

**OFFICE OF MULTICULTURAL INTERESTS**  
**COMMUNITY RELATIONS INTEGRATION OFFICER (CRIO) PROGRAM**  
**FINAL EVALUATION REPORT**

<b>Lead Organisation</b>	Ethnic Disability Advocacy Centre (EDAC)
<b>Address</b>	320 Rokeby Road SUBIACO
<b>Contact Person</b>	Jenny Au Yeong / Gino Lopez
<b>Date</b>	19 October 2008

**REPORTING AGAINST ACTIVITIES**

<b>Name of CRIO</b>	Gino Lopez
<b>Project Start Date</b>	6 August 2007
<b>Project Team</b>	
<b>Name of CRIO Supervisor</b>	Jenny Au Yeong
<b>Target Group</b>	<ul style="list-style-type: none"> <li>✓ Staff members of partner humanitarian settlement agencies.</li> <li>✓ People from CaLD backgrounds who have a disability, their families, and carers; especially refugees, and those from new and emerging communities.</li> </ul>
<b>Focus Areas</b>	<p>Identifying barriers, in the early settlement process, to service access for people with disabilities from CaLD backgrounds and their families and carers, and addressing these by:</p> <ul style="list-style-type: none"> <li>✓ promoting disability awareness and culturally appropriate service provision; and</li> <li>✓ connecting CaLD people with disability services.</li> </ul> <p>This initiative will have a whole-of-needs approach which will ensure that all of the critical areas identified by OMI start being addressed within the early settlement process: employment, education and training, health, housing, transport, family support, sport and recreation.</p>

## STEERING COMMITTEE

### 1. The members of the Steering Committee and dates of meetings held.

- **Jennifer Au Yeong (Project Supervisor), Chief Executive Officer, Ethnic Disability Advocacy Centre (EDAC).**
- **Gino Lopez (Project Officer), Ethnic Disability Advocacy Centre.**  
The Ethnic Disability Advocacy Centre (EDAC) is an established community based advocacy organisation representing the rights and interests of people with disabilities from culturally and linguistically diverse backgrounds (CaLD) and their families.
- **Maria Osman, Association for Services to Torture and Trauma Survivors.** ASeTTS is a non-profit, non-government organization which provides counseling, advocacy, training, consultancy, group and community activities to survivors of trauma and torture who are from a refugee or migrant background. Services are voluntary, confidential, culturally inclusive and designed for all ages.
- **Victor Hawke, Fremantle Multicultural Centre.**  
FMC is a not-for-profit, community based benevolent organisation which provides settlement services to migrants and refugees/humanitarian entrants. FMC is committed to practices that promote social justice, access to services and equity in all areas. It respects diverse cultures and religions and, as an organisation and on behalf of its clients, challenges actions that attempt to devalue, disadvantage and discriminate. FMC strives to be innovative in its work and empower its clients to develop their strengths, competencies and independence.
- **Zeljka Prodanovic, Multicultural Services Centre of WA.**  
MSCWA aims to empower migrants and refugees to access accommodation, welfare, education and training, cultural, legal and other related services appropriate to their needs. Also MSCWA itself provides and delivers a comprehensive range of culturally appropriate and quality services to migrants and refugees.
- **Eric Imani, Metropolitan Migrant Resource Centre.**  
MMRC promotes a number of programs that assist migrants and refugee/humanitarian entrants and their communities. It seeks to build the capacity and promote the wellbeing of migrants and refugee/humanitarian entrants and their communities in the Perth Metropolitan Area.
- **Nedra Weerrakoon, Office of Multicultural Interests.**

There were no changes to members of the Steering Committee

**Dates of meetings held:**

03 September 2007

05 December 2007

12 February 2008

01 April 2008

13 May 2008

08 September 2008.

*(Annex 1: Typical Agenda and Minutes of Meeting)*

**2. From the Project Coordinator's point of view, has it been useful having a Steering Committee? Identify positive and negative aspects, and any changes which would add further value to the process.**

2.1 The Steering Committee comprised representatives of the four project partners:

- Fremantle Multicultural Centre (FMC),
- Multicultural Services Centre of WA (MSCWA)
- Metropolitan Migrant Resource Centre (MMRC) and
- Association for Services to Torture and Trauma Survivors (ASeTTS),

along with

- a representative from the Office of Multicultural Interests (OMI);
- and
- EDAC's Chief Executive Officer - as Project Supervisor and
- Project Officer.

