



EthnicAbility **RADIO PROJECT**

Promoting the Disability Services Standards

FUNDED BY DISABILITY SERVICES COMMISSION
Disability Services Strategic Plan 2006-2010
Co-project under GRANT NUMBER 2006006
JUL 2006-JUN 2008



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Acknowledgements

EDAC would like to thank the Disability Services Commission (DSC) for funding this project under a Strategic Plan Implementation Grant as a co-project to *Promoting the Disability Services Standards* (Grant 2006006).

We would also like to thank 6EBA for training staff and volunteers working on *EthnicAbility*, and for providing use of the studio and equipment for the broadcasts.

A special thanks also to all those who have participated in interviews and reports that have been broadcast on *EthnicAbility* and those who kindly translated and narrated the final material for broadcast in the main ethnic community languages.

The Project Officers would also like to thank Sonja Vuksanovic, volunteer, for her outstanding ongoing support with the operational aspects of the radio series.

Finally, thanks to the staff of EDAC who, as always, contributed to making it happen to the high standards we have come to expect.

Zel Iscel
and
Maranda Ali
Project Officers

Executive Summary

Rationale

People with disabilities who are from Culturally and Linguistically Diverse (CaLD) backgrounds and their families are not equitably represented in use of disability services. Although CaLD people with a disability represent approximately 14% of the disabled population, their access to services in WA is only about 2% (DSC Annual Report 2004-2005). Previous research by EDAC (*Supporting CaLD Carers* 2003) indicated that this critical gap in service uptake is due in part to unfamiliarity with how disability is regarded here and the support services available. Difficulties navigating the complex disability services system stem also from limited understanding of government plans, policies, and procedures and of the Disability Services Standards. They also report generally a reticence in accessing mainstream services (generally, and those that assist people with disabilities) as they find them generally less responsive to cultural and language needs, with limited understanding of how any CaLD individual's cultural practices may impact on disability services.

Project

EDAC has assisted the Commission in its commitment to address these concerns through a related DSC-funded Project *Promoting the Disability Services Standards*. Under a Strategic Plan Implementation Grant over a two year period a series of Workshops were held, hosted by various stakeholder agencies, to bring together CaLD people with disabilities and their families/carers into the beginnings of a working relationship with service providers on service improvement across the broad spectrum of support needed by CaLD people with disabilities.

EDAC's *EthnicAbility* community radio program was recruited into this initiative as a separately funded project within the same DSC Strategic Plan Implementation Grant, linked to provide concurrent dissemination of the outcomes of the Workshops of the primary Project *Promoting the Disability Services Standards*. The issues and outcomes of the ten Workshops of the main Project, by being addressed within EDAC's *EthnicAbility* radio program, meant that more broadly listeners from the ethnic communities would be able to hear about experiences/concerns of Workshop participants and their service providers and learn how CaLD issues can be incorporated within the Disability Services Standards.

Outcomes

A total of 13 programs were broadcast, ten were directly related to the Workshops and involved 16 of the participants. Another three broadcasts were related to general CaLD issues associated with the Disability Services Standards.

The project also extended its accessibility especially to people in the ethnic communities by providing in addition, at the end, an integrated summary of the outcomes of all of the Workshops. This was translated and then narrated into various languages, by EDAC staff and ethnic community volunteers. The languages include French, Italian, Croatian, Bahasa Malaysia, Spanish, Vietnamese, Somalian, Tagalog, Arabic and Islamic Arabic. Broadcast of these narrated translations is scheduled to

commence from September 2008 and is also available for everyone in audio and written form on the EDAC website.

Evaluation

Feedback from the broadcasts showed that the project had achieved the planned outcomes identified in funding proposal. Participants from the Workshops felt empowered by being able to relate on *EthnicAbility* their experiences of accessing disability services and by their feeling of valued inclusion in contributing to improving awareness of the cultural aspects that require attention in effective service delivery.

It was also reported that the broadcasts enabled not only the CaLD consumers but also their families, ethnic communities and service providers to gain a greater awareness of the issues relating to CaLD consumers accessing services. It also promoted changes in perceptions of disability within ethnic communities on the one hand and, on the other hand, enhanced cultural awareness of service providers. More importantly, it seemed to reduce barriers and build relationships and develop commitment on both sides, to begin working more closely together at all levels towards informed changes in the cultural accessibility and responsiveness of disability services. Promoting the Disability Services Standards through focussing on the lived realities of the cultural contexts of the lives of CaLD people with disabilities and addressing their actual issues in constructive ways using the *CaLD Perspectives on the Disability Services Standards* developed earlier by EDAC as guidelines, is intended to attract CaLD consumers to now more culturally responsive disability services and begin on both sides to reduce the persisting critical gap in service uptake. .

The variety of interesting topics covered relating to the Standards and their ongoing promotion, the radio program has received many encouraging comments and suggestions for future topics. Overall the Project was seen as a valuable mutual breakthrough toward collaboration between CaLD people with disabilities, their family carers, ethnic communities and service providers.

Recommendations

Several suggestions were made identifying possibilities to sustain the educational promotion of the Disability Services Standards on *EthnicAbility*.

It is seen as critical to continue encouragement, further build commitment and confidence, and provide ongoing guidance for both CaLD people with disabilities and service providers to work together. This can profitably build on the beginnings of the constructive working relationships established here. Importantly the impetus needs to be ongoing.

What is at stake is facilitating broad ethnic community and disability service sector involvement in gradually achieving valuable, equitable and demonstrable outcomes in service access, satisfaction and effectiveness for CaLD people with disabilities.

1 **Rationale**

Since July 2006, EDAC has been presenting a regular weekly program entitled *EthnicAbility* on Perth's local ethnic community radio station 6EBA FM every Tuesday from 11:30am – 12:00pm. This radio program grew from the support by the Office of Multicultural Interests (OMI), who invited EDAC to broadcast monthly reports on their *Mosaic* program, which discontinued in 2006.

EthnicAbility explores a wide range of issues affecting people with a disability who are from culturally and linguistically diverse (CaLD) backgrounds, their family/carers, service providers and communities and provides information about services that provide assistance, advocacy and support.

Disseminating the outcomes of the Workshop series: *Promoting the Disability Services Standards*

One of the recent *EthnicAbility* initiatives was to link with a 2 year project *Promoting the Disability Services Standards* funded under the DSC Strategic Plan Implementation Grants. CaLD consumers had previously reported to EDAC their difficulty both with accessing culturally appropriate/sensitive services, and also, barriers within their local and/or ethnic communities not enabling them to feel like valued community members. Both are identified areas of necessary improvement for CaLD people that come within DSC's *Vision* for people with disabilities living *in welcoming communities which facilitate citizenship, friendship, mutual support and a fair go for everyone*.

