

FutureAbility

Multicultural
communities
getting
NDIS-ready



FutureAbility
PROJECT REPORT
2016

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Acronyms used in this report

ABS	Australian Bureau of Statistics
ADHC	Ageing, Disability and Home Care
BDI	Business Development Initiatives
CALD	Culturally and Linguistically Diverse
DPO	Disabled People's Organisation
ECSC	Ethnic Community Services Co-operative
HACC	Home and Community Care
IDF	Industry Development Fund
ILC	Information, Linkages and Capacity Building
LHD	Local Health District
LOTE	Language Other Than English
LGA	Local Government Area
MDAA	Multicultural Disability Advocacy Association of NSW
MESC	Major English Speaking Countries
MRCs	Migrant Resource Centres
NDS	National Disability Services
NDIA	National Disability Insurance Agency
NDIS	National Disability Insurance Scheme
NEDA	National Ethnic Disability Alliance
NES	Non English Speaking
NSW	New South Wales
NSW DSS	New South Wales Disability Service Standards
SDAC	Survey of Disability, Ageing and Carers
SSI	Settlement Services International
TPV	Third Party Verification
UNCRPD	United Nations Convention on the Rights of Persons with Disabilities

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The information and views contained in this report and its recommendations are a result of the learnings from the FutureAbility project and do not necessarily reflect the views held by the FACS, ADHC or the NSW Government.

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Violet Roumeliotis
Chief Executive Officer

Executive summary

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

In line with SSI's strategic vision to build social and economic participation and assist individuals and families to reach their full potential, SSI identified the need to address a gap in the implementation of the NDIS and ensure that people with disability from CALD backgrounds were provided with opportunities to exercise more choice and control over the supports they receive under the NDIS.

Funding was sought from FACS, ADHC to implement FutureAbility: Multicultural Communities Getting NDIS Ready. A number of resources were sought from the Industry Development Fund (IDF) established in 2009-10 to support initiatives and develop the non-government sector to achieve an integrated, efficient, innovative and robust disability service system (IDF, 2017a).

The project was governed by two committees:

1. A steering committee comprising FACS, ADHC and SSI executive representatives that met quarterly from September 2015 to December 2016. The role of the steering committee was to oversee the implementation of the FutureAbility project, ensuring it met its contractual requirements and delivered on its expected outcomes;
2. The FutureAbility Advisory Group, comprising a range of critical players representing key organisations with strong experience and expertise in the disability and CALD service sectors. The advisory group was formed when the scoping phase was completed in September 2015. The role of the advisory group was to provide expert advice to FACS, ADHC and SSI. It had no decision-making capabilities.

SSI conducted the multi-phased FutureAbility project—which was designed to support the development of culturally appropriate support and information; to support CALD organisations to enter or transition into the disability service system; and to develop a more diverse disability service system that will be

more responsive to people with disability from CALD backgrounds in NSW and increase CALD communities' knowledge of and participation in the NDIS.

The four phases of the project included:

- **Phase one:** Conduct two scoping studies – CALD service sector and CALD disability data;
- **Phase two:** Review NDIS and industry tools for CALD service sector suitability;
- **Phase three:** Support the CALD service sector to enter or transition to the NDIS;
- **Phase four:** Educate CALD communities on the NDIS and disability issues.

Phase one of the project consisted of the conduction of two scoping studies providing a detailed snapshot of the status of the CALD service sector in its readiness to provide supports within the NDIS and the nature and extent of disability in CALD communities across NSW. The results from the studies have provided evidence of the type of services and supports that are currently in place for people with disability from CALD backgrounds and their families and carers, and identifies the issues, needs and gaps that need to be addressed in order to optimise the cultural responsiveness of the NDIS.

The snapshot is based on feedback provided by multicultural and ethno-specific organisations and groups, mainstream disability service providers via online surveys and stakeholder consultations, and from the compilation and analysis of an extensive number of relevant data sets to determine the prevalence of disability in CALD communities in NSW.

From the data compilation and analysis, the FutureAbility project developed an interactive tool, the FutureAbility DataCube, to estimate the prevalence and types of disabilities by ethnicity and to help determine the need for services and support in this population group. The FutureAbility DataCube is a unique resource that takes into account the intersection of disability and ethnicity data to inform policy and service design and delivery of the NDIS.

Phase two of the project involved reviewing available industry tools based on relevance and applicability to multicultural and ethno-specific organisations and groups. This phase was not implemented as planned due to time and resource limitations – the tools being long developed and tested by NDS to specifically support disability service providers.