2.2 The involvement of the partner agencies' representatives on the Steering Committee greatly facilitated the implementation of the project. There was an expressed and formal commitment between the project holder, EDAC, and the partner agencies through a *Memorandum of Understanding and Agreement*. As major stake-holders they made directional and operational decisions in the project via their representatives on the Steering Committee.

2.3 Representation of the funding agency on the Steering Committee for a project is not usual, however representation by OMI was a welcome addition. There was a misplaced notion at the beginning of the project that the involvement of the funding agency in the steering committee would compromise its autonomy. However this was quickly dispelled by OMI with the reassurance that its involvement would not bear on the project's independence within the confines of the agreement.

2.4 As EDAC was the funded agency, its Chief Executive Officer supervised the Project Officer and was also directly involved in running the project through the Steering Committee. It gave EDAC a first hand ongoing account of the project implementation and a position to make timely suggestions.

*(Annex2: Memorandum of Understanding and Agreement)*

- **List items of project plan that have been completed to date**

## 1. Project establishment

### 1.1

CRIO Project Officer (Gino Lopez) appointed in August. Promptly gained a deeper understanding of the project; a general appreciation of the project's concept and requirements; as well as developing and sharing for approval his own vision on how he would implement the project.

### 1.2

Formation of the Steering Committee and a formal *Memorandum of Understanding and Agreement* between EDAC, OMI and the partner agencies.

*(Annex2: Memorandum of Understanding and Agreement).*

### 1.3

A common understanding of the project was established between EDAC, OMI and the Steering Committee members and with the Project Officer.

### 1.4

A year-long Program of Activities was developed as a general project implementation guideline.

*(Annex 3: Program of Activities).*

### 1.5

Three of the CRIO partners attended a workshop ran by Independent Living Centre as part of a grant submission process that would potentially fund projects aimed at developing and implementing Disability Access and Inclusion Plans (DAIPs) in their respective agencies in compliance with the Disability Services Act.

## 2. Promotion and publicity

### 2.1

Numerous agency visits consulting with project partners' senior staff to establish working relationships and progress the goals of the project.

*(Annex 4: CRIO Officer Appointment Table)*

## 2.2

Developed information brochure/flyer, as well as poster size information sheet for our partners and the community at large, to engage the active participation of partners' staff members and ethnic communities in implementing the project.

*(Annex 6: Information Brochure and Flyer)*

## 2.3

Presentations by the Project Officer to the staff of our partner agencies.

2.3.1 Powerpoint presentation developed and used to assist the introduction of the CRIO project to partner agencies' staff.

*(Annex 5: CRIO Powerpoint Slides)*

2.3.2 Disability awareness promotion and consultation among staff.

## 2.4

Wrote article introducing and promoting the project - published in the Ethnic Communities Council (ECC) and EDAC newsletters.

*(Annex 7: What's New at EDAC?)*

## 2.5

Participated with display stalls in community events such as:  
ISHAR's Mental Health Week celebration in Nedlands  
FMC's Harmony Day in Fremantle  
Carers Week in Subiaco, and  
Global Conference on Racism at Murdoch University.

## 2.6

Introduction of the project to other CRIO project holders and relevant OMI staff.

## 2.7

Radio interview on EDAC's *EthnicAbility* community radio program.

## 2.8

Wrote a feature article for inclusion in EDAC's Annual Report.

*(Annex 8: Social Inclusion and the CRIO Project)*

### 3. Planned a series of introductory disability awareness training sessions

### 3.1

Gathered initial information from the staff of partner agencies about their needs and gaps in service provision to CaLD people with disability by way of feedback at staff presentations.

### 3.2

Gathered feedback from Steering Committee members about staff training needs and/or gaps in relation to service provision to CaLD people with disability and their families.

### 3.3

Discussion with key staff members of partner agencies, individually and as a group, to gather first hand information based on their experiences.

### 3.4

Investigated EDAC's existing disability awareness training packages as to their suitability to meet the identified training needs of partner agencies, CaLD community groups, and other service providers.

### 3.5

In close consultation with Steering Committee, developed a **Culture and Disability Awareness Training Package** for partner agencies and selected CaLD community groups.

### 3.6

Consulted Multicultural Services Centre of WA (MSCWA) staff to engage community groups, e.g. Burmese, Sudanese, Eritrean, etc. for culture and disability awareness training.

## 4. CRIO as consultant to partner agencies

### 4.1

Provided consultation services to staff of Fremantle Multicultural Centre and Multicultural Services Centre of WA on several disability-related matters: information on disability service providers and programs; promotion and marketing to attract more clients with disability.

