

**11TH "BEST PRACTICE IN
CITIZENS' PARTICIPATION" Award**
AWARD APPLICATION FORM
A. BASIC INFORMATION:

Title of the experience: Participatory Budgeting for Disabled Persons Employment Promotion in the Sanxia District in New Taipei City, Taiwan(R.O.C.)		
Name of city/region: The Sanxia District of New Taipei City, Taiwan (R.O.C)		
Promoting entity: The Department of Labor Affairs of New Taipei City Government		
Country: Taiwan (Republic of China)		
Starting date: August 28th, 2015	Finishing date : March 31st, 2016(ongoing)	
Population size: 114,180 inhabitants in Sanxia District (3.9 million inhabitants in New Taipei City)		
Surface area: 191.4 square kilometers		
Population Density: 575		
GDP per capita: \$ 23,122		
Sector of the economy: third and first industry (service and agriculture)		
Type of experience:	Participatory budget	V
Regional scope	District	V
Thematic area	Employment	V
	Social inclusion	V

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B. PROCESS

DESCRIPTION OF THE CONTEXT IN WHICH THE EXPERIENCE OCCURRED

Social uprisings spread around the world like dominoes after the Arab Spring in 2010. Taiwan, a young vibrant democracy, also underwent a shockwave of youth-led social movement, including the iconic Sunflower Movements in 2014.

The youth demanded for changes. However, the social costs of radical changes upset the people seeking stability and economic growth. Politicians who caught in the middle cannot seem to do anything right in the public's eyes.

Examining problems in administration that alienated government from its people, New Taipei City Mayor Eric Chu believed that Taiwan's democracy needs to evolve, and residents need to take more responsibility of "public citizens". Civic engagement can energize local governance and redefine priority of public spending. Hence, the City began its pilot participatory budgeting (PB) projects in 2015. Among 8 initial PB projects, the notably engaging effort was made in Sanxia District by the Department of Labor Affairs.

Moreover, Taiwan's lawmakers enacted a law in 2014 to implement UN Convention on the Rights of Persons with Disabilities. Multiple mechanisms by public and private sectors are in place to protect and promote the right to jobs of the disabled. But an official survey in 2015 showed that unemployment rate of the disabled marked 11%, four times higher than that of nation's average. The statistics indicated a gap between individuals in need and assistance measures, which offers an opportunity and necessity of grassroots participation and democratic consideration.

In conclusion, the environment nurturing the Sanxia experience included the youth's demands for social equality, the mayor's determination to rectify policy miscarriages, and most of all, the residents' preparation to become a decision-maker, a public citizen.

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OBJECTIVES

Placing special focus on people with disabilities that are traditionally non-participatory and at risk of social exclusion, the case aims to achieve the followings:

Social inclusion: The City strives for fulfillment of the CRPD principle "Nothing about us, without us" by adopting democratic deliberation, thereby voices of disabled individuals and stakeholders can be expressed and respected, and most importantly, determine budget allocation and policy devising to meet actual needs.

Better governance: The bottom-up decision-making process ensures policies with a solid public base and optimizes the use of taxpayers' money. In addition, public-private partnerships will strengthen through the close collaboration.

Public trust: Empowered citizens will assess a policy from the perspective of public interest rather than that of personal interest. The participatory effects of innovative PB initiative on the right to work of disabled persons will spill over to other domains of public affairs.

DESCRIBE THE EXPERIENCE

The Sanxia experience is the first in its kind among the world's 1,500 participatory democracy projects by placing focus on the employment promotion for the persons with disabilities. Compared to other pioneering PB projects in other parts of the world, we have encountered more challenges on participatory rate, i.e. how to encourage participation by local Taiwanese people, to whom the governance was taught to be top-down and that citizens being submissive is virtue, and particularly when some of the disabled population have long feel left alienated and even lost their trust in public affairs.

The reach-out strategy is comprehensive. The civil registry shows that 2,000 disabled persons live in Sanxia. To promote the ideal and procedures of PB, various materials ranging from fliers, pamphlets to posters were both register-mailed to the citizens with disabilities, and placed or displayed at sites frequented by locals.