Phase three entailed providing support to the CALD service sector in NSW to enable it to become NDIS ready through a number of strategies:

- Designing and implementing a comprehensive information, education, promotion and awareness raising program (through a series of five one-day forums) for ethno-specific and multicultural organisations and groups across NSW to increase their knowledge and build capacity to prepare them for their future under the NDIS;
- Guiding and supporting ethno-specific and multicultural organisations and groups through the transformation process, including conducting self-assessments, identifying priorities, and drafting NDIS development and action plans, and through one-on-one support from the NDS Sector Support Consultants to become NDIS ready and enter the disability service system as equal partners;
- Distributing Business Development Initiatives (BDI) grants to 16 ethno-specific and multicultural organisations and groups to assist them to become NDIS ready;
- Developing and distributing 36 policies and procedures enabling CALD organisations to operate more effectively under the NDIS;
- Developing and disseminating to the CALD service sector a weekly electronic newsletter with the latest information on disability and the NDIS.

Phase four strategies targeted people with disability from CALD backgrounds and their families, carers and communities to increase their understanding and utilisation of the NDIS and knowledge about disability, including:

- Designing and conducting 24 in-language education, promotion and awareness raising sessions for 13 language groups 2 topics each (totalling 276 people across NSW) to increase their knowledge of disability issues and how to access and use the NDIS;
- Presenting the sessions using bilingual disability staff employed by SSI along with professional interpreters for the sessions delivered by MDAA and ECSC;
- Collecting and distributing information on the NDIS and disability issues in language, where available, and translating information in languages that were not available through other channels;
- Advertising and public relations in 12 languages to raise awareness of the information sessions.

Summary of key findings

It is estimated that 10 per cent of people with disability in Australia are expected to be eligible for funded supports under the NDIS (NDIA, 2015), 25 per cent of these people will have been born overseas and 14.8 per cent born in Non-English Speaking (NES) countries (SDAC, 2012).

While people from CALD backgrounds have a similar level of disability to Australian-born people, for every 100 Australian-born service recipients there were only 15 overseas-born recipients of specialist disability services (Zhou, 2015). In the NDIS trial sites, only 4.3 per cent of those approved for an NDIS package in 2015 identified as being from a CALD background (NDIA, 2015).

People with disability from CALD backgrounds are therefore noticeably under-represented in the existing disability service and support systems in Australia. If a cornerstone of the NDIS is to provide a truly person-centred service delivery and support environment, the ability to meet the diverse cultural and linguistic needs of people with disability under the scheme is vital.

The need for a range of access and equity strategies to ensure real choice and control for people with disability from CALD backgrounds is essential to the success of the NDIS, and cultural sensitivity and competency will be critical elements in achieving this goal.

The geographic distribution of people from CALD backgrounds with disability is varied across NSW, with the Sydney region being home to the largest number of people. The majority of people with severe/profound disabilities from CALD backgrounds reside in the urban areas of Sydney: South West Sydney, Western Sydney and Eastern Sydney.

By language group, Arabic, Cantonese, Mandarin and Vietnamese speakers have the highest representation across all major disability classes/types.

As the NDIS rolls out in NSW, there is an opportunity to support and strengthen the CALD service sector to increase access and build capacity to deliver culturally appropriate services to people with disability from CALD backgrounds and their families and carers. This work should involve developing a CALD service sector in its own right as well as supporting the mainstream disability services sector to become more inclusive of people with disability from CALD backgrounds through strong linkages and equal partnerships.

The CALD service sector scoping exercise (phase one) highlighted that the majority of disability specific funding in NSW has been provided to mainstream disability organisations, rather than ethno-specific or multicultural organisations and groups. There are very few (four) ethno-specific and multicultural organisations in NSW that are allocated specific funding to work with people with disability from CALD backgrounds, despite estimates that about one in four people with disability in Australia are CALD (NEDA, 2015b).

Due to this lack of funding and staff resources, several ethno-specific and multicultural organisations and groups consulted had minimal experience with disability. However, the sector scoping study revealed there is overwhelming interest in working within this area, with a number of CALD organisations surveyed reporting that they are providing services and supports to people with disability from CALD backgrounds and their families and carers without receiving disability funding.

Seven mainstream disability organisations in the stakeholder consultations reported that they had completed the process of Third Party Verification (TPV) relatively easily. However, several of the ethno-specific and multicultural organisations and groups reported that they found the verification process confusing and difficult. Almost half of the ethno-specific and multicultural organisations and groups (12 of 25) did not know what was required in order to become Third Party Verified to be able to work in the disability sector, and only eight of the 25 ethno-specific and multicultural organisations and groups consulted had sought TPV successfully (often with the support of an NDS-endorsed third party verifier).