### 4.2

Consultation with Muslim Women's disability Support Group exploring ways to utilise CRIO program among parents of children with disability.

### 4.3

Worked with staff of partner agencies and EDAC on specific CaLD clients with disability, as consultant on various issues such as migration, housing,

legal, employment, etc.

4.4 Three out of four partner agencies developed submission for Disability Access and Inclusion Plan grant funding. The grant is to enhance government-funded agencies' ability to make their services more accessible.

#### 5. Engaged ethnic communities to identify gaps and needs

CRIO engaged ethnic communities in conjunction with other EDAC staff to identify gaps and needs within ethnic groups.

##### 5.1

Conducted workshop with Muslim community representatives from different countries of origin: Turkey, Indonesia, Malaysia, Sudan. Four service provider agencies also attended.

##### 5.2

Conducted workshop with communities around south-east metro corridor (Victoria Park to Armadale)

- Gosnells Community Legal Centre and Disability Services Commission's Local Area Coordination units in the south-east metro corridor were the main collaborators with EDAC's staff and CRIO that explored the issues among people with disabilities from CALD background in this area.

##### 5.3

CRIO and EDAC staff worked with Disability Services Commission's Local Area Coordinators in the northern suburbs to gather data on issues encountered by people with disability from CaLD background. A survey questionnaire was sent out to three LAC districts in the northern suburbs from Mirrabooka to Wanneroo and surrounding areas.

##### 5.4

CRIO conducted information gathering sessions with staff of partner agencies to gather information about experiences of clients with disability in accessing services.

#### 6. Developed and conducted **Culture and Disability Training**

*(Annex 9: Culture and Disability Awareness Training Package)*

##### 6.1

Researched and developed the training outline, Powerpoint slide presentation and delivery plan of the **Culture and Disability Training Workshops**.

##### 6.2

Together with Steering Committee, consulted and planned the delivery of training workshops.

6.3

Conducted two training-workshops for partner agencies and service providers.

**Identify changes to the timeline and/or project plan (include reasons)**

There were no major changes to the timeline and project plan.

**PARTICIPANT DATA**

**Where possible, please provide the following statistical data:**

Practically all staff members of our partner agencies attended the presentations - a combined total of 70 people.

The activities conducted were not suitable to collect detailed data mainly due to time constraints. However, number and country of origin of participants are included in annexes where appropriate.

(This information could be added as an Annexure, if necessary)

1. Gender
2. Date of Birth
3. Country of Birth
4. Ancestry
5. Main Language Other Than English Spoken at Home
6. Year of Arrival in Australia
7. Religious Affiliation
8. Migration Category (e.g. Skilled Migrant, Humanitarian Entrant)

## **PROJECT OUTCOMES AND PROGRESS AGAINST THE IDENTIFIED KEY PERFORMANCE INDICATORS**

### **1. Extent to which community need for services and programs are identified.**

- **Steps taken to engage target group**

1.1

Gathered information through survey questionnaire among LACs in northern suburbs.

1.2

Conducted 6 group presentations with partner agencies to arrive at common understanding of the project's aims and objectives.

1.3

Conducted focus group meetings with staff of partner agencies.

1.4 Conducted two major Culture and Disability Training workshops.

1.5

Conducted workshops with Muslim groups, families with disability and service organizations around Gosnells area.

1.6

Discussions and consultations with partner agencies staff and their representatives at Steering Committee.

1.7

Liaised with key members from Burmese and Eritrean community groups.

- **Activities undertaken to identify needs**

1.8

Conducted 3 workshop-seminars in conjunction with EDAC staff and community based agencies targeting Muslim community, ethnic groups in the south-east metro corridor and northern suburbs.

1.9

Provided 6 presentation seminars and 2 workshop-seminars mainly attended by humanitarian settlement workers of partner agencies and other community services provider.

1.10

Conducted a survey through LACs in the northern suburbs about needs and gaps in service provision to people with disability from CALD background.

*(Annex 10: Unaggregated Data from the Survey)*

1.11

Focus group meetings were held with staff members of partner agencies to explore community needs for services and the ability of their program's to address these.

1.12

Face-to-face meetings were conducted with individual staff members of partner agencies.

- **Nature of needs identified**

1.13

There was unanimity from staff members of partner agencies on the need to be able to have a common consistent understanding of what "*disability*" is.

1.14

Skills, knowledge and ability were identified as needed by staff members in order to provide appropriate services to people with disability and their families.

