

## RECOMMENDATIONS RELATED TO PEOPLE WITH DISABILITIES WORKING IN THE WASH SECTOR

1. Strengthen experience, capacities and confidence of people and organisations of people with disabilities through training and partnerships for assessments, advocacy, implementation and monitoring.
2. Build capacities and confidence of people with disabilities to become leaders in the WASH sector.
3. Partner with OPDs, as full-partners for implementation and not only in occasional advisory roles.  
*“We need to encourage local government and non-governmental agencies to have direct partnerships with OPDs, so that they manage programmes, rather than just being accompanying partners, only encouraging them to participating in workshops or to undertake research” (Provincial-based stakeholder).*
4. Map and share the details of OPDs across all areas of Indonesia with WASH sector organisations.
5. Build WASH sector capacities to respect, value and understand good practices of working with people with disabilities.
6. Encourage WASH sector organisations to employ people with disabilities as staff members.  
*“The main issue for us to solve is how to establish chances for people with disabilities and how to ensure exclusivity of these chances for them” (District level stakeholder, with a disability).*
7. Encourage people with disabilities to apply for positions in the WASH sector and provide support for the recruitment process.
8. Engage with youth with disabilities in WASH sector activities, to increase their interest in the sector to encourage them to apply for jobs in the sector in the future.
9. Establish target minimum quotas for employment of people with disabilities in WASH sector organisations and establish on-going monitoring of the number of people with disabilities working in the sector.



## People with disabilities working in the Indonesian WASH sector Obvious by their absence - a long way to go

*Findings from a national assessment*



Functional latrines in Bamba, Palu like in other sites are friendly for wheelchair users

### Acknowledgements

The People with Disabilities Working in the WASH Sector study was facilitated by Dr Sarah House, an Independent Consultant, supported by the PT Myriad Research team. Sincere thanks to Dr Sarah House for leading the study and developing this technical brief. Huge thanks also to the PT Myriad Research team, led by Dr Eva Zhoriva Yusuf and Ellan Dirgantara, who organised and supported the KIIs and FGDs for this element of the overall assessment. In particular, also thank you to Lolyta Maorina, from PT Myriad Research, who supported the KIIs and FGDs with translation and following up on information.

Sincere thanks to all participants who took part in the key informant interviews and focus groups discussions, and who shared documents and data, from which the learning in this report was established. The participants came from: Government of Indonesia at national, provincial, district, sub-district and health facility and community levels; civil society organisations; a bi-lateral donor; UNICEF; and private sector/ professional membership organisations.

The overall study and development of the reports was guided and managed by Preetha Prabhakaran (WASH Specialist, UNICEF Indonesia), with additional guidance from Kannan Nadar (Chief of WASH, UNICEF Indonesia). Huge thanks also to the UNICEF team members who made linkages with colleagues, supported translation of KIIs and FGDs, and supported data gathering related to employment in the WASH sector and on government regulations. In particular, thank you to Maria Katherina Gnadia Liandy; I Made Wikandana; Eko Widodo; Rostia La Ode Pado; and Muhammad Kurniawan; who particularly provided support on this element of the assessment.

### Citation

Ministry of Health, Republic of Indonesia and UNICEF (2022) People with disabilities working in the Indonesian WASH sector – Obvious by their absence, a long way to go. Published by UNICEF Indonesia. Jakarta. 2022

## SUMMARY

This assessment on the situation of people with disabilities working in the WASH sector in Indonesia, aimed to understand the roles people with disabilities are currently undertaking in the sector and any barriers they face and to make recommendations for how to improve the situation going forward.

## KEY LEARNING POINTS

1. Some people with disabilities have started engaging in the WASH sector through partnerships, mainly between organisations for people with disabilities (DPOs) and CSOs. Most engagement has been in the area of advocacy, rather than as full partners responsible for programme implementation.
2. No people with disabilities were identified who were working as full-time employees in organisations working in the WASH sector, although a number of people with disabilities, work in roles which cut across sectors, including WASH.
3. There are multiple barriers to people with disabilities taking up roles in the sector, including stigma and discrimination, limited access to education and lack of self-confidence, as well as misconceptions about their abilities and skills and that they would be a burden to the organisation.
4. We are missing many different skills, knowledge, expertise and opportunities by not employing people with disabilities in the WASH sector.
5. To be a sector committed to the integration of Gender Equality, Disability and Social Inclusion (GESI), this needs to apply to WASH sector institutions and organisations, as well as WASH programmes and services.