With assistance from local officers, village chiefs, volunteers, NGOs, along with family members of the disabled, the entire process, including workshops, lectures, small-group meetings, proposal presentation and voting, eventually attracted a big turnout of 1,000 participants.

Another challenge was ensuring an obstacle-free meeting sites and transportation. Sanxia is the second largest district (191 km²) in New Taipei City. It was a taxing job for the disabled to get around without assistance or proper facilities. The facilitation included accessible bus service, sign language interpretation, real-time subtitle display, large print material packages and video streaming service. The participants feedbacked very favorably.

A more difficult challenge is trust issue. Some disabled persons have been alienated

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from the public engagement for so long that they have no trust or faith in government. To solve the problem, a website and a Facebook page were built specifically for a complete information disclosure. In addition, consulting service was available at activity sites for face-to-face communication if the disabled participants have questions or concerns.



The final challenge was the insufficient external resources. In a well-functioning community, NGOs play vital roles. But in Sanxia, there is no local NGOs that specifically work on the welfare and rights of the disabled, while the national NGOs have no local network to implement on the ground. Through PB process, especially the brainstorming sessions and proposal presentations, the locally available support networks and the external resources and know-hows can be matched and consolidated for better project implementation.

According to the opinion poll conducted during and after PB, 80 percent of respondents believe it is feasible for PB initiative to help disability employment. Roughly 60 percent of respondents expressed their expectation for adopting PB approach for budget allocation. Moreover, roughly 60 to 80 percent of respondents have favorable impression, with strong aspiration to be involved. This finding supported the possibility of a wider range of PB realization in the future. It also encouraged PB executors to consider giving disadvantages groups a higher priority for services.

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LEADERSHIP AND SHARED RESPONSIBILITIES.

Leadership involving the initiative spanned 3 levels:

City:

City Mayor Eric Chu made a pledge to involve grassroots participation and collaborative governance into local governance during his campaign in 2010. Following years of preparation and planning, he unveiled the beginning of PB initiatives for the City in 2015. City management advocated PB in media events or interviews in an effort to raise the public awareness of this new idea.

Department:

The Department of Labor Affairs took the responsibility for initiating the idea, setting aside budget and offering administrative assistance throughout the process. Commissioner of Labor Affairs Xie Zheng-da attended sessions of meetings involving planning and progress reviewing. He and officials from the Department also actively participated in town hall meetings.

Project management:

Yeh Xin-yi, a university professor from Sanxia, served as the project manager to lead concerted efforts to advocate and facilitate participation of the disabled.



New Taipei City Mayor Dr. Eric Liluan Chu(right) and the Commissioner of Labor Affairs Department Xie, Zheng-da(left) unveiled two most voted proposals during a media event.

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Yeh Hsin-yi, Assistant Professor at National Taipei University Department of Sociology, served as project manager introduced the PB plan during a seminar. A staff (left) offers sign language Interpretation service.

COLLABORATION WITH OTHER ENTITIES OR WITH OTHER DEPARTMENTS OF THE SAME MUNICIPAL GOVERNMENT

A strong public-private collaboration enabled high turnout rate:

A 7-member **consulting committee** (PM, government rep, academia reps and NGOs reps) was created to facilitate PB and participation.

Resources are shared among **many Departments** of Social Welfare, Transportation, Education, Economic Development and District Office. As proposals may involve different policy areas, requests were made to them for further assistance.

Local community members and NGOs, i.e. village chiefs, local associations of commerce, community development, cultural heritage, and a hospital, help mobilize local network and encourage innovative proposals to be made.

Most important of all, **the disabled, their family and caregivers**, were at the core of the plan. They voiced their demands, suggestions, hopes and dreams. They participated in all sessions and voted.

About 20 **national social welfare foundations**, sheltered workshops, rehabilitation centers worked together to facilitate and participated in making proposals.



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The third sessions of consulting committee



Coffee stand supported by the local store (the Old Street in Sanxia District)



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Handmade soap selections stand at the Old Street in Sanxia District

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C. METHODOLOGY

DESCRIBE THE METHODOLOGY AND THE PARTICIPATION MECHANISMS IMPLEMENTED IN THE DIFFERENT STAGES OF THE PROCESS.

