

**ETHNIC LINK SERVICES**  
Pathways to Multicultural Access and  
Participation to the NDIS  
Project Evaluation Report

**UNITING**  
**SA** *Together  
we can*

Maria Eliadis  
KDG Partnerships  
July 2019

The Pathways Project Evaluation Report and CALD Connect and Navigate Model were produced as part of the ILC funded Pathways to Multicultural Access and Participation Project undertaken by Ethnic Link Services, a division of UnitingSA.

The reports and their recommendations are intended to be used as reference documents to provide insight and guidance for working with people with disabilities from CALD backgrounds, their families/carers and their communities.

Proper acknowledgement of UnitingSA and author Maria Eliadis must accompany any reproduction of the report's contents.

For more information or to discuss the report's findings contact the author Maria Eliadis.

Maria Eliadis  
KDG Partnerships

mobile: 0433 338 960  
e-mail: [maria.eliadis@kdgpartnerships.com.au](mailto:maria.eliadis@kdgpartnerships.com.au)  
website: [www.kdgpartnerships.com.au](http://www.kdgpartnerships.com.au)

## Contents

1. Executive Summary.....	4
2. Acknowledgements.....	5
3. Overview of the Project .....	6
4. Findings .....	9
5. Conclusions .....	11
6. Recommendations.....	12
7. APPENDICES .....	15
Appendix 1 .....	15
Appendix 2 .....	17
Appendix 3 .....	20
Appendix 4 .....	21

## 1. Executive Summary

The *Pathways to Multicultural Access and Participation* Project (hereafter referred to as the Pathways Project) piloted different ways of reaching, informing and engaging with CALD communities with a view to:

- raising awareness about the NDIS;
- engaging in a culturally respectful and reciprocal dialogue with CALD communities about the NDIS, living with a disability, and the part they can play in addressing the stigma and shame often associated with disability;
- facilitating linkages and collaboration between the CALD and disability sectors; and
- identifying and working with CALD consumers and carers in co-designing a Connect & Navigate Model based on the barriers, challenges and outcomes (positive and negative) of their own life experiences

Evaluation outcomes identified what worked well and what required further consideration in developing effective strategies for reaching and working with South Australians from a CALD background with a disability and their carers.

The Pathways Project demonstrates the significant and accelerated impact resulting from effectively and appropriately engaging directly with CALD consumers and carers and the value of investing in their individual capacity building and resourcing peer groups generated from community networks.

The Pathways Project also captured significant guidance from CALD Community Leaders about the importance of reaching out to communities and collaborating with them about the most effective communication and engagement strategies to reach people in their communities living with disability and their families. This includes nuanced approaches to supporting communities to address stigma and generally improve awareness and understanding of the NDIS.

What clearly emerged from this project was that the levels of engagement reached with both the CALD Consumer and Carer Leaders Group and Community Leaders in many respects was the ‘tip of the iceberg’ in terms of what more could be achieved with longer timeframes and more resources for communication and engagement strategies.

To this end, the Project Team strongly recommends funding of ILC projects that target CALD consumers and carers to build their individual capacity to self-advocate and develop peer groups so they can speak for themselves and be able to act as NDIS Ambassadors and ‘connectors’ in their communities. The Project Team also recommends, to compliment the above, that ILC funds are made available directly to CALD communities, especially the newer and smaller communities with a refugee migration experience.

## 2. Acknowledgements

This project would not have been possible without the financial support of the National Disability Insurance Agency (NDIA) through its Information, Linkages and Capacity Building (ILC) Program.

The Project Management Team also acknowledges and thanks the following individuals and organisations for their significant contribution to the project's successful outcomes and achievements:

- Members of the Project Advisory Group – for their advice and guidance in the project's implementation. A list of member organisations is contained in Appendix 3.
- The Local Area Coordinator Partners (LACs) - Baptcare, Mission Australia and Feros Care – which played a key role in engaging with and informing CALD communities about the NDIS.
- Members of the CALD Consumer and Carers Leaders Group – who ensured that the voice of those living with a disability was ever present in the shaping and design of the project and the Connect & Navigate Model in particular. The consumers and carers who had an active involvement with the Project are listed in Appendix 4.
- The Multicultural Communities Council of South Australia (MCCSA) and CALD Community Leaders who connected their members with the project and coordinated the NDIS Forums.
- Multicultural broadcaster Radio 5EBI for multilingual promotion of the NDIS forums.
- The UnitingSA Marketing and Communications Team for their assistance in resource development and promotion.

