Pathways to Multicultural Access and Participation Project

Evaluation Overview

Maria Eliadis
Project Evaluation Consultant





Creating Context



More about the why



What the Project did



Who has been involved



Share the preliminary findings



CALD and Disability





CALD experience of the NDIS

Don't know about it

Don't understand it - language barriers and expectations

Struggle to connect - all online or by phone,

Paper work in English

Few 'organic' connection points

Intersectionality and complexity

NDIS experience with CALD

25% of people living with disabilities are from CALD backgrounds

Expected take up of NDIS from CALD was 21%

Current take up SA is 6.7%

Only intro info translated, interpreters 'included' late,

Expectation of high levels of self advocacy

Market place not reflecting CALD consumers needs



Culturally and Linguistically Diverse (CALD):

- Country of birth is not Australia, New Zealand, the United Kingdom, Ireland, the United States of America, Canada or South Africa,
- Primary language spoken at home is not English

NDIA Definition



Pathways Project

• to work with '... CALD communities to ensure a deep understanding of the Scheme and to identify opportunities for contribution and partnership.'(p4).

This Symposium

 '...foster[ing] the cultural responsiveness of disability service providers and the wider community...' (p5)

NDIA CALD Strategy,

May 2018



Focus of the Evaluation

Evaluation Questions

- Reach
- Raising the awareness
- Responses

Measures of Success

- Responses to Forums and media campaign
- Linkages to NDIS/support services
- Co-designing with Consumers and Carers
- Fostering CALD 'Ambassadors'



About the Evaluation Approach





embedded monitoring and real time reporting

participatory evaluative strategies involving stakeholders



rigor underpinned by using 'triangulation' of data-sets



Communication Strategy



Community outreach esp ethnic radio announcements



Fliers in community languages



Community language information forums



Ethnic Radio and Outreach Campaign

5EBI Ethnic Radio, 6 week campaign, 10 community languages, 2 announcements repeated 4 times, Languages: Greek, Italian, Vietnamese, Mandarin/Cantonese, Spanish, Arabic, Hindi, Khmer, Farsi/Dari, Outreach to hard to reach communities and into regional centres, Other promotions through newsletters and networks,



ENGLISH

NATIONAL DISABILITY INSURANCE SCHEME (NDIS)

GETTING THE HELP YOU NEED TO LIVE THE LIFE YOU WANT TO LIVE

People living with a disability have the same rights as other Australians including the right to a dignified and meaningful life. Australia's National Disability Insurance Scheme (NDIS) can assist people living with a disability to understand their individual choices and make decisions that best support their needs.

What is the NDIS

The NDIS provides people living with a disability the services and supports they need to achieve their goals. These may include developing skills for living more independently, taking a more active role in the community, finding a job and purchasing the equipment and care they need.

Am I eligible for the NDIS?

To be eligible for the NDIS, a person must:

- Have a disability that will not go away and which prevents them from taking part in everyday
 activities. This can be a physical or intellectual disability, as well as a learning disorder or
 mental health condition.
- · Be aged under 65 when they enter the NDIS.
- · Be an Australian citizen or holder of a permanent visa or Protected Special Category visa.
- · Live in an area where the NDIS is available

The NDIS and disability support pension are not the same. If a person is eligible for and receives a NDIS Plan it should not affect their approved Centrelink disability support pension payments.

How can I request a NDIS Plan?

If you are aged between seven and 64 years of age, and living with a disability:

- Call 1800 800 110, from 8am to 8pm, Monday to Friday for more information about the NDIS.
- You can also contact the Local Area Coordinator (LAC) partner office for your local area by
 visiting the NDIS website: ndis.gov.au/about-us/locations. The LAC will help you to find suitable
 services and supports in your local area. This might be the only support you need. If you need
 more support, the LAC will assist you to access a NDIS plan.

If you have a child aged between zero and six living with a disability or developmental delay:

 Call 1800 800 110, from 8am to 8pm, Monday to Friday and ask for the Early Childhood Early Intervention agency in your local area.

If you need help speaking in English, ask a family member, carer or friend to help you. You can also call the **Telephone Interpreting Service** on **131 450**.

If you have hearing or speech loss, call $1300\,555\,727$ (Speak and Listen) then ask for $1800\,800\,110$, or call $1800\,555\,677$ (TTY) then ask for $1800\,800\,110$.

What if I am not approved to receive a NDIS Plan?

The LAC in your local area can help you to access other services, within your own community and not funded through the NDIS. Advocacy support to understand and appeal a rejected NDIS application is available through the Disability Rights Advocacy Service on (08) 8351 9500.