A preliminary **literature review** was conducted to better understand the general situation of the disabled population in the City and Sanxia (unemployment rate and job rehabilitation resources).

Various meetings include 5 counseling committee sessions, 6 info sessions for facilitators and NGOs, workshops for volunteers, 3 town hall meetings and a seminar. The counseling committee also sat in all public deliberation.

Accessibility inspections are conducted to ensure venue's friendliness.

In all sessions, **questionnaires** were given, and the analysis has been adopted to examine the data and opinions collected in PB.

After proposals unveiled, a 10-day **proposal exhibition** and a session of face-to-face **presentation seminar** were held. In order to ensure that the participants were well informed of PB and different proposals, an **interactive website and Facebook page** offered all information about this initiative, video records of the meetings were online. Questions and requests can be lodged **on line**.

活動類別	說 明 書 類 別	備 註
1	諮詢委員會	諮詢委員會由專家學者組成，提供意見，協助政府制定政策。
2	諮詢委員會	諮詢委員會由專家學者組成，提供意見，協助政府制定政策。
3	諮詢委員會	諮詢委員會由專家學者組成，提供意見，協助政府制定政策。
4	諮詢委員會	諮詢委員會由專家學者組成，提供意見，協助政府制定政策。
5	諮詢委員會	諮詢委員會由專家學者組成，提供意見，協助政府制定政策。

選票單正面 (含意見調查表)

● 諮詢委員會的職責：諮詢委員會由專家學者組成，提供意見，協助政府制定政策。諮詢委員會由專家學者組成，提供意見，協助政府制定政策。諮詢委員會由專家學者組成，提供意見，協助政府制定政策。

● 諮詢委員會的組成：諮詢委員會由專家學者組成，提供意見，協助政府制定政策。諮詢委員會由專家學者組成，提供意見，協助政府制定政策。諮詢委員會由專家學者組成，提供意見，協助政府制定政策。

● 諮詢委員會的運作：諮詢委員會由專家學者組成，提供意見，協助政府制定政策。諮詢委員會由專家學者組成，提供意見，協助政府制定政策。諮詢委員會由專家學者組成，提供意見，協助政府制定政策。

選票單反面 (廣告回信)

Voting notices and questionnaires

7. 綜合來說，您認為選擇「三峡」作為此一實驗計畫的地點

a. 非常滿意	4	12.50
b. 滿意	15	46.88
c. 尚可	11	34.38
d. 不滿意	1	3.13
e. 非常不滿意	1	3.13
Total	32	100.00

8. 您認為在「身心障礙者的就業促進」適合作為參與式預算的主題嗎?

a. 非常適合	3	9.09
b. 適合	14	42.42
c. 尚可	10	30.30
d. 不適合	6	18.18
e. 非常不適合	0	0.00
Total	33	100.00

9. 在聽完本次的說明會與就業論壇後，您認為採用「參與式預算」來決定預算分配是

a. 非常可行	1	3.13
b. 可行	20	62.50
c. 尚可	8	25.00
d. 不可行	3	9.38

Responding results and analysis



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One of the town hall meetings for persons with disabilities