### 3. Overview of the Project

#### Project Description

The Pathways Project was funded under the NDIA'S Information, Linkages and Capacity Building program.

The Project was funded to address the underrepresentation of South Australians from CALD backgrounds in the NDIS through the piloting of a multifaceted Communications Strategy that would raise awareness about the NDIS amongst CALD communities in metropolitan and country areas and provide information and service linkages.

Through the active engagement and sharing of experiences on the part of consumers and carers from diverse cultural backgrounds who formed the project's CALD Consumer and Carer Leaders Group, a Connect & Navigate Model was also developed as an Access and Equity tool for the NDIA, LACs, disability providers and other organisations interested in engaging and working more effectively with people living with a disability from CALD backgrounds.

This Evaluation Report and the Connect & Model are companion documents. While they can be used as stand-alone resources, they should ideally be considered together.

#### Objectives

**The two key objectives of the *Pathways to Multicultural Access and Participation* Project over a 12-month period were therefore:**

1. To develop and pilot a Communication Strategy which effectively delivers information about the NDIS to South Australians living with a disability, eroding the stigma that is often associated with disability within CALD communities, particularly for those with poor English proficiency who are socially and geographically isolated; and
2. To develop a Connect & Navigate Model for potential CALD participants which addresses barriers to access and participation and supports optimal service outcomes for this population group.

#### Outcomes

Envisaged project outcomes were that people with disability are connected and have the information they need to make decisions and choices as a result of:

1. Increased access to high quality, accessible, relevant information,
2. Improved knowledge about disability and/or where to find support from mainstream and community services,
3. Increased effectiveness of referrals resulting in a connection with mainstream and community services

## **Key Components of the Project**

### **Communications Strategy:**

- The radio communications campaign focused on a six-week campaign of rolling radio announcements on 5EBI in ten community languages. Two announcements were rolled out; one about the language specific CALD community forums and one about the CALD Consumer and Carer Leaders Group. The languages included: Greek, Italian, Vietnamese, Chinese (Cantonese/Mandarin), Spanish, Persian (Farsi), Egyptian (Arabic), Indian (Hindi), Khmer. The announcements were pre-recorded.
- An outreach program which provided information about the project and invited people's participation in both the CALD community forums and Consumer and Carer Leaders Group. Outreach was conducted with CALD community leaders, disability organisations and people from CALD backgrounds living with disability or caring for someone with a disability.
- Further to the radio campaigns, outreach was also undertaken with CALD community groups in regional centres of the Riverland and Whyalla where Ethnic Link Services has established service hubs and strong connections to local CALD communities.
- Other communications strategies included publishing an article in the Spring 2018 edition of the MCCSA newsletter 'Community Voices'; social media campaigns by UnitingSA and the MCCSA promoting the language specific NDIS forums; and e-notices to various CALD service provider databases such as The Centre for Cultural Diversity in Disability.

### **NDIS Information Forums for CALD communities:**

- The Project conducted 22 Community Forums, including two in the regional centres of Whyalla and Riverland. These Forums attracted 281 South Australians from CALD backgrounds living with disability, caring for someone with a disability or interested in raising awareness in their communities about the NDIS.
- Of the 281 South Australians that connected with the Project approximately 30% of them identified as living with a disability or caring for someone living with a disability.

### **A CALD Consumer and Carer Leaders Group to co-design a Connect & Navigate Model:**

- The Project engaged directly with people living with disability from CALD backgrounds to share their stories and participate in a Consumers and Carers Leaders Group.
- A total of 20 consumers and carers engaged with the Project. Seventeen agreed to participate in the Project, two shared their stories but declined for their stories to be used and one was only interested in attending an NDIS Forum.
- Of the 17 that agreed to participate in the Project eleven actively participated in the CALD Consumer and Carer Leaders Group to co-design and pilot the Connect & Navigate Model.
- The eleven consumers and carers represented eight diverse cultural backgrounds including Croatian, Italian, Greek, Russian, Syrian, Eritrean, South Sudanese and Filipino.