Fliers in 14 Languages

Chinese traditional and simplified

Arabic Dari Dinka

Greek Hindi Italian Khmer

Persian Russian Spanish

Swahili Vietnamese

The response to the forums has been very positive:

- 96% reported an increase in knowledge/awareness,
- 84% reported an increase in confidence.
- The Dinka and Farsi/Dari forums reported 100% increases.
- Participants at the Arabic, Chinese, Italian, Swahili and Vietnamese language Forums reported 100% that their expectations were met

10 forums in community languages held from late Oct to mid-March

First round: English, Greek, Farsi/Dari, Spanish, Dinka, Swahili, Arabic, Vietnamese, Italian, Chinese

Second round: English, Coptic Egyptian, Syrian, Sierra Leone, Korean, Somali, Indian, Punjabi, Lebanese Maronite, Indian (in English)

195 attendees, 126 community members

38 identified as consumers/carers and 88 as community leaders.

Four Partners in the Community (LAC's) in SA attended all the Forums

Strong relationship between the Pathways Project team and the LAC's.



Co-designing the Connect and Navigate Model





STORIES FROM THE CONSUMERS AND CARERS GROUP FEEDBACK FROM COMMUNITY LEADERS



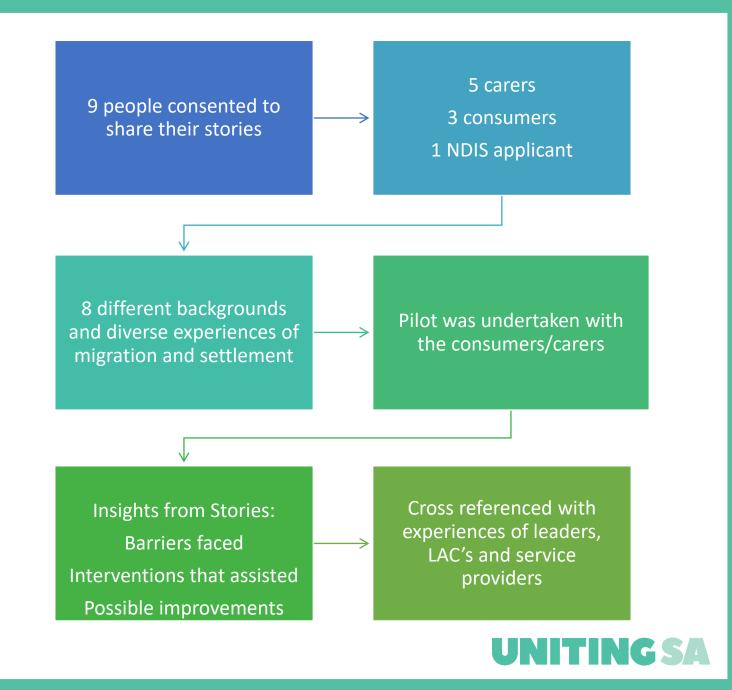
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PARTNERS IN THE COMMUNITY

CALD SERVICES SECTOR
REFERRALS



Co-designing the Connect & Navigate Model



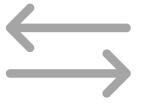
Preliminary Findings



Community engagement



Connecting



Navigating



Community Engagement

No one way suited all best – key was relationships, using existing ones and being prepared to build new ones,

Ethnic Radio and TV presence important but unique and diverse,

Communities comprised of many different groups/organisations: service based, social, faith, education, cultural and sporting,

Accessing communities is not 'easy' but that's not because there's resistance,

Community leaders very receptive to addressing cultural barriers and partnering to do so,

Willing to 'spread the word' but need support, guidance and resources to go the next stage, next level,



Connecting to the NDIS

Ethnic media and CALD communities are an important conduit to people in their communities living with disability,

CALD services providers very few are NDIS registered providers or have quite restricted registrations but consumers go them for 'everything',

CALD communities and service providers all report increased 'demand' after Forums,

Consumers/carers connected to NDIS mainly through mainstream referrals/advice,

While no Pathway was the same they all reported similar challenges navigating the system,



Navigating the System

People from CALD backgrounds really appreciate the opportunity to talk, to ask questions and have one on one discussions,

Written translations are useful but many people can't read,

Not understanding the system (regardless of information) creates confusion, frustration and 'fatigue',

These feeling can be exacerbated by system fails, where they blame themselves and lose 'hope',

Incidental, informal advocacy makes a big difference, that's why spreading the message as broadly as possible is important,

The support/advice from GP's, medical specialist or allied health professionals has been critical,

Self advocacy is a success factor but not everyone's advocacy was successful,



Summary: Multicultural Pathways to Access and Participation



Invest the time and resources to apply co-design principles to our work with CALD communities taking their lead in how best to support their communities, acknowledging no one way is right for all communities,



Acknowledge that connect and navigation supports are diverse and need to be supported to make sure they are CALD aware, relevant and responsive,



Raise the awareness of the disability services AND the CALD services sectors of each other,



Questions



Maria Eliadis maria.eliadis@kdgpartnerships.com.au kdgpartnerships.com.au 0433 338 960

