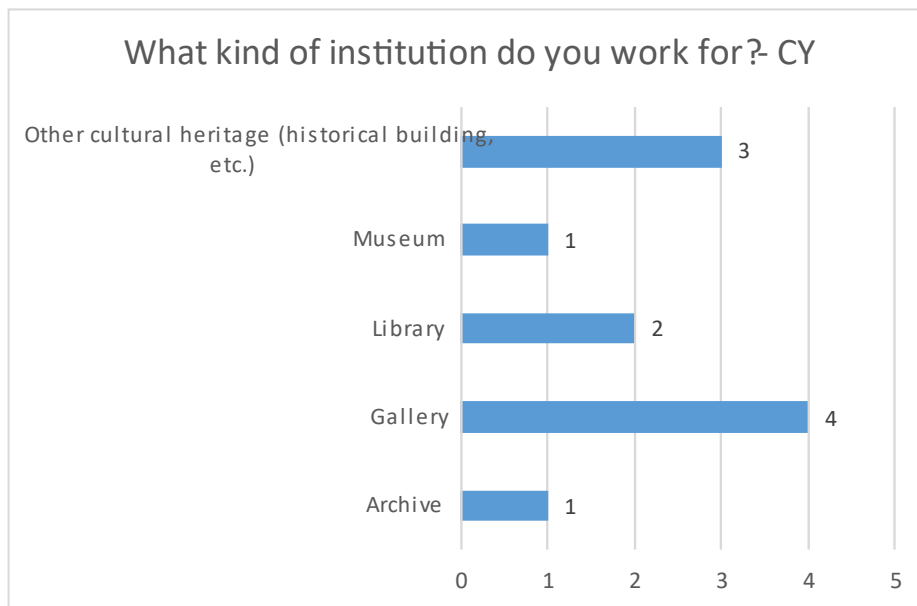


Figure 8. What kind of institution do you work for? Responses from Cyprus

In Greece, eight (8) participants responded that they work at/with “Museums” and two (2) with “Other cultural heritage (historical building, etc.)” (Figure 9).



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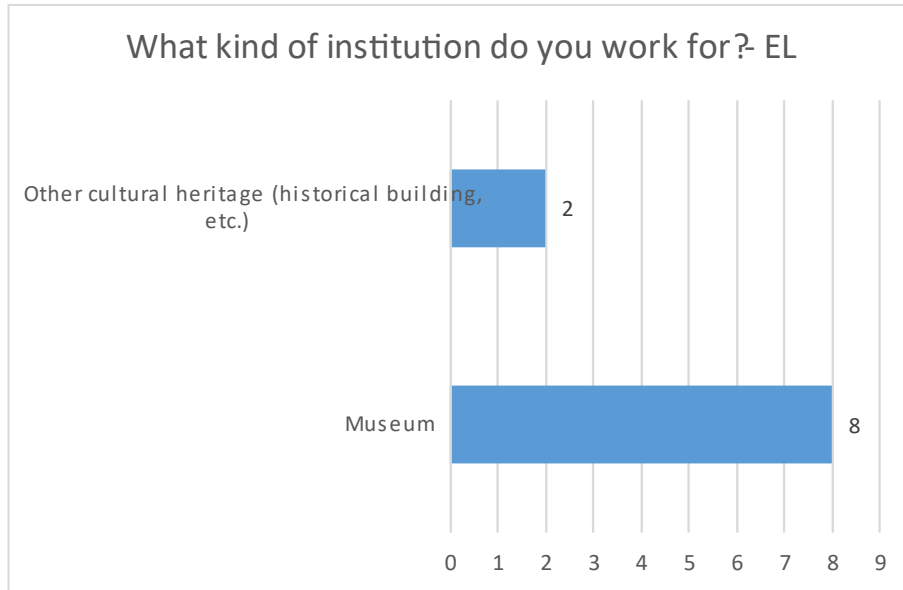


Figure 9. What kind of institution do you work for? Responses from Greece

In Italy, according to the national survey results, four (4) of the participants noted that they work with “Libraries”, two (2) with “Other cultural heritage (historical building, etc.)”, two (2) with “Museum” and two (2) with “Archives” (Figure 10).

