

Quality Management Framework

Quality Evaluation

Ethnic Disability Advocacy Centre Incorporated
Ethnic Disability Advocacy Centre
320 Rokeby Road Subiaco WA
21 June 2011

This report was prepared by an Independent Evaluation team comprising members of the Panel Contract of Independent Evaluators. The Panel Contract is managed by the Disability Services Commission.

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1. The evaluation visit

This report describes the findings of the Independent Evaluation team who completed an assessment of Ethnic Disability Advocacy Centre's progress towards meeting Outcomes under the Quality Management Framework (QMF) and compliance with the Disability Services Standards. The preliminary meeting was held on 28 March 2011 and the Independent Evaluators visited the service point/organisation on 18, 19, 20, April, 10, 11, 24 and 27 May. A post evaluation meeting was held on 20 June 2011.

Independent Evaluation team members operate under the Guidelines for Independent Evaluation. The team comprised:

- Penny Blackburne, Team Leader
- Kerry Allan-Zinner, Team Member

The organisation uses the term client to refer to people with disability, family member/s of people with disability, or unpaid carers of people with disability.

NB Under the Carer's Recognition Act 2004, a carer refers to a person who provides care or assistance to another person who is frail, has a disability, a chronic illness or a mental illness, without payment apart from a pension, benefit or allowance.

2. Acknowledgements

The Independent Evaluators would like to extend thanks to individuals, families and carers for the assistance they provided throughout the evaluation visit. The Independent Evaluators acknowledge the commitment of the staff in providing services. This was evident from the evaluators' observations and discussions with individuals, families and carers; observations of staff interactions and discussions with staff; and from the positive comments about staff, evaluators received from individuals, families and carers. Findings documented in this report have been selected to support the outcomes of this evaluation and highlight background evidence for good practices, required actions and key priorities for service improvement.

3. Service point profile

The profile provides a brief overview of the service point evaluated.

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| Disability sector organisation: | Ethnic Disability Advocacy Centre Incorporated |
| Service point name: | Ethnic Disability Advocacy Centre |
| Outlet name(s): | Outlet 1: Head office, 320 Rokeby Road, Subiaco, WA. Outlet 2: Maddington (one day a week), 40 Orr Street, Maddington, WA |
| Chief Executive Officer: | Jenny Au Yeong |

Brief description of the service point (including mission/vision statements and brief history)

It is the Mission of Ethnic Disability Advocacy Centre to promote, protect and safeguard the rights and interests of culturally and linguistically diverse people with disabilities, their families/carers and community in order for them to fulfil their full potential as Australian Citizens.

The Ethnic Disability Advocacy Centre (EDAC) was established in March 1995 to provide an advocacy service for people with disabilities from non-English speaking backgrounds in Western Australia. A number of concerned individuals felt that issues for ethnic people with disabilities and their carers were inadequately addressed through mainstream services. It was established to support people who were deemed to be 'missing out' on services and to advise and lobby the government. The organisation remains the only advocacy agency in Western Australia that represents the rights and interests of people with disabilities from a culturally and linguistically diverse (CaLD) background and their carers.

EDAC is funded by the Disability Services Commission of WA (the Commission) and the Federal Department of Families, Housing, Community Services and Indigenous Affairs for advocacy activities. The Commission funds Individual and Systemic Advocacy services in the Perth metropolitan area. The main office is located in Subiaco and there is a small outreach office open one day a week in Maddington.

Ethnic Disability Advocacy Centre also has branches in the north of Western Australia (Carnarvon and West Kimberley).

Ethnic Disability Advocacy Centre undertakes both Systemic and Individual advocacy:

- Individual Advocacy acts on behalf of people with a disability to find solutions to any issue of concern and to ensure the person's rights and interests are upheld in the community.
- Systemic Advocacy involves action on behalf of a group of individuals with disability for improved legislation, policies, services and practices.

Ethnic Disability Advocacy Centre manages a Disability First Stop contract. This provides for newly diagnosed or newly arrived migrants with disability to receive referrals and advocacy services to facilitate their involvement in the community.

Ethnic Disability Advocacy Centre provides information and referral services where a brief advocacy service is required and also provides training to other organisations and individuals.

From time to time it also undertakes other funded projects in line with its Mission.

