

# Pathways to Multicultural Access and Participation Project

## Evaluation Overview

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# 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

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Community outreach esp  
ethnic radio announcements



Fliers in community  
languages



Community language  
information forums



# Ethnic Radio and Outreach Campaign

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5EBI Ethnic Radio,

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6 week campaign,

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10 community languages,

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2 announcements repeated 4 times,

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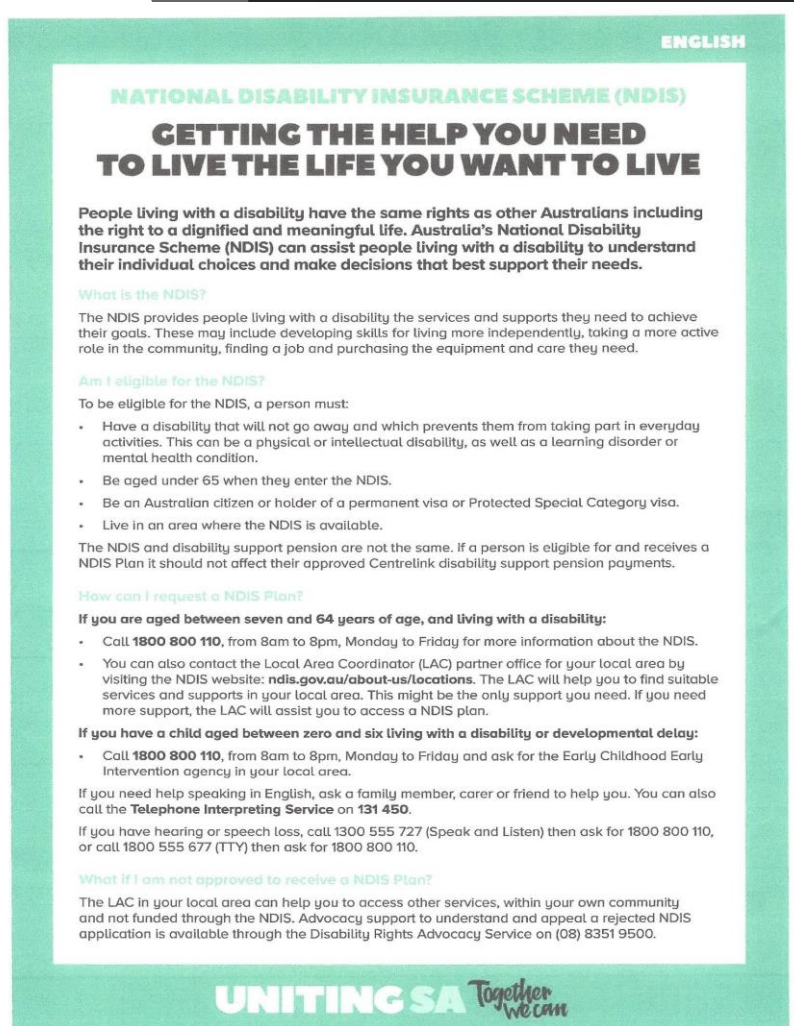
Languages: Greek, Italian, Vietnamese, Mandarin/Cantonese, Spanish, Arabic, Hindi, Khmer, Farsi/Dari,

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Outreach to hard to reach communities and into regional centres,

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Other promotions through newsletters and networks,



