Future**Ability**

CALD access
to NDIS
services
in NSW

Future**Ability** Stage 2
Project Report

ILC Transition Project
2018

SSI
settlement services
international

FutureAbility Stage 2 Project Report

Contents

Acronyms used in this report

ADHC	Ageing, Disability and Home Care NSW
CALD	Culturally and linguistically diverse
FA	FutureAbility
FACS	Department of Family and Community Services
LAC	Local Area Coordinator
MRC	Migrant Resource Centre
NDIA	National Disability Insurance Agency
NDIS	National Disability Insurance Scheme
SSI	Settlement Services International
TIS	Translating and Interpreting Service

Acknowledgements

Executive Summary

The National Disability Insurance Scheme (NDIS) is designed to provide support for all Australians who have a significant and permanent disability. As it gradually rolls out across Australia, people are receiving individualised support packages to assist them to live an ordinary life. As of 31 December 2018, there were 244,653 active NDIS participants nationally of whom 8.0% are from a Culturally and Linguistically Diverse (CALD) backgrounds (18,236).[1] Estimates have shown that people from CALD backgrounds have a similar level of disability when compared to Australian-born people.[2] Therefore with just over 1 in 5 Australians speaking a language other than English at home, it is estimated that approximately 20% (92,000) of NDIS participants should also be from a CALD background.[3]

Settlement Services International (SSI) received funding from the Department of Family and Community Services, Ageing, Disability and Home Care (FACS, ADHC) and the National Disability Insurance Agency (NDIA) to address this gap in service uptake. The FutureAbility Project aims to develop strategies to ensure that CALD communities achieve equal access to the NDIS. Stage 1 of the FutureAbility Project began this complex task in 2015/16, and was closely followed by the implementation of Stage 2 (2017/18), which is the focus of this report.

Stage 2 had five overarching objectives related to increase understanding of the NDIS in CALD communities through personalised engagement strategies to suit diverse communities. This report presents the analysis and discussion of eight different activities used to meet these objectives. The findings have provided a clear demonstration of the difficulties and needs that people from CALD backgrounds have in understanding and accessing the NDIS. Targeted approaches were successfully used for these activities to educate CALD communities about the NDIS, as well as to educate disability stakeholders about the needs of CALD people who have a disability.

The report makes a number of recommendations to improve access to the NDIS and uptake of NDIS services by people from CALD backgrounds including:

- Improving availability and accessibility of information and engagement activities related to the NDIS
- Improving participant pathways in the NDIS
- Stronger support for people of CALD backgrounds with culturally and linguistically specific support co-ordination (new item for NDIS plans)
- Improving access to Local Area Coordination for CALD communities by developing CALD specific LAC strategies.

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1 COAG Disability Reform Council Quarterly Report 31 December 2018.
2 Zhou, Q 2015, Accessing disability services by people from culturally and linguistically diverse backgrounds in Australia. Disability & Rehabilitation, Early Online 1-9.
3 Australian Bureau of Statistics 2016, 'Census reveals a fast changing, culturally diverse nation', Media Release, ABS, 27 June 2017.

1

Background

1.1
NDIS

The National Disability Insurance Scheme (NDIS) is designed to provide support for all Australians who have a significant and permanent disability. As it gradually rolls out across Australia, eligible people with a disability will receive an individualised support package to assist them to live an ordinary life. Once fully rolled out across the country, it is expected that the NDIS will support approximately 460,000 Australians. It will also provide information about, and referrals to, existing community supports for people with a disability who are not eligible for an individualised NDIS support package.

1.2
NDIS and CALD communities

Due to our unique history, Australia is one of the most culturally diverse countries in the world. Nearly half of all Australians were born overseas or have at least one parent born overseas. Just over one fifth of the population speak a language other than English at home, with more than 300 separately identified languages spoken. Currently, 83% of the overseas-born population reside in capital cities with Sydney having the largest overseas-born population.[4]

People from CALD backgrounds in Australia are considered to have a similar level of disability when compared to Australian-born people. However, there is a significant difference in the utilisation of disability support services when comparing the two groups[5]. This lower than average uptake of disability services by people from CALD backgrounds is also seen in the transition of services to the NDIS, with the December 2018 NDIA Quarterly Report indicating that only 8.0% of approved NDIS plans nationally were for people with disability who identify as being from a CALD background[6]. These statistics highlight that there are significant CALD-related challenges for participants accessing the NDIS, which is recognised by the NDIA in their 'Cultural and Linguistic Diversity Strategy 2018'.

4   Australian Bureau of Statistics 2016, 'Census reveals a fast changing, culturally diverse nation', Media Release, ABS, 27 June 2017.
5   Zhou, Q 2015, Accessing disability services by people from culturally and linguistically diverse backgrounds in Australia. Disability & Rehabilitation, Early Online 1-9.
6   COAG Disability Reform Council Quarterly Report 31 December 2018.

1.3
The role of ethno-specific/ multicultural organisations in working with CALD communities

The gap in uptake of NDIS packages by people from CALD backgrounds presents a challenge for the entire disability sector. Due to the vastness of Australia's cultural diversity, there is a need for a systematic and tailored approach to build the capacity of the service sector to address this gap. It is only logical that ethno-specific and multicultural organisations play a key role in this approach due to their long-standing relationships and trust within the CALD communities.

Ethno-specific and multicultural organisations have the greatest awareness of the cultural and linguistic barriers faced by potential NDIS participants due to their ongoing work within these communities. CALD communities require accessible in-language information about disability and the NDIS, how to engage with the NDIS, and how to use their supports effectively. They also require more support to access the Scheme, including with pre-planning and plan review. Meeting these needs requires an understanding of, and sensitivity to how best to support people with disability from differing cultural backgrounds who present with greater complexity.

1.4
Service sector preparedness to support people from CALD communities to access NDIS

There are two distinct groups of potential NDIS service providers facing CALD-related challenges: CALD community service providers seeking to develop NDIS expertise; and mainstream disability service providers seeking to develop CALD expertise. The challenges each group face have many overlaps as well as some unique differences.

Engagement of people from CALD backgrounds with disability requires disability service providers to become more culturally responsive and to provide staff who can enhance autonomy and self-determination in decision-making for this group. CALD community service providers often face a range of competing priorities and have not traditionally been funded to provide disability services. As their services and programs are provided based on grant funding, they also do not have the resources to allocate time to disability-related work, and therefore to operate successfully within the complexity of NDIS service provision.

Mainstream disability service providers will need to understand and use appropriate concepts and terminology, as well as to recognise that disability is stigmatised in a variety of cultures. Many people of CALD backgrounds do not understand the eligibility criteria or even basic concepts within the NDIS such as respite care, choice and control, and reasonable and necessary. Mainstream NDIS service providers will require cultural awareness and cross-cultural communication skills training to ensure their NDIS services are culturally appropriate, so they are able to address the unique and complex needs of people with disability from CALD backgrounds and to provide equity of access to services.

2

Project overview

Settlement Services International (SSI) received funding from the Department of Family and Community Services, Ageing, Disability and Home Care (FACS, ADHC) and the NDIA for the two stages of the FutureAbility Project. The Stage 2 of the FutureAbility project aims to engage with CALD communities to ensure equal access to the NDIS.

2.1
FutureAbility Project: Stage 1

Stage 1 of the FutureAbility Project was completed in 2016 and aimed to:

- Support the development of culturally appropriate support and information
- Support CALD organisations to enter or transition to the disability service system
- Develop a more diverse service system that will be more responsive to people with disability from CALD backgrounds in NSW
- Increase CALD communities' knowledge of, and participation in, the NDIS.

To achieve these aims, the Stage 1 of the FutureAbility Project was conducted in four phases:

- **Phase One**:
  Two scoping studies – CALD service sector and CALD disability data
- **Phase Two**:
  Review of NDIS and industry tools for CALD service sector suitability
- **Phase Three**:
  Supporting the CALD service sector to enter or transition to the NDIS
- **Phase Four**:
  Educating CALD communities on the NDIS and disability issues.

The first of the scoping exercises conducted in Phase One demonstrated that the CALD service sector has many years' experience in delivering services such as aged care and settlement services. Therefore, many organisations have established skills and expertise that can be readily transferred to the disability service sector and the NDIS. With appropriate funding and support, these organisations are well-placed to expand their services into the field of disability. Furthermore, consultations with mainstream disability service providers revealed a number of gaps in their knowledge and skills when working with people with disability from CALD backgrounds. This exercise demonstrated that CALD organisations are well-placed to fill the gaps in the service sector through developing their own disability support service and providing CALD-specific support for the mainstream disability sector.

The second scoping study analysed a number of datasets to determine the extent of disability in NSW CALD communities and developed an interactive CALD disability DataCube. The FutureAbility CALD DataCube collates both disability and ethnicity data to estimate the prevalence and types of disability in the CALD community, providing an important tool to inform future policy and service planning and design for this cohort.

In Phase Two of the project, NDIS sector support consultants assisted ethno-specific and multicultural organisations in utilising NDIS and industry tools for CALD service sector purposes.

During the project, an interesting finding was that only four ethno-specific or multicultural organisations are funded in NSW to work with people with disability from CALD backgrounds. However, many others expressed an interest in working in this area. Many reported that they either did not know about the NDIS Third Party Verification process required for registration or they found it too complex and confusing.

For this reason, Phase Three of the project used a range of strategies to support the NSW CALD service sector become NDIS ready, including information, on-the-ground support, business development initiatives (BDI grants), development of common policies and procedures, as well as the establishment of a weekly NDIS newsletter.

In Phase Four, a number of in-language community education sessions on the NDIS and disability were delivered. A range of strategies were used to attract participation in these sessions, with the most successful being promotion through CALD service networks, ethnic radio and press segments. People who attended the sessions reported increases in their level of knowledge of the NDIS and disability. This exercise highlighted the need for ongoing promotion of NDIS via ethnic radio and press segments, and for ensuring community education sessions are delivered by bilingual staff.

2.2
FutureAbility Project: Stage 2

Stage 2 of the FutureAbility project (2017-18, the focus of this report) had five overarching objectives:

- Implement a state-wide community consultation, engagement, education and marketing process to increase understanding of the NDIS in CALD communities
- Work with NDIA and Local Area Coordination (LAC) providers in NSW to improve access strategies for CALD people to the NDIS
- Adopt personalised engagement strategies to suit diverse communities. These include workshops, information sessions and other education programs to deliver information about the NDIS to CALD communities, including those aimed at alleviating stigma around disability and mental health
- Utilise SSI's expertise to work with the NDIA, LAC providers and the sector to establish appropriate information and promotional strategies for the NDIS
- Consider and implement additional strategies to support CALD communities based on the findings of the Stage 1 FutureAbility Project.

This report provides the outcomes of the activities conducted as part of Stage 2 of the FutureAbility Project. Recommendations are provided for future strategies to ensure that CALD communities achieve equal access to the NDIS.

The activities included in this report are:

1. State Conference
2. Regional Round Tables
3. 'Diversity Responsive Practice in a Disability Setting' workshops
4. In-Language sessions on the NDIS and disability
5. In-Language theatre plays
6. SBS radio campaign
7. SSI staff information sessions
8. Weekly updates/Newsletter

3

State-wide community consultation, engagement, education and marketing

3.1
State Conference

A state-wide CALD Disability and NDIS one-day conference was held on 19 April 2018. The 'DiverseAbility: NDIS Inclusion' conference included five keynote speakers, 28 concurrent presentations and three Solutions Hubs. People with disability were active participants in the conference with roles including MC, keynote speakers, concurrent session presenters, Solutions Hub reporting, performance and art displays.

The conference was chaired by Yasmin Farhart, with five keynote speakers:

- **V Samuela**, 'My NDIS Journey'
- **Elizabeth Shaw**, Chair SSI
- **Scott McNaughton**, General Manager Participant Pathway Design, NDIA
- **The Hon Ray Williams, MP**, Minister for Multiculturalism, and Minister for Disability Services
- **Quang Nguyen**, 'My Story'.

There were seven themes within the concurrent sessions to ensure the conference met the needs of all attendees:

- NDIS accessibility
- Cultural responsiveness
- Evidence-Based practice and response
- Children
- Innovation
- Planning, partnerships and capacity building
- Learning and development.

The conference attendance exceeded expectations reaching the maximum capacity of 230 people. SBS promoted it on radio in six languages (Arabic, Cantonese, Farsi, Mandarin, Nepalese and Somali) and the conference website attracted 7,211 page views. SSI's social media channels Twitter, Instagram and Facebook were used to showcase the conference while it was occurring, reaching an estimated 22,511 views and receiving numerous posts as follows: Twitter = 28; Instagram = 15; and Facebook = 13.

3.1.1 Solutions Hubs

Each of the three Solutions Hubs was designed for a specific cohort: People with disability and carers from CALD backgrounds (Hub 1), CALD organisations (Hub 2), NDIS, LAC and Disability Service Providers (Hub 3). Each Hub was asked a set of questions relating to their experiences with the NDIS or with working with people with disability from CALD backgrounds. Participants were also asked to share their thoughts on potential solutions to any difficulties that have arisen to help the NDIA improve the Scheme.

Figure 1
Solution Hubs

The *key issues* described by the three groups were primarily centred on language and cultural barriers, resulting in either lack of access to the NDIS or insufficient supports in plans.

Figure 2
Solution Hubs: Issues

Hub 1:
People with disabilty and carers from CALD backgrounds

- Reduction in second year plan funding
- Inconsistent LAC assessments
- Difficulty accessing LACs
- Lack of in-language accessible NDIS information
- Lack of coordination between government departments, e.g. Health, Education and the NDIA

Hub 2:
CALD organisations

- People from CALD backgrounds struggle to understand NDIS concepts and language
- Minimal access to interpreters
- Approved plans do not reflect people's needs
- Long wait for access to service providers
- Language and cultural barriers in accessing NDIS
- CALD participants not receiving enough support coordination funding
- Lack of access to in-language basic NDIS information
- Unawareness of advocacy support
- Newly arrived people have limited experience of welfare system

Hub 3:
NDIS, LAC & Disability Service Provider

- People from CALD backgrounds fear government
- Health professionals lack NDIS information knowledge
- Waiting time for approved plans is too long
- Newly arrived people need to be informed about NDIS
- People from CALD backgrounds are unaware to ask for support coordination
- CALD communities lack NDIS information
- LAC, NDIA and Service Providers need CALD specific training
- Use of technology and on-line platforms don't suit a lot of people from CALD backgrounds

The Solutions Hubs created a list of solutions to address these issues, focused on the provision of accessible and culturally appropriate information, and the training and education of relevant stakeholders.