While there are a few ethno-specific and multicultural organisations and groups involved in supporting people with disability, they rely predominantly on government funding from other projects and programs outside of disability. These projects and programs are different to the mainstream disability system in terms of funding, size, scale, service capacity, coverage and skills.

There is considerable variability in capacity to work more formally in the disability services sector among ethno-specific and multicultural organisations and groups surveyed within this project. While interest was quite strong overall, readiness varied across organisations and groups. A number of organisations are underprepared to do so and others were waiting for funding to be made available to support the process. The FutureAbility project has since provided some assistance and resources to do so.

The CALD service sector currently possesses a suite of skills and expertise that can potentially be transferred to the disability services sector in NSW. This comes from many years experience in aged care, settlement services, case management approaches, deep connections with CALD communities and cultural competency in terms of providing appropriate information, services and supports.

This project has demonstrated that there is an opportunity to expand on the current funding and support provided to the CALD service sector to enhance the level of support ethno-specific and multicultural organisations can give to people with disability from CALD backgrounds.

The scoping exercise in this project found that the CALD service sector is well placed to meet the needs of people with disability from CALD backgrounds, if it is funded adequately. This sector was a key focus of the FutureAbility project.

The scoping study has shown that building capacity in multicultural and ethno-specific organisations, groups and communities will require:

- Increasing understanding of the NDIS and how it will work in practice. This applies to the CALD service sector, along with people with disability from CALD backgrounds and their families, carers and communities;
- Providing financial and practical support to further build the capacity of the CALD service sector to enter or transition to the NDIS;
- Supporting CALD organisations with marketing, planning, systems and infrastructure;
- Developing knowledge and skills in relation to disability in the CALD service sector and communities;
- Providing CALD communities with ongoing promotion, community education and awareness raising sessions on disability and the NDIS.

On the other hand, consultations with the mainstream disability organisations revealed some limitations in their capacity to work effectively with people from CALD backgrounds, with a number of gaps identified. There was a need:

- To develop cultural competency within their organisations;
- To have specific information about new and emerging communities that may infrequently access services and supports;
- To understand how to appropriately engage families from CALD backgrounds with the NDIS and to consider family-centred approaches for people with disability from CALD backgrounds;
- To have clear and in-language information about the NDIS for CALD communities;
- To design and apply access strategies, which include recruiting and retaining bilingual and bicultural staff to deliver culturally responsive supports;
- To work with people with disability who are not eligible for an NDIS-funded package but still require various types of support to ensure their disability-related needs are met.

As outlined above, all of these gaps can easily and readily be filled by multicultural and ethno-specific organisations and groups through their keen interest to work more formally within the disability area and support the mainstream disability services sector through strong linkages and equal partnerships.

Participant evaluations were collected prior to and post the 24 community education sessions and indicated a low knowledge base across all 13 language groups targeted. On a scale of one to five (one = poor understanding and five = excellent understanding), for the topic one sessions on the NDIS, the average knowledge pre-session was 3.08. Post-session, participants reported their knowledge had increased to 4.42. For topic two, which explored disability types, the average pre-session knowledge level was 2.9, and post-session, participants reported their knowledge had increased to 4.2 (see section 5.2 figures 10, 11).

A range of promotional strategies and methods were used to attract participants to the community education sessions, including translated flyers, ads on ethnic radio, a weekly newsletter distributed to CALD and mainstream networks, and presentations at intergenerations and forums. However, for two language groups (Greek and Italian) there were no participants interested in attending the sessions. As these are the more established language groups, it was expected that elderly carers might attend the in-language sessions as the younger generations are generally fluent in English. In the future, reaching such established groups could be better achieved by complementing the radio advertising with bilingual spokespersons being interviewed on ethnic radio on chosen topics, purchasing longer ethnic radio time to run scripted sessions on chosen topic, and utilising ethnic press.

The education sessions have shown the best method to increase the CALD communities' understanding of the NDIS and disability issues in general is the ongoing promotion and provision of ethnic radio and press segments and community education sessions in their local areas and familiar community facilities, using bilingual staff to target people with disability, community leaders and community workers.

Ongoing promotion and education will help reduce stigma associated with disability in CALD communities and help increase their preparedness to access the NDIS and general disability services and supports. To further encourage people with disability from CALD backgrounds to participate in the NDIS, the supports offered must also be culturally and linguistically relevant and delivered by providers they know and trust.