## BACKGROUND AND PURPOSE OF THE ASSESSMENT

The People with Disabilities in WASH study is part of a larger gender and disability inclusion assessment in WASH, undertaken by UNICEF Indonesia, under the guidance of the Ministry of Health. This aims to establish how well the Indonesian WASH sector has considered and integrated gender and disability inclusion into its institutional WASH facilities and services, existing gaps, and strategies to strengthen gender and disability mainstreaming efforts for sustainable WASH. This technical brief provides a snapshot on the current situation of people with disabilities working in the WASH sector, aiming to understand the roles they hold and barriers to their engagement in roles where they are less represented, as well as to identify recommendations for improving the situation going forward. The study contributes to UNICEF's efforts to promote gender equality, and social inclusion (GESI) in the WASH sector.

## SCOPE AND APPROACHES

The assessment was undertaken between December 2021 and June 2022 and used both qualitative and quantitative methodologies. For the overall assessment, including the field work undertaken in 5 districts, a total of 424 people were interviewed. The interviewees included 183 males, 241 females, 55 school children and 97 older people and people with disabilities (with impairments related to: mobility, sight, hearing, communication, psychosocial/mental health conditions; one person who has Dwarfism and one person with Narcolepsy). As well as a desk study, a total of 206 activities were undertaken, including key informant interviews (KIIs), focus group discussions (FGDs), User short questionnaire surveys (SQs) and Accessibility, Equity and Safety audits (AESCs).

Questions on people with disabilities working in the WASH sector were incorporated into 42 of 49 KII and FGD consultation activities at national, provincial district and health facility levels. Twenty-one of these consultation activities were dedicated to this subject and another 21 included these questions in addition to broader questions. A total of 73 participants (26 male, 47 female and 17 people with disabilities) were involved in the 42 consultation activities, 21 of the consultation activities dedicated to this subject and another 21 including these questions in addition to questions on the broader institutional assessment. Challenges were faced in identifying people with disabilities working in the WASH sector and also in obtaining employment data across institutions and organisations, although some progress was made in both areas.

## SUMMARY OF FINDINGS

### GOVERNMENT OF INDONESIA LAWS AND REGULATIONS

The Government of Indonesia, has increasingly integrated issues related to people with disabilities into a range of its laws, regulations and guidelines across ministries over a number of years.

### Employment of people with disabilities in government and the private sector

A key law has been the law concerning people with disabilities (No 8, 2016),<sup>1</sup> which includes articles related to opportunities for employment for people with disabilities. It states that the Government, Local Government, State-owned Enterprises and Local-Owned Enterprises are required to employ at least 2% of all employees, who are people with disabilities, and 1% in private companies. But the regulations for employment as Civil Servants in Indonesia by the State Service Agency (No 14, 2018)<sup>2</sup>, limits applicants to people under 35 years old and that they must have physical and mental health, to take up a position. The disability sector has advocated for this article to be removed from the requirements for employment as a Civil Servant, as it can act as a barrier for employment for people with disabilities.

The Regulation of the Ministry of Public Works and Public Housing (No 14, 2017)<sup>3</sup> on requirements for building convenience, provides specifications on accessibility requirements for all public buildings, including WASH facilities. This supports the employment of people with disabilities in public positions, through access to suitable WASH facilities in the workplace.

1 Law of the Republic of Indonesia, Number 8 of 2016, Concerning People with Disabilities, [https://pug-pupr.pu.go.id/\\_uploads/PP/UU.%20No.%208%20Th.%202016.pdf](https://pug-pupr.pu.go.id/_uploads/PP/UU.%20No.%208%20Th.%202016.pdf)  
2 State Service Agency, Regulation of State Service Agency of the Republic of Indonesia, Number 14, Year 2018, Technical Guidelines for Procurement of Civil Servants, KBP Head of State Service Agency of the Republic of Indonesia, <https://peraturan.bpk.go.id/Home/Details/140482/peraturan-bkn-no-14-tahun-2018>  
3 Regulation of the Minister of the Public Works and Public Housing of the Republic of Indonesia Number 14/PRT/M/2017, Concerning Building Ease Requirements, <https://jdih.pu.go.id/detail-dokumen/2228/1>