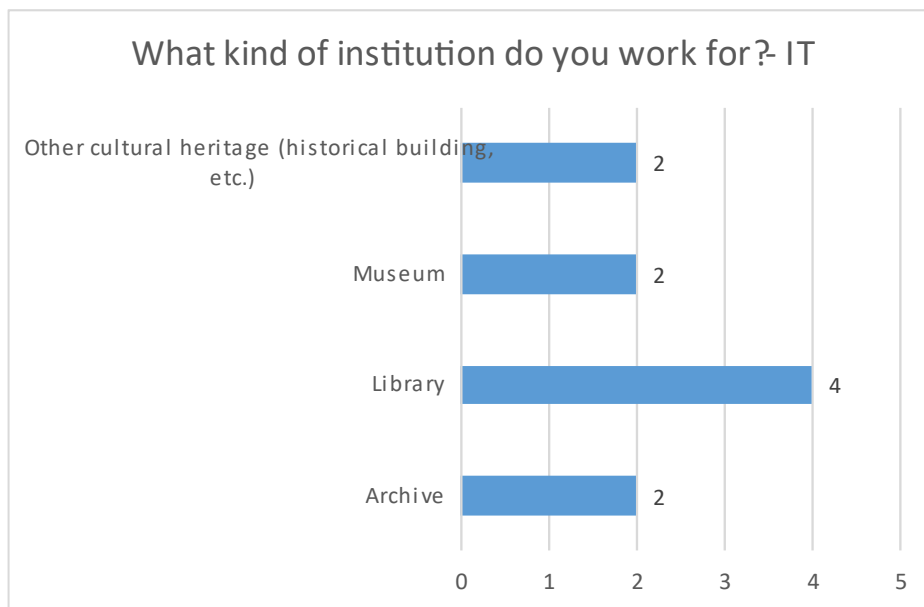


Figure 10. What kind of institution do you work for? Responses from Italy



Lastly, in Lithuania, when asked “What kind of institution they work for?”, 11 participants, responded with “Library”, one (1) with “Archives” and one (1) with Museum (Figure 11).

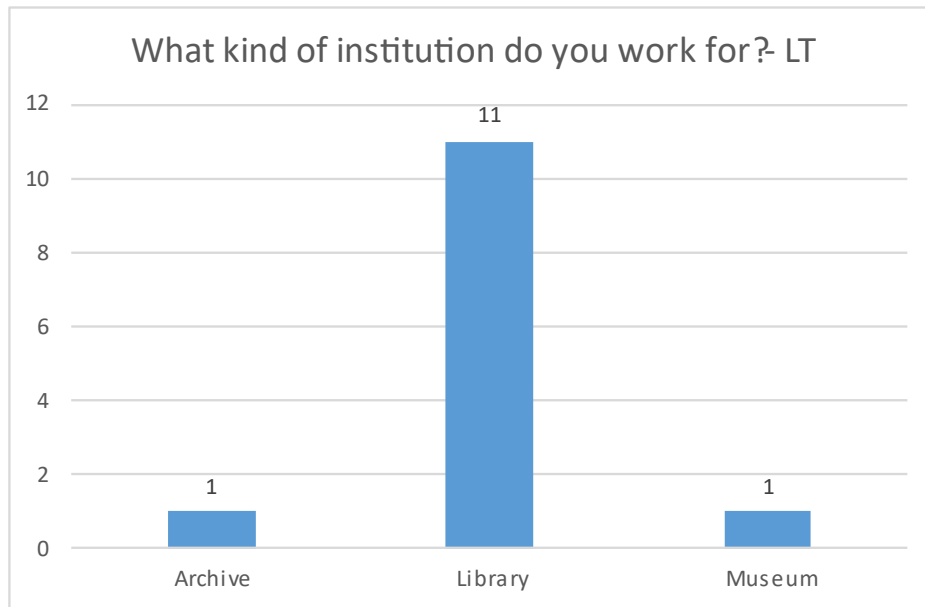


Figure 11. What kind of institution do you work for? Responses from Lithuania

### Q7 What is your institutional role or job?

When asked to stipulate their suggestions on what needs to be done and improved, in order to endorse the inclusive employment in the GLAM sector in general and their institution specifically, the most prominent answers were connected with the notions “director”, “manager” and “head”, all indicating that the responsibility falls mainly on the shoulders of the leadership team (Figure 12).





### Q9 Are you aware of any legislative and/or policy framework on inclusive employment at a national level

When asked on their extent of knowledge about legislative and/or policy framework on inclusive employment in their country, 46 of the 67 participants responded with “Yes”, 16 with “No” and six (6) of the participants noted that they “Prefer not to say” (Figure 14).