Focus group discussion during the town hall meeting



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每場「巷仔口就業論壇」的議程安排如下：

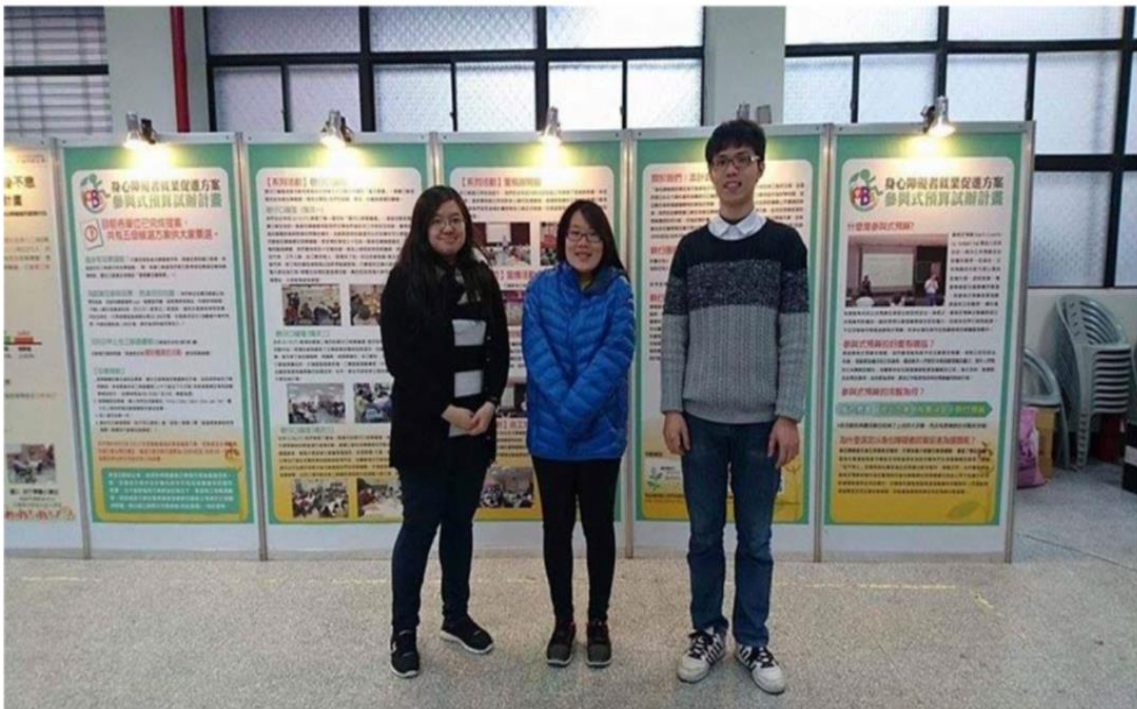


會前場地勘查(三峽國小)



會前場地勘查(無礙場廁所)

On-site Inspection before meetings participated by persons with disabilities



3 個工作人員合照

Volunteering students stood in front of display board featuring the content of proposals



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三峽無礙好就業 預算參與好未來

首頁 | 手機版 | 網站導覽 | 聯絡我們 | fb 粉絲團

關於計劃 | 什麼是參與式預算 | 如何參與 | 提案說明 | 方案投票 | 活動紀錄

計劃介紹

執行團隊

執行委員會

關於計劃 > 計劃介紹

計劃介紹

「身心障礙者就業促進方案參與式預算試辦計畫」是由新北市政府勞工局所主辦，並委託國立台北大學社會系負責執行之實驗型嘗試。本計畫鎖定三峽地區作為試辦地區，並企圖引進具備審議精神的參與式預算，以翻轉身心障礙者過去在就業議題上所遭遇的困境。我們的目標是讓三峽在地身心障礙者透過投票的方式選擇方案，並決定就業促進的預算應該如何分配。作為試辦計畫，我們預計最終將由眾多提案中選出兩個方案，且每案至多可獲得兩百萬元新台幣的預算補助。獲選方案的提案單位則有一年的期間(民國105年4月至106年3月)執行方案。

聯絡方式 | 隱私權政策 | 著作權聲明

電話：02-29603456或 1999(限新北市境內直撥) 傳真：02-29671525

諮詢專線：02-29653900 或 02-29603456分機6528、6529 (諮詢專線中午不休息)