1.15

Disability Services Commission's LACs from northern suburbs were surveyed to identify issues encountered when accessing services by people with disability from CaLD background and their families/carers. The survey found that the most prevailing issues for people with disabilities and/or their family carers were:

- language barrier
- lack of ability to self-advocate
- cultural prejudice by service providers
- non-recognition of carer's qualifications and
- need for culturally-sensitive services.

1.16

Focus group meetings were held where humanitarian settlement staff reported needs and issues of clients with disability, as well as gaps in service provision:

- inappropriate housing
- language barrier
- lack of choice
- lack of appropriate counselling service, and
- disability issues complicated by cultural issues, resulting in inadequate

service.

1.17

In the workshop with Muslim groups, several issues were identified that are global in nature such as:

lack of access to information  
lack of client involvement in decision-making  
inappropriate use of translators  
fear that option to employment is limited to sheltered workshop, and suitable gender-appropriate service, i.e., male-to-male support worker.

2. **Referrals made to service providers.**

- **List programs and services available to address target group needs**

**2.1 General information**

- **Disability Services Commission:** Government agency with overall responsibility for disability issues  
9426 9200 [www.disability.wa.gov.au](http://www.disability.wa.gov.au)

DSC-provided and funded services:

Local Area Coordination  
Accommodation  
Early childhood intervention/ therapy  
Individualised funding  
DSC-funded agencies  
Community and family groups

- **Commonwealth Carelink** Tel. 1800 052222

**North Metro**

Independent Living Centre of Western Australia (Inc.)The Niche, Suite A, 11 Aberdare Road  
NEDLANDS WA 6009

**Email:** [comcarelink@ilc.com.au](mailto:comcarelink@ilc.com.au)

**East Metro**

**Commonwealth Carelink Centre East Metropolitan WA**

107 Wellington Street  
EAST PERTH WA 6004

**Email:** [mecrc@redcross.org.au](mailto:mecrc@redcross.org.au)

**West Metro**

**Commonwealth Carelink Centre South West Metro WA**

Williams Street  
FREMANTLE WA 6160

**Email:** [comrespit@silverchain.org.au](mailto:comrespit@silverchain.org.au)

## 2.2 Advocacy

- **Ethnic Disability Advocacy Centre (EDAC)**  
320 Rokeby Road Subiaco WA 6008 Phone: (08) 9388 7455  
Freecall: 1800 659 921 Email: [admin@edac.org.au](mailto:admin@edac.org.au)
- **PWD WA, People with Disability**  
Oasis Lotteries House 37 Hampden Road Nedlands WA 6009  
Phone: 9386 6477 Freecall: 1800 193 331 Email: [info@pwdwa.org](mailto:info@pwdwa.org)
- **ADVOCARE** -- people living in aged care facilities; people receiving community care services; and people not currently receiving these services but who are eligible for them.  
FREECALL 1800 655 566  
**Perth** 1/190 Abernethy Rd, Belmont, WA Tel. 08 9479 7566  
**Geraldton** 6104 Lotteries House 180 Marine Tce, Geraldton WA 6530  
Tel. 08 9964 4877 Email [rights@advocare.org.au](mailto:rights@advocare.org.au)

## 2.3 Carers Support

- **Carers WA** *peak body for family carers in WA*  
182 Lord Street EAST PERTH WA, 6004 Bus. Phone: 1300 227 377  
Email: [info@carerswa.asn.au](mailto:info@carerswa.asn.au) Web Address <http://www.carerswa.asn.au>

## 2.4 Education

- **Department of Education and Training**  
Inclusive Education Standards Directorate  
Level 1, 151 Royal Street East Perth 6004  
Phone: 9264 4111 (Main Reception) or 9264 5518 (IES Reception)  
[www.det.wa.edu.au/inclusiveeducation/](http://www.det.wa.edu.au/inclusiveeducation/)

## 2.5 Employment (supported and open employment)

- **CentreLink:** [www.jobsearch.gov.au/Jobseeker/DisabledPeople](http://www.jobsearch.gov.au/Jobseeker/DisabledPeople)  
Job Support Agencies: [www.nds.org.au/WA/default](http://www.nds.org.au/WA/default) and click on "Disability Employment Agencies"

## 2.6 Therapy (school-age children)

- **Therapy Focus:** a community service organisation that provides therapy and professional services in home, school and community settings.  
2 Hawthorne Place Burswood WA 6100 Ph 9478 9500  
[www.therapyfocus.com.au](http://www.therapyfocus.com.au)

## 2.7 Referral pathways to some disability-specific diagnosis:

- **Intellectual disability/developmental delay**  
ACTIV - provides a range of services for people with disability, helping them and their families pursue a better life.  
[www.activ.asn.au](http://www.activ.asn.au) , click on "Our Services" and "Parent Portal"

- **Mental Health:**

Local GP who will then refer to appropriate clinics.