Definitions of CALD and LOTE and Different Disability Types are included in Appendix 12.



Introduction

1.1 The National Disability Insurance Scheme (NDIS)

It is well recognised that people with disability contribute richly to the diversity and heterogeneity of Australia's population. According to the 2012 *Survey of Disability, Ageing and Carers* (SDAC), 4.2 million Australians (18.5% of the total population) had a disability. Of this group, 1.4 million Australians had a profound or severe limitation affecting their mobility, self-care or communication (ABS, 2013).

The NDIS is a significant social policy reform that is designed to improve the lives of people with disability in Australia. It is a market inspired, national social insurance model with a progressive vision to revolutionise and strengthen the disability services and support system across Australia.

The NDIS takes a whole-of-life, person-centred approach to support people with disability to live with independence and work towards achieving their goals and aspirations. The core principle of the NDIS is that people with disability have real choice (as informed consumers making individualised choices) and control over how they live their lives.

Under the NDIS, people with disability will be eligible for an individualised funding allocation to allow them to purchase the disability-related services and supports they require. The NDIS will effectively double the number of people receiving support, with nearly half a million Australians expected to be covered by the scheme by the time it is fully operational in June 2018 (NDIS, 2017).

NSW was one of the first Australian states or territories to sign up to the NDIS, with a trial site commencing in the Hunter region on 1 July 2013. From July 2015, the NDIS also became available to people with disability aged up to 17 years in the Nepean Blue Mountains region.

In September 2015, the NSW and Commonwealth Governments entered into a bilateral agreement for the rollout of the NDIS in NSW. This rollout will drive growth and innovation for the disability services sector and is expected to generate up to 25,000 new jobs in the NSW disability services sector alone (NDIS NSW, 2017).

Accordingly, the sector is undergoing major change including an expansion of the service and support system, greater emphasis on person-centred approaches, and promoting choice and self-directed care through the use of individualised options. These changes will affect the way services and supports are financed, organised and delivered, as well as the people and organisations involved.

1.2 The NDIS and Culturally and Linguistically Diverse (CALD) communities

Australia's diversity is reflected in the heterogeneity of languages, cultures, ethnicities, religions and birthplaces reported by Australians in national censuses. Approximately 46 per cent of the total population of Australia is made up of people who are born overseas or who have at least one parent who is born overseas (FECCA, 2015a; ABS, 2011c).

The SDAC indicates that more than one million Australians with disability were born overseas. This is detailed in Table 1 below, which shows that approximately one in four people with disability were born overseas and 14.8 per cent were born in non-English speaking countries (SDAC-ABS, 2012).

Responding to the diverse cultural and linguistic needs of people with disability in NSW is the cornerstone of a person-centred service delivery and support environment. As such, cultural and linguistic sensitivity and competency are critical elements in achieving the goals of the NDIS. Success is also dependent on understanding the cultural values and beliefs that shape our understandings of and responses to health, illness and disability; this is particularly true for CALD communities.

Table 1:
Estimated number of people with disability

Number of people (000s)				
Survey year	All overseas born		Born in non-Major English Speaking Countries	
2003	966.3	24.5%	568.5	14.4%
2009	1064.6	26.5%	674.5	16.8%
2012	1086.2	25.7%	624.9	14.8%

Source: SDAC ABS 2003, 2009, 2012

Historically, people with disability have been seen through a medical model as a problem to be 'solved' and 'fixed' through benevolence, charities and medical interventions governed by professionals and 'experts' (Fisher & Goodley, 2007). This approach holds that the responsibility for disability lies with the individual.

In contrast, many organisations in the CALD community and service sector advocate for the human rights approach and social and interactive models of disability, which consider systemic barriers, negative attitudes and exclusion by society as the main contributory factors in the *disabling* process (Hughes & Paterson, 1997). In other words, although people may live with

'impairments', their disability is actually brought about by discrimination and social exclusion. Disadvantages experienced by people with disability are a result of the limitations imposed by social, cultural, environmental and political barriers, rather than their individual attributes.

Some CALD communities hold explicit beliefs and world views to explain disability that may affect their understanding of it. Some of these beliefs may include:

- Disability occurs because of bad deeds or as a result of a previous life in one's ancestry;
- Disability is a result of bad karma or caused by evil spirits;
- Disability is contagious.

In cultures where disability is seen to be a source of stigma, there are significant risks of isolation and lack of support for the family. In addition, cultural differences around decision making processes and perceptions of appropriate gender and/or caring roles can mean that some people with disability are disinclined to access supports or to seek help from external sources, and their communities or families/carers are more inclined to hide the person with disability.