1. Are you aware of any legislative and/or policy framework on inclusive employment in your country?

[Weitere Details](#)

[Einblicke](#)

<span style="color: blue;">●</span> Yes	45
<span style="color: orange;">●</span> No	16
<span style="color: green;">●</span> Prefer not to say	6



Figure 14. Are you aware of any legislative and/or policy framework on inclusive employment in your country?

### Q10 Which legislative and/or policy frameworks do you know?

When assessing the participants knowledge on the specific legislative and/or policy frameworks, more than half, 36 participants in particular, were familiar with the “Financial Fundings for Staff with Special Needs”, 31 participants knew the relevant “Infrastructural Regulations”, 29 responded positively regarding their “Knowledge on Recommended Percentages for Employees with Disabilities” and 28 participants were aware of the “Special Assistance for Employees with Disabilities”.

17 participants overall, noted that they are aware of the “Administrative Support” available, 12 of the “Special Take-Off from Work Allowance”, 10 of the “HR Trainings” and 10 of the “Sonstiges” (Figure 15).



2. Which legislative and/or policy frameworks do you know? (multiple answers possible)

[Weitere Details](#)

● Financial fundings for staff with ...	36
● Administrative support	17
● HR Trainings	10
● Special assistance for employee...	28
● Recommended percentages for ...	29
● Infrastructural regulations	31
● Special take off from work allow...	12
● Sonstiges	10

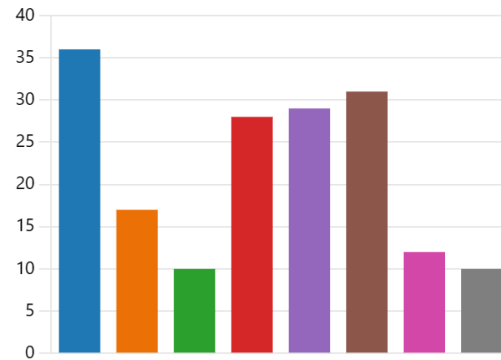


Figure 15. Which legislative and/or policy frameworks do you know?

### Q11 Which parameters describe an inclusive workplace for you?

When asked to indicate which are the three most important parameters that define an inclusive workplace, the respondents pointed out as most important adopting the appropriate “Architectural Measures” (51 participants), followed by “Special Support for Employees with Disabilities” and “Open Minded Employees” (44 participants) (Figure 16).

3. Which parameters describe an inclusive workplace for you? (chose up to the three most important ones)

[Weitere Details](#)

● Architectural measures	51
● Financial support	22
● Open minded employees	44
● Other infrastructural measures	24
● Special support for employees ...	48
● Common staff trainings	34
● Sonstiges	6

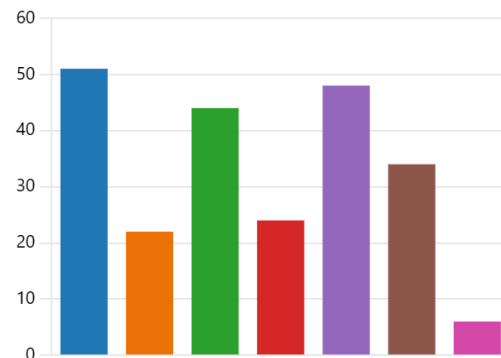


Figure 16. Which parameters describe an inclusive workplace for you?





5. Are you involved in decision making on inclusive employment?

[Weitere Details](#)

Einblicke

Yes	23
No	40
Prefer not to say	4



Figure 18. Are you involved in decision making on inclusive employment?

#### Q14 How many staff members with disabilities are employed in your institution?

When asked regarding the number of staff members with disabilities which are employed in their institution and subsequently place of work, 25 of the responders noted that they work with 1-3 people with disabilities, 17 responded with 4-9 and just 1 of the responders indicated that their institution employees 10-20 people with disabilities. None of the responders indicated that their workplace employs more than 20 people with disabilities and 24 responders were unaware of the existence of staff member with disabilities in their place of work (Figure 19).

6. How many staff members with disabilities are employed in your institution?

[Weitere Details](#)

1-3	25
4-9	17
10-20	1
more than 20	0
I don't know	24



Figure 19. How many staff members with disabilities are employed in your institution?

#### Q15 What is needed to pursue/improve inclusive employment in the GLAM sector in general and in your institution in specific?