- **Head injury:**

HeadWest – working with people with an acquired brain injury through advocacy, referral, information and community education

645 Canning Highway ALFRED COVE WA 6154 Western Australia

Telephone: **(08) 9330 6370** Freecall: 1800 62 6370

Email: [info@headwest.asn.au](mailto:info@headwest.asn.au)

- **Multiple sclerosis:**

MS Society - therapy, social work, advocacy, counselling, nursing, community access coordination, information and transport; has a respite care house, provides in-home care and personal assistance.

29 Parkhill Way, Wilson WA 6107 **Phone** 9365 4888

**Email** [multiple@multiple-wa.asn.au](mailto:multiple@multiple-wa.asn.au) **Web** [www.multiple-wa.asn.au](http://www.multiple-wa.asn.au)

- **Cerebral Palsy Association** - services and support to people living with cerebral palsy and their families throughout WA.

The Sir David Brand Centre 106 Bradford Street, Coolbinia WA 6050

**Telephone** 9443 0211 **Web** <http://www.tccp.com.au/> **E-Mail**

[info@tccp.com.au](mailto:info@tccp.com.au)

- **Autism Association of WA** – provides early intervention, respite and intensive family support, employment support, alternatives to employment, and residential services .

37 Hay Street Subiaco WA 6008 **Telephone** 9489 8900

**Email** [autismwa@autism.org.au](mailto:autismwa@autism.org.au). **Web** <http://www.autism.org.au/>

- **Neurological Council of W.A. Inc** - provides a range of Home and Community Care funded services throughout the metropolitan and regional areas.

Centre for Neurological Support, The Niche 11 Aberdare Rd Nedlands

6009 **Tel** 9346 7533 **FREECALL** 1800 645 771 <http://www.ncwa.com.au>

- **Number of referrals made**

### 2.8

Referrals were made to EDAC advocates and to CRIO from our four partner settlement agencies.

### 2.9

Information was provided by CRIO to representatives of Eritrean, Burmese and Sudanese communities.

## 2.10

The Culture and Disability Awareness Training workshops dealt with data collection, source of referrals and referral network.

## 2.11

The referral network portion of the Culture and Disability Training workshops was seen as an initial step for participants to develop their linkages between disability service providers and settlement agencies/community groups as they conduct their own referrals to disability service providers. There was no system to keep track of referrals but partner agencies reported that the directory of disability services is helpful in making referrals.

## 2.12

There is no available data as to the total number of referrals made by partner agencies and other participants in the training workshops. However anecdotal evidence suggests that there were referrals for a wide range of disability types, such as intellectual, mental health and physical disabilities referred to other services.

- **Identify gaps in services and programs to meet target group needs**

## 2.13

- There is a lack of housing in general and specifically accommodation that is appropriate for people with disability. For example, old houses with lots of steps or stairs are not suitable for people with physical disability or old and infirm people.

## 2.14

- Language barrier – clients could not communicate their needs or have experiences of misunderstanding because services do not have interpreters or do not have the funding to access Translation and Interpreting Service (TIS).

## 2.15

- Clients with intellectual disability who are looking for work feel that there is little choice other than supported or sheltered employment because their disability is complicated by their cultural background. Mainstream employment is seen as a too difficult option.

## 2.16

- Humanitarian entrants and refugees reported that counselling services are not prepared to deal with intellectual disability that is layered with cultural issues. There is a lack of culturally-competent counselling services for people with intellectual disability.

## 2.17

- There is a lack of aggregated data from the Immigration Department about disabilities of new humanitarian entrants and refugees.

### 3. **Extent to which barriers to access to services and programs by new and emerging communities are identified and addressed.**

- **List barriers faced by target group in accessing identified services and programs**

## 3.1

Issues based on cultural and religious belief were raised by the Muslim group:

- There is a general lack of communication with other male carers within the Muslim community to discuss their concerns relating to their role as carer.
- Department of Immigration and Citizenship is seen as not recognizing the need of Muslim family members to migrate to Australia as carer of a family member with disability.
- Generally, there is a lack of social support for a person with disability and their carers in the Australian community but particularly so from within the Muslim community.