In partnership with National Disability Services (NDS) this project brought together CaLD disability consumers and their families/carers and ethnic communities with disability service providers in a series of 10 specially focussed Workshops (Refer: EDAC Project Report to DSC - *Promoting the Disability Services Standards* 2008). Here both consumers and service providers could raise their issues and experiences about service provision within the framework of the Disability Services Standards, with EDAC guiding this from the *CaLD Consumers Perspectives: Developing culturally and linguistically responsive approaches to the Disability Services Standards* (2005). On a Service Improvement Grant from DSC, EDAC had developed these guidelines with CaLD consumers. They have proven to be a valuable resource demonstrating how DSC funded services can work with consumers, carers and communities within the Disability Services Standards in ways that uphold the rights of CaLD people. Using that, this current Project then established the beginnings of working relations between them toward being better mutually informed about the Standards and improving their implementation in culturally appropriate ways.

The outcomes from these Workshops were broadcast on the *EthnicAbility* radio program to make them available more widely throughout the community to other CaLD consumers, family/carers, ethnic communities and other service providers. This involved interviews with participants and the different Workshop Guest Speakers.

In this way, this project aimed to support the Disability Services Commission's Strategic Plan (2006-2010) by utilising ethnic community radio to promote disability services and increase the understanding of disability issues within culturally and linguistically diverse communities, including people with disabilities and their families/carers, within WA.

2 Project

Steering Committee

For these particular *EthnicAbility* broadcasts the Project Officer reported to the Steering Committee of the “Promoting the Disability Services Standards” Project, ensuring that the outcomes of issues from the ongoing Workshops were continuously disseminated via the radio program. The outcomes were broadcast after the completion of each of the series of ten workshops.

Staff Development

The Project Officer undertook training to improve presentation and production skills, enhancing the effective and professional manner in which the outcomes from these Workshops were delivered.

Several EDAC staff and volunteers were also trained in the radio presenter/console operator role and to present for *EthnicAbility*. In the course of the two years, most of the trainees moved on to other jobs and interests. However, EDAC has been successful in attracting a dedicated and enthusiastic regular volunteer, Sonja Vuksanovic, who has assisted the Project Officer in both presenting and operating the console on *EthnicAbility* in the production of these programs for this project.

Promotion

EthnicAbility promotes the radio program each week via email to over 100 addresses, mainly to people residing in Perth. This was the main source of advertising each Workshop broadcast (Appendix II). Some recipients forward the email onto their contacts so the news reaches at least 400 email addresses in Perth.

To inform service providers, communities and consumers about the general radio program a flyer about *EthnicAbility* has been made and is distributed in the EDAC information pack at community events, networking meetings and training sessions that EDAC runs (Appendix III) – informing people that they may access the previous programs on EDAC’s website, including The Workshop series.

From time to time, information on the Workshop series broadcast on *EthnicAbility* was also sent to electronic newsletters such as *EthniCity* produced by the Ethnic Communities Council of WA and the newsletter produced by Carers WA.

Guest speakers also helped to promote the programs, by encouraging other family, friends and community members to listen to their particular interview and any others in the Workshop series they were interested in.

Alternatives were promoted to listen to the Workshop series on *EthnicAbility* - both live and previous broadcasts:

- To listen live, *EthnicAbility* can be accessed through the traditional radio on the FM band at 95.3 Megahertz. *EthnicAbility* is also streamed over the internet at www.6eba.com.au, thus giving the program a world wide reach.

- Previous broadcasts of *EthnicAbility* are available on EDAC's website: www.edac.org.au. In addition, CDs of programs are available to listeners and interviewees upon request as EDAC keeps audio copies of all the *EthnicAbility* broadcasts.

Guest speakers

Specially experienced people such as service providers and selected consumers and carers were invited to be Guest Speakers at the Workshops. They were then invited to attend the radio studio for a 'live' broadcast interview (or recorded interview) after the Workshop on its issues and outcomes – particularly on how CaLD issues can be incorporated within the Disability Services Standards.

These interviews on the Workshop outcomes were also posted on the EDAC website for public audio access.

Project Workshops

The following target groups were addressed for each Workshop/broadcast:

1. Mirrabooka (pilot workshop)
2. CaLD women
3. Cerebral Palsy
4. Intellectual and developmental disabilities
5. Muslims with disabilities
6. South Eastern Perth Area
7. Independent schools
8. Northern Perth Area
9. Autism
10. Accommodation

In Workshops where Guest Speakers of various service provider and other organisations were involved, they were also interviewed for the radio programs as representatives from those agencies. In effect, the radio programs not only promoted the Workshops before they were held and then later broadcast the outcomes and issues that arose from them, but they also provided publicity within the ethnic communities for the service providers involved, promoting information and cooperation between consumers, families/carers, ethnic communities and those services.

3 Outcomes

Addressing CaLD issues within the Disability Services Standards

Many issues were raised at the Workshops. Some issues seemed to be recurrent throughout, such as the need for culturally responsive services, and social isolation from lack of access to participation and integration of CaLD people with disabilities – both in their own and the wider community. Other issues were specific to the particular disability group or special interest group, such as the inadequacy of support and services for students who have a disability.

The Workshops were based on addressing issues and developing cultural responsiveness within an understanding of the framework of the Disability Services Standards of WA. The nine Disability Services Standards are:

1. Access to services
2. Individual needs
3. Decision making and choice
4. Privacy, dignity and confidentiality
5. Integration and participation
6. Valued status
7. Complaints and disputes
8. Service management
9. Protection of human rights and freedom from abuse and neglect.

Below is a list of the Workshops and a brief summary of the issues raised.

Table 1: Workshops and Issues

Workshop target group		Predominant standard and relating cultural issue identified
1	Mirrabooka	<u>Standard 2 & 6</u> – including and valuing cultural needs in service provision <u>Standard 3</u> – involving family in decision making
2	CaLD Women	<u>Standard 2</u> – services avoiding making assumptions of individuals according to how they look <u>Standard 5</u> - services recognising cultural isolation and lack of cultural participation
3	Cerebral Palsy	<u>Standard 1</u> – utilising interpreters to improve service access <u>Standard 2</u> – engaging culturally traditional support <u>Standard 5</u> – participation in local community
4	Intellectual and Developmental disabilities	<u>Standard 1</u> – lack of English and cultural restriction limiting access to support. <u>Standard 2</u> – addressing ‘holistic’ care needs e.g. parents with many children <u>Standard 3</u> – recognising ‘holistic’ impact of decisions and by involving all family. <u>Standard 6</u> – recognising cultural perceptions of disability
5	Muslims with disabilities	<u>Standard 1</u> – mainstream services culturally inept but difficult for family carers to migrate to Australia