EDAC Management Committee is elected by its members annually and manages the strategic direction of the organisation. EDAC Consumer Group meets quarterly and serves as focus group for the organisation. Also EDAC provides support for several community groups such as the Multicultural Carers Group (meets at EDAC once a month, supported by Red Cross), Muslim Women's Support Centre, NESB Mental Health Carers Group.

Resources (eg building/s, staffing, IT systems, vehicle/s, budget)

All staff of Ethnic Disability Advocacy Centre are employed part time. The Chief Executive Officer is employed four days a week, the Manager of Advocacy Services and the Systemic Advocacy Officer both work three days a week and five Individual Advocacy Officers work two or three days a week each. Non direct support staff include an Administrator and an Administrative Officer who also work part time. All staff work across advocacy services funded by the Commission and the Federal Department of Families, Housing, Community Services and Indigenous Affairs and short term projects. Staff have diverse backgrounds most with first-hand experience of disability and from culturally and linguistically diverse backgrounds.

Ethnic Disability Advocacy Centre occupies small leased premises in Rokeby Road Subiaco and has a very small leased office in Maddington. Owing to the lack of space especially in the Subiaco premises staff share desks and offices.

Ethnic Disability Advocacy Centre had no vehicles funded through the Commission.

In 2010/2011 Ethnic Disability Advocacy Centre received funding from Disability Services Commission of \$224,000.

Brief description of people using services

In 2009/2010 119 clients were provided with individual advocacy, these individuals identified 42 different ethnicities, the largest group (approximately 15%) came from Somalia. The ages of clients ranged from one to ninety years of age, the gender mix was slightly more men than women. All types of disabilities were represented, approximately 35% identified physical disability as their primary disability, 15% stated psychiatric disability and 10% each identified intellectual and medical conditions as their primary disability.

Consultations

During the evaluation assignment, the Independent Evaluators consulted with 14 individuals with a disability (five were interviewed face to face, and nine were interviewed over the telephone (five of these individuals were interviewed using an interpreter through the National Translating and Telephone Interpreter Service (NTIS), three family members were also interviewed. Staff spoken with included the Chief Executive Officer, two Systemic Advocates, one administrator, four Individual Advocates.

The preliminary meeting was held on 28 March 2011 with a total of 18 people attending, nine clients and two family members and seven staff.

4. Executive summary

A. Good practices

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| This section reports the Independent Evaluators' findings of the service point's strengths in relation to addressing Outcomes. |
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The Independent Evaluators were particularly impressed by:

- The genuine passion for improving the life experience and community participation for CaLD people with disabilities shown by the whole EDAC team.
- The range and breadth of systemic advocacy issues on Ethnic Disability Advocacy Centre's agenda.
- The strong focus on client centred practice demonstrated in the ways that EDAC staff support individuals with empathy and manage relationships to minimise dependency on the service.
- EDAC staff demonstrate respect, patience and professionalism at all times in particular when consumer expectation is beyond the scope of advocacy.
- Many staff and Board members have personal experience of disability and are from culturally and linguistically diverse backgrounds. Most staff members are fluent in at least one other language.
- Ethnic Disability Advocacy Centre staff welcomed the evaluation process and demonstrated a very positive approach to continuous improvement in service delivery. They went to considerable efforts to inform and educate the client group of the evaluation process.
- Although cramped for space the service point is welcoming and accessible.
- Ethnic Disability Advocacy Centre staff work as a team, support each other and inform each other - continuous loop between Systemic and Individual Advocacy they inform each other.
- Ethnic Disability Advocacy Centre has a strong and active Board that provides good governance and demonstrates its commitment to the values and mission of the disability sector organisation.

B. Required Actions

Disability sector organisations are required to meet all contractual obligations of their Service Agreement with the Commission. Required Actions focus on the minimum satisfactory level of service and must be implemented by the specified date.

The rating scale used to assess the Disability Services Standards is met.

Based on observations and corroborative evidence examined as part of this assessment, it is assessed that the service point meets Disability Services Standards 1, 2, 3, 4, 5, 6, 7, 8, and 9.

The Independent Evaluators did not identify any Required Action during the evaluation visit.

C. Key Priorities for Service Improvement

Key Priorities for Service Improvement identify actions to enhance practices in addressing Outcomes for people with disability and meeting Disability Services Standards.