## 3.2

In the south-east metro corridor, some of the issues identified were:

- CaLD people who have a disability generally do not have opportunities to participate in either general or ethnic community activities.
- Local Area Coordinators (LACs) find it difficult to disseminate information about options available for a person with disabilities within CaLD communities.
- LACs have difficulty identifying which consumers are from a CaLD background.

## 3.3

LACs in the northern suburbs reported some barriers faced by people with disability from CaLD background in accessing services - gathered through a survey:

- Language barrier – clients/consumers had difficulty getting information about services in their own language. For instance, DSC do not have a translated version of Disability Services Standards in major community languages. They also have problems obtaining language services.

- Lack of ability to self-advocate – individuals felt intimidated by government services, which could be attributed to their experience of government agencies from their country of origin. They rely heavily on Local Area Coordinators to advocate on their behalf when dealing with government agencies such as Centrelink, Homeswest and Education departments.
- Cultural prejudice against disability – social and cultural barriers from within their own cultural communities limit their ability for social interaction.
- Lack of employment of carers – skills obtained from their country of origin are not recognised as equivalent to Australian qualifications - which hampers their ability to obtain suitable employment to assist the person they are caring for.
- Culturally inadequate service provision – agencies lack understanding of disadvantages faced by consumers from CaLD backgrounds and therefore are unaware of how to make adjustments to compensate for these disadvantages.

### 3.4

There is a great disparity in levels of understanding among service providers as to how “disability” is defined - due to:

- definitions reflecting cultural bias
- as defined differently by various government services re: access criteria
- definition driven by funding sources
- definition based on impairment/ lack of functionality, or
- by diagnosis.

### 3.5

Abilities, skills and knowledge needed by humanitarian settlement staff :

- The manner of identifying disability in clients, especially on first contact, was a common issue.
- The methods to identify needs of people with disability.
- The ability to identify disability-specific needs as opposed to general settlement issues.
- The ability to identify other special considerations to account for the disability.
- Knowledge of other disability service providers.
- The ability to find disability-specific services.

- The ability to develop Disability Access and Inclusion Plan.

- **Strategies identified to address identified barriers**

3.6

Conduct culture and disability awareness training workshops among humanitarian settlement program staff and other service providers, as well as selected community groups to make services more accessible to people with disability from CaLD background.

3.7

Humanitarian settlement workers and other service agencies to make referral to EDAC's individual advocacy program where appropriate.

3.8

EDAC to work with Muslim Women's Support Centre to develop support for carers, raise awareness and participate in activities within the Muslim community.

3.9

Employ bi-cultural workers in the sector who are trained in the disability area - together with disability workers, such as LACs.

3.10

Service agencies to translate information materials to major community languages.

3.11

Service agencies to include disability in their data collection.

3.12

Department of Immigration and Citizenship identify and collect comprehensive disability data, especially for humanitarian visa entrants.

3.13

Multicultural humanitarian settlement agencies consider developing disability-specific programs for funding by Disability Services Commission. Initially, agencies could work collaboratively with disability-specific service providers to gain experience until they are ready to run programs on their own.

3.14

Partner agencies to access funding to develop their respective Disability Access and Inclusion Plan.

- **Action undertaken and recommended to address identified barriers**

3.15

Two major Culture and Disability Awareness Training workshops were conducted, participated in by staff members of both partner agencies providing direct services to clients and other service agencies.

3.16

Three partner agencies developed funding submissions for their Disability Access and Inclusion Plans.

3.17

To address the issue of inadequate ethnic details being provided on the DSC database, EDAC had compiled a set of standards for the LACs to also include within their statistics. However as this seemed to be too hard for the LACs to follow up, the issue has been referred to EDAC's systemic advocate for further attention.

3.18

That the Office of Multicultural Affairs, through its partnership in this report, transmit relevant recommendations to Disability Services Commission for action as appropriate.

3.19

CRIO provided relevant information to Ethiopian, Burmese, Sudanese and Eritrean community representatives.

3.20

CRIO provided consultancy services to staff of partner agencies in their provision of services to CaLD people with disability, to address some of the needs identified and to train them while working on actual cases.