Figure 3
Solution Hubs: Solutions

Hub 1:
People with disability and carers from CALD backgrounds

- Funding stream for plan review
- LACs to work more in-depth with CALD participants to ensure adequate plans
- Single LAC contact who is available to answer questions
- In-language accessible NDIS information
- Employment of bilingual LACs
- Improved understanding between government departments e.g. Health, Education and the NDIA of differing roles

Hub 2:
CALD organisations

- Simplify NDIS language and ensure translated material is culturally appropriate
- LACs to educate CALD community on NDIS
- Use of CALD community leaders to provide in-language information sessions
- LACs attend training and CALD disability
- Increase in CALD specific service providers
- Encourage CALD participants to self-manage plans
- CALD participants to receive support coordination for first year
- NDIA multilingual 1800 number
- Information sessions on the different government agencies for CALD organisations

Hub 3:
NDIS, LAC & Disabilty Service Providers

- In-language information sessions on disability and NDIS
- NDIS education for Health professionals
- LACs to educate about NDIS timeframes
- More accessible NDIS process for CALD communities
- NDIS strategy for newly arrived refugees and immigrants
- Aboriginal and CALD specific support coordinators
- Information sessions on the roles of different government agencies
- LAC, NDIA and service providers CALD training
- Translated materials to be culturally appropriate
- Training for CALD people on accessing and navigating on-line government websites

3.1.2 Conference satisfaction

A total of 67 people (29%) attending the conference completed post-conference evaluations. The evaluation form was separated into 13 questions asking attendees to rate their satisfaction with the conference, with 1 = Not Satisfied at All/Totally Disagree, through to 5 = Very Satisfied/Strongly Agree. A further five questions were for future planning and marketing purposes.

Attendees reported strong satisfaction with the conference, with strong individual statement responses and an overall rating of 4.2 out of 5. The statement with the highest response rating was 'The conference staff were helpful' scoring 4.5 out of 5. The lowest rating of 3.9 was received for the question 'How satisfied were you with the conference website?'

Figure 4
Conference Satisfaction Questions

Q.1	How satisfied were you with the keynote speakers?
Q.2	How satisfied were you with the morning concurrent session?
Q.3	How satisfied were you with the afternoon concurrent session?
Q.4	How satisfied were you with the solutions hubs session?
Q.5	The content of the conference was relevant and informative.
Q.6	How satisfied were you with the registration process?
Q.7	How satisfied were you with the conference website?
Q.8	How satisfied were you with the venue?
Q.9	How satisfied were you with the food and catering?
Q.10	How satisfied were you with the organisation of the event?
Q.11	How did you find the accessibility at the event?
Q.12	Conference staff were helpful.
Q.13	The conference provided enough time for networking.

Figure 5
Conference Satisfaction

1=Not Satisfied at All/Totally Disagree
5 = Very Satisfied/Strongly Agree
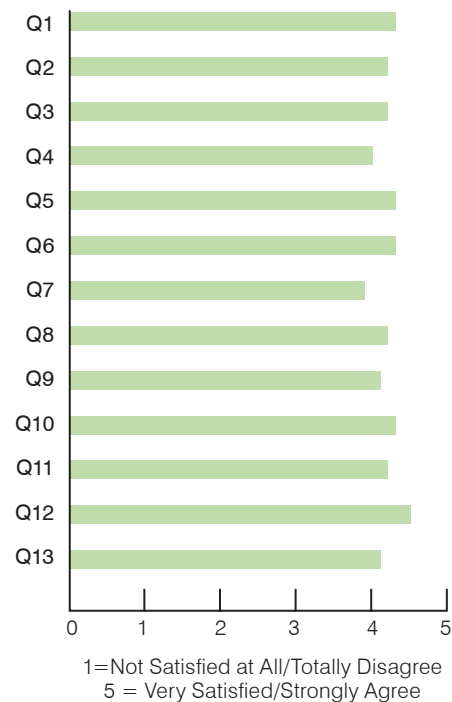
A range of stakeholders attended the conference, and the highest number of delegates were from the mainstream disability service sector (26%). The workplace was the most common way people heard about the conference. An overwhelming number of people (93%) wanted to see the conference occur regularly, with a number requesting to sign up to the FutureAbility SSI Newsletter (34%).

Figure 6
Conference Attendees
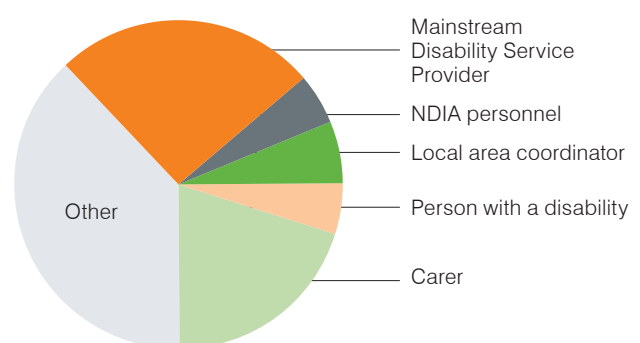
Suggestions to improve the conference reflected people's desire to work together to find solutions. After comments about the venue, the most common suggestions were about requesting more time for workshops and participation from health professionals.

Bigger venue to allow other people to participate

More workshop interaction on issues and solutions

Invite health professionals to attend and focus on us all connecting and meeting to solution focused approach

Other feedback included comments such as:

The solution hubs were not constructive as there was a clear divide between LACs and Planners with service providers

Would be great to hear back after the conference about any outcomes/ actions/solutions after the discussion in solution hubs

3.1.3 Discussion

The 'DiverseAbility: NDIS Inclusion' conference was designed to raise and discuss issues and challenges specific to people with disability from CALD backgrounds and the NDIS. As the conference reached maximum attendance numbers, this was obviously addressing an existing need with interested stakeholders.

The Solutions Hubs held during the conference provided insight into the language, knowledge gaps, comprehension and cultural barriers that stakeholders find when engaging with the NDIS. These barriers result in people with disability from the CALD communities not accessing the NDIS, enacting their plan or receiving necessary supports in their plans.

Practical solutions proposed include:

- The development of accessible and linguistically and culturally appropriate information
- Support Coordination included in all plans (for CALD participants)
- Improved access to interpreters
- Employment of bilingual NDIA and LAC staff
- Ongoing training and education of relevant stakeholders in engaging with CALD communities and the NDIS.

This information provides valuable insights for government and service providers in developing strategies, solutions and approaches to improving access to NDIS by CALD people with disability.

3.1.4 Recommendations

1. Develop the 'DiverseAbility: NDIS Inclusion' conference into a national yearly event to continue the conversations.

2. Continue the Solution Hub activities to facilitate ongoing consultation and engagement with key stakeholders: NDIA, LAC, disability providers, ethno-specific and multicultural organisations and people with disability from CALD backgrounds, their families and carers.

3. Continue the development of in-language information resources on disability and NDIS across more languages.

4. Broaden the in-language content to focus on explaining, in simple language, the insurance (welfare) approach, the interface between the NDIS and other sector/systems and what to expect at each stage of the process.

5. Improve access on the NDIS website that link participants to the pages: 'Is English not your first language?' These pages are difficult to find and could be improved by a link on the home/landing page.[7]

6. Implement dedicated CALD Support Coordination.

7. Include CALD Support Coordination in all CALD participants' plans for at least the first year to assist with navigating the Scheme and building the capacity of the participant to understand choice and control.

8. Establish the CALD sector's capacity to be the consistent point of contact for participants from CALD backgrounds. Specialist CALD LAC and Support Coordination could be used for this purpose.

9. Provide NDIS training to members of CALD communities to undertake NDIS activities (assessment, planning, and service delivery).

10. Create funded CALD LAC partners who are able to engage with the CALD community and support potential participants' in-language and in-culture.

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7 Since the end to the FutureAbility Stage 2 project, the NDIS website has been updated, with more accessible materials in language. However, there are still opportunities for improvement.

3.2
Regional Round Tables

Regional Round Table discussions were conducted to provide the opportunity for CALD people with disability, carers, mainstream disability service providers, LACs and NDIA representatives, and local CALD community organisations to get together to identify issues and offer solutions on how the NDIS can be improved to meet their needs and increase access by CALD communities.

The FutureAbility Project worked in collaboration with the local Migrant Resource Centres, NDIA and LACs in nine different locations across NSW to assist with access to their local CALD communities and key stakeholders.

While the Round Tables were designed for up to 50 people to attend, most exceeded this limit, with an average of 61 people per Round Table. The most popular one was in Parramatta, which reached an attendance of over 100 people. A total of 548 people attended the nine Round Tables.

Figure 7
Round Table Locations
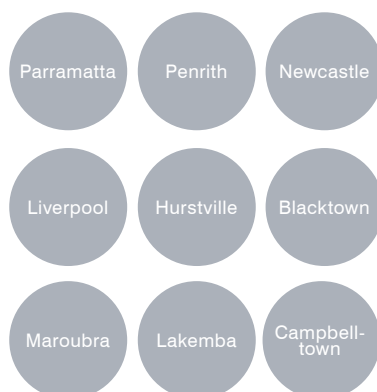
The issues identified at the Round Tables were grouped into five main themes arising from the robust discussions: Systems, Communication, Planning and Support Coordination, Accessibility and Cultural Awareness. It is important to note that all issues and solutions are the opinions of the Round Table attendees.

Figure 8
Round Table Themes

3.2.1 Systems

Attendees identified understanding the difference between the supports provided by different systems as challenging. These included government agencies such as Centrelink and the NDIA, as well as government funded services such as those provided by healthcare professionals. The lack of partnerships between these services and service professionals, resulting in communication breakdown and dissemination of isolated information, was reported as a challenge. Additionally, there was confusion in understanding the differences between the roles of the NDIA/NDIS and the LAC.

The complexity of the service system also resulted in people not knowing where to get assistance for non-NDIS funded disability supports, such as support for carers, after school care for children with disability, and CALD advocacy.

Figure 9
Systems: Issues

Complex Systems
NDIA, vs
Centrelink, vs
Public Health, vs
LAC

Lack of Partnerships
Communication breakdown
Isolated information

Need for Assistance
Support for Carers
Non-NDIS funded disability support
CALD advocacy

Proposed solutions by the Round Table participants were centred on the themes of training and partnerships, accessibility and communication.

Figure 10
Systems: Solutions

Training & Partnerships
- NDIS training to other agencies
- Collaborative partnerships to be developed between government agencies

Accessibility
- NDIS quick question information phone number
- More accessible NDIS website
- Tailored CALD NDIS pathway
- CALD organisations to educate, and assist with NDIS access

Communication
- In-language NDIS information available at multiple access points
- In-language NDIS and other agencies information sessions

3.2.2 Communication

Communication with the NDIA, LAC and disability service providers was described as missing, inaccurate, insufficient and/or inadequate. Participants discussed difficulties in attaining in language NDIS information, including communication received from the NDIA, such as letters and NDIS plans. People also noted that the NDIS terminology and concepts such as 'reasonable and necessary' and 'choice and control' were hard to understand and translate.

Specifically, participants noted difficulties in communicating with LACs, finding that they were hard to access and time-limited in the support they provided. When access was attained, the assistance was only provided in English. This was further compounded by LACs not providing a direct phone number for people to maintain contact with the same person throughout their NDIS journey. These same difficulties were also reported for their communication with the NDIA and service providers.

Round Table attendees made reference to contact with the NDIA via the 1800 number only being available in English, and they were unable to access funding for the use of interpreters for the pre-planning stages. Those attendees who did use interpreters during the stages of planning or reviews had further problems due to the interpreters not having specific NDIS knowledge, training and understanding of the bureaucratic language and concepts in the material provided by the NDIA.

Figure 11
Communication: Issues

Language Barriers
- Lack of in-language NDIS information, plans and letters
- Require culturally relevant explanation of 'reasonable and necessary'

Poor Communication with LACs
- Hard to access
- Time-limited support
- Only available in English
- Unable to maintain contact with one person

Difficulties with Interpreters
- 1800 NDIS number in English only
- No funding for use of interpreters for pre-planning
- Interpreters not trained in NDIS

Solutions proposed at the Round Table discussions addressed issues around language barriers, accessibility and the need for face-to-face support.

Figure 12
Communication: Solutions

Translation & Interpreting
- Consistent use of interpreters at all stages
- Translation of NDIS plans
- NDIS training for interpreters
- NDIS multilingual phone line
- NDIA/LAC/Service provider bilingual staff
- Free access to Translating & Interpreting Service (TIS) for NDIS pre-planning

Simplicity & Accessibility of Information
- Simple step-by-step guidelines to accessing the NDIS
- Simple eligibility guidelines
- List of eligible visa categories
- CALD organisations to provide NDIS advocacy & support

Access to Face-to-Face Support
- NDIS customer service officers
- LAC to provide a person as one point of contact
- In-language information sessions

3.2.3 Planning and support coordination

Planning and support coordination were identified as two specific areas where people from CALD backgrounds required more intensive support. People were unable to find suitable and in-language support to assist with pre-planning and attaining the required level of evidence, including the use of the Translating and Interpreting Service (TIS) for pre-planning. It was reported that NDIA pre-planning meetings were often occurring via telephone with no prior warning, resulting not only in a language barrier but also in the carer /support person not being included. (Note: the process of telephone pre-planning meetings has since been revised).

Once plans had been approved, they were missing crucial supports which people believed was a result of lack of understanding, communication and follow-up by the LACs. When implementing the approved plans, participants experienced further challenges like being unaware on how to engage service providers/support coordinators or being unable to locate suitable service providers. Furthermore, service providers were not providing in language service agreements.

Lastly, support coordination was considered vital for the first year of a plan to ensure successful implementation of supports. However, even when support coordination was included in a plan, difficulties such as language barriers and miscommunication about roles and responsibilities arose.

Figure 13
Planning & Support Coordination: Issues

Lack of Support for Pre-Planning
- Support to attain required evidence of disability
- Support to access TIS
- Pre-planning occurring via phone without carers/support persons
- Missing crucial supports

Need for Support Coordination
- Lack of communication from LACs
- Unsuccessful implementation of supports
- Miscommunication about roles and responsibilities

Lack of Plan Implementation
- Lack of follow-up from LACs
- Unaware of how to engage support coordinators/service providers
- Unable to locate suitable service providers
- Service Agreements not available in-language

Round Table attendees came up with many solutions to address these issues with the NDIA and LACs, as well as with methods to attain appropriate supports and information.

Figure 14
Planning & Support Coordination: Solutions

NDIA & LAC
- LAC transition plan for staff turnover
- NDIA to fund gaps in the system
- Carers to be included in pre-planning
- LAC to assign individuals a case manager
- NDIA and LAC collaborate to ensure plans are correct
- NDIA to offer choice to do pre-planning by phone or in person

Appropriate Supports
- Review of plan prior to acceptance
- Support coordination mandatory for first year
- Funding for transport
- Assistance with plan review
- Increased support coordination for CALD
- Bilingual support coordinators
- Train more CALD disability workers

Training & Information
- NDIA to attend training on use of interpreters
- NDIA checklist of required documentation
- CALD organisations be funded for pre-planning
- In-language information sessions on support coordination/service agreements/changing providers

3.2.4 Accessibility

Challenges around accessibility were numerous and included technology, language, culture and information. Not only did people from CALD backgrounds identify challenges in accessing, understanding and navigating the NDIS website, including the provider list, but also basic access to computers and internet was not always readily available. In addition, the participant portal was reported as difficult to understand and navigate.