Figure 1 below describes their level of engagement with the NDIS.

**Figure 1: Consumer and carer group engagement with the NDIS.**

<b>7 NDIS participants</b>
<b>1 person applying for access</b>
<b>1 person who no longer needs NDIS support</b>
<b>4 people living with disabilities who are receiving supports (3 females and 1 male)</b>
<b>5 carers of people living with disability (all parent/child relationships - 3 young children and 2 adult children)</b>
<b>2 carers with high level of satisfaction</b>
<b>Only 2 families were registered with Disability SA</b>

**Training and Development of Ethnic Link Services community-based staff:**

- 20 people attended a one-day capacity building workshop. The majority were Ethnic Link Services (ELS) Community Support staff, two Project Officers from the Playford City Council ILC project and the Uniting SA Disability Intake Officer.
- The workshop was co-designed with volunteers from the ELS Community Support team. The content included: an introduction to the disability sector reforms and the NDIS, how to engage effectively with people with disability and support choice and control and respect Dignity of Risk, explore how workshop participants could support their communities to access the NDIS as well as an overview of plan preparation and goal setting processes.
- Feedback from the workshop included:
  - 100% of participants reported that their understanding of disability and the NDIS increased,
  - 86% reported feeling more confident to work with people with disabilities and
  - 93% reported feeling more confident to engage with their community to work with people with disabilities.
- ELS staff were also provided with a 'Resource Folder' for quick and easy access to general information and referral points. This included copies of the three NDIS participant reference booklets.



## **4. Findings**

### **Communication Strategy**

- It was difficult to ascertain the full impact and effectiveness of the ethnic radio component of the Communications Strategy due to few people responding directly to the 'call to action' to register their interest in either a community forum or the Consumers and Carers Leaders Group.
- The impact of promotional activity through other mediums was also difficult to ascertain.
- The outreach work undertaken by the Project Officer was found to be effective in engaging people living with disability in CALD communities to attend forums and/or participate in the Project's CALD Consumer and Carer Leaders Group.

### **Community Forums**

- The Project conducted 22 Community Forums which attracted 281 South Australians from CALD backgrounds living with disability, caring for someone with a disability or interested in raising awareness in their communities about the NDIS.
- Feedback from community representatives who attended the Community Forums demonstrated that most of them had very low levels of awareness of the NDIS but were very interested to know more and to engage with their communities to raise awareness and access.
- 98 – 100 % of participants at the Community Forums found them to be very effective in raising their understanding of the NDIS and increasing their confidence to talk to others in their communities about the NDIS.
- Low attendance numbers at some community forums offered opportunities to reflect on what made community engagement strategies effective and what could be learnt about engaging with each community. All forums regardless of actual attendance numbers had a positive impact on the communities themselves and the relationships between the various stakeholders; MCCSA, LACs, Ethnic Link Services and the community organisations and leaders.

### **Addressing community attitudes and stigma**

- Community leaders were eager to engage with the Pathways Project and each community was supportive of 'doing more' to raise awareness and access to the NDIS.
- They all acknowledged that stigma towards those in their communities living with disability was a challenge.
- Community leaders as well as the members of the CALD Consumer and Carer Leaders Group felt that while the Forums were able to raise awareness and increase confidence of community leaders, more structured and nuanced strategies were needed to effectively tackle issues around attitudes and stigma towards disability.

### **Collaboration between the Project and the LACs**

- One of the most productive yet unintended consequences of the Pathways Project was the development of a close collaboration between the Project Team and the LACs.
- LACs, often representatives from all three Partners in the Community, attended every Community Forum. They presented information about the NDIS, were able to provide real time personal support to individuals at the Forums, and they developed relationships with CALD community leaders.

- The LACs that participated in the majority of the Community Forums and engaged with providing support to the consumers and carers reported that they also gained valuable and timely insight into working with CALD communities and importantly increased their level of confidence and cultural awareness by working directly with people from diverse linguistic and cultural backgrounds and immigration experiences.