- **Outcomes of activities undertaken to address barriers**

**3.21** Participants at the training-workshops:

- ✓ gained shared knowledge about definition of disability;
- ✓ developed an understanding of disability from different cultural perspectives ;
- ✓ learned about contemporary views of disability in Australia;
- ✓ gained appreciation of issues about CaLD people living with a disability;
- ✓ identified relevant disability-related data;
- ✓ understood the need for CaLD/disability access and inclusion;
- ✓ developed an initial referral system for CaLD clients with disability,

- ✓ their families and carers; and
- ✓ gained confidence to provide services to CaLD people with disability issues

**3.22** One partner agency successfully submitted for a funding grant to develop their Disability and Access and Inclusion Plan, including translating their information materials into major community languages. The other two agencies are still awaiting the outcomes from their submissions while another partner agency has started investigating with CRIO on how to develop their Disability Access and Inclusion Plan.

**3.23** Staff of partner agencies reported more awareness, understanding and confidence in providing disability services to CaLD people with disability.

- **Issues encountered**

**3.24** The Culture and Disability Training workshops was a major strategy. However, there was a strict time limitation on the part of participants. Ideally the training-workshops should be conducted over a whole day - 6 to 7 hours – but the Steering Committee decided that staff could only be available for 3-hour sessions. Participants could potentially benefit more from longer sessions especially about knowledge, skills and confidence in providing services to people with disability.

**3.25** It was difficult to organize activities within CaLD groups due to community dynamics. For instance, the Burmese community cancelled (or were unable to organize their community for) a workshop because fund-raising for the victims of a deadly storm became a priority.

**4. Extent to which relationships are developed between new and emerging communities and service providers.**

- **Action taken to develop relationships between new and emerging communities and service providers**

**4.1**

Provided information about disability service providers to representatives of CaLD community groups and to individuals with disability and their families. Agencies who attended the workshops were able to present their programs and services.

#### 4.2

Invited other service providers such as DSC-LAC, Gosnells and Sussex St Community Legal Centres, Centacare, Youth Affairs Council, etc, to participate in the training-workshops for community groups and facilitate networking.

#### 4.3

Through training and consultancy, developed knowledge, skills and confidence of humanitarian service workers to provide service to CaLD people with disability from new and emerging ethnic communities.

#### 4.4

Invited key DSC-Local Area Coordination staff to participate and provide input in the training-workshops for them to gain appreciation of new and emerging ethnic communities in their localities.

- **Outcomes of these relationships**

#### 4.5

Strengthened relationship among CaLD people with disability and with service providers present in the workshops.

#### 4.6

Disability consumers from CaLD background who participated in workshops reported to have gained more confidence in accessing services.

#### 4.7

Staff of humanitarian service providers reported more awareness and confidence in providing services to people with disability from new and emerging ethnic communities.

#### 4.8

Service providers who attended community group workshops gained insight on the perceptions of these groups on how services should be provided in a culturally competent way.

### 5. **Extent to which identified gaps in service delivery are communicated to relevant agencies**

- **Identify gaps in service delivery and action taken to communicate gaps in service delivery to service providers. These may be in terms of availability, accessibility and appropriateness of services**

### 5.1

It takes a longer time and is a more complex process in counseling a CaLD person with intellectual disability, because humanitarian settlement and person with a disability because humanitarian settlement and cultural issues are layered with the complexity of intellectual disability – as counselors at ASeTTS are aware and pointed out.

### 5.2

DSC data system does not include the option for ethnic details to be entered on their database. Through this report, the recommendation to DSC is to make provisions in their data system to include ethnicity of clients and personnel.

### 5.3

Overcoming difficulties of hearing impairment or deafness is complicated by language barrier. A deaf person may be able to communicate in their own language, e.g., Ethiopian language, but not in Auslan. It is a challenge for a deaf person from a different language background to translate and eventually learn English at the same time as Auslan. Approached the Deaf Society of WA to develop strategies in assisting hearing impaired people from different language background.

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## 6. Dissemination of information regarding the project

- **What measures did you take to publicise the project? (You may attach as Annexures any flyers, media releases or newsletter articles, which promoted/publicized the project.)**

### 6.1 Examples:

- Seminar-type presentations to staff of partner agencies
- Media release
- News article
- Radio interview
- Stalls
- Posters
- Flyers to partner agencies' staff

## **7 How successful were the strategies used to gain the participation/attendance of the relevant target groups? If there were issues, what other strategies did you come up with to resolve the issues?**

- 7.1 The involvement of service agencies in the workshop encouraged community members to participate as they saw this as an opportunity to access these services.
- 7.2 There was an excellent response from the target groups, i.e., staff members of partner agencies as evidenced by the high number of participants in CRIO presentations to introduce the project.
- 7.3 Relevant staff members made themselves available for focus group meetings and one-to-one interviews.
- 7.4 CRIO project officer interviewed DSC's CaLD Policy Officer to promote this project within DSC LAC staff as DSC's initiative to address the recommendations of the Minister's Sector Health Check.
- 7.5 Partner agency staff called on CRIO to consult regarding service provision to clients with disability issues.