		<p><u>Standard 2</u> –cultural appropriate gendered support</p> <p><u>Standard 5</u> –participation in activities with people of similar cultural/religious beliefs</p>
6	South East Perth	<p><u>Standard 1</u> – access by temporary residents to support and use of interpreters</p> <p><u>Standard 2</u> – respecting individual’s decisions</p>
7	Independent Schools	<p><u>Standard 1</u> – New Zealand residents and access to support</p> <p><u>Standard 3</u> – improving informed support and referral choices in schools</p> <p><u>Standard 6</u> – assisting communities as to how people with disability can be valued citizens</p>
8	North Perth Area	<p><u>Standard 1</u> – support of interpreters or translated information</p> <p><u>Standard 5</u> – enhancing participation in activities through community distribution of information</p> <p><u>Standard 7</u> – overcoming fear of making complaints</p>
9	Autism	<p><u>Standard 1</u> – services providing information within ethnic communities</p> <p><u>Standard 2</u> – services providing support by workers of similar gender</p> <p><u>Standard 4</u> – confidentiality concerns and cultural conflicts between interpreters and consumers</p> <p><u>Standard 5</u> – services working with cultural communities to value disability</p>
10	Accommodation	<p><u>Standard 1</u> – services having difficulty in understanding cultural practices but can’t get migrant carers</p> <p><u>Standard 2</u> – availability of cultural appropriate food or translators</p> <p><u>Standard 4</u> – confidentiality policies and family/carers as part of the decision making process</p>

***EthnicAbility* interviews on the Workshop outcomes**

It was found that the best time and place to interview participants was after the Workshop at the venue it was held. Most of the participants were motivated then and ready to discuss their issues. However, some interviewees still felt nervous to speak on the program but were encouraged to speak as freely as they could. They were encouraged to acknowledge how they were empowering themselves to contribute to making changes by talking about their issue during the interview where other consumers and families could also hear their comments and with service providers develop the confidence and understanding to work towards making positive changes.

The programs that discussed the Workshops and included a live interview between the Project Officer and the Guest Speaker were often organised through meetings between them to prepare the questions and organise the program sequence.

A total of 13 programs were broadcast in relation to the 10 Workshops. The three extra related programs were:

Human Rights

The initial broadcast for this project, launching the series, was on human rights, interviewing Australia’s Human Rights and Equal Opportunity Commission representative to the United Nations who helped develop and secure our national commitment to the Draft Convention on the Rights of People with Disabilities. This followed EDAC’s recommendation to the Commission that the new Disability Services (WA) Standard 9 Protection of Human Rights and Freedom from Abuse and Neglect be recast with Protection of Human Rights as a overall framework for the Standards (1-9). The intention was to assist CaLD consumers and service providers to obtain a better understanding of how the cultural aspects of human rights need to be related to each aspect of each of the Standards (1-9).

The two other extra radio sessions were arranged by ‘popular request’ from the workshops as special topics requiring additional attention . They were -

Challenging behaviour –

a role-play and demonstration of cultural considerations in relating to CaLD people with disabilities with challenging behaviour;

Complaints process –

educating listeners on the complaints process of DSC, in relation in particular to Standard 7.

The other ten programs were broadcast in direct relation to the outcomes of each Workshop (Table 2 below).

Table 2: Listing of related programs

Date	Program Topic	Date	Program Topic
27/02/2007	UN Convention on Human Rights (HREOC) – <i>Rosemary Kayess</i>	01/04/2008	PWD’s /Carers from South Eastern Perth area
17/07/2007	<i>CaLD carers speak up</i> (Mirrabooka)	06/05/2008	PWD’s/ Carers from Northern Perth area
21/08/2007	Service provisions for women with disabilities, WWDWA	03/06/2008	Service provisions for PWD accessing accommodation services
27/11/2007	Service provision for people with Cerebral Palsy	01/07/2008	Students and DSS
11/12/2007	Developmental Disability: CaLD perspectives regarding service provision	08/07/2008	Making complaints to make change (DSC Community Liaison Officer) – <i>Francine Taylor</i>
05/02/2008	Muslim PWD’s/Carers regarding accessing DSC services	04/08/2008	CaLD communities awareness of disability services for people with

			Autism
04/03/2008	CaLD people with challenging behaviour		

The dates in this table are the dates that the programs were broadcast on 'EthnicAbility'.

Translation and narration of Workshop outcomes

At the completion of the Workshop series an integrated summary was written of the outcomes, within the framework of the Disability Services Standards (Appendix IV). This was then translated and narrated by appropriate volunteers in ten languages that represented the main languages of Workshop participants. It is for broadcast on *EthnicAbility* from Sept/Oct 2008 and made available to the other language programs on 6EBAFM so that others can access it on their own language broadcasts.

This report provided readers/listeners the opportunity to identify from the Workshop outcomes how various cultural issues can relate to the nine Disability Services Standards and how consumers and/or services providers together can constructively address these concerns.

EDAC engaged volunteer members from CaLD communities to translate the summary of the workshop outcomes and then narrate it in their language on a digital recorder. Several are professional interpreters/translators. However, within the allocated time-frame, EDAC managed to complete translations and narrations in eight different languages as listed in Table 3.

Table 3: Languages translated and narrated

Language	Person Acknowledged
French	Herman Chikonga
Italian	Gabriele Dasso
Croatian	Sanya Vuksanovic
Tagalog	Gino Lopez
Spanish	Beatriz Andrews
Bahasa Malaysia	Syed Ali
Vietnamese	Quan H. To
Somalian	Fahiyah Osman

All of the programs broadcast on *EthnicAbility* are also available on EDAC's website and on CD upon request. Accordingly, the recordings of the summary of the Workshops in the various languages will be available for download from EDAC's website - www.edac.org.au. CD's containing the recordings will be distributed to ethnic groups and organisations that provide a service to people with a disability and people from CaLD backgrounds. The CD's will also be available directly to consumers at multicultural and community events where EDAC is represented, and by post upon request.

The *EthnicAbility* Empowerment Project – an associated initiative

'EthnicAbility' has not only carried a broad range of issues relating to disability and ethnicity but has also inspired the development of the "*EthnicAbility* Empowerment Project". This stemmed from the desire to have more CaLD people with disability working on *EthnicAbility*. The training required included the basics of radio presentation, preparation and operation.

This project was very popular within the CaLD community. Twelve people, mostly from CaLD backgrounds, completed the 10-week course. The training was delivered by Tony Serve, a professional radio presenter. It provides a pool of CaLD people with disability available as radio operators for the running of *EthnicAbility*.