When asked to suggest what would be needed to pursue/improve inclusive employment in the GLAM sector in general and in their institution in specific, survey responses showed that participants perceive training of staff to eliminate prejudice and raise awareness; having more flexible HR decision makers; providing individual assistance for people with disabilities employed in funded by the labour market



service; receiving special support from the regional government (money), introduction of taster days or open days for people with disabilities; raising awareness of inclusion among employees; ensure equal pay, inclusively design the recruitment and application process, providing with incentives to institutions to pursue inclusive employment and better understanding of invisible disabilities (psychological/neurological/etc. / revise approach to workspace approach I.e noise cancelling headphones, areas where customers don't come / more flexible schedule with comfortable rest areas.



Figure 20. What is needed to pursue/improve inclusive employment in the GLAM sector in general and in your institution in specific?

**Q15 What are the greatest professional and personal challenges in implementing inclusive employment practices/policies at your institution?**

Furthermore, when asked to indicate based on their opinion “the greatest professional and personal challenges in implementing inclusive employment practices and policies at their institution”, the 67 participants pointed out “Financial Support” as the major challenge (31 participants), followed by appropriate “Staff Training” (27 participants), “Prejudices” (27 responders) and Infrastructure (27 responders) (Figure 12).

In addition, 25 participants noted that “Cognitive/professional limitations” are also an important challenge, 24 participants highlighted the barrier of “Unfit structural aspects of the workplace” and 22 participants noted “Special and unpredicted needs” as a challenge to be taken into consideration (Figure 12).



8. What are the greatest professional and personal challenges in implementing inclusive employment practices/policies at your institution? (several answers possible)

[Weitere Details](#)

Financial support	31
Administrative support	20
Staff training	27
Prejudices	27
Cognitive/professional limitations	25
Infrastructure	27
Unfit working staff	11
Unfit structural aspects of the w...	24
Special and unpredicted needs ...	22
Sonstiges	5

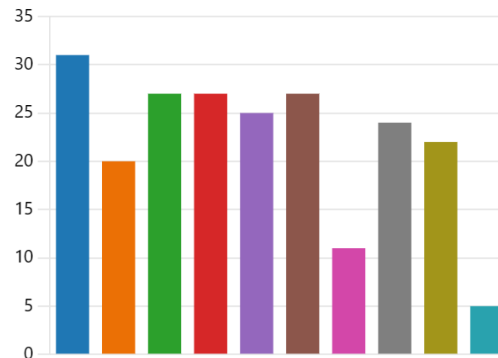


Figure 21. What are the greatest professional and personal challenges in implementing inclusive employment practices/policies at your institution?

### Conclusions and recommendations

16% of the world's population is made up of people with disabilities. In other terms, there are more than 1.3 billion people worldwide who have a disability (WHO, 2023). More than 100 million people with impairments live in Europe and in the upcoming years, the population will rise to more than 120 million as predicted by demographic trends. The UN Convention on the Rights of People with Disabilities (CRPD), the first convention of the twenty-first century designed to safeguard and ensure that all people with disabilities enjoy their human rights and basic freedoms in full and on an equitable basis, was adopted by the United Nations in 2007. The European Commission adopted the European Disability Strategy 2010-2020 in November 2010, built on this Convention and based on the endorsing obligations, to supplement national efforts with a European-wide approach. Through several areas of activity, such as accessibility, participation, equality, and employment, it sought to completely realize the rights of people with disabilities to have the right to participate fully and equally in society and the economy.

In 2010, a sixth of the workforce in the EU was made up of persons with disabilities, who made up 15% of the total population. One of the reasons the new EU Disability Strategy 2020–2030 must ensure a coordinated implementation of the UN CRPD by the EU and by the Member States, as well as commit to new disability policies and legislation, in line with the 2030 Agenda, is because it is predicted that one fifth of the population will have some form of disability by the 2020 decade.

The Covid-19 outbreak has resulted in legislative agenda delays, agenda revisions, and calendar adjustments for the agreed-upon deliverables. The pandemic has served as a reminder that we must work together to find answers to the many problems facing the world today. More cooperation and solidarity are required now more than ever to assure a future of economic and social progress for all



Europeans. These principles are the foundation of the social economy and are the only way we can successfully overcome this crisis. In order to protect everyone, uphold democracy, and work toward a diverse economy, solidarity must be at the heart of the crisis response.

In relation to the GLAM sector, it was evident from the survey that GLAM professionals are aware of the existing legislation and that in many cases there are institutional policies in place for recruiting persons with disabilities, but the actual practice and processes are lacking. It was evident that it is important for taking a step forward in regards to inclusive recruitment and integration, to have appropriate training of HR professionals, provide with training to adults with disabilities and GLAM staff at large, whereas it was suggested that specific funding and incentives which would be communicated better to institutions, could likely make a difference towards a more inclusive GLAM sector.