They need to be carefully considered by service management as part of contractual obligations and normal organisational planning processes and implemented where practicable. They are required to be reported upon in the next Self Assessment as evidence of continuous service improvement.

The Independent Evaluators identified one Key Priorities for Service Improvement:

Ethnic Disability Advocacy Centre need to consider how to clearly link service delivery and outcomes to the Commission's Quality Management Framework Outcomes.

D. Issues arising

This section reports the Independent Evaluators' summary of other issues arising from the evaluation of the service point.

Consider ways to further involve clients where possible in the advocacy process and assist them to recognise "secondary gains" especially when the result of the advocacy provided is not favourable.

5. Meeting Outcomes

This section reports the Independent Evaluators' findings of the service point's achievements in relation to addressing Outcomes.

Individual Advocacy:

Ethnic Disability Advocacy Centre rarely has long term contact with its clients as the nature of assistance provided is usually related to immediate issues, for this reason it is difficult for the organisation to identify its clients' long term gains. And for many people from culturally and linguistically diverse backgrounds the term 'advocacy' is not easily understood. Many clients could not identify gains especially if the result of their inquiry did not have a favourable outcome.

Even when there was evidence (seen by the Evaluator in files) to demonstrate Ethnic Disability Advocacy Centre's involvement two individuals were unable to confirm their contact with the organisation as they did not recognise the name "Ethnic Disability Advocacy Centre".

Meeting Outcomes - Individual Advocacy

Capacity Building

Outcome: The individual's abilities and potential to contribute to society are encouraged and respected and sensitive to their lifestyle and culture.

Evidence noted (eg observations, feedback and documentation):

- It is the policy of Ethnic Disability Advocacy Centre to where possible encourage and support clients to advocate for themselves and Advocates aim for every intervention to be a learning opportunity for the client. Advocates described providing services in ways that informs, supports and encourages clients. However, as the backgrounds and education levels of clients vary considerably and as clients often come to the organisation as 'a last resort' it is often not possible for clients to take an active role on their own behalf.
- Staff remain mindful of building every individual's self-advocacy and self-determining capacity in part to avoid clients becoming dependant on the organisation and to enable clients to address needs and problems that are out of Ethnic Disability Advocacy Centre's scope.
- At all times the evaluators observed that staff demonstrated a genuine respect and empathy for their clients. For example before the Evaluation assignment began Ethnic Disability Advocacy Centre went to considerable lengths to involve the clients in the process: Clients received two letters about the process and this correspondence was translated into their native languages to ensure (as much as possible) that the clients were fully aware and understood the process; they were invited to the Preliminary meeting and offered assistance with transport and provided with a variety of snacks from different cuisines.

- The organisation makes extensive use of interpreters through the National Translating and Interpreter Service, On Call and other providers to ensure communication is appropriate, clear and culturally appropriate for their diverse client group.
- Some client examples of capacity building:
 - One consumer explained how EDAC has helped the whole family. The individual said EDAC have been very helpful with providing information about disability rights, which do not exist in their country of origin. EDAC has supported the individual in finding the right organisations in relation to personal disability support needs and has advocated on the family's behalf to help their child with disabilities transition from mainstream to a special school where the family feel he/she will be better supported and able to function and learn. They value EDAC's ongoing support and feel confident about asking for advice if a problem arises in the future.
 - A client explained that he/she was involved in an accident at work and that payments were irregular after the accident, Ethnic Disability Advocacy Centre Advocates helped sort out the payments and the individual said he/she "was very happy with the end result". The client acknowledged that he/she "does know the system better and he/she intends to maintain contact with Ethnic Disability Advocacy Centre".
- In 2005 the Ethnic Disability Advocacy Centre developed a training course in self-advocacy for person with a disability called "Let Me Speak". The development of this course was funded by the Commission. This course has not been recently conducted in total but sections remain in use with Ethnic Disability Advocacy Centre's Consumers Reference Group and it remains a useful resource that could be used in the future.
- Ethnic Disability Advocacy Centre has received funding from the Commission and completed a project preparing material on Person Centred Approach which it understands will be released by Disability Services Commission shortly. This will be a useful resource for capacity building to enable people from culturally and linguistically diverse backgrounds to advocate more effectively for themselves.
- Ethnic Disability Advocacy Centre aims for its Consumers Reference Group to meet quarterly but due to staff changes this has not been achieved lately, plans are in place to remedy this. The purposes of the group are to provide a chance for clients to give advice and have input on systemic advocacy issues and to provide opportunities for clients to gain information and learn skills in relation to community access and self-advocacy.
- Staff come from a wide variety of cultural and linguistic backgrounds, for example languages spoken by staff include: Malay, Tamil, Spanish, Polish, Cantonese and Turkish. When cases are allocated the Manager is able to match clients to staff who have a sensitivity and clear understanding of the lifestyle and culture of the clients.
- The staff is composed of a team of part time workers. This team could be fragmented and lack cohesion but it is not the case, there appears to be excellent communication between team members and a positive team spirit.
- Staff described a supportive work environment where regular team meetings are held, individual supervision is conducted and support is always available.
- Staff are encouraged to pursue professional development opportunities and in-house training is also conducted from time to time.
- Staff at Ethnic Disability Advocacy Centre are aware of the sensitive mix between advocating on behalf of a person and assisting the client to learn and grow from the process. There are many reasons that lead to individuals only approaching Ethnic Disability Advocacy Centre 'as a last resort'. Clients are often very stressed when they seek service from Ethnic Disability Advocacy Centre. Some people have either tried to solve their problems alone, avoided seeking assistance for cultural or personal reasons