The NDIS 'language' was mentioned as too complex to understand, and families were unaware of how to access either translated documents or interpreting services. This contributed to the confusion around NDIS eligibility and access criteria. A special note was made about the visa requirements being confusing and uncertain in association with NDIS eligibility criteria.

Obtaining evidence of disability was another area of challenge. People did not know what evidence was required, how to attain required evidence, or how to find a qualified healthcare provider who is aware of the evidence required by the NDIS. Furthermore, people newly arrived in Australia do not have medical records or historical evidence of their disability, furthering their need for access to pre-planning interpreters.

All these issues were compounded even further with Round Table attendees reporting that there was not enough CALD advocacy services or one-to-one engagement opportunities available in their language to assist them in navigating through the 'maze' of the NDIS.

**Figure 15
Accessibility: Issues**

Poor Technology Skills
- Unable to understand and navigate the NDIS website and provider list
- Basic access to computers and internet not readily available
- Unable to access and utilise MyPlace Participant Portal

Language Barriers
- NDIS 'language' too complex to understand
- Difficulty finding translated information
- Lack of CALD advocacy service to assist in navigating through NDIS

Confused Information
- Confusion around eligibility criteria
- Uncertain VISA requirements
- Lack of knowledge on how to attain evidence of disability

In response to these issues people proposed information to be available in other languages, be easier to access, coupled with an increase of CALD-specific support which will allow them to gain a level of independence.

**Figure 16
Accessibility: Solutions**

Ease of Access to Information
- Simplify NDIA language, website and provider list
- Paper version of NDIS website
- Improved NDIA response times/quick information phone line
- Greater access to face-to-face meetings with LACs
- Fact sheet for newly arrived immigrants
- NDIS community hubs

CALD-Specific Support
- LAC/NDIA to hire bilingual staff
- Multiple access points for translated information
- In-language education to find service providers
- List of eligible visas
- NDIA CALD unit with a tailored NDIS CALD pathway
- CALD organisations to support NDIS pre-planning and access
- Continued support from LAC/NDIA to utilise and manage funding online

More Independence
- Encourage self-managed plans
- Support coordination in all CALD plans
- CALD organisations to provide technology training
- Funding for list of Drs to complete access request forms
- Linkage support for non-eligibility

3.2.5 Cultural Awareness

A key point made by the Round Table participants was the culturally inappropriate responses being made by the NDIA, LACs, support coordinators and service providers. Lack of understanding by NDIA, LACs, support coordinators and service providers of how CALD communities understand and explain disability leads to inappropriate assessments and prohibits access to the NDIS and disability supports in general.

A particular note was made around psychosocial disabilities, with people not only experiencing a cultural stigma but also high levels of rejection by the NDIA. This included those who were experiencing psychosocial disabilities arising from war-related trauma. This is a crucial element for the CALD population, some of whom are (former) refugees or asylum seekers and are at a high risk of mental illness. There is no clear indication of the mental health service usage rates for the CALD population.

However, there are few mental health support services specialising in the CALD population, refugees or asylum seekers. Therefore, it is logical to conclude that this gap in the service system leads to lower than average uptake of services. The high prevalence rates of mental illness in the refugee and asylum seeker populations combined with limited transcultural mental health services, indicate the need for CALD disability support workers, LACs and support coordinators to be trained in trauma-informed practice.[8]

There was mention of a lack of understanding of the rights of consumers, as well as fear that confidentiality and privacy of their personal details would not be maintained. The lack of suitable cultural and linguistic advocacy services means that people were unable to access support from a service that understands their needs and can advocate on their behalf to address their concerns. This leads to further isolation and stigma as a result of the disability, compounding the difficulties experienced in accessing supports.

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8   The Royal Australian & New Zealand College of Psychiatrists 2017. The provision of mental health services for asylum seekers and refugees. Position Statement 46. September 2017.

Figure 17
Cultural Awareness: Issues

Lack of Cultural Awareness
- Not knowing about the NDIS or understanding its purpose
- Culturally inappropriate responses by NDIA/LAC/Service providers
- Cultural stigma of disability

CALD Psychosocial Disability Rejection
- Lack of awareness of psychosocial disability resulting from war-related trauma

Lack of CALD Advocacy Service
- Cultural concerns relating to confidentiality and privacy

To address these concerns, people proposed that further training and education is provided, along with more CALD advocacy and strategies to create independence.

Figure 18
Cultural Awareness Solutions

Training & Education
- NDIA, LAC & service providers attend CALD training
- Partnerships between agencies
- LACs to be trained on basic information on disabilities to help them make more accurate assessments
- Specific CALD and psychosocial disability training for NDIA
- CALD specific research to identify gaps
- CALD specific consumer rights information
- Larger multicultural workforce

CALD Advocacy
- NDIS information sessions run by CALD organisations
- NDIS specific CALD unit
- NDIA bilingual staff
- CALD organisations used as NDIS advocates
- Bilingual psychosocial disability support workers
- Identify better means to access CALD community

Create Independence
- Develop CALD peer networks
- NDIA to support CALD carers
- Pathways for CALD people to enter disability workforce
- LACs connect participants with service providers

3.2.6 Round Table evaluations

Evaluation results were positive, showing an average rating of 4.2 out of 5 for the overall experience of attending the sessions.

Figure 19
Round Table Overall Experience

Q.1	How did you find today's session over all?
Q.2	How did you find the welcoming session from the LAC, NDIA, SSI/FA and MRC representatives?

1=Not Satisfied at All/Totally Disagree
5 = Very Satisfied/Strongly Agree
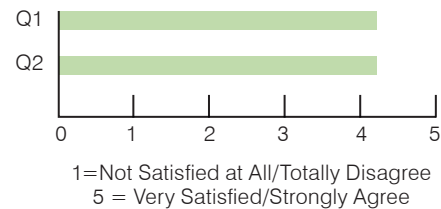
The results of the seven further questions showed a satisfaction average rating of 92.8% for the content of the sessions. Question 5 ('During the small group discussions, did you get an opportunity to have a say?') received the highest rating of 99.7%.

The question with the lowest average satisfaction ratings of 76.9% was Question 10 ('After today's session, are you confident that the issues raised will be addressed by the NDIS?'), closely followed by an average rating of 79.7% for Question 4 ('Do you think that people with disability were represented and heard?').

Figure 20
Round Table Content

Q.3	Do you think the whole Round Table session was well representaed by all the relevant groups?
Q.4	Do you think that people with disability were well represented and heard?
Q.5	During the small group discussions, did you get an opportunity to have a say?
Q.6	During the small group discussions, did you feel you were listened to?
Q.7	Having attended the whole Round Table session, do you now have a better understanding of the issues that affect people with disability from CALD backgrounds?
Q.8	Having attanded the whole Round Table session, do you now have a better understanding of the roles of the LAC, NDIA, local ethno-specific and multicultural organisations?
Q.10	After today's session, are you confident that the issues raised will be addressed by the NDIS?

1=Not Satisfied at All/Totally Disagree
5 = Very Satisfied/Strongly Agree

'
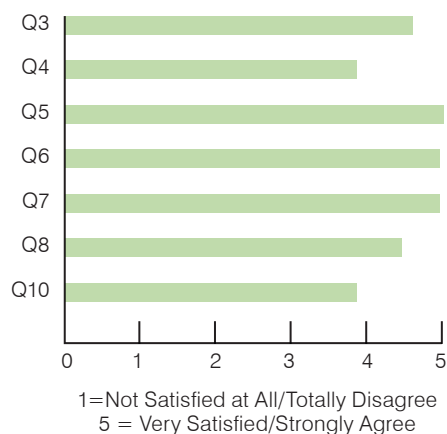
Feedback from the Round Tables included:

It was a well-managed session. All tables agreed on almost the same issues and struggles. Definitely we need more similar sessions in future.

It was a very well planned session. It's an excellent model with a huge variety of service providers, carers, NDIA. Excellent integration to reach a common goal of understanding how to navigate the system.

Thank you so much for organising this very important forum – I hope these messages from input will improve the NDIS services.

3.2.7 Discussion

The depth of discussions at the Round Tables provided insight into the experiences CALD people with disability are having when trying to understand and access the NDIS. The positive post-evaluations of the Round Table sessions show that people were given the opportunity to contribute to this data.

Whilst the vastness of issues relating to the NDIS and the CALD community is concerning, the list of practical solutions provides all interested parties with a clear pathway for the future. Providing the opportunity for key stakeholders to discuss the barriers people with CALD backgrounds experience in understanding and accessing the NDIS is crucial to developing practical solutions to increase their participation.

3.2.8 Recommendations

11. Develop and distribute in-language explanation of roles and responsibilities of other sectors and the intersection with the NDIS, privacy and confidentiality.

12. Provide increased and ongoing training for:
    - CALD NDIS participants to use computers: NDIS portal, Self-Management, engaging service providers
    - Other sectors (GPs, TIS, Centrelink, Health, Advocacy): on NDIS Eligibility
    - CALD communities: NDIS, Support Coordination.

13. Employ dedicated bilingual NDIS Assessors, LAC and Support Coordinators.

14. Strengthen CALD advocacy organisations to understand the NDIS to provide informed advocacy support when required.

15. Initiate CALD Disability Peer Networks.

16. Invest in training people from CALD backgrounds to enter the NDIS workforce as Planners, Assessors and Support Coordinators to support CALD people with disability to engage with the Scheme.

4

Strategies to improve NDIS access for people from CALD backgrounds

4.1
Workshops on culturally responsive practice in a disability setting

A series of 30 workshops on Culturally responsive practice in a disability setting were conducted in various locations throughout the Sydney Greater Metropolitan area and regional NSW.

These included 18 half-day workshops in the Sydney Greater Metropolitan area, Newcastle and Lismore, and 12 full-day workshops held across central and regional areas of NSW, including Coffs Harbour, Port Macquarie, Orange, Wagga Wagga and Armidale.

The workshops were targeted at staff employed by the NDIA, LACs and mainstream disability service providers, with the aim of improving access to the NDIS for CALD people with disability.

As the emphasis of the full day workshops was the delivery in regional areas, the two half day workshops were combined for practical reasons such as reducing the travel time of the FutureAbility team.

Figure 21
Workshop Locations

Campbell-town · Rockdale · Maroubra
Blacktown · Bankstown · Lismore x 2
Penrith · Coffs Harbour · Homebush
Parramatta · Port Macquarie · Ashfield
Wollongong · Newcastle x2 · Orange
Wagga Wagga · Armidale · Homebush
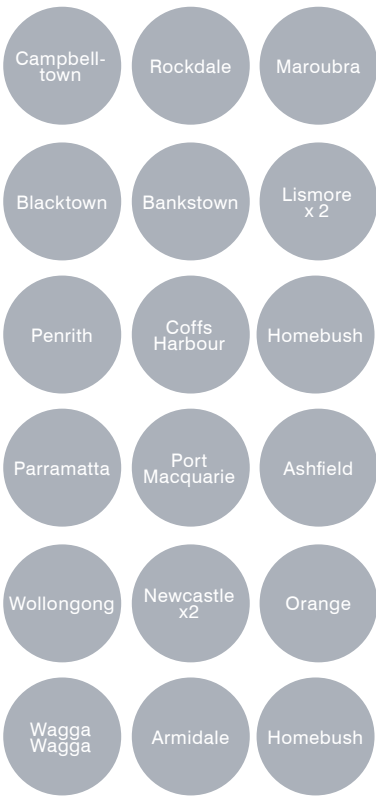
The workshop 'Culturally responsive practice in a disability setting' covered the following topics:

1. A framework for understanding culturally responsive practice
2. The importance of self-reflection in identifying the impact of our own cultural beliefs, values, assumptions and unconscious biases
3. The role of intersectionality in person and family-centred practice
4. Disability issues in CALD communities
5. Understanding explanatory models and world views on disability
6. FutureAbility CALD DataCube
7. Community engagement strategies: planning and maintaining relationships in CALD communities
8. Working with interpreters
9. Overview of the 'ethnic affairs' structure in Australia
10. Overview of relevant CALD organisations.

These workshops were divided into topics 1-5 for workshop 1 'Fundamentals of culturally responsive practice in a disability setting' and 6-10 for workshop 2 'Engaging and maintaining relationships with CALD communities' for the half-day workshops, which also included lived experience speakers in workshop 2.

For the full-day workshops, all above topics were combined for the audience under the workshop framework 'Engaging Culturally and Linguistically Diverse Communities in the NDIS'.

The workshops were well attended, with a total of 382 people attending.

129 people attended Workshop 1 (averaging 14.3 people per workshop), and a total of 111 people attended Workshop 2 (averaging 12.3 people per workshop). A total of 142 people attended the additional 12 full day workshops (averaging 11.8 people per workshop).

The overall attendance average was 13 people per workshop, which was the appropriate number in order to have highly interactive workshops.

Figure 22
Workshop Locations and Attendance

	Workshop 1 – half day				Workshop 2 – half day			
Location	NDIA	LAC	OTHER	TOTAL	NDIA	LAC	OTHER	TOTAL
Bankstown	1	5	8	14	6	1	1	8
Blacktown	3	9	7	19	3	7	3	13
Campbelltown	2	5	7	14	2	4	8	14
Lismore	0	14	0	14	0	14	0	14
Lismore	0	18	0	18	0	18	0	18
Maroubra	3	0	8	11	1	0	11	12
Newcastle	6	3	3	12	6	3	3	12
Parramatta	2	11	2	15	2	11	2	15
Rockdale	2	1	9	12	0	1	4	5
Sub Total				129				111

	1 Day Workshop			
Penrith	1	1	14	16
Coffs Harbour	4	8	2	14
Homebush	2	0	9	11
Parramatta	3	0	10	13
Port Macquarie	7	1	10	18
Ashfield	0	0	14	14
Newcastle	4	0	9	13
Wollongong	0	0	9	9
Bankstown	0	0	6	6
Orange	0	0	10	10
Wagga Wagga	0	7	5	12
Armidale	1	2	3	6
Sub Total				142
Grand Total 382	Average = 13 ppl p/workshop			

People attending the workshops completed an evaluation at the end of each workshop which consisted of 12 statements, rated between 1 = strongly disagree through to 5 = strongly agree. The overall evaluation scores of the series 1 workshops were positive with a total average of 4.5 out of 5 (90%).

The second series of workshops were just as successful, scoring an average of 4.5 out of 5, proving a successful result. The full-day workshops had an overall evaluation score of 4.6 out of 5 (92%). The total average for all 30 workshops was 4.6 out of 5 (92%) for overall satisfaction, demonstrating that the workshops met their objectives as per the following evaluation questions.