### **Consumers and Carers from CALD backgrounds living with disability**

- Not speaking English very well was a significant barrier. According to some of the consumers and carers, interpreters were not always used by LACs when requested and/or not used at all communications and meetings. As a result, there appeared to be a lot of ‘thinking’ for people and/or use of ‘unqualified’ interpreting such as by friends and family members.
- Even people for whom ‘language’ was not a barrier did not ‘understand’ the NDIS. Most of the Consumers and Carers had no prior experience with the disability sector nor the disability reforms. They were initially connected to the NDIS via professionals in the health system and hence they expected the NDIS to ‘behave’ like these health services.
- They did not always understand what they were being asked for or understood what they were expected to do. The two areas of most confusion were: the need to focus on the impact of a disability on some-one’s everyday life (not just a diagnosis); and how supports are linked to personal goals, not what a medical professional might suggest is needed.
- People who had advice and help from a ‘professional’ such as GPs, child care workers/teachers, hospital staff/social workers, disability and community support organisations had a better experience. Some people received assistance from networks/communities with their same disability.
- People’s experience with their LAC was also inconsistent. When the Group was formed only two consumers and carers reported being satisfied with the support they received from LACs or the NDIA, most connected to the Pathways Project because they needed assistance.
- Most shared experiences of needing to repeatedly follow up the NDIS/LACs; lengthy waiting periods and long delays, with timelines being unclear and not within their control.
- Once they received an approved Plan, they entered a completely new stage in the NDIS process and all required assistance to activate and implement their plans. Those with a personal relationship with a LAC expressed less issues with this stage.
- What most influenced the Consumers and Carers was:
  - The suggestions or ‘nudges’ from professionals “...you should apply for the NDIS” or “...you need to get ready for the NDIS...”,
  - Their strong sense that they deserved to try, although they did begin to lose confidence when they faced repeated challenges,
  - Their connection to the vision of ‘...a better life...’ and to have more choice and control over the quality of their life.
- At the Pathways Project Symposium (held June 18) during the panel session with three of the Consumers and Carers each of whom when asked what advice they would give people accessing or ‘navigating’ the NDIS all three said - ‘don’t give up’, ‘persevere’, ‘ask as many people as you can’, ‘get as much help as you can’. It was encouraging that they also referenced the Pathways Project itself as having made a significant positive difference to their experience. Any sense of choice and control seemed to have been boosted by a strong understanding of how to translate, not just navigate, the NDIS.

## 5. Conclusions

There is a demonstrable value to people living with disability from CALD backgrounds and their communities of projects and services that have a deep understanding of cultural and linguistic diversity and can provide appropriate, relevant and timely interventions and support.

The barriers faced by this cohort often reflect those faced by the general population, the difference is that the solutions to redress these barriers are often not appropriate or relevant hence they have little effect for people living with disability from CALD backgrounds or they are after thoughts which again can render them less effective and not fit for purpose.

The barriers people experience range from accessing information that is relevant to a person's needs, to understanding what is expected of them and receiving adequate support and being able to meet these expectations as well as breaking down community misconceptions and stigma about disability and the NDIS.

Many of the barriers and gaps experienced by people living with disability from CALD backgrounds would be significantly mitigated by the NDIS, the Partners in the Community and disability services more broadly applying a cultural and linguistic lens proactively.

Broader CALD community infrastructures (such as community organisations, faith communities, CALD community service providers, ethnic schools, media, sporting clubs etc) can play an important role in increasing awareness and improving the experience of inclusion and belonging of people living with disability from CALD backgrounds. To do this effectively however there needs to be flexibility in how communities are engaged and a review of how ILC funds are distributed to CALD communities.

CALD communities reflect the experience of broader communities in needing to engage with people living with disability in their communities and understand how to best support and include them. Having said this the smaller and more recently established communities lack the resources, infrastructure and access to people of influence to fully engage without support and extra resources.

For all the consumers and carers involved in the Pathways Project their journey with the NDIS began with an informal or incidental 'nudge' from a GP, a disability organisation worker, a worker from a settlement service they were involved with, a health professional, a friend. Their experiences of engaging directly with the NDIS proved mixed with the positive stories being those that included a close relationship with a Local Area Coordinator.