or they simply do not know where to go or how to ask for help. Language is a major barrier for many clients as for most their native language is not English.

- Once they have approached Ethnic Disability Advocacy Centre some clients believe their problems should be solved by the Advocates as they have some difficulty understanding the role and purpose of advocacy although all are told that Ethnic Disability Advocacy Centre is not a service provider but an advocacy agency.
- A few clients contacted said they had not made any gains through their contact with Ethnic Disability Advocacy Centre. These clients all reported that their goal had not been achieved; these were largely around failure to be granted priority housing, failure to be granted Disability Support Pension and failure to achieve a favourable outcome related to medical/legal claims. (Refer to Issue)
- One person spoken to acknowledged that although a positive outcome had not been achieved they did however benefit from the exercise, they said they had learned from the service provided but they added they did not feel better equipped to advocate for themselves in the future.
- For additional examples of Capacity Building please also refer to the detailed evidence noted under the Outcome 'Community Connections'.

Summary of evidence:

- In all the interactions with clients (observed by the Evaluators, reported by clients and discussed with Advocates) there was evidence that Ethnic Disability Advocacy Centre staff respect, encourage and facilitate development of every individual's abilities to build their capacity to participate in the community.
- EDAC provide information, guidance and advice and they support individuals to make their own enquiries, choices or follow up with complaints where possible. Staff lead by demonstration and show people how to self-advocate.
- EDAC staff work to minimise individuals becoming dependent on the organisation.

Community Connections

Outcome: The individual is welcomed by their community to participate in the activities and the relationships of their choice.

Evidence noted (eg observations, feedback and documentation):

- EDAC are well connected and respected across Western Australia and are the only CALD specific advocacy organisation in the state. EDAC continually engages in activities and advocacy opportunities that highlight its profile across metropolitan and rural Western Australia.
- Clients talked about the representation made by Ethnic Disability Advocacy Centre on their behalf to a wide range of organisations and community groups for example:
 - One client described his/her request for help with obtaining a driver's licence and assistance to access priority housing. This client's application for priority housing was successful, and although the client was not able to gain a driver's licence due to the nature of their disability Ethnic Disability Advocacy Centre did assist him/her to obtain