4 Evaluation

Participant Feedback

Evaluation of the outcomes from this project was by verbal or written feedback. Listeners of each program were invited to either:

- ✓ phone the radio station during the 'live' broadcast;
- ✓ call EDAC's office to comment on the program; or
- ✓ send an email to *EthnicAbility*.

Broadcast of the outcomes from the workshops received some very positive verbal and written feedback. It confirmed the value that listeners obtained from hearing 'real' issues. Listeners in general mentioned that they found hearing the Guest Speaker and then consumers, carers and service providers raising issues from their actual experiences, and then together seeking solutions within the CaLD guidelines to the Standards, enabled them to develop a clear understanding of how to constructively approach addressing their issues in culturally responsive ways within the Standards.

A total of 16 Workshop participants had the opportunity to convey their experiences during the radio broadcasts. They reported that the process of preparing for interview questions helped them with clarifying issues, organising ways of responding effectively in helpful ways, being confident about speaking out and learning self-advocacy skills.

The Project Officer also provided encouragement, demonstrating how relating their experiences on the radio would provide an opportunity for changes to be made in service provision. Overall they reported feelings of being valued as active participants in reclaiming some inclusion in constructively shaping the nature of the services which they require, and which they need to be culturally responsive in order to be acceptable, accessed and effective in terms of sustainable outcomes.

Service providers who were Guest Speakers and others who were participants in the Workshops and radio interviews also reported obtaining value from these broadcasts. This included comment on their realisation and disappointment that their service wasn't attracting many CaLD consumers, attributing this to the absence of concern and types of cultural considerations within their services - as demonstrated within the broadcasts. The broadcasts are causing service providers to question and positively respond to whether and how they are meeting CaLD needs in their service provision. There were requests to work more closely with EDAC to address this concern – along the lines of the hands-on 'supported implementation' initiative introduced as an extension of EDAC's earlier Workshops with service providers on the Disability Services Standards. EDAC has a new training series about to commence with DSC-funded disability service providers for WA.

Some feedback was also obtained from regular listeners of their appreciation also of the other *EthnicAbility* broadcasts, unrelated to the Workshop broadcasts. These comments help to demonstrate the ongoing benefit that listeners obtain from the EDAC broadcasts across the wide range of issues that they address.

One listener commented: "Fantastic show today on mental illness, well done all of you, you managed to cover so much in such a short space of time, and dealt with Some of the really important issues involved. It was very sensitively done, and I hope it encourages anyone who listened to get help if they need it".

Barbara Mackay, a Guest on *EthnicAbility* (22/04/2008) who has had her story published as a young girl growing up in Australia with cerebral palsy, wrote some time after the broadcast to say: "I was very pleased to be a part of your programme ... I have had quite a few taxi drivers from different cultural backgrounds say they heard all of it or some of it and they have started to ask me questions. Thank you for the opportunity of sharing my story."

Another listener commented: "... I was listening to the radio shows that interest me from your Radio Show and I wanted to say, I really enjoyed listening to the one about Tony Serve, (SIC) (Radio Presenter) who I used to listen to on 6PR. I found the interview with Graeme Innes (Commissioner for Disability, Human Rights and Equal Opportunities Commission) to be very professional, and well presented with great questions. I listened to Carlo (Carlo Caligero, Director, National Disability Services) from NDS as well. You are doing great work."

Media Achievement - 2007 Mental Health Good Outcomes Award

Apart from the encouraging reviews, *EthnicAbility* was a Finalist in the Media Achievement category at the 2007 Mental Health Good Outcomes Award ceremony which celebrates innovation and excellence in Western Australian Mental Health.

Newspaper coverage

In addition, news of interesting developments in the *EthnicAbility* project were carried in some local newspapers. This included trainees completing the training through the *EthnicAbility Empowerment* Project. The achievement of the Project Officer was profiled, operating the radio console, program planning and conducting interviews, including those for the *Promoting the Disability Services Standards* Workshops, despite being totally blind.

In total, *EthnicAbility* was publicised as an article in about six newspapers, mainly various local papers. Therefore, while it is difficult to provide numbers, the program has received positive comments from listeners and has gained media attention.

Continuation of the same enthusiastically appreciative and constructive feedback is expected from the upcoming broadcasts of the translated narrations.

Feedback from the translators and narrators

Positive feedback has been received from the voluntary translators/narrators, who have been enthusiastic about contributing to the dissemination of the outcomes of the Workshops so as to be part of what they have commented on as a constructive and worthwhile initiative. They mentioned that the structure of the article provides a clear

demonstration of the application of CaLD rights within the Disability Services Standards with achievable practical possibilities of progress towards more culturally responsive and thereby more accessible and effective disability services for CaLD people. Expressing their enjoyment at being included as CaLD people in a CaLD initiative such as this, to participate in producing the resource.

They expressed their anticipation that it would provide sustainable benefits for their ethnic communities and in particular benefit members of their communities with disabilities. Ethnic communities are beginning to show interest in addressing the cultural perceptions of disabilities that hamper people with disabilities participating and accessing support from their communities, and improving cultural support and recognition of the central role of family care.

Feedback generally concerned not only enhancing the cultural responsiveness of services their community could access, but also very importantly encouraging opportunities for their communities themselves to accept, value, include and provide support their members with disability – and open up the expectation of constructively working together with service providers to integrate and strengthen both aspects.

5 Recommendations

MAIN RECOMMENDATION

Recommendation 1 - Continuation of funded programs on the Disability Services Standards on *EthnicAbility*

Through this particular Project EDAC has demonstrated the value of the *EthnicAbility* ethnic community radio to promote and engage CaLD people with disabilities, their carers, communities and service providers in developing constructive approaches to engaging cultural issues in services within the Disability Services Standards. EDAC recommends that *EthnicAbility* be funded to continue to broadcast programs on 6EBA FM on the Disability Services Standards as well as other programs of empowerment and self advocacy. From the interest and feedback *EthnicAbility* has attracted, the program is reaching and impacting on the lives of many people in a positive way.

Ongoing support for the program to produce and present programs on the inclusion of CaLD people with disability and their carers will ensure that more people can be reached and gradually motivate more people to speak up and participate together with the sector in moving toward cultural best practices.

ASSOCIATED ENABLING RECOMMENDATIONS

Recommendation 2 - Funding to provide hands-on self-advocacy radio projects to encourage constructive participation and inclusion of CaLD people with disability and their carers and ethnic communities in the disability services sector and in the community generally.

It was found that utilizing the radio broadcasts was a powerful tool to enable participants to learn self-advocacy skills. They were able to experience first-hand the value of addressing their concerns with other listeners who could relate to their stories and open dialogue toward initiating the needed constructive changes. This also opened opportunities for service providers to engage the ethnic communities on disability issues.