地址：(22001) 新北市板橋區中山路一段161號7樓

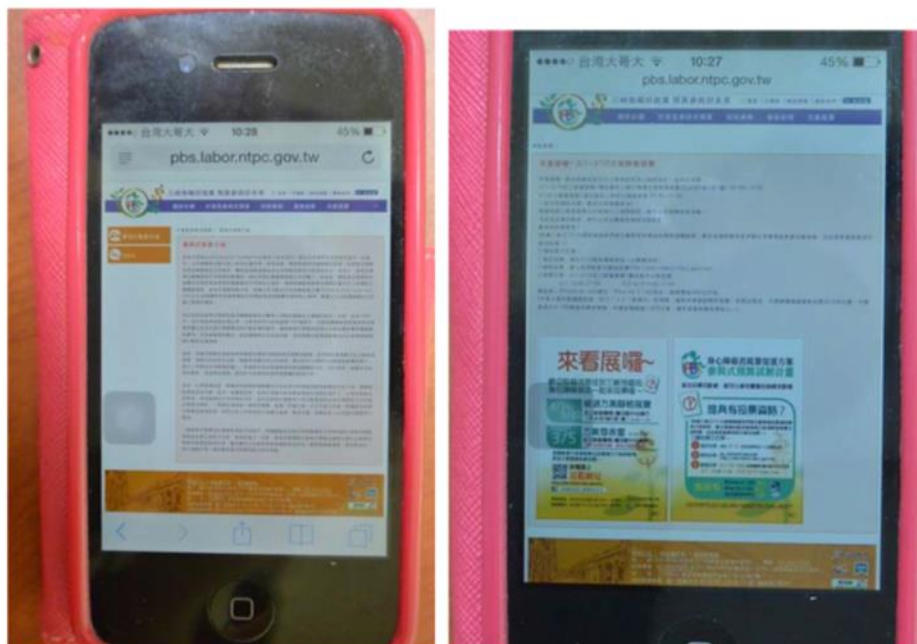
為民服務時間：週一至週五 8:30-12:30、13:30-17:30 (國定假日除外)

最佳瀏覽狀態：IE9.0 / Google Chrome / Firefox 以上，建議解析度1024x768

新北市政府勞工局

無障礙 AAaccessibility

The website(Chinese) designed to announce all the information about the PB plan



網站-手機版

Website for mobile phone

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Facebook page on SanXia experience

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D. FUNDING STRATEGY AND BUDGET

BUDGET

The funding of this project was approximately 17,329 US dollars, accounting for 14 percent of the total amount of job rehabilitation funds managed by the City's Department of Labor Affairs.

FUNDING STRATEGY

The source of the budget came from central government. Ministry of Labor Affairs allocated funds reserved for vocational rehabilitation services nationwide. The funds were distributed to local municipalities to implement measures and mechanisms to improve vocational training, rehabilitation and employment promotion.

Realizing the grave urgency of the employment situation of the disabled, Labor Affairs Department allocated 14% of that fund distributed by the Ministry to focus on the disabled population. With public-private partnership and internal resources from other municipal departments, the proposals being selected also receive fundings from different departments and donation from private sector.

**E. INFORMATION SPREADING AND FEED-BACK TO THE
PARTICIPANTS**

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DESCRIPTION OF THE INFORMATION DISSEMINATED DURING THE PROCESS.

Since PB was new to Taiwan, the executing team went out of its way to ensure the information of the project a comprehensive and foolproof guidance.

Materials offer everything an individual need to know if s/he would like to participate in a PB practice. The subjects span philosophy, definitions, procedures and methods, benefits and risks to positive and negative experiences from other nations or entities.

In addition to the introduction of PB, all the information relevant to this case was announced through multiple platforms. The disclosed information includes meeting arrangements, proposal contents, organization background, budget amount, meeting minutes, members of committees, media reports, voting notice (eligibility, channels, results), proposing regulations, and audio/visual materials documenting the events.

It is important to note that the communication of information is in both directions. Opinions collected during this process were presented to the agency which it might concern.



跑馬燈宣傳

Messages promoting the PB plan displayed on electric board of an overpass



4,000 張 A4 雙面彩色 DM：正反兩面之設計

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Color-printed leaflets for PB plan (4,000 copies)



里辦公室張貼宣傳海報

Poster on billboard of the village office



大豐採訪計畫主持人 <http://news.ltn.com.tw/news/local/paper/917872>

Interviewed by local TV station to promote the PB process



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民視新聞播出 3/5 方案發表會相關消息

TV report on the PB process



報紙報導本計畫活動：聯合報，105 年 3 月 22 日

PB plan reported by Newspaper

FEED-BACK TO THE PARTICIPANTS

All of the information about this experience were made available and accessible to everyone.

The major mechanism used for returning information includes activity website and Facebook page. The website offers a friendly interface to disabled users. Participants who cannot personally attend the activity sessions can watch the events through streaming service. The returning and disclosure of information was conducted in real-time and through diverse channels and in various forms throughout the entire process.

In addition to the website, the local media also facilitate progress-reporting to the audience and readers. Complaints about inaccessibility to information were never received.