## 6. Recommendations

### Communications Campaigns

- When planning a communications strategy targeting CALD communities don't assume one strategy will suit all CALD communities. Plan for a diverse range of strategies tailored to individual communities.
- To ensure maximum impact strategies need to reach further across communities and deeper into them. This is achieved by working with Community Leaders to co-design appropriate strategies and decide on the most effective mediums of communication for their communities.
- Co-design the 'right' sort of media - for some it was social media, for others radio, others again cited more word of mouth (in community language) through social groups and community TV. Communities with older populations seemed to prefer radio, while newer communities cited social media as the most effective way to connect with their members.

### Engaging CALD Community Leaders and Organisations

- It is important to not re-invent the wheel as many organisations have existing relationships with many CALD communities including MCCSA, Ethnic Link Services and refugee and settlement services. However, for maximum impact and effectiveness be prepared to do the outreach and develop relationships directly with community groups and leaders.
- Develop the capacity of community leaders and/or representatives to act as connectors.
- It is important to provide communities with training and resources. Peer education models and lead mentor models would be very effective. All communities agreed it was important to address negative attitudes, feelings of shame and stigma about disability in their communities and investing in education and mentor programs means the capacity is built into the community and remains with the community.
- Co-design approaches with community leaders and organisations. They can advise about best ways to reach their communities, what barriers and blocks may exist, the resources the community may need to deal effectively with follow-up engagement, best media to use etc.
- All but one of the Consumers and Carers were prepared to act as Ambassadors in their communities. However, they firstly wanted to have a positive story to tell and secondly only if they were properly supported and trained. They all saw the role differently which again means any developments in this area would need to be collaborative and co-designed, not pre-determined or imposed.
- It is important for Partners in the Community to liaise with community leaders and organisations and build navigation solutions that suit the community. They also need to build the capacity of their workforce to engage with cultural and linguistic diversity and develop their own cultural awareness so that they "do not [end up to] be the barrier" to people from CALD communities accessing the NDIS or community services more broadly.

### **Community Information Forums**

- Future Forums should make sure to engage communities with 'where to from here' and referral options.
- That Partners in the Community use co-design and the Pathways Projects format (see Appendix 1) and organise more forums directly with communities, paying attention that:
  - invitations to forums are also provided in community languages, and
  - time is allowed for discussion, questions and dealing with personal questions/circumstances.
- More Forums should be arranged on other NDIS topics or disability related topics. Suggestions from consumers and carers included:
  - preparing for the Plan meeting
  - activating/implementing a Plan
  - where to find services
  - accessing MyGov/MyPlace
  - what information to base certain decisions on – i.e. asking for Support Coordination
  - which plan management option best suits the consumer's circumstances – i.e. choosing providers, flexibility etc.
- Consider culturally appropriate spaces to set up outreach including:
  - Ethnic Link Services offices, especially in regional SA
  - MCCA Hall
  - larger CALD community service organisations
  - ethnic language schools
  - faith based organisations
- Provide information sessions about the NDIS and how best to support people with disability for community workers, volunteers and CALD registered providers.

### **Connect and Navigate Model**

- The more social capital consumers and carers can develop the more confident and capable they will be to engage with the NDIS system and the more control they will have over their NDIS experience.
- Social capital includes information that is accessible and culturally appropriate, relevant and 'makes sense'; having access to broad range of advisers and sounding boards; personal contact with an LAC; and well informed GPs, allied health professionals, specialist, mainstream workers and contacts at disability organisations that understand the NDIS and are empathetic and ready to provide support.
- Inform and resource GPs, child care/educators, mainstream services and disability organisations as well as CALD community-based organisations, workers and leaders etc. as 'connectors'.
- Provide clearer and more personal referral pathways directly to LACs.
- The pathway identified in Figure 2 needs to be undertaken through the lens of cultural diversity and cultural inclusion.