## OTHER STUDIES ON PEOPLE WITH DISABILITIES IN THE WASH SECTOR IN INDONESIA

### Global WASH sector

There are very few studies which focus on people with disabilities working in the global WASH sector. One video has been produced by WaterAid of a person with a visual impairment working in the WASH sector in Timor-Leste<sup>4</sup> and guidance has been prepared by CBM on learning about working in partnership with organisations of people with disabilities.<sup>5</sup> Other studies have focussed on how to improve programmes from the disability perspective,<sup>6</sup> but not related to increasing opportunities and engagement of people with disabilities as employees in the global WASH sector itself. So, this study from Indonesia is believed to be the first of its kind globally.

### Indonesian WASH sector

A study analysing the data on people with disabilities in Indonesia, was undertaken by the Australia-Indonesia Partnership for Economic Governance, which provides a useful profile of the population of Indonesia.<sup>7</sup> A very important action-research was also undertaken by Arbeiter-Samariter-Bund (ASB) Indonesia and the Philippines in partnership with the Working Group of Organisations of People with Disabilities in Palu, Sigi Donggala in Central Sulawesi. The Investing in Inclusive WASH (iiiWASH) Research,<sup>8</sup> involved training people with disabilities as co-researchers to assess how well the WASH sector had integrated disability inclusion into its WASH facilities and humanitarian response in Central Sulawesi in 2018.

## PEOPLE WITH DISABILITIES WORKING IN WASH IN THE INDONESIAN WASH SECTOR

### BENEFITS OF PEOPLE WITH DISABILITIES WORKING IN THE WASH SECTOR

Having people with disabilities working in the WASH sector will bring in new skills, knowledge and experiences. This includes increased awareness of the challenges that people with different kinds of disabilities may face related to WASH and to ensure that the sector keeps attention on ensuring WASH services, and facilities and programmes are inclusive.

*“When we talk about inclusion programmes, talking about people with disabilities, but not involving people with disabilities is nonsense” (Sub-national level stakeholder)*

They will also be role models for other people with disabilities to inspire and increase confidence, that they can also take on professional roles; and it will also help to break down discrimination and misunderstandings, both within the sector and within communities, of what people with disabilities can do.



### ROLES IN WHICH PEOPLE WITH DISABILITIES ARE EMPLOYED

Some WASH organisations have started involving people from organisations of people with disabilities (OPDs) in their work – in advocacy, as advisors, and a few in implementation. In the NTT province WASH Working Group, people with disabilities are involved as part of the Secretariat team. Representatives from OPDs were also trained to engage in a WASH facility assessment, advocacy and advice in the Central Sulawesi humanitarian response and two people with disabilities worked as trainers in humanitarian WASH for WASH sector and OPD representatives. A few people with disabilities were also identified working in broader roles, where they have some engagement in WASH programmes and services. For example, the Governor's Special Expert Advisor on Disability in NTT Province and the cross-section Focal Person for Disability in UNICEF Indonesia.

