



AMRC

Australian Migrant Resource Centre



Empowering People with Disabilities

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Approach

Article 30 of the *Convention on the Rights of Persons with Disabilities* set out the right to participation in cultural life, recreation, leisure and sport, stating that:

Persons with disabilities shall be entitled, on an equal basis with others, to recognition and support of their specific cultural and linguistic identity.

Convention of the Rights of Persons with Disabilities, opened for signature 13 December 2006, 2515 UNTS 3 (entered into force 3 May 2008) Art. 30.



CONVENTION on the RIGHTS of
PERSONS with DISABILITIES

Social Inclusion

- An **inclusive society** is one in which everyone can participate and contribute to the development of that society.
- **Inclusion** is a process that provides for the people included to have the same opportunities and decision-making powers on how to organize society as others.
- **Inclusion is a right based on the full participation of CALD people with disabilities in all aspects of life**, on an equal footing with others through appropriate action.





AMRC provides a number of services to people with disabilities:

- **Settlement services** and supports
- **NDIS Services**
 - Support Coordination
 - Assistance with daily life
 - Assistance with social and community participation
- Information Linkages and Capacity Building – **Empowering People with Disabilities**
 - Participation in community life
 - Pursuing hobbies/interests
 - Training and employment
 - Individual support
 - Carer support
- **Cultural Responsive Services** training for disability providers
- **Advocacy**
- Community Capacity Building and Workforce Development

Empowering People with Disabilities Objectives

- To increase capacity of CALD people with disabilities to access the required services
- Be able to choose the services that meet their needs
- Participate in the community as everyone else and be able to manage their own plans and access other supports outside of NDIS
- The project targets CALD people with disabilities such as NDIS and non-NDIS participants, families and carers and other stakeholders and mainstream services



- The project will deliver targeted training and support to CALD people with disabilities
- Customised support to engage in areas of interest and enhance their skills
- Increase confidence in participation in both community and mainstream activities.
- A strengths-based approach to build participants' resilience, confidence and agency
- Engaging them in areas of interest
- Expanding their participation to build capacity for long term and be able to advocate for themselves and other people in their community.



Feedback from the Community

“I thought my child was difficult in throwing tantrums and our family friends didn’t want us to visit with our children. I had no idea he had Autism”

“And that’s where sharing with one another can be really useful. I have come across some that are doing really well – of course it was challenging for the first year, but the second year they know what’s happening. So, they have found people they can trust, workers they are comfortable with, so if they could share that information that would be fantastic.”

“If they do not provide an interpreter, I cannot use the services.”

“...a 20-year-old male has developmental delay and is acting as a 5-year-old and they think he is doing it to get attention and don’t see that actually he is a child. It is a very new thing for the immigrant community to understand.”

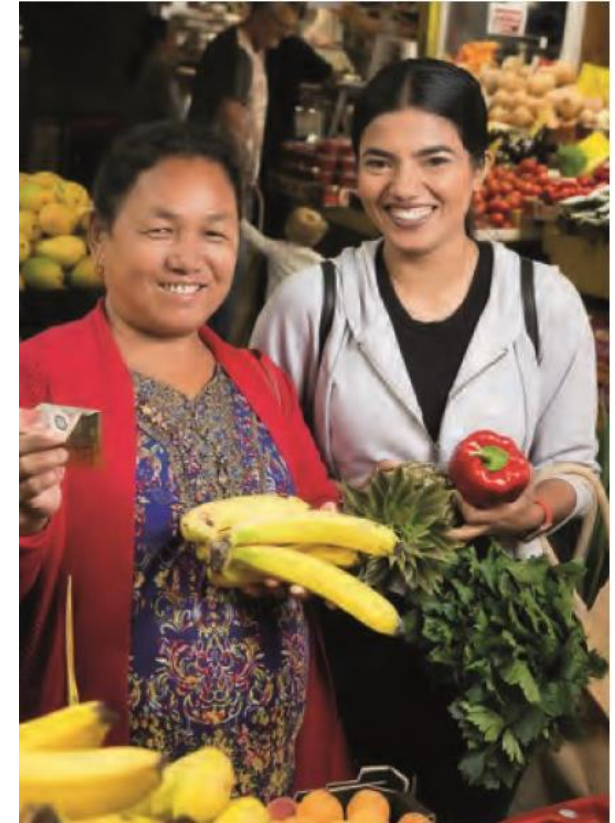


Evaluation

Data collected throughout the programme helped identify many challenges that people from CALD communities who live with disability face.

People cannot successfully access NDIS without first obtaining significant amounts of information about what the scheme entails, what services they may be eligible for, and how to access them.

The individual nature of disability means that specific and tailored information is required for each case, particularly CALD people with disability who face additional barriers and layers of disadvantage.