### PART 3: GUIDE ON INCLUSIVE EMPLOYMENT IN THE GLAM SECTOR

Quantitative and qualitative analyses in this report underline that there is still a massive need of including people with disabilities in all parts of our society. Especially finding a job plays a crucial role for social integration as well as inclusion. Being an active part in work life leads to social as well as economic safety and self-confidence. People with disabilities need to be an equal part of our society and therefore, the following approaches and measures should be considered by actors in the European GLAM sector.

#### Work integration of persons with disabilities

Work life inclusion of people with disabilities depends on needs active engagement of two sides – employees as well as employers. In all partner countries covered by this report, numerous players like associations and public bodies actively work in the support of people with disabilities and the described legal frameworks are designed in way that they support employers in hiring them.

As shown in the different analyses, there is a need of improving the side of the employers in the cultural sectors towards more diversity and inclusion. Therefore, the following mapping approaches can be defined.

#### Social goals

The GLAM sector is characterised by some unique attributes which support social inclusion. These institutions mainly are (1) non-profit organizations, (2) funded by the public, and (3) places of social interaction. “While economic activities are important to generate revenue (Samhall, for instance, has clear profit target), they are carried out with the primary goal” to fulfil a social mission” (Zolyomi / Birtha 2020, p. 23).

Therefore, institutions in the GLAM sector should fulfil the following three requirements in a well-balanced way:

- Connect people with disabilities to the general labour market;
- Provide opportunities to support the inclusion of people with disabilities in the labour market;
- Support those who suffer from severe disabilities and have the largest distance to the labour market. (Zolyomi / Birtha 2020, p. 23).



## Organisational characteristics of the GLAM sector in terms of work integration

Especially institutions in the GLAM sector are characterized by organizational specifics which would support the integration of people with disabilities which are as follows:

- Because of national legal requirements, most of the buildings in the GLAM sector are barrier free.
- Workers can directly work in the rooms of the institution and no business trips or other mobilities are needed.
- People with disabilities don't have to change their workplace and can work in internal so called 'enclaves' with other employees or under the guidance of job coaches who are funded by the government in many of the analysed countries.
- Institutions in the GLAM sector do have the possibilities to create individual working contracts which allow flexible working for people with disabilities.
- Finally, many job profiles in the GLAM sector are characterized by repeating processes which don't change.

For all these reasons, institutions in the GLAM sector are 'perfect' employers for people with disabilities and need to more or less be forced by regional and federal governments to hire a certain percentage of people with disabilities.

Although many national laws in the analysed countries recommend this fact, many institutions in the GLAM sector still look for ways to avoid hiring people with disabilities.\

## Cooperation

The GLAM sector is well connected with other relevant players and can be described as an ideal 'springboard' for people with disabilities to other actors in different social and economic sectors. Existing contacts and cooperation exist with the following institutions:

- Other institutions within the GLAM sector or umbrella organizations;
- Educational institutions (e.g., schools, universities etc.);
- Social institutions (e.g., hospitals, retirement homes etc.);
- Civil society organizations and Disabled Persons' Organizations;
- Industry and business actors
- Public authorities at national, regional and local level;
- Cooperation with trade unions.

These huge and interdisciplinary networks at different levels foster including people with disabilities in all parts of our society.

## Institutional-specific measures

After outlining organizational characteristics fostering social inclusion, the following part of this report will focus on concrete measures which should be considered by institutions in the GLAM sector in inclusive recruitment.



### Hiring and accommodating workers with disabilities

Public job centers, municipalities or other public bodies at a local and regional level which are already cooperation partners of GLAM institutions should be activated as cooperation partners in inclusive recruitment.

All these institutions do have the needed know-how, contacts, personal and technical infrastructure at their disposal to support GLAM institutions in searching the right staff for the right job, in the following onboarding phase and finally, during the whole time the respective person is employed.

The most important for a successful recruiting process is a well-planned and conducted pre-staggered needs assessment and job matching. During this phase, GLAM institutions should be in close contact with bodies supporting people with disabilities to find the right person for the right job (e.g., labour market service, organizations in the support of disabled people). This step reduces further complications, reduces existing prejudices (see qualitative interviews) and creates motivation for all involved parties – the employer, the staff, and the employee with a disability.