Evaluation Questions

Q.1	The content met my expectation and/or objectives
Q.2	The content was practical and relevant to my work
Q.3	I was able to understand the content delivered
Q.4	The time allocation to activities was good
Q.5	I will improve the way I work as a direct result of participating today
Q.6	The workbook provided was useful
Q.7	The facilitator(s) created a positive learning environment
Q.8	The facilitator(s) had an excellent understanding of the topic
Q.9	The facilitator(s) used appropriate techniques to deliver the content
Q.10	The session was well organised
Q.11	The venue was suitable, both easy to get to and comfortable
Q.12	I would recommend this training

Figure 23
Overall Workshop Satisfaction

1=Not Satisfied at All/Totally Disagree
5 = Very Satisfied/Strongly Agree
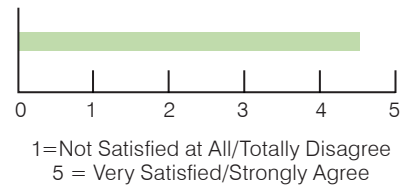
All individual evaluation statements rated highly with the highest average score being for the statement: 'The facilitator(s) had an excellent understanding of the topic' (Q.8), closely followed by 'The facilitators created a positive learning environment' (Q.7).

Figure 24
Workshop Question Results

1=Not Satisfied at All/Totally Disagree
5 = Very Satisfied/Strongly Agree
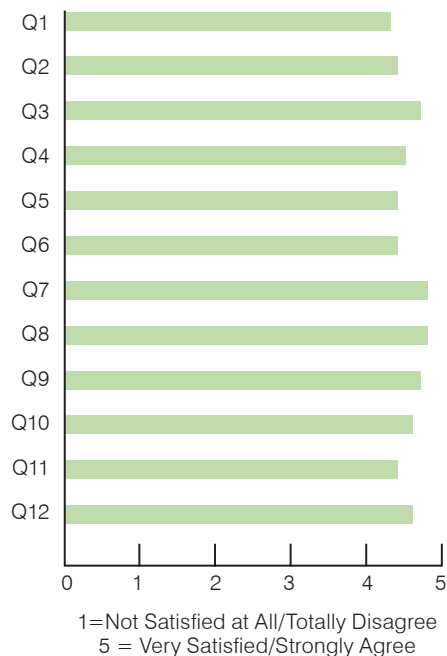
The overall satisfaction of the workshop participants remained consistent when reviewed by their location.

**Figure 25
Workshop Results by Location**

1=Not Satisfied at All/Totally Disagree
5 = Very Satisfied/Strongly Agree
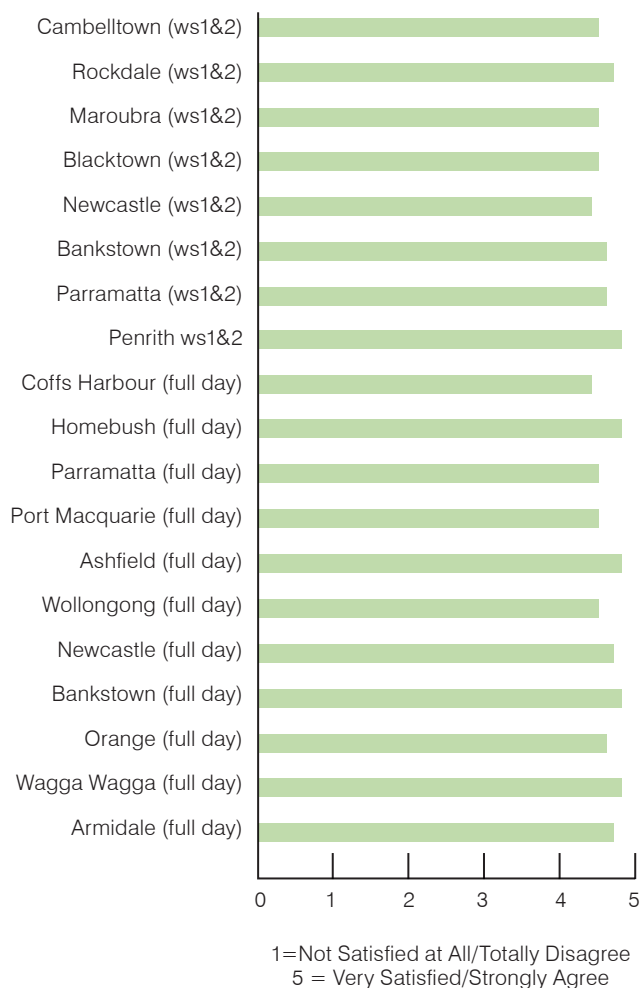
Further evidence of their success was seen in the feedback from the attendees who provided positive comments on the content, as well as on the workshop facilitators and delivery style.

I really enjoyed the activities today – they were challenging and encouraged me to be even more reflective when engaging CALD communities.

I found the workshop valuable generally in enhancing my consciousness about cultural issues (overt and covert) and I have no doubt my practice will be positively influenced by this.

Well facilitated by both hosts. I have acquired knowledge that will assist me in my day to day work. A real eye-opener to cultural barriers and thinking outside the box. Thank you.

A good reminder of how we can be more inclusive and considerate of people from CALD backgrounds, in work and life.

4.1.2 Discussion

All attendees of the workshops responded to each statement with either 'agree' or 'strongly agree', demonstrating that the workshops met their expectations. The consistency in the results provides evidence that the workshops were well-designed and presented in a format that can be reproduced across staff from varying programs and services and on a national scale.

4.1.3 Recommendations

17. Consider the national rollout of 'Engaging Culturally and Linguistically Diverse Communities in the NDIS' training to all NDIA, LAC, support coordinators, and disability service organisations nationally.

4.2.
In language information sessions

A variety of In-language information sessions, some focusing on the NDIS, others on disability and the NDIS, were conducted to improve the knowledge of CALD people with disability, their families and carers to increase their social and economic participation.

4.2.1 In-Language NDIS sessions

Seven NDIS transitioned CALD organisations (MRCs) were recruited to deliver a total of 22 in-language NDIS sessions in 11 different languages. The MRCs were asked to choose the languages for the 11 local sessions based on two criteria:

a) Small and emerging local communities and/or

b) Not yet targeted for NDIS information sessions by others.

The content of the sessions was developed and translated. The FutureAbility team trained the MRC bilingual staff in delivering the translated presentations.

The sessions covered five main points:

1. **What is the NDIS?**
2. **How does it work?**
3. **Who is eligible for the NDIS?**
4. **How do you get an NDIS package?**
5. **Where do you go to get help?**

The in-language NDIS sessions were well-attended, with the total number of attendees reaching close to 327 across the 22 sessions, averaging 14.8 people per session.

Each session included a Q&A with a Local Area Coordinator, which also provided community members with feedback opportunities and clarity around support processes.

The two-hour sessions were conducted in 13 locations throughout Metropolitan Sydney and Newcastle by the following organisations:

Figure 26
Multicultural Resource Centre NDIS sessions

MRC	Languages for NDIS Sessions	Total
Advance Diversity Services	Bangladeshi Rockdale [13], Nepalese Rockdale [12]	25
Community MRC	Arabic Parramatta [27], Burundi Fairfield[11], Somali Parramatta[16], Kinyarwanda Parramatta [11]	65
Macarthur DSI	Tongan Ingleburn [16], Bangladeshi Ingleburn [5], Hindi Minto [9]	30
Metro Assist	Bengali Lakemba (30) Arabic Bankstown [11] Rohingya Lakemba [7]	48
SydWest Multicultural Services	Arabic Mt Druitt [18], Farsi Penrith [9], Hindi Blacktown [3], Nepali Blacktown [16] Hindi Glenwood [50]	96
Syd Multicultural Services	Bengali Maroubra [2] Indonesian Maroubra [7]	9
Northern Settlement Services	Arabic (27), Hindi [13], Burundi [14] all in Newcastle	54
TOTAL Average = 14.8 people per session		327

Figure 27
In-Language NDIS Session Language
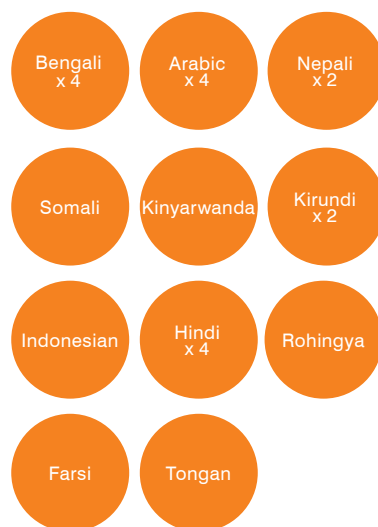
To gain an understanding of how the NDIS sessions increased knowledge, a questionnaire consisting of eight questions was circulated at the beginning and the end of each session. Attendees were asked to rate the questions between 1 = poor understanding through to 5 = excellent understanding, with space for comments.

Evaluations were obtained for the 22 sessions, with results showing attendees' rating scores increasing from an average of 2.0 pre-session to 4.2 post-session, a 110% increase.

Figure 28
In-Language NDIS Session Evaluations
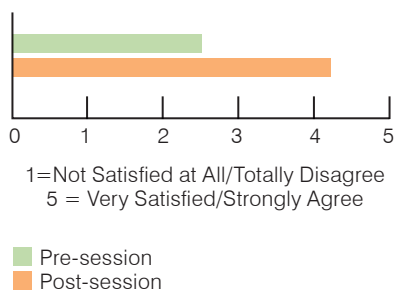
1=Not Satisfied at All/Totally Disagree
5 = Very Satisfied/Strongly Agree

■ Pre-session
■ Post-session

Each individual question also displayed an increase in score after attending the information session. The largest increase of 133% was for the statement, 'I understand the stages of planning', and the lowest increase by 91% for the two phrases, 'I am aware of the NDIS and what it is' and 'I understand the eligibility criteria for the NDIS'.

Figure 29
In-Language NDIS Session Questionnaire Results

Q.1	I am aware of the NDIS and what it is.
Q.2	I understand the eligibility criteria for the NDIS.
Q.3	I understand the stages of Pre-planning
Q.4	I understand the stages of Planning
Q.5	I understand the stages Implementation.
Q.6	I understand the stages of a Plan review.
Q.7	I know how to access the NDIS and where to go to get more information and help

1=Not Satisfied at All/Totally Disagree
5 = Very Satisfied/Strongly Agree

■ Pre-session
■ Post-session
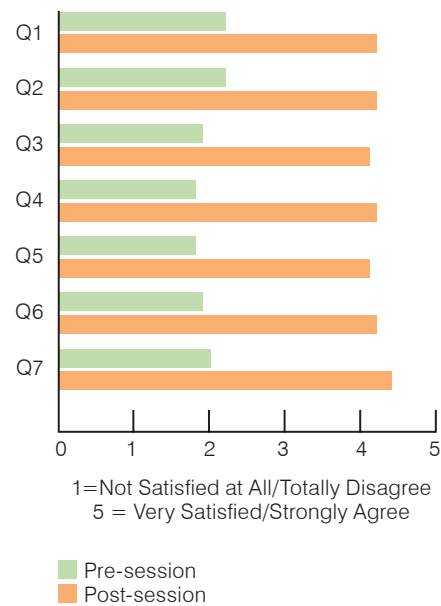
There was a variance of 63% between the highest and lowest total average score when collated per organisation. The highest increase (132%) in knowledge was reported by attendees of Metro Assist.

Figure 30
In-Language NDIS Sessions Organisation Results
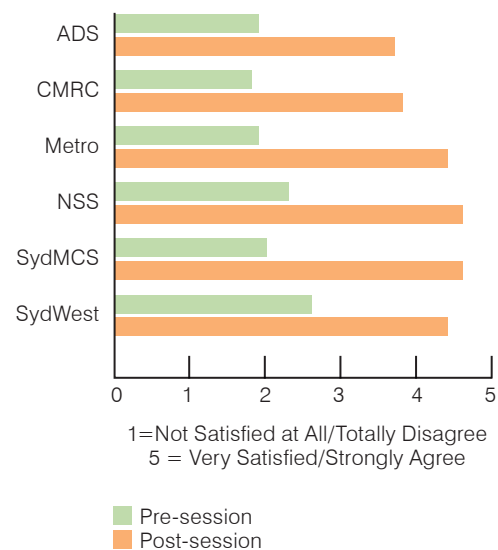
1=Not Satisfied at All/Totally Disagree
5 = Very Satisfied/Strongly Agree

■ Pre-session
■ Post-session

Results of the evaluations were also collated by language. The largest increase in knowledge was reported for the sessions given in Somali (180%), Arabic (163%) and Nepali (143%). The lowest reported increase of 53% was for the session provided in Farsi.

Figure 31
In-Language NDIS Sessions Language Results

Figure 31
In-Language NDIS Sessions Language Results

1=Not Satisfied at All/Totally Disagree
5 = Very Satisfied/Strongly Agree

Pre-session
Post-session
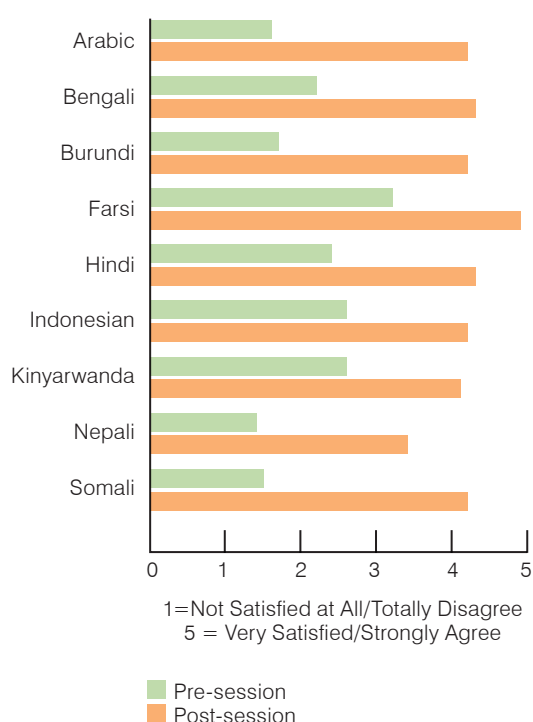
The comments before the in-language session demonstrated that people were eager to learn more about the NDIS, including eligibility criteria, how to access the NDIS and the types of supports available. This is best demonstrated in the following comments:

How I can apply to the NDIS and where to go for help?

I wish I could gain some information about NDIS

After the session was completed, the feedback changed from not understanding the NDIS to comments such as:

I am so happy to know about NDIS. I learn a lot about disability insurance scheme, their services and implementation stages and review plan

I came to know about NDIS services. Thank you for the organiser

4.2.2 In-Language Disability and NDIS sessions

Following the success of the in-language NDIS sessions, the FutureAbility Project was approached by the Department of Premier and Cabinet to deliver an additional three community information sessions in Mandarin, Arabic and Vietnamese to be held in Western Sydney.

The content of the sessions was developed and translated by the FutureAbility Project team, who then trained the bilingual staff in delivering the translated presentations in language.