**Figure 2 Recommended steps to navigating the NDIS**

**Other recommendations**

- In the course of the Pathways Project concerns were raised about the disability workforce and that ‘people are walking out’, that workers are not finding the NDIS/disability sector an attractive career pathway. This was not a core are of inquiry of the Pathways Project, so the following recommendations reflect the feedback received from stakeholders directly experiencing these issues:
  - make employment and training pathways more flexible and suitable by upskilling workforce trainers and by informing and upskilling ‘natural’ community supports – i.e. ESL teachers, settlement supports and services about the NDIS
  - increase the workforce overall but specially to increase the ratio of workers to participants
  - increase the capacity of CALD workers to be effective in the NDIS sector and mainstream workers to effectively engage and provide services to people from CALD backgrounds.

## 7. APPENDICES

### Appendix 1

#### Evaluation

The Project Team included an independent Evaluator. The Evaluator advised on identifying data sets, the appropriate sources of data and developed data collection tools. Data was collected, collated and analysed throughout the course of the Project. This offered the Project stakeholders data and analysis to reflect, review and respond to findings in real time.

#### Objectives

The objectives of the evaluation were:

- to capture data on responses to the Communications/Multicultural Media campaign,
- to monitor attendance at the community forums, and
- to collect and collate feedback from attendees of the Forums.

#### Evaluation Approach

- The evaluation strategy involved an embedded monitoring design and a participatory evaluative approach. This meant that the data collection was embedded in the operational activities of the Project, the monitoring of progress was undertaken in real time, and the participatory approach involved consumers and carers and community leaders as key sources of what defined effectiveness and how impact was identified.

#### Evaluation questions

- How effective was the Communication Strategy in reaching and raising the awareness of CALD South Australians living with a disability?
- How effective were the community forums? Were they well attended and what was the feedback from participants?
- How many South Australians from CALD backgrounds contacted the Project or its partner services seeking to connect with the NDIS? How many were eligible? How many required alternative service pathways?

#### Data Collection Methods

- Quantitative data on the media campaign was monitored from phone in and personal responses to the campaigns 'call to action' to register for the Forums and/or express interest in participating in a consumers and carers group,
- Consumers and Carers were engaged to share their stories which formed the basis of data used to assess the NDIS pathway and inform a Connect and Navigate Model relevant and responsive to the barriers faced by people from CALD backgrounds assessing the NDIS,
- Stories were also captured from communities to illustrate how to engage with communities and understand their strengths and limitations,
- Feedback from participants of the CALD Consumer and Carer Leaders Group were used assess positive impact of the Projects interventions,

- Key stakeholders (mainly community leaders) were interviewed to ascertain impact of the community language forums and capture recommendations.

#### *Limitations*

- Many of the consumers and carers that benefited from contact with the Project were not easily accessed to participate in providing feedback. These people were often assisted directly by the Local Area Coordinators who did not formally report back to the Project about these contacts. Anecdotal feedback indicates that in the vast majority of cases (but not all) this contact made a discernible and positive difference for the consumer/carer.
- The relatively short time frames and limited budget of the Project also limited the scope of the evaluation and the choice of methods.



## Appendix 2

### Guidelines for Conducting Language-Specific Information Forums on the NDIS for CALD Communities

#### *What you need to know:*

The Community Forums were organised to:

1. Share information about the NDIS and disability supports and how to access them.
2. Discuss what challenges people living with disability as well as their families and carers may be facing – i.e. barriers to access the support, or if people feel isolated because of community attitudes, shame and stigma around disability.
3. Learn from communities about the best ways to address isolation and challenges in their communities.
4. Complement other methods of information dissemination.

#### *Why is this important?*

- Community Forums are important because people living with disability from CALD communities are not accessing the assistance, supports and services they need.
- In SA, less than 7% of people with an NDIS plan are identified as being from CALD backgrounds and that should be closer to 21%.
- Another big problem is that many people who do have a plan are not sure how to start using them.
- The Community Forums were organised to spread information, provide some guidance to community leaders and assist people living with disability, their families and carers.

#### *Things that might help:*

- Uniting SA factsheets about the NDIS in community languages for people to take home.
- Setting up a laptop to access the NDIS website so people can 'have a look'.
- Inviting someone from the community who is comfortable to be a guest speaker, preferably someone with experience of the NDIS who can share their experiences and who can speak in the community language. A community leader who is comfortable to advocate for people with disabilities and make a strong statement in support of the NDIS is also good.
- Invite an NDIA/LAC representative to speak to the group (they can bring an interpreter) and to provide one on one assistance with personal circumstances.
- Leave enough time for discussion and questions. People may want to share their stories about problems they've had or how they solved a problem, these are very useful and important.
- Make time for one on one consultations with the LACs.