- taxi vouchers. The client said “They do write a letter...it helped because it put me first.... I couldn’t have done it myself”.
- An individual reported that EDAC has offered support over a number of years and has worked with other organisations to find housing and disability service options. The individual reported to appreciate Ethnic Disability Advocacy Centre’s help with Centrelink, accessing treatment and finding Mental Health services.
 - A couple who were interviewed were confused about what disability related services are available and said EDAC were helping them find solutions to a range of problems that included sourcing therapy services for their child with a disability.
 - Case studies described by Advocates include:
 - A client was assisted with a range of matters (including accommodation, health and skills training) over a significant period of time and is now taking initiative himself/herself to achieve social outcomes.
 - Another client receiving care in their own home requested assistance to raise and discuss a complaint about their in-home service provider. Ethnic Disability Advocacy Centre had arranged to accompany the client to the meeting and to have an interpreter present to translate the discussion. The Advocate said that often this individual is able to manage communications alone but had requested assistance with this matter.
 - Evidence from discussions with staff and file reviews further demonstrated a huge range of connections made throughout the community on behalf of clients for example: Referral to the Health Consumers Council (for assistance with review of possible medical malpractice), Fremantle Community Legal Centre (to obtain legal advice), WA Department of Housing and Works (for assistance with priority housing), WA Department of Transport (for Taxi Users Subsidy Scheme), assistance to have a tenancy matter taken to the Magistrates court (achieved return of withheld bond money), representation to the State Ombudsman, Department of Child Protection (food vouchers) and referral for financial counselling, contact with Medical Practitioners (to obtain letters of support for a wide range of matters, pension applications, priority housing applications, support to get family members approved as migrants, Edmund Rice Centre Mirrabooka (referral to Women Together Program), Adult Migrant Education Service (for English program), Department of Health and Ageing (for assessment for community support).
 - Ethnic Disability Advocacy Centre does not ‘count’ a person as a client unless the support provided is significant. Detailed records are not kept where the enquiry is short, for example enquiries about where to access a service or obtain a product, where they are referred on to a service provider. Short enquiries come from people with a disability and service providers (including Local Area Coordinators). These enquiries total over 200 per annum and Ethnic Disability Advocacy Centre staff spend considerable time providing this type of information. These contacts are unfunded and not included in figures required by the Commission.
 - Referrals come from a wide variety of sources across the metropolitan area, including Asetts (Assisting Torture and Trauma Survivors), School Psychologist, Metropolitan Migrant Resource Centre, Multicultural Services Centre, social Workers at major public hospitals and psychiatrists at Trans Cultural Psychiatric Service.
 - Staff have an extensive networks of contacts throughout the community. Staff are members of many committees such as Centrelink’s Multicultural Forum, Disability Coalition, Disability Access and Inclusion Plan Committee at Subiaco Council, Housing Crisis Committee for culturally and linguistically diverse community.
 - EDAC was recently presented with the 2010 Mental Health Good Outcomes Award in the category of Maitri Aboriginal and CaLD Mental Health. The judging panel believed that

the Centre was outstanding in its advocacy for ethnic people with disabilities and their families.

- Ethnic Disability Advocacy Centre also organises and participates in a wide range of public events such as celebrations of International Women’s Day and International Day of People with a Disability.
- From time to time (when funding permits) the organisation also provides training to government and non-government agencies for example cultural and disability awareness training.
- Ethnic Disability Advocacy Centre supports other community groups, for example – Muslim Women’s Family Support group was established by Ethnic Disability Advocacy Centre’s Systemic Advocate but is now an independent group that meets in Bentley, Multicultural Carers group (now run by Red Cross but conducted on Ethnic Disability Advocacy Centre premises).
- The Subiaco office and its location is easily accessible for person with a disability and the Maddington office is also conveniently located in a central community facility with access for people with mobility issues.

Summary of evidence:

- Evidence was heard and seen of every client being treated individually.
- There is much evidence that this outcome is being achieved. Clients are referred to a wide variety of agencies and services across the metropolitan area.

Citizenship

Outcome: The individual is aware of their rights and exercises them as a community member.

Evidence noted (eg observations, feedback and documentation):

- Ethnic Disability Advocacy Centre’s mission is to ensure people of culturally and linguistically diverse backgrounds with a disability have access to a fair hearing, are treated with respect and empowered to act on their own behalf whenever they are able. It is the process that is important – that all people have equal rights as citizens in Australia.
- At the same time as Ethnic Disability Advocacy Centre staff are providing services to clients they are also educating clients about their rights and responsibilities in relation to Australian citizenship, government and community systems in Western Australia and empowering clients to do as much as possible for themselves. If the Advocate feels the client is able to undertake any part of their problem solving themselves they are encouraged to do so, for example a client may be asked to research some information or contacts or obtain some quotations. However many clients are unable to do this as they have language barriers, poor literacy skills (being from backgrounds where there were little or no educational opportunities) and many issues are highly complex involving multiple interventions and require negotiations by highly qualified people.
- Most clients interviewed referred to assistance received in positive terms and some reported that their EDAC advocate had taught them ways to exercise their rights of

citizenship in the Australian culture. One reported that they would never speak out in their country of origin but they feel supported to try and solve their own problems with the support of EDAC if help is required.