The presentations covered the following main points about Disability and the NDIS:

1. What are the general impacts and characteristics of disabilities?
2. What are physical disabilities?
3. What are intellectual and developmental disabilities?
4. What are sensory disabilities?
5. What are psychosocial disabilities?
6. What is the NDIS and am I eligible?
7. How do I get support and maintain support?
8. What are the best ways to utilise my NDIS plan?

Each session was followed by a Q&A with a Local Area Coordinator, which also provided community members with feedback opportunities and clarity around support processes.

These additional sessions were well-attended, with the total number of attendees reaching 60 across the 3 sessions, averaging 20 people per session.

Figure 32
In-Language NDIS Sessions Language Results

The two-hour sessions were held during the morning and ran until lunchtime. They were conducted in two locations throughout Metropolitan Sydney by the following organisations:

Figure 33
In-Language Disability and NDIS Sessions by Organisation

Organisation	Location	Language
Parramatta Community Migrant Resource Centre	Parramatta	Mandarin
		Arabic
CORE Community Services	Fairfield	Vietnamese

To gain an understanding of how the community information sessions increased knowledge, a questionnaire consisting of nine questions was administered at the beginning and the end of each session to obtain information about participants' understanding of both disability (5 questions) and the NDIS (4 questions).

Attendees were asked to rate the questions between 1 = poor understanding through to 5 = excellent understanding, with space for comments.

Evaluations were obtained for the three sessions, with results showing attendees' rating scores increasing from an average of 2.7 pre-session to 4.3 post-session, a 59% increase.

Figure 34
In-Language Disability and NDIS Session Overall Evaluations

1=Not Satisfied at All/Totally Disagree
5 = Very Satisfied/Strongly Agree

■ Pre-session
■ Post-session
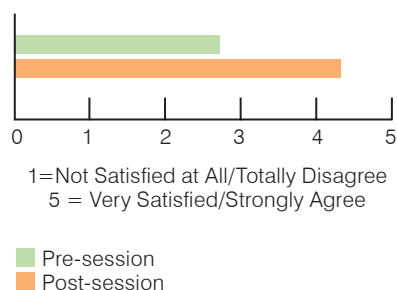
Information surrounding the increase in knowledge for the separate topics of disability and the NDIS were also recorded, showing an increase of 26% in disability knowledge and 115% in knowledge and awareness of the NDIS across sessions.

Figure 35
In-Language Disability and NDIS Session Evaluations by Topic
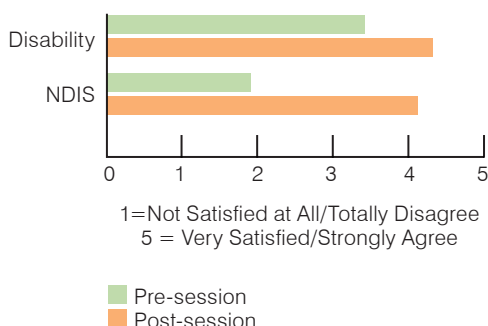
1=Not Satisfied at All/Totally Disagree
5 = Very Satisfied/Strongly Agree

■ Pre-session
■ Post-session

Each individual question also displayed an increase in score after attending the information session. The largest increase of 135% was for the statement 'I understand the planning, pre-planning and implementation phases for the NDIS', and the lowest increase by 19% for the statement 'I understand what physical disabilities are'.

Figure 36
In-Language Disability and NDIS Session Questionnaire Results

Q.1	I I know about the general impacts and characteristics of disabilities
Q.2	I understand what physical disabilities are
Q.3	I understand what intellectual/learning disabilities are
Q.4	I understand what sensory diabilities are
Q.5	I understand what psychological/ psychiatric disabiities are
Q.6	I am aware of what the NDIS is
Q.7	I understand the eligibility criteria for the NDIS
Q.8	I understand the planning, pre-planning and implementation phases for the NDIS
Q.9	I know how to access the NDIS and where to go to get more information and help
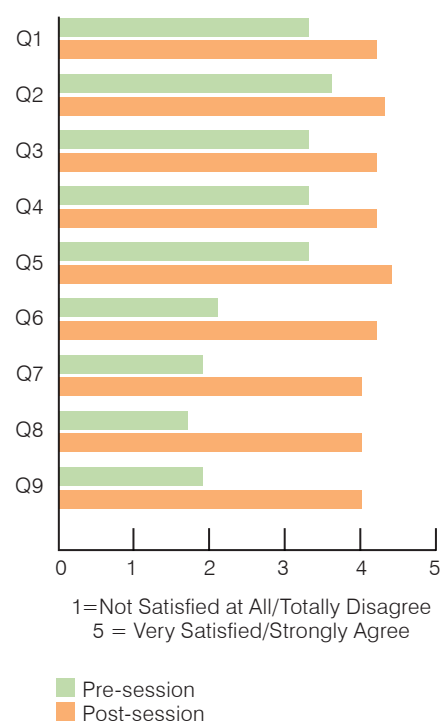
1=Not Satisfied at All/Totally Disagree
5 = Very Satisfied/Strongly Agree

■ Pre-session
■ Post-session

Results of the evaluations were also collated by language. The largest increase in knowledge was reported for the sessions given in Mandarin (104%) and the lowest reported increase of 29% was for the session given in Arabic.

Figure 37
In-Language NDIS Sessions Language Results

1=Not Satisfied at All/Totally Disagree
5 = Very Satisfied/Strongly Agree

Pre-session
Post-session
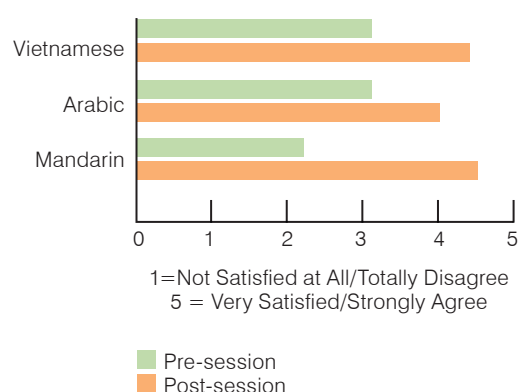
The comments before the in-language sessions demonstrated that people were eager to learn more about disability and the NDIS, including eligibility criteria, how to access the NDIS and the types of supports available. This is best demonstrated in the following comments:

Information of disability, where can get help and what services are available.

What are the steps to access NDIS and have a plan in place? What are my choices if the plan does not meet my needs? What can I do?

After the session, the feedback changed from not understanding the NDIS to comments such as:

It's a very helpful session. I can help others in need if I can thoroughly understand the procedure to get a NDIS package.

The presentation has covered lots of information and it is very practical. Thanks again to Australia government and SSI.

4.2.3 Discussion

The positive results of the in-language information sessions on both the NDIS and later on disability and the NDIS demonstrated that attendees increased their knowledge across all areas discussed. Specific results showed a smaller increase in knowledge for the question 'I am aware of the NDIS and what it is', with the largest percentage increase being for the statement 'I understand the stages of planning'.

There was some variance in the results from the NDIS information sessions specifically when analysed by organisation but the variance was not large enough to be considered of note. When the data was analysed by language, a large variance was found in the percentage increase of knowledge. It is recommended that this result be considered in the planning of future information sessions, including the potential factors which may have been influential (e.g. the bilingual presenter).

Overall, the increase in knowledge remained consistent when the data was analysed by evaluation question, or by the organisation who delivered the session or by the language it was presented in. This consistency in the results demonstrates that the in-language information sessions were designed and presented in a format that can be reproduced across multiple organisations, areas and languages.

4.2.4 Recommendation

18. Continue the format of in-language community education sessions on disability and the NDIS across more languages and more sites nationally.

5

Personalised information, promotion and engagement strategies for diverse communities

5.1
Theatre plays methodology

Theatre Plays which focused on the topics of NDIS and disability, were aimed at increasing understanding of disability and access to the NDIS, and reducing stigma and hidden disability in three established CALD communities: Greek, Italian and Macedonian. Each play was produced and performed in-language.

The Greek, Italian and Macedonian communities were chosen for this strategy on the basis that they have a strong history of story-telling via theatre, and attendance from these CALD communities at the 2016 FutureAbility NDIS community information sessions was low. It was assumed that the population groups within these communities requiring information in their language were more likely to be elderly carers with adult children with disability. Theatre was chosen as the most appropriate medium to deliver NDIS and disability information to these population groups. This strategy proved to be extremely successful.

Attendance was strong across all plays. A total of 32 performances were initially held in the Sydney Metropolitan area, in three languages and in seven locations where these communities mostly reside.

Following the success of the theatre plays, FutureAbility re-engaged with the Italian community to deliver an additional four theatre plays across regional NSW in Griffith, Wollongong and Newcastle.

From the total of 36 theatre plays, an estimated number of 770 people attended the Macedonian production, 993 attended the Italian and 860 attended the Greek play, totalling an estimated number of over 2,623 attendees.

Advertising was conducted in-language through various ethnic media mediums including radio, print and social media. The plays were evaluated by attendees completing a form with 11 questions available in both English and in their language. The evaluation form was provided to audience members after the play, and included free text fields for general comments / feedback.

Figure 38
Theatre Plays: Languages

Language	No. of perform-ances	Areas	Est. no. attended	Tickets sold
Macedonian	12	Bankstown, Hurstville, Kogarah, Wollongong	770 (20%)	640
Italian	12	Canada Bay, Bossley Park, Griffith, Newcastle, Wollongong	993 (20%)	657
Greek	12	Marrickville	860 (20%)	721
TOTAL	36	10	2623	2018

Average = 76 people /performance

Macedonian Play *My Sunshine*

The majority (98.8%) of people attending the Macedonian play enjoyed it, with the main points of the play described by the audience as being:

To seek help when needed without feeling ashamed about it

We need to adapt towards the needs of the people having any form of disability

Gratitude, respect, help and how to use services provided by NDIS

Most people (97.1%) believed that the play would improve the Macedonian community's understanding of disability and the NDIS, and that the play changed their attitude, thoughts and feelings toward people with disability (86.5%).

Comments received included:

More understanding about the feelings of those with disability

We need to show more attention and listen to the people who need some help

We should give more help to the people having any type of disabilities

Of the 18.1% of people watching the play who had a disability or a family member with a disability, 74.7% said they would contact the NDIS to get a package. Nearly all people (97%) watching the play believed that families of people with disability should share this information with extended family members.

Lastly, 97.7% of people believed that plays on social issues are helpful for their community and gave positive feedback such as:

They give lots of information for the families and carers

Great play with very strong messages and showing the real picture of our everyday life

Bravo NDIS for sponsoring this play and the help towards the Macedonian community

5.1.2 Italian Play Me, *Your Mother and You; Io, Mammeta e Tu*

All except one person (99.6%) enjoyed the Italian play with the most enjoyment being from the story, followed by the actors and the message about disability. Positive feedback included comments such as:

I have learned a lot about NDIS I never knew before

Great integration of NDIS, humour and Italian culture

I laughed, I cried, I learnt something

People described the main points of the play as being an increased knowledge of the NDIS and the help that is available for people with a disability to have an improved quality of life.

NDIS offers assistance to improve quality of life

Clarifying what NDIS can do for families, helping non-English speaking people to be informed

A disability does not mean that a person should not participate in life

The vast majority of people (98.4%) believed that the play would improve the Italian community's understanding of disability and the NDIS, and over half (65.8%) believed that watching this play changed their attitude, thoughts and feelings toward people with disability. Comments received included:

Help is out there and not to be too proud to ask for it

I feel more supported and prepared to deal with the unexpected

It struck a real note for me personally because I have family that could benefit from NDIS. I also now have a lot of empathy for people with disabilities

One third of people watching the Italian play said they had a disability or a family member with a disability. 77.9% of these said they would contact the NDIS to get a package. Nearly all people (96%) watching the play

believed that families of people with a disability should share this information with extended family members.

With the exception of one person, attendees believed that plays on social issues are helpful for their community.

Wonderful approach to bring awareness of disabilities and NDIS through the actors in the play

There seem to be lots of "myths" around the NDIS. This play has given a clear indication of who is eligible for a NDIS package

This was great for the community, the audience, all around me, different people have laughed and nearly cried – beautiful

5.1.3 Greek Play *Brushstrokes of Life*

Everyone (n = 67) who completed an evaluation of the Greek play enjoyed the play, with the most enjoyment being from the story and the actors, followed by the message about disability. Positive feedback included comments such as:

The plays were meaningful – good, positive messages – good outcomes

Realist story lines – easy to relate to

The phrase "there's always someone for all" – gives hope

Attendees described the main points of the play as being an increased knowledge of NDIS and the help that is available for people with a disability to have a quality of life.

Awareness of people that are disabled and their needs

To get assistance and place pride aside, the benefit of the NDIS

Disability is not to be ashamed of – Seek help, it's available – People with disability can have talents beyond their disability that can be nurtured and supported

One hundred percent of people who saw the Greek play believed that the play would improve the Greek community's understanding of disability and the NDIS, and over three quarters (76.4%) believed that watching this play changed their attitude, thoughts and feelings toward people with disability. Comments received included:

Seeing the pain that families endure

That they have support available to assist them for a better quality of life

They have abilities that we don't know about

One in four people watching the play identified as having a disability or a family member with a disability, with 82.8% of these people saying that they would contact the NDIS to get a package. Nearly all people (98.6%) completing the evaluation believed that families of people with a disability should share this information with extended family members.

Lastly, 100% of evaluation responses ticked the statement that plays on social issues are helpful for their community.

Entertaining and informative, breaking down cultural barriers

Well written, emotional, full of hope for the future of people with disabilities

We must accept help from the NDIS so we can help with the improvement and independence of our loved ones

5.1.4 Discussion

The theatre plays were a creative way of sharing the message about NDIS and disability within targeted CALD communities. The large numbers of attendees were a testament to the success of using theatre as a medium for communicating this message. This success is also exemplified in the rich and positive feedback given by the attendees, with the majority saying that they will share the message with their friends and family, as well as apply for a NDIS funding package if required.

5.1.5 Recommendation

19. Support and utilise SSI's knowledge of CALD communities to continue to develop unique and effective engagement strategies and activities, such as the in-language theatre and radio campaigns to inform and educate CALD communities about disability and the NDIS.

5.2 Radio Segments

SBS was contracted to broadcast NDIS information in 13 languages in NSW. Each language received 5 x 60 seconds segments over 12 months. The segments discussed what the NDIS is, NDIS eligibility, the types of supports available through the NDIS, NDIS pre-planning and planning meetings. At the end of each segment, the listeners were given the Translating and Interpreting Service (TIS) telephone number instead of NDIS's number to eliminate any language barriers and encourage listeners to use TIS to be connected to the NDIS.