The *EthnicAbility Empowerment Project* in particular was highly successful in motivating CaLD people with disability to speak up and reported that they were helped to increase their self-confidence in improving their lives. They became more open to discuss issues that impact on their lives when they had this opportunity to hear each others' stories, sympathise with and support one another and share ideas and endeavours to seek constructive solutions.

Recommendation 3 - More resources for EDAC to train volunteers/staff members to produce radio programs

Currently there is only one paid EDAC staff member working one day a week on the preparation and production of *EthnicAbility*. There is also one very dedicated volunteer active in providing reliable technical support to the program.

EthnicAbility needs backup support of CaLD people with disabilities with background knowledge of disability sector and services, trained in the skills to assist in production and presentation and in technical support for its ethnic community radio program.

Recommendation 4 – More funding to utilize interpreters/translators/narrators on *EthnicAbility*.

Feedback from workshop participants showed that information regarding types of disability services and events/activities for people with disabilities and their family carers isn't being disseminated in their preferred language, and in their language media, which has effectively excluded them from accessing these support services.

The Workshop participants identified EDAC's *EthnicAbility* radio program as being one of the preferred options to obtain information regarding these services if the program was able to utilize interpreters to disseminate this information.

Initial feedback from the translators/narrators of the Workshop summary outcomes also expressed their enthusiasm to have disability activities and support information information available on the program.

APPENDIX 1: RADIO PROGRAM LISTING

Date	Prog No.	Interviewee	Topic	Presenter	Operator
25/07/2006	1	Thuan Geh Dr Anne Atkinson	EDAC EDAC Workshops	Zel	Milli
01/08/2006	2	Jenny Au Yeong Luba McMaugh	EDAC's Services DFS Project	Zel	Milli
08/08/2006	3	Boris Turpin	Experience as PWD from CALD background	Zel	Milli
15/08/2006	4	Amy Berson Linda Rawlings	Film Club Vicinity	Duc	Milli
22/08/2006	5	Rayna Lamb and Sue Hartshorn	WWD WA	Zel	Milli
29/08/2006	6	Michelle Scott, Public Advocate	OPA and Report on abuse of elderly CALD people.	Zel	Milli
05/09/2006	7	Lisa Baker, CEO WACOSS Stephanie Nazer	WACOSS and IDP	Zel	Milli
12/09/2006	8	Interview with Ruth Lopez, LAC	Work of LAC's	Zel	Milli
19/09/2006	9	Dr Gervaise Chaney	Refugee Clinic at PMH.	Duc	Duc
26/09/2006	10	Duc Dao	Info for CALD PWD's	Duc	Duc
03/10/2006	11	Darren Lomman	Rec equipment for PWD's.	Zel	Milli
10/10/2006	12	Dr Rob Donovan Prof. Behavioural Research, Division of Health Sciences, Curtin, and Dr Bernadette Wright, Senior Clinical Psychologist, WA Transcultural Mental Health Centre	Mental Health and PWD's	Duc	Duc
17/10/2006	13	Tina Williams, Manager Community Relations, Carers WA, and Thuan Geh, EDAC Administrator	Carer Issues: Multicultural Carers Group	Zel	Milli
24/10/2006	14	Miranda Ali, and Wajma Padshah	Parents of PWD: Issues caring for Muslim PWD	Zel	Milli
31/10/06	15	Dolly Bhargava	Emotional literacy and with PWD's	Zel	Milli

EthnicAbility RADIO PROJECT: Promoting the Disability Services Standards

			complex communication needs		
07/11/06	16	Suzanne Paust, CEO SECCA	Disability and Sexuality	Zel	Milli
14/11/06	17	Interview with Denise Fallon, Acting Public Advocate	Public Administration and EPA	Zel	Milli
21/11/06	18	Listener's	Information and comments.	Zel	Geoff
28/11/2006	19	Linda Rawlings	<i>Vicinity Project Awards.</i>	Zel	Milli
05/12/2006			No program	Zel	Linda
12/12/2006	20	Tony McRae, Minister for Disability Services	Disability Issues	Zel	Linda
19/12/2006	21	Jenny Au Yeong, EDAC CEO	EDAC's Achievements in 2006.	Linda	Linda
26/12/2006			No program		
02/01/2007	22	Zel Iscel and Linda Rawlings	Travel and Spirituality	Zel	Linda
09/01/2007	23	Sr Pathiba Patel	Spirituality and Disability	Zel	Linda
16/01/2007	24	Karena Sherriff and Judy Waymouth, Commonwealth Respite and Carelink Centre	Respite and Care Needs	Zel	Linda
23/01/07	25		Info program	Thuan	Linda
30/01/07	26	Mallika Macleod , Acrod	Companion Card	Zel	Linda
06/02/07	27	Tony Serve, Radio Presenter, and Lyn Lepore, Australian Paralympic Cyclist	Empowerment: Importance for PWD's.	Zel	Linda
13/02/07	28	Bev Francis, Micro Credit Worker, Mercy Community Groups	Step Up Loans	Zel	Milli
20/02/07	29	Lucy Fisk and Helen Errington	Human Rights, Disability Rights and the WA Perspective	Zel	Milli
27/02/07	30	Rosemary Kayess, HREOC	UN Convention on Human Rights	Zel	Linda
06/03/2007	31	Brianna O'Donnell Ambassador, MD	MD Awareness	Zel	
13/03/2007	32	Irena Quinn, YDO Town of Vincent	Inclusion of PWD's In Harmony Celebrations	Zel	
20/03/2007	33	Charan Jit Sing and Ralph Monley Psychologists, Miraquin	Psychology of PWD's	Zel	Linda
27/03/2007	34	Kay Masters, Sports and	First-Aid Course	Zel	Milli