- Advocates described how they sometimes work with clients to obtain visas for family members who require support from others due to the onset of a significant disability. This involves Advocates assisting with form completion and obtaining support letters from people such as specialist medical practitioners and sometimes liaising with other community agencies such as the Coalition for Asylum Seekers, Refugees and Detainees. Advocates refer clients with these issues to Migration agents and they support the client through the process.
- Advocates also described instances where Ethnic Disability Advocacy Centre have been approached by officers of the State Administrative Tribunal to support individuals through the guardianship process.

Summary of evidence:

- EDAC Advocates work to engage clients and encourage them to find relevant information about supports that will promote citizenship, community connection and culturally appropriate peer support.
- Clients are encouraged to join groups, clubs or committees of interest that may improve their sense of citizenship, community connections and knowledge.
- Individual advocacy provides many examples of clients being informed and encouraged to exercise their rights as citizens.

Meeting Outcomes - Systemic Advocacy

Citizenship

Outcome: The community recognises people with a disability as citizens with equal participation in community life.

Evidence noted (eg observations, feedback and documentation):

- Ethnic Disability Advocacy Centre has clearly articulated systemic advocacy strategies that actively promote that people with disability from culturally and linguistically diverse backgrounds have equal rights as citizens of Australia. Strategies include direct advocacy to government and non-government bodies, influencing community development, community education and networking with groups.
- EDAC is committed to systemic advocacy both at the State and Federal level. The CEO reported that the challenge is prioritising systemic advocacy need and opportunity. The organisation is currently involved in a wide range of systemic advocacy work including projects, submissions and responses in relation to various government and nongovernment inquiries:
 - National Disability Insurance scheme,
 - Productivity Commission Inquiry on Disability Care and Support,
 - Every Australian Counts,

- Funding for AUSLAN interpreters for CaLD students who are deaf or hearing impaired (began as an individual advocacy intervention), Raising community awareness of CaLD and disability issues through Ethnic Ability,
- Long Term Care and Support,
- Putting the Public First Report,
- Community Living Plan Initiative,
- Mental Health and PWD,
- The Commissions Round Table – Inter Agency Networking.
- Culturally responsive information on the Consent to Medical Treatment for CaLD elderly with a disability and elderly carers.
- In 2006 Ethnic Disability Advocacy Centre Individual Advocates were concerned with the impact of the housing crisis on culturally and linguistically diverse groups, there were many incidents of discrimination by landlords and private and public housing was in very short supply. Ethnic Disability Advocacy Centre consulted with community groups and service providers and established the Housing Committee for culturally and linguistically diverse groups. They raised the issue with the Equal Opportunity Commission. In 2009 the Commission produced a report “Accommodating Everyone” in which certain recommendations were made to the West Australian Government concerning access to housing. These recommendations are still being worked through and implemented by the WA Department of Housing and Works and the Real Estate Institute of WA. Ethnic Disability Advocacy Centre Systemic Advocacy staff believe they played a role in achieving these changes and they celebrated the significant increase in funding for public housing announced in the State Government budget in May 2011. The Committee continues to meet and an Advocate from Ethnic Disability Advocacy Centre is a member of the committee along with other representatives of community groups. One of the current activities is to provide training to property managers in private real estate.
- Ethnic Disability Advocacy Centre describes on their web site that they work “with a variety of organisations, government and non-government, to ensure that their facilities and services are accessible and appropriate for persons with disabilities from culturally and linguistically diverse backgrounds.” Community development initiatives include:
 - In the last six months they have assisted ten government and local government agencies develop Disability Access and Inclusion Plans.
 - The organisation was active giving advice to Ishar Multicultural Women’s Health Centre when they established the Mental Health Carers Group.
 - Ethnic Disability Advocacy Centre Multicultural Family Support Group now run by Red Cross and auspiced by Ethnic Disability Advocacy Centre;
 - The organisation established the Muslim Family Support group. Now this group operates independently and is supported by Ethnic Disability Advocacy Centre staff.
- Ethnic Disability Advocacy Centre’s Chief Executive Officer and Advocates (both Systemic and Individual) serve on an impressive range of committees and Boards at all levels, local, state and national, for example National Ethnic Disability Alliance, Disability Coalition of WA, Multicultural Committee of Centrelink, Subiaco Council’s Disability Access and Inclusion Plan committee. Together they gather and share knowledge on advocacy needs and gaps across community and disability sectors that include: Inclusion and Access, Health and Wellbeing, Housing, Education and gender issues. Individual advocacy issues are fed into and inform the Systemic advocacy initiatives and work and vice versa.
- Community education takes place on many levels including:
 - EDAC produces and presents a weekly radio program with 6EBA to promote and support people with a disability from a CaLD background and to highlight their