Figure 39
Radio Segments: Languages

Arabic	Cantonese	Farsi
Hindi	Italian	Greek
Macedonian	Mandarin	Swahili
Tamil	Urdu	Vietnamese
Somali		

The segments were run between 7 December 2017 and 1 December 2018. Third party research by McNair conducted a survey of listeners in eight languages during this time. Results showed total weekly listener number of 238,493 which, when divided by language, is as follows:

Figure 40
Radio Segments: Languages
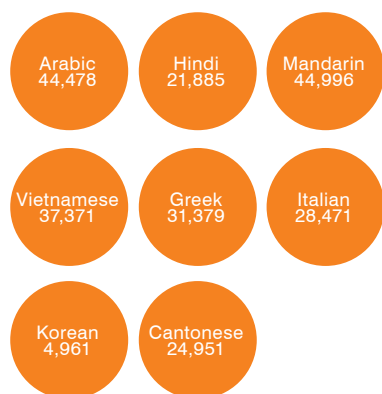
The NDIA provided the national statistics on the use of the Translating and Interpreting Service (TIS) for the purpose of implementing funded supports in people's NDIS plans. The statistics were provided in the corresponding 13 languages in NSW for two months prior to the campaign starting (October 2017 – November 2017) and five months during the radio campaign (December 2017 – April 2018). The results show a gradual increase in the number of people accessing TIS in these languages.

Figure 41
Onsite TIS Access

Language	Before campaign		During campaign				
	Oct 2017	Nov 2017	Dec 2017	Jan 2018	Feb 2018	Mar 2018	Apr 2018
Arabic	9	29	25	20	23	39	53
Greek			1			1	2
Italian							
Macedonian		1	2	1			
Chinese (Cantonese & Mandarin)	4	9	17	11	27	28	34
Persian/Farsi	1	6	7	8	4	9	8
Vietnamese		32	27	24	26	42	33
Swahili						1	
Tamil							
Urdu						1	2
Somali							
Hindi							
TOTAL	14	77	79	64	80	121	132

Figure 42
Phone TIS Access

Language	Before campaign		During campaign				
	Oct 2017	Nov 2017	Dec 2017	Jan 2018	Feb 2018	Mar 2018	Apr 2018
Arabic		38	38	47	46	48	69
Greek		1					1
Italian		2	1		2	1	2
Macedonian		3			1	1	
Chinese (Cantonese & Mandarin)		8	6	11	11	18	16
Persian/Farsi		13	8	4	13	11	10
Vietnamese		35	21	22	35	31	29
Swahili						1	3
Tamil						1	
Urdu							1
Somali							4
Hindi							
TOTAL	0	100	74	84	108	112	135

5.2.1 Discussion

To date, it has not been possible to ascertain either the exact numbers of listeners for each language, or a direct correlation between the use of TIS and the radio campaign. TIS data is provided on a nationwide basis while the SBS radio campaign ran in NSW only. Although the campaign data is limited, and the calculation period is comparably short, the use of TIS nationally by language provides some indication of which languages to focus on for future information sessions: Arabic followed by Vietnamese and Chinese. Whilst the number of Vietnamese listeners is high, the information sessions did not appear to increase their overall access to TIS. Therefore, another method of engagement with this community may be needed.

5.2.2 Recommendations

20. Provide more information sessions in Arabic and Chinese.

21. Trial other engagement strategies for the Vietnamese community e.g. Theatre.

22. The NDIA to collect ethnicity data and regularly report on TIS utilisation data by language, jurisdiction and enquiry type etc.

23. The SBS radio campaign should be broadcasted nationally and for at least up to 2020 when the NDIS is expected to be fully rolled out

6

Additional strategies to support CALD people

6.1
SSI Staff Information Sessions

'NDIS', 'Disability' and 'NDIS and CALD' information sessions were conducted for staff working in eight different SSI service units, and two partner organisations; SydWest Multicultural Services and the Refugee Youth Network. The aim of this strategy was to educate SSI staff, partner organisations and networks on disability and the NDIS, as many of SSI's clients are refugees and asylum seekers, who have higher levels of disability and in particular trauma related mental illness. Also, many of SSI's service units already support people with disability, such as Out of Home Care and Ability Links.

Prior to attending these sessions, the staff selected the elements of the topics they needed the most information on, so that tailor-made modules could be delivered. A total of 170 staff attended these sessions.

Figure 43
SSI Staff Information Sessions

SSI Service/Program/Partner organisation	attendees
SSI HSS - Parramatta	15
SSI Out Of Home Care	26
SSI SRSS - Bankstown	13
Housing Services - SSI	22
Ignite - SSI	5
Refugee Youth Network	13
SydWest Multicultural Services	21
SSI HSS Bilingual Guides - Parramatta	5
SSI SRSS - Parramatta	24
Community Hubs - at various schools -SSI	25
TOTAL: Sessions = 10 Average = 16.9 attendees per session	169

The evaluation of these sessions showed a 38.7% increase in staff knowledge of all three topics.

Figure 44
SSI Staff Informnation Session Results

1=Not Satisfied at All/Totally Disagree
5 = Very Satisfied/Strongly Agree

■ Pre-session
■ Post-session
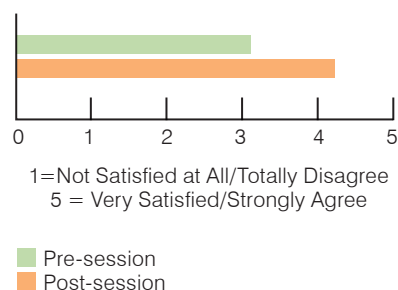
Each individual SSI and partner programs and service area displayed an increase in scores after attending the information sessions.

Figure 45
SSI Staff Information Session Program & Service Results

Community Hubs
SSI SRSS - Parramatta
SSI HSS - Parramatta
SSI Out Of Home Care
Ignite
SSI Housing
SSI HSS Bilingual Guides - Parramatta
SydWest Multicultural Services
SSI SRSS - Bankstown
Refugee Youth Network

1=Not Satisfied at All/Totally Disagree
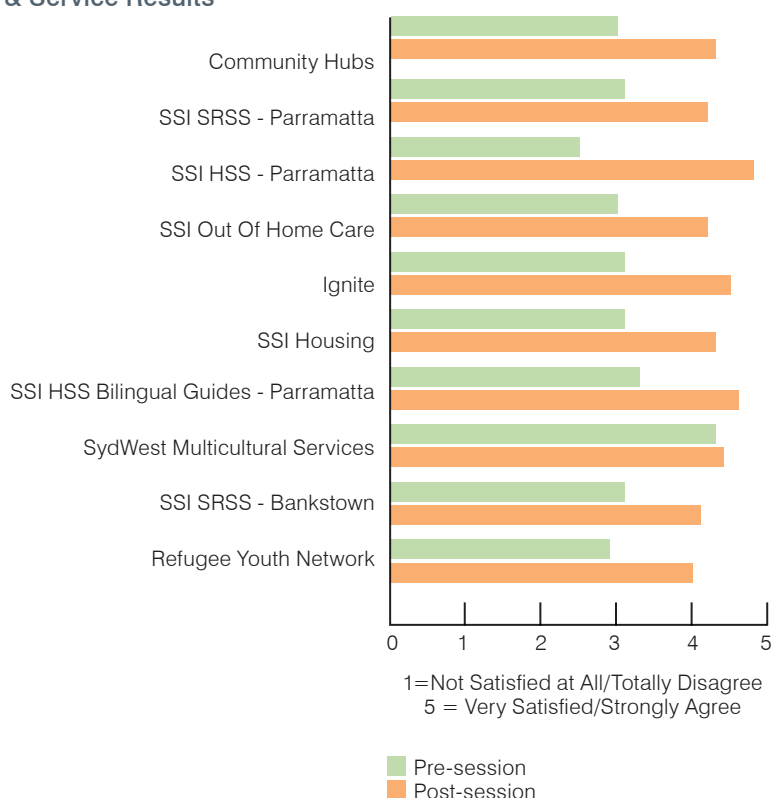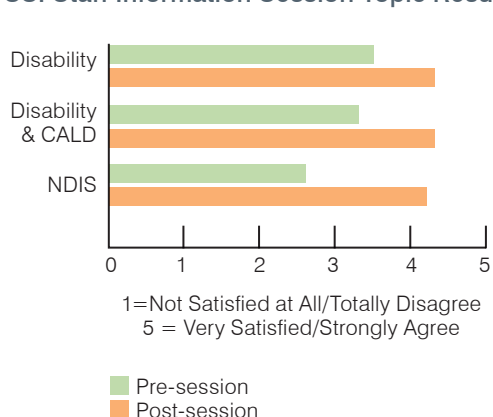5 = Very Satisfied/Strongly Agree

■ Pre-session
■ Post-session

The topic of 'NDIS' had the greatest increase in knowledge (63.0%), followed by 'Disability and CALD' (30%) and 'Disability' (23%).

Figure 46
SSI Staff Information Session Topic Results

Disability
Disability & CALD
NDIS

1=Not Satisfied at All/Totally Disagree
5 = Very Satisfied/Strongly Agree

■ Pre-session
■ Post-session

6.1.1 Discussion

The positive results of the staff information sessions demonstrated that they met their objectives, with staff reporting that they achieved an increase in knowledge of these topics. This increase remained consistent when the data was analysed by either the program or the service it was delivered to. This consistency in the results demonstrates that the information sessions were designed and presented in a format that can be reproduced across staff from all programs and services and nationally.

Additionally, when the data was analysed by topic ('Disability', 'Disability & CALD' and 'NDIS') the results again remained positive, with knowledge increase reported across all three topics. This result demonstrates that the information given for all topics was informative to the attendees. It was noted that the highest increase in knowledge was reported for the topic of NDIS, providing an indication that staff were least knowledgeable in this area. This can be used to guide topics for any future sessions.

6.1.2 Recommendation

24. Continue to develop SSI staff training modules for SSI CALD and mainstream organisations operating in and around the NDIS, to increase their knowledge of the NDIS, disability, and NDIS and CALD communities.

6.2
Weekly Newsletter: FutureAbility Update on the NDIS for the CALD Community sector

SSI's FutureAbility Project has produced a weekly newsletter since 8 February 2016 to provide important NDIS information and updates initially to the CALD Community sector in NSW to inform and link it to the disability and NDIS sectors. Since this time, there has been an increase in the number of subscribers, growing from 122 to a current total of 850 email recipients (596% increase). The majority of subscribers are mainstream community organisations, government agencies and individuals. A total of 121 issues have been published as at December 2018.

Due to limitations in the tracking software, it is not possible to provide an accurate assessment of how many people opened the email and which articles generate the most readers.

Figure 47
SSI Weekly Newsletter Subscribers
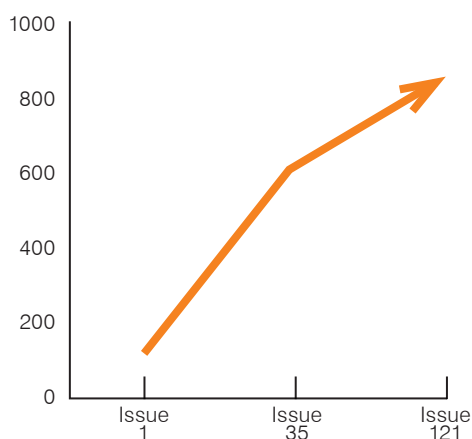
Feedback received has included comments such as:

This is fabulous – thanks for including me!

Just wanting to thank you for sending these updates through, it's been very informative and useful source of information! Thank you!

I really appreciate getting your newsletter. You provide really useful up to date information.

I have just spent some time looking at some of the links from your 'Future Ability Update'. I just wanted you to know that I really appreciate these emails. They are so full of information, Thank you for your work!

6.2.1 Discussion

Since the establishment of the weekly newsletter Weekly update on the NDIS, there has been a continual increase in subscriptions. The continuing positive feedback indicates that this is a useful resource for stakeholders, providing valuable and up-to-date information on disability and the NDIS, and linking the CALD community sector with the NDIS and the disability sector.

6.2.2 Recommendation

25. Work with the NDIA to provide NDIS and CALD-specific information to an increasing audience by circulating the FutureAbility project's weekly newsletter "Weekly update on the NDIS" nationally.

7

Recommendations

The recommendations highlighted throughout this report have been summarised below against the five priority areas of the NDIA 'Cultural and Linguistic Diversity Strategy 2018'.

1. **Engage with communities**
2. **Make information about the NDIS accessible**
3. **Increase community capacity and broaden consumer choice**
4. **Improve our approach to monitoring and evaluation**
5. **Enhance cultural competency within the NDIA and our partners in the community.**

Review of the recommendations could provide guidance in the development of the *NDIA CALD Strategy Implementation Guide*.

Priority Area One: Engage with communities.

Engaging people with disability from CALD backgrounds for the purpose of understanding the NDIS requires:

1. A sound knowledge of the NDIS, its key concepts and principles
2. A strong connection to community
3. In-language supports.

Educating and building the capacity of CALD communities to understand, navigate and engage with the NDIS through education, employment and partnerships will be key to success. This report has evidenced the existence of strong relationships between SSI and CALD communities.

Key Stakeholder Engagement

Recommendations 1 and 2 acknowledge the significant contribution the 'DiverseAbility: NDIS Inclusion' conference played in bringing together various stakeholders to identify and problem-solve barriers to access and delivery of NDIS services in CALD communities.

1. Develop the 'DiverseAbility: NDIS Inclusion' conference into a national yearly event to continue the conversations.
2. Continue the Solution Hub activities to facilitate ongoing engagement with key stakeholders: NDIA, LAC, disability providers, ethno-specific and multicultural organisations and people with disability from CALD backgrounds, their families and carers.

Rationale: Future strategy development should consider leveraging existing platforms with a record for delivering NDIS outcomes. The 'DiverseAbility: NDIS Inclusion' conference provided significant data and input from key stakeholders to the NDIS and CALD community

conversation. Continuity of the event and widening the access to other states and territories would continue to provide governments, policy makers and service providers with insights into CALD communities and barriers to their access to the NDIS. These discussions and solutions should continue to be drawn upon to shape and guide policy, refine strategies and achieve the outcome of increased participation of CALD participants with disability in the NDIS.

CALD Community Engagement

Recommendations 19 and 21 speak to developing specific engagement strategies for CALD communities and suggest that CALD service providers are well placed, through a strong connection to their communities, to develop specific and tailored strategies to engage with their community and provide culturally appropriate NDIS information and support. The third recommendation suggests that readily available data is necessary to inform the engagement strategies and their success in reaching the target audience.

19. Support and utilise SSI's knowledge of CALD communities to continue to develop unique and effective engagement strategies and activities, such as the in-language theatre and radio campaigns to inform and educate CALD communities about disability and the NDIS.

21. Trial other engagement strategies for the Vietnamese community e.g. theatre

22. The NDIA collect ethnicity data and regularly report on TIS utilisation data by language, jurisdiction and enquiry type.