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		Recreation Network	for PWD's		
03/04/2007	35	Br Steve Bowman Director, ERC	Disability and Refugee Settlement Issues	Zel	Linda
10/04/2007	36	Evika Lendich and Lesley	Films made on <i>Vicinity</i> Project	Linda	Linda
17/04/2007	37	Sue Harris and Carol Franklin, DDC	CSTDA	Zel	Milli
24/04/07	38	George Hobson, Secretary Transplant Australia	Life of Organ Recipient.	Zel	Milli
01/05/07	39	Karen Purdy	CALD Seniors Community Participation Project	Zel Iscel	Milli
08/05/2007	40	Shelley Edwards, Carelink	Young Carers	Zel	Linda
15/05/07	41	<i>EthnicAbility</i> Empowerment	Meet the team.	Zel	Milli
22/05/2007	42	Jenny Au Yeong and Miranda Ali	2007 State and Federal Budget Islam and Disability in WA	Zel	Milli
29/05/2007	43	Michelle Kosky	Consumer Health	Zel	Milli
05/06/07			No program	Zel	Milli
12/06/07	44	Andrea Credo Director ISHAR	Carer Issues in Mental Conditions	Zel	Milli
19/06/07	45	Sandra Collard Interim Chair Aboriginal Disability Network	Aboriginal Attitudes to Disability	Zel	Milli
26/06/2007	46	Una Van Rensburg and Judith Killen	Travel experiences of 2 blind women	Zel	Milli
03/07/2007	47	Urma Lachmund and Dolly Bhargava	Challenges of bilingual families	Zel	Milli
10/07/07	48	Dr Gervaise Chaney and Sanja Vuksanovic	PMH Refugee Clinic New Presenter	Zel	Milli
17/07/07	49		CaLD Carers Speak Up.	Zel/Sanja	Milli
24/07/07	50	Aisha Witchard, Islamic Counsellor	Concerns of Muslim Australians	Zel/Sanja	Milli
31/07/07	51	Zel Iscel and Anita Lumbus; Amy Burson	Career Expo Report; Work at EDAC	Sanja and Zel	Milli
07-08-07	52	Deborah Gordon, Director, Continence WA	Continence and Incontinence	Zel	Sanja and Milli
14/08/07	53	Luke Garswood, Joint Executive Officer, PWD;	PWD's and taxis;	Zel/Sanja	Sanja/Milli

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		Charan Jit Singh, Psychologist	Psyche tests for taxi drivers		
21/08/07	54	Annimac; Rayna Lamb	Service provision for women with disability; WWDWA Forums	Zel	Sanja
28/08/07	55	Beth Marchbank	Representation of PWD's in the WA Media	Zel	Sanja
04/09/07	56	Dolly Bhargava	Autism	Zel	Sanja
11/09/07	57	Will Hampton TADWA	Braille Note: Assistive technology for PWD's	Zel	Sanja
18/09/07	58	Mark and Anushka Enhston	PWD's in Jobs	Zel	Sanja
25/09/07			No program	Zel	Sanja
02-10-07	59	Helen Creed, LR Fair Employment Advocate	Rights of PWD's in employment.	Zel	Sanja
09/10/07	60	Alan Rodd, MSC and Irena Quinn, Ishar	Multiculturalism/ Individual Identity/Mental Health	Zel	Sanja
16/10/07			No program		
23/10/07	61	Leah Ciancio and Harry Weir	Individual Networks	Zel	Sanja
30/10/07	62	Leah Ciancio and Lorraine Hitt	Individual Networks Cont.	Zel	Sanja
06/11/07		Yusuf Akbas	CaLD PWD	Zel	Sanja
13/11/07	63	Amy Berson interviews Dr Rob Donovan and Thuan Geh speak to Gino Lopez	Mental Health - Act, <i>Belong Commit</i> Campaign; EDAC's CREO Project	Thuan	Sanja
20/11/07	64	Luke Garswood - PWD and Carol Franklyn - DDC	PWD's at 2007 Federal Elections	Thuan	Sanja
27/11/07	65	CALD Cerebral Palsy Perspectives on DSS	Report	Sanja	Thuan
04/12/07	66	Interview with Graeme Innes and IDPWD	HREOC; IDPWD Awareness	Sanja	Zel
11/12/07	67	Dolly Bhargava	Developmental Disability: - CaLD Perspectives on the Disability Services Standards	Sanja	Zel
18/12/07	68	Mirela Djuric	PWD immigrant from former Yugoslavia	Sanja	Zel

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25/12/07			Repeat program	Sanja	Zel
01/01/2008			Repeat Program	Zel	Zel
08/01/2008	69	Talkback	Labelling people with disability - benefits and drawbacks	Sanja	Zel
15/01/2008	70	Talkback cont.	Labelling people with disability - benefits and drawbacks	S/Z	Zel
22/01/2009	71		Sanja's meeting with the Prime Minister; and Political Correctness		
29/01/2008		Tony Serve`	Living with mental illness.	Sanja	Zel
05/02/2008		Report	Muslim PWD's/Carers and the DSS	Sanja	Zel
12/02/2008	72	Carlo Caligero, Director, NDS	Employment and other NDS Issues	Sanja	Zel
19/02/2008	73	Kerry Allen-Zinner, Disability Consultant	Life of Kerry Allen-Zinner	Sanja	Zel
26/02/2008	74	Report	Vicinity - the Final Viewing	Sanja	Zel
04/03/2008	75	Maranda Ali	EDAC/NDS Project: Challenging Behaviour	Sanja	Zel
11/03/2008	76	David Giles and Jenny Guhl	Dave Guhl and his paintings	Sanja	Zel
18/03/2008	77	Report	More about <i>Vicinity</i>	Sanja	Zel
25/03/2008	78	Beatriz Andrew	CaLD Disability Housing issues	Sanja	Zel
01/04/2008	79	Maranda Ali	CaLD/disability/ DSS workshop: South Eastern Perth Area	Sanja	Zel
08/04/2008	80	Chris and Lyn Guest	Chris's DJ career	Sanja	Zel
15/04/2008	81	Syed Ali	Individual Advocacy at EDAC	Sanja	Zel
22/04/2008	82	Barbara Mackay	Her life and story in 'The Power of Listening'	Sanja	Zel
29/04/2008	83	Dr Bernadette Wright, Vilma Palacios and Linda Rawlings	Pregnancy and Post Natal Depression in CaLD women	Sanja	Sanja
06/05/2008	84	Maranda Ali	DSS Workshops	Sanja	Sanja

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			for CaLD PWD's: Northern Perth Area		
13/05/2008	85	Bill Shorten, parliamentary Secretary to Jenny Macklin, with special responsibilities for Disability	Disability and the New Federal Government	Sanja	Zel
20/05/2008	86	Gino Lopez	CRIO Project	Sanja	Zel
27/05/2008	87	Jeremy Muir., CEO AFDO	Outlook for Disability in Australia	Sanja	Zel
03/06/2008	88	Maranda Ali	DSS workshops: Accommodation	Sanja/Maranda	Sanja
10/06/2008	89	Coral Petkovic	Issues of interpreting	Syed	Sanja
17/06/2008	90	Dinesh Wadiwel	CaLD PWD issues	Zel	Sanja
24/06/2008	91	Su-Hsien Lee - NDSand Carol Franklyn - DDC	State and Federal Budgets and Other Hot Disability Issues	Zel	Sanja
01/07/2008	92	Maranda Ali	Independent Schools - are they meeting the DSS?	Zel	Sanja
08/07/2008	93	Francine Tylor	Making Complaints to Make a Change	Zel	Sanja
04/08/2008			CaLD communities awareness of disability services for people with Autism	Zel	Sanja

APPENDIX 2: EMAIL PROMOTION OF RADIO PROGRAMS

The Ethnic Disability Advocacy Centre presents 'EthnicAbility', a program on disability and ethnicity

From 11:30 am - 12:00 noon (WA time) on 95.3 6EBA FM World Radio. Sponsored by the Disability Services Commission.