4 WaterAid (2017) Empowering people with disabilities in Timor-Leste, Video: <http://www.cswashfund.org/shared-resources/references/wateraid-timor-leste-video-empowering-people-disabilities-timor-leste/>; <https://www.youtube.com/watch?v=oRPNsZvKxKs>  
5 CBM Australia and World Vision (2018) Engaging with DPOs to Implement Disability Inclusive WASH Programming, [http://www.cswashfund.org/sites/default/files/CS%20WASH%202020\\_CBM-WV\\_Engaging%20with%20DPOs%20for%20inclusive%20WASH\\_Lessons%20Learnt\\_2018NOV.pdf](http://www.cswashfund.org/sites/default/files/CS%20WASH%202020_CBM-WV_Engaging%20with%20DPOs%20for%20inclusive%20WASH_Lessons%20Learnt_2018NOV.pdf); and Smith, J, Carver, Manlapaz, A, Fremlin, F (2022) “We have a key role now,” Lessons learned from partnerships with organisations of persons with disabilities, February 2022, CBM Australia, [https://www.cbm.org.au/wp-content/uploads/2022/02/CBM-Global-OPD-partnership-report\\_accessible-1.pdf](https://www.cbm.org.au/wp-content/uploads/2022/02/CBM-Global-OPD-partnership-report_accessible-1.pdf)  
6 For example: Wilbur, J (2016) Mainstreaming equity and inclusion in WaterAid: An overview of key triggers for success and challenges, Briefing Paper 2546, 39th WEDC International Conference, Kumasi, Ghana, 2016, Ensuring availability and sustainable management of water and sanitation for all, WEDC, Loughborough University, UK, <https://researchonline.lishtm.ac.uk/id/eprint/4652456/1/Wilbur-2546.pdf>  
7 Cameron, L and Suarez, D. C. (no date) Disability in Indonesia: What can we learn from the data, Australia Indonesia Partnership for Economic Governance, Monash University, <https://vdocuments.site/disability-in-indonesia-what-can-we-learn-from-the-data-disability-in-indonesia.html>  
8 This overview has been taken directly from the documented publications: ASB Indonesia (2020) Inclusive assessment: working with organisations of persons with disabilities in WASH assessment, August 03, 2020, <https://asbindonesia.org/newsread-189-inclusive-assessment-working-with-organisations-of-persons-with-disabilities-in-wash-assessment.html>; ASB Indonesia (2021) Investing in Inclusive Water, Sanitation and Hygiene (WASH): Lessons for disability and older age inclusion from the Central Sulawesi response, July 05, 2021, <https://asbindonesia.org/newsread-205-investing-in-inclusive-water-sanitation-and-hygiene-wash-lessons-for-disability-and-older-age-inclusion-from-the-central-sulawesi-response.html>

## Provincial Expert, Special Staff to the Governor in Disability in NTT Province

A Provincial Expert, Special Staff to the Governor on Disability has been appointed in NTT Province. She has significant experience of working with OPDs and herself has disabilities. She has responsibility for advising the Governor on issues related to disabilities across sectors. She has also been working through Garamin, an organisation for transformation for disabilities in NTT Province, and Pertuin, an organisation of people with visual disabilities, and the Social Affairs and Research and Development Department in NTT Province, to establish a directory of OPDs in NTT Province. This is called “Buku Profil Organisasi Disabilitas”, and will be a resource that the WASH and other sectors to know the OPDs and build linkages with them.

The box below also highlights an example, where a centre for people with psychosocial disabilities, supported its members to protect themselves against Covid-19.

## Rehabilitation centre for people with psychosocial disabilities in Bali, Rumah Berdaya Bali

A rehabilitation centre in Bali supporting people with psychosocial disabilities, was co-established by I Nyoman Sudisa, who also has a psychosocial disability. The centre has established a range of partnerships with local health officials, other CSOs and the local private sector. Each contributed different kinds of support, to help the rehabilitation centre support its members to protect themselves from Covid-19, including through vaccinations and good hygiene practices. This included the provision of moveable hand-washing stations, masks, face shields and information on how to do social distancing. The centre also benefits from being part of an NGO Alliance in Bali, where information is shared between agencies.

## ROLES IN WHICH PEOPLE WITH DISABILITIES ARE LESS REPRESENTED

Some people with disabilities had been engaged in advocacy, as advisors, and a few in implementation as partners for specific programmes.

*“We have partnerships with organisations, but not with OPDs. We are including people from OPDs in workshops, but not as formal partners” (Provincial-based stakeholder).*

But no people with disabilities were identified working full-time for organisations working on WASH, including the organisations working to improve GESI at programme level. This is a significant gap considering that it is estimated that here are 4.3% of the population in Indonesia who have a disability. This is also likely to be an under-estimation, considering 15% of the global population is estimated to have a disability. Hence, this means the WASH sector is missing a wide range of skills and experience in its work.

## POSITIVE EXAMPLES OF PEOPLE WITH DISABILITIES IN WASH

A few organisations have started focussing on involving more people with disabilities in their programmes, examples being Wahana Visi Indonesia, Yayasan Plan Indonesia International on its programme funded by the Water for Women Fund of the Australian Government and SNV. Two web-based national trainings were run in 2021, involving WASH actors and OPDs. The main objective was to reduce risks and disaster events and negative impacts on health that people with disabilities should be aware of. The training was organized by UNICEF (co-Coordinator of the WASH sub-cluster), ASB (member of WASH sub-cluster & Disability & Older People sub-cluster), Humanity and Inclusion (co. Coordinators of the Disability & Older People sub-cluster), and RedR Indonesia.