The conducted interviews prove that this so important guided and structured recruitment process (needs assessment – recruitment – job matching – onboarding – job assistance) doesn't exist in all analyzed countries and institutions. Although the legal framework in all countries would allow additional financial (e.g., tax exemptions, reduced social security contribution, fundings for infrastructure, job assistance etc.) and non-financial (e.g., staff trainings, counseling, personalized guidance, etc.) support for all these measures GLAM institutions don't use it because of existing prejudices ascribable to bad experiences because of unstructured recruitment processes in the past.

### Improving the employability of people with disabilities

After outlining improvements at an organizational level, the last part of this report will focus on measures for improving the employability of persons with disabilities themselves as the second main part of a successful inclusive recruitment process.

#### Training

A very important part of successful workplace inclusion are all kinds of staff trainings for people with disabilities. These can be done before hiring a person or during the onboarding process by internal as well as external trainers. Also volunteers or job coaches on a voluntary base can be found for the purpose of training people with disabilities. Generally, in all partner countries, these trainings can be financed by using public financial support.

Trainings for people with disabilities should focus on communication skills, social skills, safety, conflict management. Finally, the most important issue is to offer trainings on all aspects of digitalization which plays a crucial role in the modern GLAM sector.

In this regard, it's also recommended to do common trainings for the whole staff of a GLAM institution which has also massive positive effects on the social interaction within the respective institution. After completing staff trainings, final officially recognized certificates which do exist in almost all analysed countries would be seen as a quality criterion of a GLAM institution. Finally, they can be seen as common senses of achievement which strengthen the internal team spirit.



### Career advancement and promotion opportunities

Besides trainings, GLAM institutions should be able to offer various opportunities for advancement and promotion within the respective institution. This part is strongly connected to the content mentioned above. It needs permanent training opportunities to create an internal flow of qualification. Older employees can get a 'better' job, and younger ones overtake their former ones. By this measure it's possible, to create an internal circle of qualification.

People with disabilities can take responsibility for teams and they need future perspectives to be an active part of a GLAM institution for years. This measure generates motivation and a better social integration in the team.

### Constraining factors and legal incentives and policies

All described measures are influenced by national institutional settings and legal regulations. In most analysed countries, financial support can be applied at different levels (e.g., local municipalities, regional and federal bodies and funding programs).

### Conclusions

To sum it up, inclusive recruitment in the GLAM sector is not a matter of missing financial and non-financial supporting instruments. It's a matter of missing willingness in the GLAM institutions themselves to hire persons with disabilities.

There is still a massive need for awareness raising and especially training for all involved parties. Besides improved education and training, modern digital technology plays a crucial role in supporting people with disabilities on their way into the labour market. Modern ICT supports people with all kinds of disabilities and are a must for almost all job profiles (World disability report pp. 183). Also the GLAM sector is rapidly changing towards being digital and accessible. Therefore, the trainings developed in the INCLUDED-project should focus on digital literacy and communication in the digital era to create an environment which allows more inclusion and diversity in the European GLAM sector.

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## Appendices

### APPENDIX 1: GUIDELINES FOR INTERVIEWS

Primary research can include questionnaires, expert interviews and more. In the framework of INCLUDED, we will use two tailored-made semi-structured interview protocols: one for people with ASDs and one for HR-decision makers in the national GLAM sector.

The interviews are part of WP2: *Framework for Inclusive Employment in the GLAM sector*, and are conducted to collect real data and information with regards to how, when and where inclusive employment in the GLAM sector occurs. These data will be used to determine the requirements, gaps, and needs, for Inclusive Employment in the GLAM sector embedded in an open innovation ecosystem paradigm. From the information that will be collected, a comprehensive/comparative report will be compiled with all data collected and suggestions to move forward with the digital resources of WP3.

The interviews planned in each partner country (2 per country min.), will follow a semi-structured interview method, during which the interviewer is flexible to deviate from the interview schedule or probe beyond the answers received, however we advise to ensure first that the questions have been adequately addressed.