You can now also listen live on the web at www.6eba.com.au and click on 'Listen now'.

Next week on 'EthnicAbility', (4 March 2008), Sanja Vuksanovic speaks to EDAC's Maranda Ali about the Disability Services Standards and people who have disruptive behaviour. Maranda will explain how each of the Disability Services Standards can be applied to provide a practical and appropriate service for a person who has disruptive behaviour.

You will not only be mentally stimulated but also entertained ... on 'EthnicAbility' next week. Feel free to join us with your comments and/or questions on 'EthnicAbility' by dialing 9227 5953 during the program. Or you can call EDAC on 9388 7455 if you wish to make comments after the show.

If you would like to be a sponsor of 'EthnicAbility', contact Zel on (08) 9388 7455. By sponsoring 'EthnicAbility', you will be helping to disclose issues that impact on the lives of ethnic people with disability, their family, community and service providers.

EthnicAbility goes to air every Tuesday from 11:30 am. – 12:00 pm on 95.3 6EBA FM.

If you miss EthnicAbility, you can hear it on-demand at www.edac.org.au.

Click on 'Radio Program' and choose the show you want to listen to.

EthnicAbility explores issues affecting people with a disability from an ethnic background. In so doing, we will be speaking to people with a disability from an ethnic background themselves, their parents/family, friends, community members and service providers. And we may

Even talk to you!

So don't forget to switch on to 95.3 6EBA FM every Tuesday at 11:30 am.

For further information, you can contact Zel on (08) 9388 7455 (available on Mondays, Tuesdays, Wednesdays and Thursdays) or send an email to ethnicability@edac.org.au.

If you do not wish to receive this email in the future, please reply to this message with the word 'unsubscribe' in the body of your message.

APPENDIX 3: GENERAL FLYER FOR ETHNICABILITY

EthnicAbility

The Ethnic Disability Advocacy Centre presents “**EthnicAbility**”, a weekly half-hour radio program on disability and ethnicity.



Sponsored by the Disability Services Commission. Tune in and listen!

This exciting new program goes to air every **Tuesday** from **11:30 am – 12:00 pm** on **95.3 6EBA FM**.

EthnicAbility explores issues affecting people with a disability from an ethnic background. Topics covered include:

- The Disability First Stop Project
- Guardianship of people with disabilities
- Vicinity Film Project
- And much much more.

We will be speaking to people with a disability from an ethnic background, service providers, carers, parents of children with a disability, and we may even talk to you!

So don't forget to switch on to **95.3 6EBA FM** every **Tuesday** at **11:30 am** (WA time). Or you can listen live on the internet by going to www.6eba.com.au and clicking on 'Listen now'.

And If you still miss EthnicAbility, you can hear it on-demand at www.edac.org.au. Click on “Radio Program” and select the show you want to listen to.

For further information, you can contact Zel on (08) 9388 7455 (available Mondays to Thursdays) or email to ethnicability@edac.org.au



APPENDIX 4: WORKSHOP OUTCOMES SUMMARY FOR TRANSLATION

ISSUES RAISED FROM THE WORKSHOPS

Experiences and rights of people from cultural and linguistically diverse communities accessing disability services

People who access services funded by the Disability Services Commission (DSC) are protected by the Disability Services Standards, a total of 9 standards which ensure that a person with a disability and their family/carers receive the best quality support from an agency.

Agencies also need to ensure that people from an ethnic background are able to feel they are obtaining the best quality support by ensuring a person's language, cultural and religious practices are considered in their service delivery as proposed by the 9 disability services standards.

The Ethnic Disability Advocacy Centre (EDAC) is an agency that works towards ensuring the rights of people from a Cultural and Linguistically Diverse (CaLD) background are protected. EDAC recognizes that a person from a CaLD background with a disability can only feel like a valued Australian citizen when an agency respects and responds to an individual's linguistic, cultural, religious and disability needs. EDAC ran a number of workshops on disability awareness, related services and obtaining feedback from consumers and their families about their experiences in using services in relation to the rights provision contained within the Disability Service Standards. A total of ten workshops were held in Mirrabooka, Gosnells, Bassendean and Subiaco during 2007 and 2008. Each workshop had a specific topic that enabled the project to interact with various cultural and disability groups such as Cerebral Palsy, Autism, intellectual disabilities, developmental disabilities, accommodation support services, women with disabilities, Muslim and Vietnamese communities.

At these workshops, people with a disability, their families, carers and community leaders from CaLD backgrounds indicated there was a lack of understanding and consideration of their cultural beliefs and practices. Service providers generally were not aware and/or responsive to the cultural or religious needs of people from CaLD background even though all of the standards profess to enable people with a disability their families and carers to be actively included in service provision processes.

Examples of how services need to improve and how they uphold the standards to enable more inclusive CaLD participation and better CaLD services are illustrated below:

Standard 1 Service Access

In Standard 1 of the Disability Services Standards, agencies are required to ensure individuals understand how they can qualify for a service, how long they may need to wait for a service and what other options may be available. It also requires the agency to provide appropriate resources that inform CaLD people with English difficulties about the services available to ensure they understand the eligibility criteria for accessing these services. Such resources should include provision of interpreters and materials relevant to the client's language and cultural background.

Some problems identified at the workshops included a lack of awareness of the services available and the processes involved in accessing these services among people from CaLD

backgrounds with limited English. For example, a mother of a young child with a disability indicated she had been waiting for seven months for an agency to provide a service and that she was beginning to give up on the belief that anyone was interested in helping her. The individual reported that the agency hadn't provided her with an interpreter when she first applied for the service and was therefore unable to understand that she was placed on the agency's waiting list.

In addition, some cultures are shy to ask for help from agencies, they are grateful for what ever small help they receive and may perceive that asking for help too often may cause people to feel they are being ungrateful. Agencies need to ensure that individuals from a CaLD background understand what service an individual can obtain from the agency and that if they have similar problems in the future that they are welcome to ask for assistance. This was found to be the case for one workshop participant who mentioned they had received the service from their Local Area Coordinator a few years prior and felt they wouldn't be welcomed to ask for assistance for their current concern. A few participants who have temporary residency visas indicated that they were unable to access services even though they were willing to pay. Agencies should aim at assisting the individual find a service that is appropriate to their needs, should they not meet the eligibility criteria for that particular service.