## Building capacities of people with disabilities to engage in WASH in humanitarian response

HI, CBM, ASB and representatives from a number of local OPDs, identified focal people to engage with each coordination mechanism in Central Sulawesi humanitarian response. The local OPDs involved in these activities came under the “Working Group of Pasigala OPDs”, which consists of several community-based OPDs in Central Sulawesi. This group was set up with support of ASB, to bring together people from different OPDs, which represent people with different kinds of disabilities. They were trained in how to do assessments and to interview people with disabilities and older people, who are affected by the emergency. They highlighted the need for accessible latrines and provided advice on inclusive design. They initially accompanied ASB as volunteers, as part of the capacity building process and then later became contracted staff and work on the response with ASB.



During the construction, members of Pokja OPD's Pasigala were conducting monitoring for the accessibility of the ongoing constructed latrines in Camp Lumbuna, Palu (Credit: Archive of ASB Indonesia and the Philippines, 2018)



Squat toilet in a government office, with no handrails and limited space, Surabaya (Credit: PT Myriad Research, 2022)



Pedestal toilet with handrails, but limited space for wheelchair movement, in a Puskesmas, Jember District, East Java (Credit: PT Myriad Research, 2022)

## BARRIERS TO THE RECRUITMENT, EMPLOYMENT, PROMOTION AND RETENTION OF PEOPLE WITH DISABILITIES

The first barrier is the cultural stigma around disability, where there is often still a feeling of shame when a family has a member who has a disability. People with disabilities in Indonesia are also still lucky if they have completed primary school education, so their educational opportunities tend to be limited. Some people with disabilities may also have to leave education, due to a lack of access to accessible toilets.

People with disabilities may also lack self-confidence, which may prevent them applying for and taking up roles within the WASH sector. Having a lack of formal education, can also lead to feelings of shame and inferiority when speaking in public and people may have a fear of being humiliated or ridiculed.

### Overcoming feelings of inferiority of a person with a disability working in the WASH sector

A representative of an OPD who undertakes work in the WASH sector, explained about her feelings that she had the first time she was working where her team were all non-disabled people. *“How can I be comfortable, how can I feel that we are the same, have the same rights, and I am not ashamed, not inferior. The first thing I do is I still have a commitment or principle, that understands that all people are actually the same, only we are different physically. Actually, we have the same potential. So, I’m still trying to be a person who doesn’t feel inferior. That is, we have these advantages and disadvantages together, so that they complement each other...?”* (District level respondent, who has a disability)

There is also a gap in understanding of the skills and capacities of people with disabilities, with their skills often being under-estimated.

*“Some people are very open to the inputs we give, but some are still confused by our recommendations - some still ignore them - maybe they see our limitations, so don’t take us seriously?”* (District level respondent, who has a disability)

The image of the WASH sector as one requiring mobility is also a barrier, along with the fact that not many people with disabilities train as engineers or in other technical roles and they lack WASH knowledge. People with disabilities also face discrimination with regards to recruitment and employment, as there is an expectation that staff with disabilities would be a burden on an organisation. There may also be a lack of easy access to offices and meeting rooms in government and other buildings and inadequate access to accessible WASH facilities in offices of all

organisations. In humanitarian responses, there are many clusters and sub-clusters, and limited numbers of people with disabilities and OPDs working in the response. Hence there is a lot of demand on the time of people with disabilities and OPDs for advice and engagement across sectors.

Women with disabilities face even more challenges to employment than males with disabilities, as women with disabilities face a double layer of barriers, from being females as well as having disabilities. See the companion Technical Brief on: ‘Women working in the WASH sector’ for further information on the barriers that women face in the sector.

See Fig 1 - for an overview of the situation of people with disabilities working in the WASH sector in Indonesia.

## OVERVIEW OF PEOPLE WITH DISABILITIES WORKING IN THE INDONESIAN WASH SECTOR