- citizenship, share stories of culture and highlight community rights and barriers. Recent radio program topics have included; Every Australian Counts Campaign, Love stories, providing services for CaLD PWD, Caring for a child with epilepsy.
- Representation at public events such as International Day of People with Disability and International Women's Day.
 - Distribution of EDACNews, the Newsletter of Ethnic Disability Advocacy Centre that keeps stakeholders informed of developments occurring in organisation and major activities it is engaged in.
 - Ethnic Disability Advocacy Centre maintains a web site that includes information of its activities. The Chief Executive Officer stated that it is hoped that the web site will be upgraded at some time in the future.
 - Direct training and information to government and non-government agencies. (Detailed in Community Connections section of this report.)
 - EDAC works in collaboration with external stakeholders that include: The Immigration Department, Department of Women's Interests, National Disability Services, Disability Services Commission, City of Subiaco, Women with Disabilities, Department of Child Protection, Independent Living Centre, Commonwealth Carelink, Department of Premier and Cabinet, Disability Coalition, Mental Health Council, ASETTs, Mission Australia.
 - Together with other agencies Ethnic Disability Advocacy Centre has arranged and supported several half day workshops to promote the contribution made to the community by people from culturally and linguistically diverse backgrounds who have a disability for example on International Day of People with a disability a half day program was conducted jointly with the City of Subiaco, 60 people attended this highly successful event.
 - Ethnic Disability Advocacy Centre's Board is involved in setting the strategic directions of the organisation and prioritising the Systemic Advocacy issues to be addressed. The Board, staff and clients are vigilant at identifying potential systemic advocacy opportunities and reviewing 'watching brief. A current 'watching brief' example has been identified at the Carnarvon office – Impacts for PWD of the new air link service provider, another recently developing area is in relation to overseas students with disabilities at tertiary institutions not being provided with adequate support by the tertiary institutions

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| <p>Summary of evidence:</p> |
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- EDAC advocates represent the CaLD community of people with a disability at local, state and national levels and work to ensure that CaLD issues are included in new and amended legislation's, government policy and is included in all community agendas.

6. Compliance check

Standard 8 - Service Management - *Running the service well*

| Observation | Yes | No | N/A | Info source |
|--|-----|----|-----|-------------|
| The service provider conducts National Police checks for Board members, staff, volunteers and contractors prior to commencement. | Yes | | | 2, 5 |
| National Police checks are regularly updated for Board members, staff, volunteers and contractors. | Yes | | | 2, 5 |
| The service knows what to do if an unsatisfactory National Police check is received from a Board member, staff, volunteer or contractor. | Yes | | | 2, 5 |
| The service has an emergency evacuation plan. | Yes | | | 2, 5 |
| The service regularly practises its emergency evacuation plan. | | | | 2, |
| The service keeps records of evacuation trials. | | | | 2, |
| The service has policies and procedures on the administration of medication. (See note 1) | | | N/A | 2 |
| The administration of medication occurs as detailed in the policies and procedures instructions. | | | N/A | 2 |
| The buildings are maintained in a condition that does not pose a risk to service users. | Yes | | | |

Information source legend: 1 direct observation; 2 discussion with management staff; 3 discussion with direct care staff; 4 discussion with consumer/s; 5 documentation; 6 self assessment; 7 Commission staff; 8 not determined.

Note 1: Ethnic Disability Advocacy Centre staff meet clients for short appointments, they do not provide or administer medication of any kind at any time.