Standard 2 - Individual needs

One of the most disempowering feelings for people from a CaLD background is the feeling of loneliness and isolation from the traditional support of family members and social systems found in their country of origin. This can lead to depression, lack of confidence and feelings of reduced opportunities to interact within the Australian society.

A number of participants indicated a lack of opportunities for individuals with disabilities and their carers to access social support that is appropriate to their cultural or religious belief systems. They were fearful that by accessing social support outside their specific community the individual with a disability may be engaging in actions that are forbidden to their cultural/religious practices; such as eating non permissible food, or being in an environment that is deemed inappropriate for men and women to interact. The absence of a cultural appropriate environment could result in people from an ethnic background with disability being socially isolated and devalued as Australian citizens. When agencies address the individual needs (Standard 2) of their consumers from ethnic backgrounds the agency needs to ensure their services are adequate and flexible enough to include an individual's financial, physical, emotional, cultural, language, religious and social needs.

Standard 3 - Decision making and choice

Frequently, people with a disability from a CaLD background are members of family units where every family member has a specific role. These roles stem from strong religious or cultural traditions and create a hierarchical system where decisions are made by the head of the family through family consultation. Upholding these family structures in some cultures is seen as the building blocks that support and enable an individual with a disability to lead a productive life.

Within the workshop, it was identified that agencies have difficulties recognising these family structures and involving them in the decision making process. Decisions made without appropriate consultations created tensions within the individual's family such as family members feeling that the person with a disability had relinquished their cultural identity and values and each family member being perceived as an insignificant contributor to upholding the needs of the person with a disability.

Agencies tend to believe they are upholding standard 3 when they provide a range of choices that enable the person with a disability make an independent decision, this is correct in its basic form but become impractical for individuals who are members of close knit families where decisions are made in a collective manner. Agencies need to ensure they are upholding cultural values of families by respecting and supporting the cultural process of consulting family members before decisions are made.

Standard 4 - Privacy, Dignity and Confidentiality

One service provider relayed an incident where an interpreter was provided for a client who had different cultural beliefs from the client and had initiated an argument that criticized these beliefs. The client felt that their cultural beliefs were not valued and doubted the interpreter's ability to maintain confidentiality about the issues that had been discussed. This incident raises the importance for agencies to ensure that people they bring in to assist an individual are adequately trained and informed about the need to reassure the individual that the information obtained will be kept in confidentiality. Agencies should also ensure that their employees and contracting agencies such as interpreters values the idea that all individuals need to feel their cultural beliefs are respected regardless of their personal feelings.

Standard 5 - Participation and Integration

Standard 5 states that *each person with a disability is supported and encouraged to participate and be involved in the life of the community*. This standard recognises that a person regardless of their ethnic background should have opportunities to participate in the activities and everyday events in the community. The community must be one that they identify with whether it is ethnic, religious, mainstream Australian or a combination of these communities.

A number of the participants commented on feeling isolated, lack of confidence and loneliness due to limited opportunities of participating in community events. One of the participants commented on how agency staff assumed that the only community she could identify with was her ethnic community. The staff had no understanding of how her ethnic community would support and value the inclusion of people with a disability. This response by the agency had caused her to feel devalued and that both the Australian society and her ethnic community did not see the importance of providing opportunities for her to be involved in community events and activities.

Agencies need to recognise that clients may identify with different communities that may have traditional ways on how they interact, value and involve people with disabilities. It is the responsibility of the agency to work with a person with a disability from a CaLD background to find out what communities they identify with and how that community provides support for a person with a disability. The agency should then begin providing support, encouragement and information on ways to enable that individual to participate in that community.

Standard 6 - Valued Status

Some participants felt ridiculed and disrespected by agency staff because of their cultural practices and the way they dress. This caused them to feel their cultural beliefs were devalued and fearful of obtaining support for their disability and interacting with the general Australian community. People from a CaLD background should not feel forced to obtain approval from agencies regarding the way they dress or their cultural practices in order to feel respected and valued members of the Australian community. Agencies that uphold standard 6, will see that each individual, regardless of their disability, religious or cultural beliefs are a valued member of the Australian society.

Standard 7 - Complaints and Disputes

It was also reported at the workshop that some people were fearful and apprehensive about making complaints to agencies regarding the way they received a service. This can be seen from one of the comments at the workshop where a participant reported her experience with an agency's support worker who wasn't listening to her needs and frequently assumed they knew what was best for her. When the client was informed that she could make a complaint, she became concerned about how she would be treated after the complaint was made. Her concerns included; being subjected to further neglect and becoming a target for abuse by the agency. This reaction can be attributed to the way complaints are received from an individual's country of origin, where an individual would be subjected to undue hardship because they made complaints about the way government and agencies were run. This example raises the importance for agencies to be more sensitive to the needs of people from a CaLD background when upholding Standard 7. Agencies should create a welcoming environment where individuals from a CaLD background feel their complaints or concerns are providing positive feedback for an agency to improve its service.

Standard 8 - Service Management

A number of participants were vocal about how they thought services should be run when upholding these standards, but felt they didn't know how to make suggestions to agencies. It was found that clients were not included in consultative processes or welcomed to provide feedback on the services provided. This was found to be partially due to agencies making assumptions that people from an ethnic background lacked interest in being part of the consultative process. In upholding standard 8, service providers should ensure that they provide measures that include clients from an ethnic background in program development, management, review and those that encourage them to provide their cultural perspectives on services and issues. Such measures may involve providing education and training programs and having clients as board and steering committee members.

Standard 9 - Protection of Human Rights and Freedom of Abuse and Neglect.

One participant felt that she was being subjected to indirect racial abuse as the staff of an agency was making judgments on what she was capable of doing because of her ethnic background, they had excluded her from an activity because they perceived it to contravened her cultural beliefs. Agencies have the responsibility of protecting the human rights of the client including their rights to self expression of cultural values, beliefs and practices; they cannot make assumptions or exclude individuals according to the perceived appropriateness of activities according to an individual's culture as each individual may practice their culture differently. Agencies should also enable the individual to be valued as a contributing member of both ethnic and mainstream communities.

Conclusion

The Disability Services Standards is a framework that assists people with disabilities, their families/carers and service providers to collaborate in the development and maintenance of high quality services. All funded disability service providers are expected to be fully compliant with all the standards. In meeting the individual needs and duty of care issues, service providers should always consult consumers and their families about their needs. Their cultural, language, social and religious needs should also be considered. The responsibility is also placed upon consumers to voice their needs and concerns to enable them to obtain the best quality service and feel that their diverse cultural or religious needs are valued and respected. If you feel you have a concern about a Disability funded agency not upholding the standards you can either inform the DSC's Consumer Liaison Officer on 9426 9224 or call EDAC on 9388 7455 to speak to an Individual Advocate.