Aside from dispatching information to the general public and participants, executing team informed organizations eligible for making proposals on all the obligations, rules and limitations beforehand. By doing so the bid for best programs was a fair game for all the organizations.



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巷仔口就業論壇實況轉播

Streamline service on town hall meetings



拜訪二關里里長(圖左)、伊甸三峽福利中心(圖右)，說明本計畫相關活動

Small-group discussions took place at local village and welfare foundation organization

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F. RESULTS

TOTAL NUMBER OF PARTICIPANTS. PERCENTAGE OF PARTICIPANTS OVER THE TARGET POPULATION GROUP. PROFILE OF THE PARTICIPANTS.

The total number of participants reached 1,000. This number accounted for roughly 50% of all persons with disabilities in this area. The voting rate reached 14.2%. The voters included persons with disabilities and their family members.

Voters with mild impairments account for 50%, with the other 50% being individuals with medium or serious impairments. Male voters secured a higher share of votes than female. More unemployed voters participated in the voting than the employed.

HAVE THE RESULTS BEEN DOCUMENTED? WHAT KIND OF DOCUMENTATION IS IT? HAVE OUTCOMES BEEN RETURNED TO THE CITIZENS?

The results of voting were placed on the website. A final report produced by the executing team was presented to the city department. The report included documents (review and evaluation), pictures, financial reports, and other materials.

The city department produced booklets with a summary of this report, serving as a reference for individuals who are interested in PB. The booklets were placed at multiple spots with free access.

IMPACTS ON PUBLIC POLICY. PLEASE DESCRIBE IF, ONCE THE EXPERIENCE HAS BEEN IMPLEMENTED, HAVE THERE BEEN CHANGES IN THE LEGISLATION, ACTIONS OF THE ADMINISTRATION (NEW PLANS, NEW PROJECTS), BUDGET AND/OR MUNICIPAL MANAGEMENT.

The sessions allow the departments to understand the real needs of the class of population. Heightened are the policies to create sheltered workshops, and to create incentives for NGOs to offer vocational training. Also, accessible buses are introduced by Transportation Department.

The Sanxia experience inspired an attempt focusing on social welfare packages assisting disadvantaged groups such as senior citizens or invalid individuals. The following project completed its voting procedure in December 2016. In addition, a series of democratic deliberation sessions discussing middle-aged and elderly employment are slated for 2017.

Moreover, the PB initiative was listed as one of the major projects under the framework of youth policy. The plan was set to reach out to the youth, seeking to involve youngsters into mobilizing residents for democratic consideration and to help energize the communities.

IMPACTS ON THE ACTORS. CULTURAL EFFECTS AMONG PARTICIPANTS AND CULTURAL EFFECTS AT THE ADMINISTRATION (TECHNICAL STAFF, POLITICAL STAFF) CAN BE



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DESCRIBED?

Most disabled participants were for the first time politically informed and empowered. The participants enthusiastically involved in the process. According to the poll, 80% believe PB helps disability employment. 60% supported PB for future budget allocation.

The officials from the Government were also awakened and alerted that the services as usual do not meet the real needs and require improvement. A channel for grassroots opinions will be institutionalized for future policy making process.

EXTERNAL IMPACTS. IS THE EXPERIENCE TRANSFERABLE? CAN IT BE REPLICATED IN ANOTHER CITY OR BY ANOTHER ORGANISATION?

Sanxia experience is transferable and replicable, and is showcased at multiple occasions across the nation, from academic seminars to workshop offering hands-on practice.

Since the main spirit and executing procedures of the project are very similar to other PB practices across the world, one without complex skills can operate according to the experience easily. Expensive or particular facilities were not adopted in the initiative, so this was an affordable modeling for most PB executors.



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G. EVALUATION AND MONITORING.

DESCRIBE SHORTLY WHAT KIND OF EVALUATION (INTERNAL/EXTERNAL) HAS BEEN FORESEEN FOR THE PROCESS, WHO WILL CONDUCT IT AND WHICH PARAMETERS WILL BE MEASURED.

A seven-member counseling committee was established from the beginning of this plan. This organization including experts from different fields. It supervised the progress, reviewed proposals and ensured an obstacle-free environment for disabled participants. In addition, the leadership in the Department of Labor Affairs also conduct regular inspection on the progress.