Barriers to inclusion

- Research on the engagement of Culturally and Linguistically Diverse (CALD) communities with the NDIS has highlighted the difficulties this group has navigating the system, including challenges finding services (Heneker et al., 2017).
- Defining 'disability' proved problematic (Heneker et al., 2017), an issue which also arose in discussions with participants, community members and leaders in the Empowering People with Disabilities programme (EPwD)), an NDIS-funded ILC initiative administered by the Australian Migrant Resource Centre (AMRC).





Barriers faced by migrants and refugees accessing services.

- Literacy (in mother tongue or English)
 - Knowledge about disability entitlements and available support services
 - Translated information about services
 - Culturally appropriate services e.g. respite services
 - Interpreters with disability awareness
 - Trust established with case workers to fully disclose disability
 - Culturally appropriate assessment processes, as often assessment of a person's needs does not take into account cultural and/or lingual diversity
 - Clear diagnosis
 - Family and community support network.
 - Physical and mental health problems resulting from the refugee experience, for example:
 - unresolved trauma
 - depression
 - feelings of grief and loss
 - Isolation due to language barriers
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Communication Challenges might arise from:

- Differing assumptions and values regarding the situation and roles of the parties, particularly within community service settings
- Cultural differences in structuring information
- Different use or understanding of linguistic symbols or conventions
- Insensitivity/misunderstanding to non-verbal language
- Inability to work effectively with an interpreter.
- Resistance, due to lack of trust
- The environment
- Preconceptions
- Stress
- Attitude differences
- Lack of common ground
- Cultural, religious and social differences



Good cross-cultural communication practice

- Learn and use key words in the person's own language
- Use visual aids, gestures and physical prompts
- Use only qualified language interpreters
- Provide all information relating to key service delivery contexts (e.g. care plan and service agreement) in the person's own language
- Accept that it may be necessary to use alternative forms of communication
- Understand that limited proficiency in English or non engagement does not reflect an individual's level of intelligence or ability to communicate/read/write fluently in their own language.



Case Studies



“The scooter has made life for me and my family so much easier...I am now able to be mobile, to go to appointments, to TAFE to learn English and access other services. But most of all be able to go out together with my family and kids, something I was not able to do before NDIS”.

“As a result of NDIS I am getting physio and swimming and other supports and trying to get better both physically and mentally and be able to participate more in the community like everyone else”.

“I am forever grateful to AMRC, NDIS and other services for their support in changing our life”.

CLIENT PROFILE

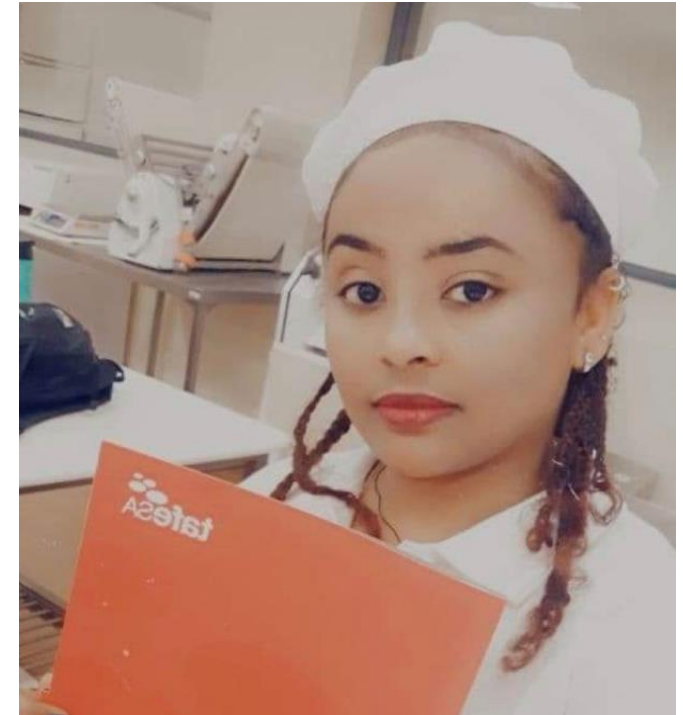


Yodit Yeabiyo

Yodit Yeabiyo, 24, is an NDIS client of the AMRC. She enjoys watching TV, catching up with family and friends and attending church. She also wears a prosthetic leg.

The AMRC has been supporting Yodit as she regains some independence and works towards her goals. One of Yodit's goals is to learn to drive a modified vehicle. She has been referred to an OTMDI to complete her pre-driving assessment and commence driving lessons. Another one of Yodit's goals is to study and to work towards a career. The AMRC has supported her to complete a Certificate II in Food Processing and has linked her to information about a Certificate III in Nail Technology which she wishes to pursue.

"She has become a motivated young adult", Yodit's support worker said.



Thank You

For more information and
upcoming activities
Call 8217 9500

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