#### **INCLUDED INTERVIEW PROTOCOL - Comments for interviewer/facilitator**

*Circulate and ensure the interviewee/s have signed the informed consent and privacy form, prior to the day of the interview.*



*Each organisation can decide to hold a virtual or physical interview discussion. The meeting will last max 1 hour indicatively, and it is suggested that you transcribe (keep notes) the most important parts of the session, to analyse/interpret answers at a later stage.*

*Allow 5 minutes for an introduction to the project and its scope, as well as the purpose of the interviews and the expected benefits and beneficiaries of the project and participation in the research for the national reports and if possible, join the INCLUDED project community (via the social media accounts, etc.).*

*Allow some time to describe the interviewee's views, values, personal life path, and the main organisation(s) and/or project(s) they are working on.*

***For the analysis of replies from the interviews***

*Try to draw a timeline with the main trends, patterns and turning points of the discussion and main insights of participants and their institutions, in regards to the themes identified and provided below for the interview questionnaire.*

*Try to get concrete examples where feasible.*

## TARGET GROUPS

**A: HR-decision makers in the national GLAM sector (directors, heads of HR departments, members of boards in GLAM institutions, etc.).**

From the second target group, we are trying to collect data from official sources, and to know what the country approach is towards inclusive employment in the GLAM sector.

The data from both target groups will be analysed during the research analysis phase, where they will be checked for common points between them.

**B: Adults with ASDs, working or looking for employment in the GLAM sector.**

From the first target group, we are trying to collect data directly from people with ASDs, and especially from those who have experience of employment, or who are looking to be employed in the GLAM sector.

The interview questions are grouped into the following themes:

**A: HR-decision makers in the national GLAM sector (directors, heads of HR departments, members of boards in GLAM institutions, etc.).**

1. **Demographics:** In this part, we are trying to know the demographic similarities and/or differences of the interviewees.



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2. **Subject knowledge:** In this part, we are trying to determine the interviewees' knowledge about inclusive employment; how do they define inclusive and accessible hiring practices and recruitment procedures; are they aware of country legislations on the matter, etc.
3. **Institutional specific approach:** In this part, we are trying to know the institutional specific approach towards inclusive employment in the GLAM Sector; what are the current hiring practices if any, in terms of hiring people with disabilities; what are the challenges; and the number of staff with disabilities currently employed.
4. **Intentions:** In this part, we are trying to know what these professionals believe is feasible and realistic, to encourage inclusive and accessible hiring practices and create an inclusive and accessible workplace for people with ASDs.

#### **B: Adults with ASDs, working or looking for employment in the GLAM sector.**

1. **Demographics:** In this part, we are trying to know the demographic similarities and/or differences of the interviewees.
2. **More about the disability:** In this part, we are trying to know more details about the type of disability.
3. **Stories:** In this part, we are trying to have the testimonials, including the first-hand experiences of the interviewees and the challenges towards inclusive employment, considering how their profile and disability possibly played out in this context on the potential to be employed in the GLAM sector.
4. **Recommendations:** In this part, we are trying to know the interviewees' mindset and practical suggestions about how the GLAM sector can potentially embrace more inclusive and accessible hiring practices.

## APPENDIX 2: INTERVIEW PROTOCOL

### INDICATIVE FRAMEWORK FOR INTERVIEWS WITH HR-DECISION MAKERS IN THE NATIONAL GLAM SECTOR

1. **Demographics**
  - What is your age?
  - What is your country of birth?
  - How many years of experience as a GLAM professional?
  - What is your level of education?



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- Primary school
  - Secondary school
  - University
- 
- Primarily, what kind of cultural heritage institution/organization do you work for?
    - Archive
    - Gallery
    - Library
    - Museum
    - Other Cultural Heritage Site (e.g., archeological site, historical building)
  
  - What is your institutional role/job description?

## 2. Subject knowledge

In this part, we are trying to determine the interviewees' knowledge about inclusive employment; how do they define inclusive and accessible hiring practices and recruitment procedures; are they aware of country legislations on the matter, etc.

- Can you describe some cornerstones of the legislative and policy framework in your country in respect to inclusive employment?
- What does an inclusive workplace look like to you? How do you define inclusive and accessible hiring practices/recruitment procedures?
- What does discrimination look like in hiring practices/recruitment procedures?

## 3. Institutional specific approach

- Which inclusive recruitment policies at your institution/relevant departments are you aware of? Please explain with examples of actions (e.g., including leadership and engagement in equality, delivery of equality and diversity training and monitoring access to training, and recruitment monitoring).
- How are you involved in decision making for hiring practices/recruitment procedures at your institution?
- Do you currently have any members of staff who identify themselves as having a disability? If so, how many and what type of disability?
- Do you train your staff for inclusive hiring practices/recruitment procedures? If yes, please describe them.