Questionnaires were released to individuals and organizations participating in the activities.

The survey results were evaluated by statistical analysis tools and standards. In addition, interviews between participants and researchers took place constantly throughout this initiative. Each participant served as both supervisor and counselor. Their evaluation directly affected the arrangement of procedures.

Moreover, all the information about this experience has been published on the website. This allowed individuals who are interested in this case to evaluate the performance.

WILL CITIZENS BE INVOLVED IN THE EVALUATION? WILL THEY BE PROVIDED WITH THE EVALUATION'S RESULTS?

Since all the information is available to the public, citizens were involved in the evaluation. Citizens participating in the initiative were invited to express their opinions through questionnaires and interviews. The findings and results were carefully documented by the city government but available for citizens who want to review and inspect the details.

ONCE THE EVALUATION PROCESS IS FINALIZED, IS THERE A CITIZENS' MONITORIZATION/ FOLLOW UP PROCESS FORESEEN?

The evaluating and monitoring conducted by citizens were integrated into each discussing sessions, interviews, small-group talking, seminars and workshops. In addition, citizens were allowed to leave their messages on the Facebook page for real-time feedback.

A large-scale presentation seminar will take place in the near future to demonstrate the outcomes from the two proposals. By organizing media events, the city government and executing team invite the public to remain informed on the latest progress and to express opinions about the plan. The opinions will facilitate the further improvements.

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H. ABSTRACT AND CONCLUSIONS.

HIGHLIGHTS OF THE EXPERIENCE.

New Taipei City Government launched its Participatory Budgeting for Disabled Persons Employment Promotion in Sanxia District in 2015. This marked the world's first PB process focusing on promoting the employment of disabled persons.

The voting rate of this plan reached 14.16 percent, which is much higher than the worldwide average voting rate for PB practices (below 3%).

A total of 1,000 individuals (the majority being disabled persons) participated in the Sanxia event. This number accounted for 50 percent of the entire disabled population in the district.

According to the opinion poll regarding the effectiveness of the plan, 80 percent of respondents believe it is feasible for PB initiative to help disability employment. Roughly 60 percent of respondents expressed their expectation for adopting PB approach for budget allocation.

The Sanxia experience was lauded by the media and PB organizers as a success for multiple reasons: (1) The introduction of comprehensive methods which reaches out to disadvantaged group that were usually ignored or considered inaccessible. (2) Effective mobilization of local support. District-level members involved in this plan span individuals from the public sectors, NGOs, volunteers, shop owners to residents, among others. It is argued that this experience served as a practical and innovative reference for future PB projects of the City and members conducting PB initiatives around the world.

FUTURE CHALLENGES TO ACHIEVE.

Compared to cities with seasoned experience in PB practice, New Taipei City only implemented its pilot run in the year of 2015. The City completed the practice in Da Guan Village, marking the first modelling attempt in Taiwan. Following this success, a total of eight departments became involved in promoting PB practices.

However, the budget regulation and audit system in Taiwan hinder the flexibility of PB. In fact, citizens cannot enjoy complete freedom in deciding the issues and subjects implemented through PB approach. For instance, if the money reserved for PB came from the Department of Cultural Affairs, the subjects will be limited to the fields involving cultural affairs in compliance with budget regulations.

The lack of an agency dedicated to managing PB projects poses another challenge. Since the demands from residents usually involve services from multiple departments, the dedicated agency in charge of coordination and collaboration among organizations is essential for boosting the effectiveness of PB.



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WHY CAN THE EXPERIENCE BE CONSIDERED INNOVATIVE?

The participatory budgeting for disabled persons employment promotion in Sanxia District marked the world's first PB process focusing on promoting the employment of disabled persons.

This number of participants accounted for 50 percent of the entire disabled population in the district. It is important to note that individuals who were traditionally not involved took part in this experience. This stirred up the democratic awakening among the disabled group and residents across this district.

In addition, the introduction of comprehensive methods which reaches out to disadvantaged group and garnish massive, district-level support also makes this plan a success. New Taipei City government gave priority to include disabled persons in the policy-making process. This experience serves as a practical and innovative reference for future PB projects of the City and members conducting PB initiatives around the world.