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

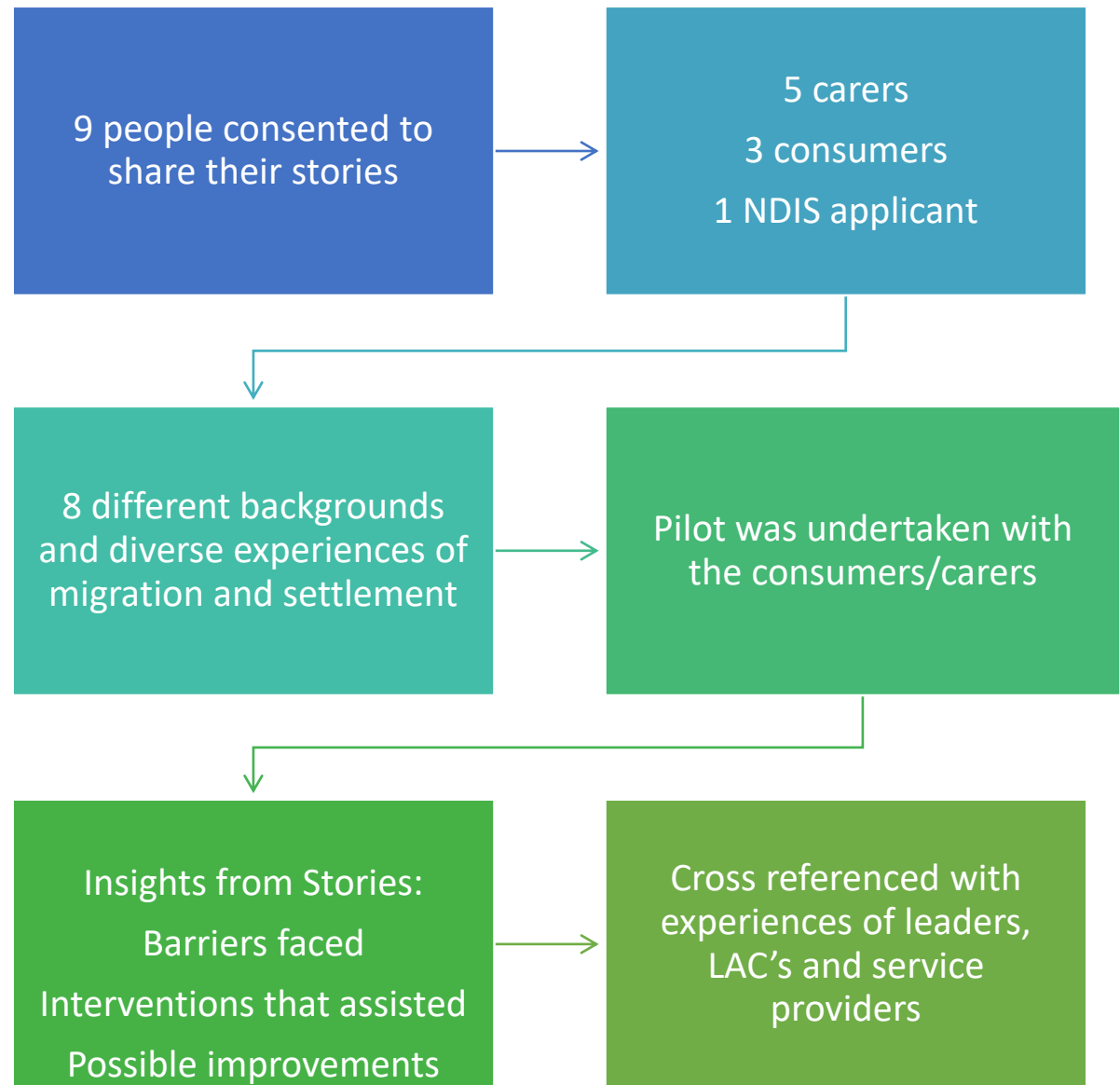


PARTNERS IN THE  
COMMUNITY



CALD SERVICES SECTOR  
REFERRALS

# Co-designing the Connect & Navigate Model



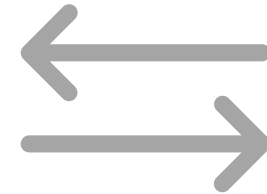
# Preliminary Findings



Community  
engagement



Connecting



Navigating

# Community Engagement

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

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Ethnic Radio and TV presence important but unique and diverse,

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

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

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

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

# Connecting to the NDIS

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

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

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

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

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



# Navigating the System

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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,

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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',

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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,

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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

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