#### **RISK MANAGEMENT PLAN (RISKS IDENTIFIED, UNEXPECTED ISSUES AND ACTIONS TAKEN)**

Check the Risk Management Plan, developed during the Project Development Workshop: Did you face any of the identified risks? Have there been any other unexpected issues and what actions have been taken to resolve these?

1. Getting suitable applicants:  
Employed a qualified and suitable person.
2. Objectives not met:  
Steering Committee met regularly. CRIO met and consulted with supervisor regularly. All milestones set were achieved.
3. Obligations of partners not met:  
MOU in place. Partners' representatives were on Steering Committee.
4. Inappropriate Expenditure:  
EDAC's monthly accounts were presented to Management Committee and approved.
5. Records security and data recovery:  
EDAC's policies and procedures were implemented.

## SUMMARY

### KEY ACHIEVEMENTS

- CRIO developed a slide presentation that was used to introduce and cultivate a shared understanding of the project. Consequently it became a tool that created an initial awareness about culture and disability among practically all staff members of partner agencies.
- Researched, developed and produced a workshop package on *Culture and Disability Awareness Training*. This consisted of Powerpoint slides, Training Delivery Plan, training outline, DVD segment, disability services referral pathways handout and training materials - for delivery by trainers after undergoing some basic instructors' training. This was regarded as an important contribution by the CRIO project - to assist community agencies, particularly humanitarian settlement programs to provide culturally competent service to CaLD people with disability and their families.
- Conducted two major *Culture and Disability Awareness Training Workshops*: one for agencies north of the river and another one for those south of the river. A total of 27 participants attended the workshops mainly from partner agencies and five from other community agencies.
- Conducted three other workshops engaging community groups to inform them about disability services, their rights as consumers of disability services, empower them to advocate for themselves and learn where to get appropriate assistance when needed.
- Gathered relevant data to inform where there gaps and needs are in service programs, service delivery and access issues.
- Created disability awareness among partner agencies that led to successful submissions and subsequent development of their respective Disability Access and Inclusion Plans.
- Staff of partner agencies who participated in the training gained initial knowledge, skills and confidence in providing services to CaLD people with disability and their families.
- Provided partner agencies and CaLD community members a resource directory of referral pathways to disability services.

## LESSONS LEARNED

- It was critical that the commitment of project partners and the lead agency (EDAC) was formalized at the onset of the project.
- It was important to identify key people/informants in the target communities.
- The project reinforced the need among agencies and communities for raising greater awareness about issues of people with disability from CaLD backgrounds.
- **It demonstrated the need for on-going training/workshop on culture and disability for service providers, including settlement agencies.**

## SUCCESS FACTORS

- Establishment of project partnerships with key humanitarian settlement agencies in metropolitan Perth through a formal Memorandum of Understanding and Agreement.
- Thorough understanding of project aims and objectives by the stakeholders.
- Participation of key community representatives and service providers such as those from Muslim community and DSC-LACs respectively.
- Close cooperation of partner agencies through their representatives in the Steering Committee.
- Close working relationship of CRIO Project Officer and EDAC Supervisor.
- Excellent administrative support and good working environment provided by EDAC.

## SUSTAINABILITY

- A well-developed *Culture Disability Awareness Training Workshop* package is now available for EDAC to use in the future to benefit service providers and community groups.

## **FUTURE PLANS**

- To encourage DSC funding to provide for the presentation of the *Culture Disability Awareness Training Workshop* package to include other humanitarian settlement service providers, other ethnic communities and other human services agencies.

## **USEFUL LINKS/PARTNERSHIPS**

- CRIO developed close working relationships with all project partners:
  - Fremantle Multicultural Centre
  - Metropolitan Migrant Resource Centre
  - Multicultural Services Centre of WA
  - Association for Services to Torture and Trauma Survivors.
- Established links with some key CaLD community representatives.
- Established links with Disability Services Commission's Local Area Coordination in key district areas.

**(signed)**

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**CRIO Project Supervisor** (name & signature)

**(signed)**

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**Manager/CEO Lead Agency** (name & signature)

**Date:**