Rationale: SSI has demonstrated that their understanding of CALD communities and how to engage with them can lead to innovative and successfully targeted engagement strategies. The use of theatre, for example, to educate Greek, Italian and Macedonian communities reached an audience of 2,400, improving those communities' understanding of disability and the NDIS. It should also be noted that this data could be strengthened further by tracking participants' access to, and engagement with, the Scheme, post-attendance at information sessions and events.

NDIA and Partners in the community

The FutureAbility activities repeatedly identified the need for a consistent point of contact for participants from CALD backgrounds. The following recommendations address this need:

6. Implement dedicated CALD Support Coordination within the NDIS.

7. Include CALD Support Coordination in all plans for people of CALD backgrounds requiring assistance for at least the first year to assist with navigating the Scheme and building the capacity of the participant to understand choice and control.

8. Establish the CALD sector's capacity to be the consistent point of contact for participants from CALD backgrounds. Specialist CALD LAC and Support Coordination could provide this contact.

9. Provide NDIS training to members of CALD communities to undertake NDIS activities (assessment, planning, and service delivery).

10. Create funded CALD LAC partners who are able to engage with the CALD community and support potential participants in-language and in-culture.

13. Employ dedicated bilingual NDIA, LAC and Support Coordinators.

16. Invest in training people from CALD backgrounds to enter the NDIS workforce as Planners, Assessors and Support Coordinators to support CALD people with disability to engage with the Scheme.

Rationale: People with disability from CALD backgrounds require culturally appropriate, in-language support to access and participate in the NDIS. Up-skilling members of CALD communities to engage with them, and to coordinate supports through capacity building activities, should be considered as a valid strategy for engagement.

Priority Area Two: Make information about the NDIS more accessible.

The FutureAbility Project's activities identified a number of actions relating to accessibility of information about the NDIS in languages other than English. This project has identified a number of key areas where information can be improved, broadened and distributed more widely. In addition, making accessible information available in a variety of formats, mediums and in a number of places where people meet, will improve the readability and accessibility of the information.

3. Continue the development of in-language information resources on disability and NDIS across more languages.

4. Broaden the in-language content to focus on explaining in simple language the insurance (welfare) approach, the interface between the NDIS and other sector/systems and what to expect at each stage of the process.

5. Improve access on the NDIS website that link participants to the pages: 'Is English not your first language?' These pages are difficult to find and could be improved by a link on the home page.

11. Develop and distribute in-language explanation of roles and responsibilities of other sectors and the intersection with the NDIS.

12. Improve CALD access to the NDIS website and include more easily accessible in-language information.

18. Continue the format of NDIS in-language information sessions across more languages and more sites nationally.

20. Provide more information sessions in Arabic and Chinese.

23. The SBS radio campaign should be broadcasted nationally and for at least up to 2020 when the NDIS is expected to be fully rolled out .

25. Work with the NDIA to provide NDIS and CALD-specific information to an increasing audience by circulating the FutureAbility project's weekly newsletter "Weekly **update on the NDIS" nationally.**

Rationale: Australia's diverse culture includes over 300 different spoken languages, resulting in one in five people speaking a language other than English at home. For people from CALD backgrounds, understanding the significant shift of disability services to an insurance-based scheme requires effective and repeated communication that is both linguistically and culturally appropriate. Other strategies to distribute information should also be considered.

Examples identified through FutureAbility activities were:

• NDIA website update with more in-language information

• In-language information/flyers available in community venues

• In-language information sessions.

Priority Area Three: Increase community capacity and broaden consumer choice

The FutureAbility Project's focus is on building capacity and knowledge of CALD communities about the NDIS. However, there is an opportunity for SSI to expand the delivery of the workshops on the "Fundamentals of culturally responsive practice in a disability setting" and "Engaging and maintaining relationships with CALD communities" more broadly to other regions, states and government departments e.g. Health, Housing, Transport, and NDIS registered providers. The evaluation results showed well-designed and presented workshops and training, with consistent improvements in knowledge and understanding across cultural competency, NDIS and disability that could be easily reproduced for other audiences.

Priority Area Four: Improve our approach to monitoring and evaluation

The difficulties people from CALD backgrounds experienced when trying to understand and negotiate the service system was clearly expressed in this project. This also includes the differing roles of government and non-government agencies. However, further research, data collection, monitoring and evaluation are required to understand the extent and type of barriers experienced. Platforms like the "DiverseAbility" Conference and Round Tables could be leveraged when drafting an approach to monitoring and evaluation of the effectiveness of CALD engagement with the NDIS.

Priority Area Five: Enhance cultural competency within the NDIA and our partners in the community

The key recommendations outlined in this report build upon the skills, capabilities and connections that SSI utilise to ensure their workforce reflects the diversity of their client group. They have the skills, knowledge and awareness of diverse communities required to develop appropriate cultural competency training for organisations, the NDIA and partners in the community. The following recommendations build upon the expertise and connections of SSI:

12. Provide increased and ongoing training for:
    - CALD NDIS participants to use computers: NDIS portal, Self-Management, engaging service providers
    - Other sectors (GPs, TIS, Centrelink, health professionals, advocacy groups): NDIS, Eligibility
    - CALD communities: NDIS, support coordination.

14. Strengthen CALD advocacy organisations to understand the NDIS and provide informed advocacy support when required.

15. Initiate CALD Disability Peer Networks

17. Consider the national rolling out of "Fundamentals of culturally responsive practice in a disability setting" and "Engaging and maintaining relationships with CALD communities" training to all LAC, support coordination, NDIS and disability organisations nation-wide.

24. Continue to develop staff training modules for CALD and mainstream organisations operating in and around the NDIS, to increase their knowledge of the NDIS, disability and NDIS and CALD disability issues (now 26).

Rationale: The FutureAbility Project has shown the capabilities of CALD organisations to engage, educate and build the capacity of CALD communities around key NDIS concepts, using a range of engagement strategies and activities. CALD organisations should be approached by the NDIA to assist in building the cultural competency within the NDIA, LACs and their partner disability organisations in the community.

8

Conclusion

The FutureAbility Project deployed by Settlement Services International (SSI), undertook a series of unique and effective engagement strategies to improve access to the National Disability Insurance Scheme (NDIS) for people with disability from Culturally and Linguistically Diverse (CALD) backgrounds. SSI's expertise and reach to CALD communities has enabled us to use targeted and suitable approaches to educate these communities about the NDIS, and stakeholders about the needs of CALD people who have a disability. Continuation and expansion of these activities will ensure the momentum gained is not lost, and the successful engagement and education processes are built upon.

The outcomes and findings of this report align well with two key NDIS documents: 'Improving the NDIS Participant and Provider Experience' and the 'Cultural and Linguistic Diversity Strategy 2018'.

The NDIA recognises in these documents that participants may need additional assistance, not only to navigate the pathways but also to ensure that the information provided is culturally sensitive and accessible.

Findings from the FutureAbility activities evaluated in this report provide further evidence and reinforce the need for:

- Tailored participant pathways through a consistent point of contact
- Clarification on the roles of the broader system of supports for people with disability
- Clear in-language accessible information in a variety of formats and mediums
- Engagement with CALD communities
- Strengthening of CALD communities to access and participate in the NDIS.

The FutureAbility Project has provided a strong framework to support CALD communities to have a deeper understanding of the NDIS. A strong CALD disability sector is required to provide broader choice for NDIS participants to participate in the Scheme. Ongoing support for activities undertaken within the FutureAbility Project will require an investment in funding and continued commitment to engage with and listen to culturally diverse communities to ensure that the outcomes already achieved are realised as the NDIS rolls out nationally. SSI is a strong contributor and partner in ensuring the diversity of participants accessing it.

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FutureAbility Stage 2 Project Report
APPENDICES

Appendix 1:
Summary of FutureAbility Project Achievements

FutureAbility Stage 1 (2015-2016)

1 Launched project by Minister for Ageing, Minister for Disability Services, and Minister for Multiculturalism, the Hon J Ajaka in November 2015. Attendees 140

2 Developed FutureAbility project Advisory Group with broad representation from CALD and disability sectors in NSW.

3 Completed 2 Scoping Studies: CALD Sectors' readiness to the NDIS and extent of disability in CALD communities in NSW.

4 Developed and launched the FutureAbility CALD Disability DataCube for NSW. https://www.ssi.org.au/services/futureability-datacube

5 Presented at national conferences including National Disability Services "Diversity In Disability, FECCA national conference, Multicultural Women's Conference, and various forums and interagencies.

6 Delivered 24, half day Community Education Sessions (CES) to 13 language groups with 274 attendees. Delivered in language by SSI bilingual disability staff.

7 Delivered 5 full day workshops on Disability and the NDIS for the CALD Service Sector in NSW that averaged an attendance of 20-25 CALD organisations per workshop. Total 125 attendees.

8 Provided one-on-one support to 16 CALD organisations to conduct self-assessments and action plans to operate successfully under the NDIS.

9 Distributed $800,000 in Business Development Initiatives (grants) to a total of 16 organisations in NSW (five ethno-specific and 11 multicultural organisations) to become NDIS ready.

10 Developed 36 Policies and Procedures for use by CALD organisations to enable their effective operation under the NDIS.

11 Coordinated and delivered NDIS sessions to SSI partners (eg MRCs), senior management and Board.

12 Produced and issued 42 weekly newsletters to over 300 subscribers.

13 Developed strong relationships and partnerships with CALD and mainstream disability organisations eg, MRCs, My Choice Matters, National Disability Services, NDIA.

14 Invited onto NDIA's national CALD NDIS Reference Advisory Group and contributed to the development of the national CALD NDIS Strategy and Action Plan.

15 Evaluated and published final report of FAi project https://www.ssi.org.au/images/stories/documents/FutureAbility/FutureAbility_Report.pdf

Total achievements. FutureAbility Stage 1 Project
540 attendees
24 session
5 workshops
42 editions
300 subscribers
60 areas,
14 languages
30 partnerships
2 Scoping Studies
1 CALD Disability DataCube
36 Policies & Procedures
distributed $800,000 to 16 CALD orgs

FutureAbility Stage 2 (2017-2018)

1. State Conference
50 speakers, 28 concurrent sessions, 3 Solutions Hubs, 10 partnerships, 230 attendees.

2. Regional Round Table Discussions
9 sessions (Roundtables), 9 areas/regions, 8 partnerships, 548 attendees.

MRC/Area	Date	Number
Community MRC - Parramatta	30/11/17	103
Norhtern Settlement Services - Newcastle	29/11/17	70
SydWest MCS - Blacktown	21/11/17	48
Macarthur Diversity Services Initiative - Campbelltown	07/12/17	76
West Syd MRC	14/11/18	50
Metro Assist - Lakemba	18/12/17	60
Sydney MCS - Maroubra	01/02/18	44
Advance Diversity Services - Hurstville	21/02/18	57
SydWest MC Services - Penrith	08/03/18	40
TOTAL Average = 60.8 people/roundtable		548

3. Workshops for NDIA, LAC and Disability Providers

30 sessions (9 x Workshop 1, 129 ppl and 9 x Workshop 2, 111 ppl, 12 x full day workshop 143 ppl), 3 partnerships, 21 areas, 382 attendees.
(see Figure 22)

4. In-Language Theatre Plays

3 plays, 3 languages, 36 performances, 3 partnerships, 10 areas, approx. 2623 attendees.
(see Figure 39)

5. Sessions on CALD Disability & the NDIS to SSI Service Units

10 sessions, 7 areas, 10 partnerships, 170 attendees.

SSI Service/Program/Partner organisation	Date
SSI HSS - Parramatta (15)	06/10/17
SSI Out Of Home Care (26)	18/10/17
SRSS - Bankstown (13)	26/9/17
SSI Housing - Bankstown (22)	16/10/17
SydWest Multicultural Services – Blacktown (21)	28/9/17
Refugee Youth Network- Rockdale (13)	22/9/17
Ignite - Marrickville (5)	17/10/17
SSI HSP Parramatta (5)	24/01/18
SSI SRSS - Parramatta (24)	21/11/17
Community Hubs - schools West Syd (25)	22/1/18
TOTAL: Sessions = 10 Average = 16.9 attendees per session	169

6. In-language NDIS sessions

25 sessions, 13 areas, 14 languages, 8 partnerships, 387 attendees.

MRC	Languages for NDIS Sessions	Total
Advance Diversity Services	Bangladeshi Rockdale [13], Nepalese Rockdale [12]	25
Community MRC	Arabic Parramatta [27], Burundi Fairfield[11], Somali Parramatta[16], Kinyarwanda Parramatta [11]	65
Macarthur DSI	Tongan Ingleburn [16], Bangladeshi Ingleburn [5], Hindi Minto [9]	30
Metro Assist	Bengali Lakemba (30) Arabic Bankstown [11] Rohingya Lakemba [7]	48
SydWest Multicultural Services	Arabic Mt Druitt [18], Farsi Penrith [9], Hindi Blacktown [3], Nepali Blacktown [16] Hindi Glenwood [50]	96
Syd Multicultural Services	Bengali Maroubra [2] Indonesian Maroubra [7]	9
Northern Settlement Services	Arabic (27), Hindi [13], Burundi [14] all in Newcastle	54
Community MRC	Mandarin Parramatta [16]	16
Community MRC	Arabic Parramatta [40]	40
CORE	Vietnamese Fairfield [4]	4
TOTAL Average = 15.3 people per session		387

7. SBS Radio Campaigns

13 languages, 5 segments each, 12 months, 1 partnership, 300,000+ listeners.

8. SSI FA Weekly NDIS Newsletter

Total 121 editions since beginning on 8/2/16; at 850 subscribers– increase of 596% since first issue.