Standard 9 - Protection of Human Rights and Freedom from Abuse and Neglect - *Being protected from harm*

| Observation | Yes | No | N/A | Info source |
|--|-----|----|-----|-------------|
| The service provider has procedures in place to respond within seven days to allegations of abuse and neglect, including reporting mechanisms and strategies for protecting people with disabilities from abuse. | Yes | | | 2, 5 |

Information source legend: 1 direct observation; 2 discussion with management staff; 3 discussion with direct care staff; 4 discussion with consumer/s; 5 documentation; 6 self assessment; 7 Commission staff; 8 not determined.

7. Appendix

A. How the quality of your service is measured

Outcomes

- The outcomes refer to the impacts, benefits or changes that an individual experiences as a result of using a service or support.
- Outcomes also identify what an individual with a disability, their family and carer can expect from a service or support.
- People focused outcomes and performance indicators have been developed for each service type: accommodation support, advocacy, alternatives to employment, disability professional services, family support, local area coordination and recreation.

Performance Indicators and Performance Measures

- Performance indicators describe what is measured and performance measures describe how well the service is doing in supporting individuals with disabilities to achieve good outcomes. Measures include time spent in activities of the individual's choice and satisfaction with services.
- Satisfaction is defined, in the context of this report, as a comparison between how an individual feels, the expectations and standards of the service (i.e. what "should be") and the experiences of the service (i.e. what actually happens).
- Disability sector organisations are expected to progressively improve services and supports to help individuals with a disability achieve beneficial outcomes.

Independent Evaluation

- Independent Evaluators collect evidence from multiple sources to verify the quality of services and supports provided, in relation to both outcomes and compliance with the Disability Services Standards.
- People with disability, their families and carers are invited to comment on the services and supports they receive through the evaluation process.

B. Disability Services Standards

Standard 1 Service Access - *Getting disability services*

Each consumer seeking a service has access to a service on the basis of relative need and available resources.

Standard 2 Individual Needs - *Getting the right help*

Each person with a disability receives a service which is designed to meet, in the least restrictive way, his or her individual needs and personal goals.

Standard 3 Decision Making and Choice - *Having choices and making decisions*

Each person with a disability has the opportunity to participate as fully as possible in making decisions about the events and activities of his or her daily life in relation to the services he or she receives.

Standard 4 Privacy, Dignity and Confidentiality - *Keeping things private*

Each consumer's right to privacy, dignity and confidentiality in all aspects of his or her life is recognised and respected.

Standard 5 Participation and Integration - *Being part of the community*

Each person with a disability is supported and encouraged to participate and be involved in the life of the community.

Standard 6 Valued Status - *Valuing each person*

Each person with a disability has the opportunity to develop and maintain skills and to participate in activities that enable him or her to achieve valued roles in the community.

Standard 7 Complaints and Disputes - *Sorting out problems*

Each consumer is free to raise and have resolved any complaints or disputes he or she may have regarding the service provider or the service.

Standard 8 Service Management - *Running the service well*

Each service provider adopts sound management practices which maximise outcomes for consumers.

Standard 9 Protection of Human Rights and Freedom from Abuse and Neglect - *Being protected from harm*

The service provider acts to prevent abuse and neglect, and to uphold the legal and human rights of consumers.

C. Disclaimer

The evaluation assessment is necessarily limited by the following:

The methodology used for the evaluation has been designed to allow a reasonable degree of assessment in all the circumstances, particularly cost effectiveness of the evaluation process.

The standards against which assessment is made involve subjective terms and this entails an exercise of subjective judgement.

The assessment involves a reliance on multiple sources of evidence, including observations, feedback and some written records. The accuracy of written records cannot always be completely verified.

Where outcomes for individuals are of a high standard, and observation and other evidence indicates no apparent gaps in meeting the Disability Services Standards, the Standards are deemed to have been met.

The assessment will often involve a determination as to which of two or more versions of the same facts put to the evaluation team is correct under circumstances where this issue cannot be determined with absolute certainty.

The assessment will involve the Evaluation Team raising issues with a sample of individuals with a disability, their family members and carers. On some occasions information gathered from a sample will not reflect the circumstances applying over the whole group.

For these reasons the Evaluation Team cannot and do not accept responsibility for the veracity of any information on which they have based their reports and for a subsequent incorrect assessment that may have occurred based upon that information.