## 4. Intentions



- In which way is there a need to pursue/improve inclusive employment strategies in the GLAM sector and especially your institution?
- Why do you consider your organisation as an inclusive and accessible workplace?
- What are the greatest professional and personal challenges you face when attempting to address inclusive employment practices/policies at your institution?
- What practical strategies do you think are needed by your institution, to create or improve in terms of being an inclusive and accessible workplace?

### **Case-Studies**

Either a person with a disability (ASD) or a decision maker with disabled employees; people should have something to say about the topic.

#### **1. More about the disability**

- What is your official/declared disability? How do you identify yourself in terms of your disability?
- What do you wish people better understood about disability?
- Are you currently part of a socially active environment? Please, identify.
  - School
  - Active work environment
  - Gym
  - Club
  - Activist group
  - Other

#### **2. Stories**

- What barriers do you face as a disabled person in terms of employment?
- Are you satisfied with your access to recruitment opportunities in the GLAM sector?
- Did you ever experience discrimination because of your disability in recruitment procedures/processes in the GLAM sector and beyond?
- If subjected to discrimination because of your disability to get employed, could you expand on aspects of the experience? Where, how, by whom, what was your reaction?
- If having a success story to share, please expand here. Where, how, by whom, what was your reaction?



### 3. Recommendations

- How can the GLAM sector be an ally to the disabled community in terms of becoming an inclusive and accessible workplace environment?
- How should non-disabled people support those with disabilities to be recruited in the GLAM sector? What are some inclusive and accessible recruitment practices to follow?

## APPENDIX 3: SURVEY QUESTIONNAIRE



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# INCLUDED - inclusive employment in the GLAM-sector Galleries, Libraries, Archives, Museums

***As part of the EU Erasmus+ project INCLUDED the partnership is trying to collect information on national frameworks and activities on inclusive employment in the GLAM-sector.***

***It would be a great help for us in this effort if you would take a few minutes to answer a few questions.***

***Some of the questions will be closed – in a multiple choice format, others will require you to write a few words. There are no correct or incorrect answers. All of your information will be collected and analyzed anonymously and no sensitive personal information will be collected.***

***Thank you for lending us your time!***

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1. Are you aware of any legislative and/or policy framework on inclusive employment in your country? \*

- Yes
- No
- Prefer not to say

2. Which legislative and/or policy frameworks do you know? (multiple answers possible) \*

- Financial fundings for staff with special needs
- Administrative support
- HR Trainings
- Special assistance for employees with disabilities
- Recommended percentages for employees with disabilities
- Infrastructural regulations
- Special take off from work allowances for people with special needs
- Others



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3. Which parameters describe an inclusive workplace for you? (chosed up to the three most important ones) \*

- Architectural measures
- Financial support
- Open minded employees
- Other infrastructural measures
- Special support for employees with disabilities
- Common staff trainings
- Others



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## Institutional Approach

4. Which measures regarding inclusive employment are taken in your institution? (use keywords) \*

5. Are you involved in decision making on inclusive employment? \*

- Yes
- No
- Prefer not to say

6. How many staff members with disabilities are employed in your institution? \*

- 1-3
- 4-9
- 10-20
- more than 20
- I don't know



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## Intentions

7. What is needed to pursue/improve inclusive employment in the GLAM-sector in general and in your institution in specific? (use keywords) \*

8. What are the greatest professional and personal challenges in implementing inclusive employment practices/policies at your institution? (several answers possible) \*

- Financial support
- Administrative support
- Staff training
- Prejudices
- Cognitive/professional limitations
- Infrastructure
- Unfit working staff
- Unfit structural aspects of the working environment
- Special and unpredicted needs of the employees
- Others



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## Demographics

9. What is your age? \*

- Under 18
- 18-30
- 31-45
- 46-65
- prefer not to say

10. What is your sex? \*

- Male
- Female
- Non-binary
- Prefer not to say



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11. What is your country of residence? \*

- Austria
- Cyprus
- Greece
- Italy
- Lithuania
- Others

12. How many years of experience in the GLAM-sector do you have? \*

- 1-5
- 6-10
- 11-20
- more than 20
- Prefer not to say



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13. What is your level of education? \*

- Primary school
- Secondary school
- University degree
- Prefer not to say

14. What kind of institution do you work for? \*

- Gallery
- Library
- Archive
- Museum
- Other cultural heritage (historical building, etc.)

15. What is your institutional role or job? \*



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16. How many staff members work at your institution? \*

- 1-5
- 6-10
- 11-20
- 21-50
- more than 50
- I don't know