Total achievements. FutureAbility Stage 1 Project
4,340 attendees
170 sessions
60 areas
18 languages
121 editions
850 subscribers
300,000+ listeners
30 workshops
42 partnerships

Appendix 2:
Program of Conference

DiverseAbility
NDIS Inclusion CONFERENCE 2018

Thursday 19 April 2018
Morning

8.30am • Registration

9.15am • PLENARY Session Facilitated by Yasmin Farhart (1 hour and 25 minutes)

Welcome to Country, Uncle Greg Simms

Welcome by Elisabeth Shaw, Chair, Settlement Services International

V Samuela, My NDIS Journey

Scott McNaughton, General Manager Participant Pathway Design, NDIA

The Hon Ray Williams, MP, Minister for Multiculturalism, and Minister for Disability Services

Quang Nguyen, My Story

10.40am • Morning tea (30 minutes)

11.10am • CONCURRENT Sessions (1 hour and 30 minutes)

1. NDIS Accessibility Lennox Room 1	2. NDIS Accessibility Lennox Room 2	3. Cultural Responsiveness Lennox Room 3	4. Evidence-based Practice & Response Madison Room
CALD parent's experience with the NDIS CALD carer *Bala Adhikaris*	Return to driving - Jubran's story CALD ambassador *Jubran Eesee*	Koorana CAM: Client Access Manager Koorana *Helen Wilkinson and Kathy Canty*	Disability Entrepreneurship in Australia: Preliminary insights into the IgniteAbility program University of Technology Sydney *Professor Jock Collins and Professor Simon Darcy*
NDIS sector readiness for CALD service delivery DiverseWerks and Multicultural Development Australia *Pino Migliorino and Mitra Khakbaz*	The Hills Support Group: Establishing a carers group to access services and the NDIS SSI Ability Links *Sonal Chatrah*	Layla's story - How responsive is the NDIS? MetroAssist *Lou Bacchiella and Atef Hamie*	Evaluation of SSI Ability Links program SSI Ability Links *Jade Maloney, Director ARTD Consultants and Ebad Amid*
Aiming for practices that meet the needs of CALD clients: challenges and ways forward SydWest Multicultural Services *Alan White and Mereline Muriwa Rarami*	Accessing NDIS - a community perspective from Arabic speaking community in the Hunter Northern Settlement Services *Sundus Ameen and John Biswas*	Opportunities and challenges for CALD carers in the NDIS Carer's NSW *Tom Hinton*	Bridging the Gap: experiences of people from CALD communities and accessibility to the NDIS Advance Diversity Services *Thushara Senaratna, Charlotte Smedley and Ayah Wehbe*
NDIS Access for Arab Australians Arab Council Australia *Robyn McEwan Alswir*	Accessibility, navigation and participation in the NDIS for people from CALD backgrounds with disability Chinese Australian Services Society *Ivan Wong and Eva Liu*	How are newly arrived refugees experiencing the process of gaining NDIS services they need? NSW Refugee Health Service *Natasha Reid*	CALD Parenting and Disability - Benefits and burdens of living in Australia Community Migrant Resource Centre *Mira Mitrovic and Shirin Mosaferi*
Q&A	Q&A	Q&A	Q&A

12.40pm • Lunch (1 hour)

Diverse**Ability**
NDIS Inclusion CONFERENCE 2018

Thursday 19 April 2018
Afternoon

1.40pm • CONCURRENT Sessions (1 hour and 20 minutes)

1. Children Lennox Room 1	2. Innovation Lennox Room 2	3. Planning, Partnerships & Capacity Building Lennox Room 3	4. Learning & Development Madison Room
Making NDIS work for CALD children with disabilities in foster care SSI Multicultural Out of Home Care *Kathy Karatasas*	Befriending scheme for adults with disability fostering friendships and access to mainstream activities. Gig Buddies *Matthew Collins and Tony Giles*	The evolution of support planning strategies for the NDIS and the role of trust when working with CALD communities Multicultural Disability Advocacy Association *Alicia Rodriguez and Daniela Correia*	CALD positioning: Organisation in the new environment training package Macarthur Disability Services *Maria Poulopoulos*
Positive success stories and outcomes for children from CALD backgrounds accessing NDIS SDN Children's Services *Jyoti Timilsina and Selina Oum*	Tapping into passion - Ignite Ability Small Business Start Ups SSI IgniteAbility project *Merenia Marin*	A Jewish caring response to the planning and development of services around the NDIS Jewish Care *Suzi Parker*	Travel training as a critical linkage service Easylink Community Services *Kristine Pedler*
Tools to support culturally and linguistically diverse (CALD) families and communities caring for children who learn and behave differently Positive partnerships *Emma Dresens*	From passive to innovative: learnings from supporting CALD community group transition to NDIS - Northern Sydney region Northside Community Forum *Xue (Snow) Li and Hideki Yamaguchi*	A Planned Approach: Towards Cultural Competency St Vincent De Paul Society *Erin Crockford*	The benefits of a multilingual easy to use digital platform Tecuris - Digital Platform *Shaun Palmer and Alexandra Gonzalez*
Q&A	Q&A	Q&A	Q&A

3.00pm • Afternoon tea (20 minutes)

3.20pm • SOLUTIONS HUBS (1 hour)

Issues and solutions related to CALD Access to the NDIS

Hub 1 - for CALD people with disability and carers Lennox Rooms 1 & 2	HUB 2 – for CALD organisations Madison Room	HUB 3 – for LAC, NDIS & disability providers Lennox Room 3	

4.20pm • Report back from SOLUTIONS HUBS Facilitated by Thomas Kuzma (30 minutes)

4.50pm • Closing remarks • Georgia Zogalis, Manager FutureAbility, Settlement Services International (10 minutes)

5.00pm • Close

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Venue: Novotel Parramatta
www.diverseability2018.com.au

Appendix 3:
Workshops flyer

FutureAbility
Multicultural communities getting NDIS-ready

WORKSHOPS

Engaging Culturally & Linguistically Diverse Communities in the NDIS

Workshop 1 (1/2 Day): Fundamentals of Culturally Responsive Practice in a disability setting

Workshop 2 (1/2 Day): Engaging & maintaining relationships with CALD communities

DATES & LOCATIONS:
Across 8 regions, between February and May 2018.
Please see next page for schedule

REGISTER:
Please register via this Eventbrite link.

MORE INFORMAITON:
Pascale Pias ppias@ssi.org.au

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Are you a **Local Area Coordinator** for the NDIS, a staff member of the **National Disability Insurance Agency** or a **Disability Service Provider**? Do you have an interest in Culturally and Linguistically Diverse Communities (CALD) and how culture affects perceptions of disability?

Settlement Services International (SSI), through its **FutureAbility** project, will be offering specific training about culturally and linguistically responsive practices to increase the participation of CALD communities to the NDIS.

The training is divided **in two half-day workshops** designed to equip people already working in the disability sector with the tools to apply a complex understanding when working with people with disability from CALD backgrounds, as well as developing strategies to optimise the reach and quality of disability services under the NDIS for CALD participants.

Why attend?
With the NDIA estimating that 20% of eligible NDIS participants will be from a CALD background and recent data showing that people with disability from CALD communities are four times less likely to access support services, the need for a workforce with sound cross-cultural capabilities to understand the influence of culture in disability issues is greater than ever.

Who can attend?
LAC and NDIA personnel, Government / not-for profit Disability Service Providers

Cost:
Free for LAC and NDIA personnel; $50pp (+booking fee) per half day workshop for others

t: (02) 8799 6700 | **e:** info@ssi.org.au | Level 2, 158 Liverpool Road, Ashfield NSW 2131 | **www.ssi.org.au**

About SSI

SSI is a community based not-for-profit organisation providing a range of services in the areas of refugee settlement, migrant support services, asylum seeker assistance, housing, multicultural foster care, disability support, employment services and youth support in NSW.

The FutureAbility project was funded to help increase the disability sector's understanding and engagement with CALD communities, and increase participation to the NDIS by people with disability from CALD backgrounds.

Content

Workshop 1 (1/2 day):
Fundamentals of Culturally Responsive Practice in a disability setting

1) A framework for understanding culturally responsive practice
2) The importance of self-reflection in identifying the impact of our own cultural beliefs, values, assumptions and unconscious bias
3) The role of intersectionality in person and family centred practice
4) Understanding alternative explanatory models and world views on disability by different groups

Workshop 2 (1/2 day):
Engaging & maintaining relationships with CALD communities

1) Planning for engagement with CALD communities
2) Models for community engagement
3) Practical strategies for community engagement
4) Maintaining engagement
5) Using the FutureAbility DataCube to locate people with disability from CALD background by geographical area
6) Accessing and using interpreters
7) Overview of the "Ethnic Affairs" field / structure in Australia
8) Overview of roles of different CALD organisations and how to reach them

Region	Venue	Workshop 1	Workshop 2
Campbelltown	Macarthur Diversity Services Initiatives Activity Room3, Ground Floor City Centre Building 171-179 Queen Street, Campbelltown	Thursday 01/02/18 9.30am-1pm	Thursday 01/03/18 9.30am-1pm
Rockdale	Rockdale Library Room 3.2, 444-446 Princess Hwy, Rockdale	Friday 02/02/18 9.30am-1pm	Tuesday 10/04/18 9.30am-1pm
Maroubra	Lionel Bowen Library and Community Centre HACC Facility, Level 3, Room 5 669-673 Anzac Parade, Maroubra	Wednesday 07/02/18 10am-1.30pm	Wednesday 07/03/18 10am-1.30pm
Blacktown	SydWest Multicultural Services Level 2, 125 Main St, Blacktown	Tuesday 20/02/18 9.30am-1pm	Tuesday 20/03/18 9.30am-1pm
Newcastle	Lifeline Hunter Central Coast Newcastle Training Centre 12 Maitland Road, Islington	Wednesday (Workshop 1 & 2) 21/02/18 9.30am-4.30pm	
Bankstown	SSI Bankstown Training Room 2 2/462 Chapel Road Bankstown	Tuesday 27/02/18 9.30am-1pm	Tuesday 27/03/18 9.30am-1pm
Booked out: Parramatta	SSI Parramatta Level 1, 81 George Street, Parramatta	Tuesday 6/3/18 9.30am-1pm	Thursday 12/4/18 9.30am-1pm
Booked out: Lismore	*Social Futures Training Room, 256 Molesworth St, Lismore*	*Tuesday 22/5/18 (Workshop 1 & 2) & Wednesday 23/5/18 (Workshop 1 & 2) 9.30am-4.30pm*	

Appendix 4:
Flyer for CES

FutureAbility
Multicultural communities getting NDIS-ready

Community Education Session on the NDIS –
In **Arabic**

Do you have a disability or care for someone who does?

Do you want to find out more about the National Disability Insurance Scheme (NDIS) and how it can support you?

DATE:
Friday
13th April 2018

TIME:
10:30am – 12:00pm

LOCATION:
SydWest – Mount Druitt Hub
9 Ayres Grove, Mount Druitt
NSW 2770

If so, then you don't want to miss this Community Education Session sponsored by the **FutureAbility Project** of **Settlement Services International** (SSI), organised by **SydWest Multicultural Services** and presented by trained members of the community. The session will be held in **Arabic** and will cover:

- What is the National Disability Insurance Scheme-NDIS?
- Who can access the NDIS?
- How to access the NDIS?
- What does pre-planning, planning, implementation and review mean?
- Who to contact

This session is designed for people with disability from Arabic speaking backgrounds, their family and carers.

Refreshments upon arrival and lunch after the session will be provided.

For more information or to reserve a place, please contact:

Lauraine Steward T: 9621-6633

Mervat Altarazi T: 9625-0455

SydWest
Multicultural Services
Connecting cultures. Building community.

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international

Appendix 5:
Program for the Round Tables

FutureAbility SSI settlementservices international
sydney mcs — sydney multicultural community services

Multicultural communities getting NDIS-ready

PROGRAM

REGIONAL ROUND TABLE DISCUSSION
1st February 2018
10am to 1pm
Level 3, Lionel Bowen Library and Community Centre,
669-673 Anzac Parade, Maroubra NSW 2035

Welcome: By local MRC delegate

1   A word from a local person with disability from a CALD backgrounds
2   A word from local LAC/NDIA rep
3   A word from SSI/FA rep

5   **Purpose of the Round Table Discussions:**
- To bring together and initiate dialogue between key stakeholders: LAC, NDIA and disability providers with local people with disability from CALD backgrounds, CALD leaders and organisations.
- To help increase access to the NDIS and LAC by CALD communities

6   **Session Outline:**
6.1 Each table will consist of representatives from all local stakeholder groups: people with disability from CALD backgrounds, CALD leaders and organisations, LAC, NDIA and disability providers.

6.2 Each table is required to:
- ✓ Come up with up to 6 main issues per table
- ✓ Come up with solutions to the 6 issues identified by table participants
- ✓ Identify who needs to take what action on these issues
- ✓ Recommendations to be made to the NDIA to improve access by CALD communities
- ✓ Report to the main group the above.

6.3 Roles of Round Table stakeholders:
- ✓ CALD PwD: to share their experiences with the NDIS
- ✓ LAC, NDIA, disability providers to share experiences with working with people with disability from CALD backgrounds
- ✓ Facilitator is to facilitate the discussion
- ✓ Scribe is to record the discussion

7.   **BREAK: morning tea**
8   **Report back of each tables recommendations to the main group**
9   **LUNCH**

Round Table Discussion points/questions
For CALD PWD/Carers:
a)   What do you know about the NDIS?
b)   How did you hear about the NDIS?
c)   Have you or your family member been effected by the introduction of the NDIS?
d)   Briefly, what was your experience with the NDIS and LAC and what happened?
e)   What would you like to see to improve your experience with LAC and NDIS?

For LAC / NDIA
a)   What have been your experiences with assessing PWD from CALD seeking an NDIS package?
b)   Have you experienced any issues or processes that require refining to improve access to the NDIS by CALD communities?
c)   What is needed to improve the experiences to the NDIS by people with disability from CALD backgrounds.

The Scribe is to record the recommendations from this table and report back to the main group

---

Appendix 6
Posters of each theatre play

Australian Macedonian Theatre of Sydney
Австралиско македонскиот театар од Сиднеј
Presents   Прикажува

Written by **Dushan Ristevski**
Directed by **Stefo Nantsou**

MY SUNSHINE
СОНЦЕ МОЕ

Текст на **Душан Ристевски**
Режија на **Стефо Нанцу**

HURSTVILLE
Civic Theatre
Hurstville Entertainment Centre
MacMahon Street, Hurstville
Saturday - 4 November, 7 pm
KOGARAH
St George Bank Auditorium
4-16 Montgomery St Kogarah
Sunday - 5 November, 2 pm & 7 pm
BANKSTOWN
Bankstown Polish Club
1 East Terrace Bankstown
Saturday, 11 November, 2 pm & 7 pm
WOLLONGONG
Sun Lounge Function & Reception Centre
8-14 Stewart Street, Wollongong
Saturday, 25 November, 6 pm

All venues are wheelchair accessible

Starring:
Valentina Apostolovska
Vasko Srbinovski
Javorka Kotevska
Zoran Gulabovski
Mena Ristevska
Tatjana Neskovska
Antonio Neskovski
Nikola Apostolovski
Stefo Nantsou

Tickets: $20 and $10 Concession
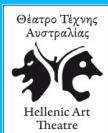Bookings and Further Information
0425231335

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FutureAbility
Multicultural communities getting NDIS-ready

Settlement Services International
and Hellenic Art Theatre

present

Brushstrokes of Life

In Greek with English subtitles

Shortplays by:
Helen Papafilipou
Melba Papas

Directed by:
Stavros Economidis

Produced by:
Evelyn Tsavalas

13 April - 6 May 2018

12 performances
Fridays & Saturdays 8pm
Sundays 5pm
Greek Theatre - 'Mantouridion'
Addison Road Community Centre
36/142 Addison Rd, Marrickville

tix   0413 989 007   9519 8104
www.hellenicarttheatre.com.au

'Brushstrokes of Life', a collection of short plays depicting Greek Australian families and the issues they face living with disability. Stroke by stroke, the challenges they live with are improved through the support available from the National Disability Insurance Scheme (NDIS), helping them lead more meaningful and ordinary lives.

Sponsored by SSI FutureAbility Project: Multicultural communities getting NDIS ready
www.ssi.org.au