#### *Broader Support*

- If possible, engage service providers especially from CALD community services.

### *Engagement for Feedback and Evaluation*

- Seek culturally appropriate methods of obtaining feedback from participants in their own language about the benefits of the forum, what worked well and what could have been done better (from the perspective of their particular community).

<b>SUGGESTED PROGRAM OUTLINE (approx. 1.5 to 2 hours)</b>	
<b>Welcome</b> <b>5 mins</b>	Welcome everyone, thank them for coming and explain; who you are, how long the forum will be, if there are any breaks etc.
<b>Overview</b> <b>5 mins</b>	Why we are here, key messages, why this is important. Give an overview of the forum activities, – what will happen.
<b>Introductions</b> <b>10-20 mins</b> (depends on numbers)	Ask people why they have come and write up the reasons. You can use these to check in with everyone at the end and follow up what was not achieved for some or celebrate covering it all. Ask people if anyone heard the announcements on the radio.
<b>About the NDIS</b> <b>20 mins</b>	Learning more about the National Disability Insurance Scheme etc. What it is, who it's for/not for, and where to go for information – e.g. LACs. Explain the purpose of the Scheme and what things are funded to achieve. Use brochures, website, NDIA speaker. Share a positive story with the group (real or case study) about how it can work and the benefits of persevering.
<b>Overview of issues</b> <b>10 mins</b>	Share what we know about blocks, challenges, in-community bias, stigma, myths. Highlight challenges, difficulties, frustrations people may have experienced,
<b>Discussion, flows from above</b> <b>20mins</b>	Start a discussion on the above – any questions, what people are thinking/feeling. Start a conversation about; <ul style="list-style-type: none"> <li>• If there are any barriers they know of, have experienced or assume there might be,</li> <li>• What can positively change these barriers, what can the community do,</li> <li>• If there are 'good' stories – share them and ask people what they did, who helped, etc.</li> </ul>
<b>Check-in</b> <b>10 mins</b>	Cross check with everyone (use show of hands) if they got what they wanted out of the Forum how they are feeling – comfortable and/or confident.
<b>Next Steps</b> <b>10mins</b>	Ask them what else they need or want to do. What else can the community do to help/support
<b>Feedback</b> <b>5mins</b>	Ask them for their feedback – did they get from the forum what they were hoping expecting, did they learn what they wanted to learn, do they understand the NDIS better.
<b>Thank you and close</b>	

## Appendix 3

### Member organisations of the Pathways Project Advisory Group (in alphabetical order):

UnitingSA (Convenor)

- Anglicare SA – ILC funded organisation
- Baptcare SA – NDIS Local Area Coordinator Partner
- CARA
- City of Playford – ILC funded organisation
- Disability Rights Advocacy Service (DRAS)
- Ethnic Link Services, UnitingSA
- FEROS Care Australia – NDIS Local Area Coordinator Partner
- Greek Orthodox Community of South Australia
- Life Without Barriers
- Mission Australia – NDIS Local Area Coordinator Partner
- Multicultural Communities Council of South Australia
- Vietnamese Women’s Association

## Appendix 4

### Members of the CALD Consumer and Carer Leaders Group (by surname):

ALRAHMO Abdulghoni	Carer	Male	Syrian
ALHAJ KHALAF Fatima	Carer	Female	Syrian
AL KHALIL Rateb	Carer	Male	Syrian
ANDERSON Olga	Carer	Female	Russian
BIMOKI Simon	Consumer	Male	South Sudanese
BOL Akuat	Carer	Female	South Sudanese
BONOVIC Maryann	Carer	Female	Croatian
LUCIANO Maria	Consumer	Female	Italian
MAY Lydia	Carer	Female	Filipino
YEBIYO Yodit	Consumer	Female	Eritrean
VLASSOPOULOS Joanna	Consumer	Female	Greek