Optimising the effectiveness of the NDIS for people with disability from CALD backgrounds relies on access to education and reliable information and data about disability, ethnicity, language and religion. This is essential as it allows government and non-government service and support providers to understand and respond appropriately to the needs of specific population groups and engage in co-design of support systems and processes to better include people with disability from CALD backgrounds.

The rate of access to specialist disability services and support by people with disability from CALD backgrounds is highly disproportionate to their numbers in the community and the severity and profoundness of their disability (Zhou, 2015). The profoundness and severity of disability and the need for assistance are significantly higher among people with disability from CALD backgrounds (Zhou, 2015).

Data collections show that people born in NES countries are four times less likely to receive accommodation support services, 2.5 times less likely to receive community support services, 2.5 times less likely to receive community access supports and three times less likely to receive respite services. (NEDA, 2014). This is further evidence that people with disability from CALD backgrounds are significantly under-represented in the disability service system (NEDA, 2014; Productivity Commission, 2009).

When it comes to accessing and maintaining disability services and supports that are culturally appropriate, people with disability from CALD backgrounds

experience multiple layers of disadvantage. When combined with barriers due to language, culture and religion, this disadvantage is compounded. It is commonly recognised that people with disability from CALD backgrounds who speak a language other than English (LOTE) at home have a relatively high level of need for assistance when compared with those who speak mainly English at home (FACS, ADHC, 2012).

It is also recognised that historically, newly arrived migrants and refugees have underutilised disability services and supports due to various factors, including:

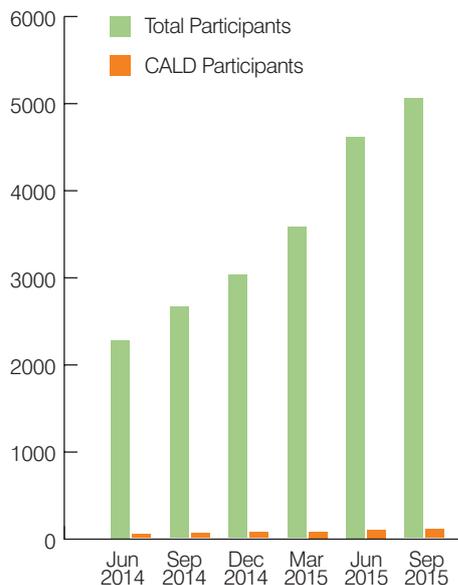
- Language barriers;
- Stigma and cultural beliefs about disability;
- Lack of knowledge about the Australian system (Thompson & Dunn, 2002);
- Overseas diagnoses of disability not being accepted by Australian medical standards and service providers (RCOA, 2016);
- No medical history in Australia, resulting in difficulties obtaining referrals (Diversitat, 2014);
- Lack of culturally competent services and diverse workforce within disability services (Summers & Jones, 2004; Raghavan, 2009; Diversitat, 2014).

The main factors that contribute to the improved utilisation of disability services and sustainable supports for people from CALD backgrounds include:

- Increasing consultation, engagement and inclusion of people with disability from CALD backgrounds and their families, carers and communities in service design and delivery (NCOSS, 2016);
- Providing more assistance to increase disability awareness across CALD communities through education, training and capacity building of people with disability, community workers, the general public, service providers and agency workers (DDAlliance, 2015);
- Adapting suitable promotion, education and communication methods and mediums according to what works within specific communities, including using ethnic media;
- Increasing the cultural competence and responsiveness of staff (FACS, ADHC, 2012).

Given that 25 per cent of people with disability are born overseas and 14.8 per cent are born in NES countries (SDAC-ABS, 2012) and in 2015, only 4.3 per cent of those from the trial sites with an approved NDIS plan identified as being from a CALD background (NDIA, 2015), people with disability from CALD backgrounds are under-represented in accessing the NDIS, as shown in Figure 1.

Figure 1:
Participants with approved NDIS Plan – CALD & Total NDIS, Jun 2014–Jun 2015



Source: NDIA 2015.

The needs of this group therefore require greater emphasis in the transition to the NDIS. To encourage access under the NDIS, targeted strategies need to be put in place to ensure that culturally and linguistically relevant services and supports are established by providers that are known and trusted by people with disability from CALD backgrounds. These gaps underpinned the establishment and implementation of the FutureAbility project

1.3 The FutureAbility project

As part of the transition to the NDIS, it is widely recognised that there is a need to build capacity in the CALD service sector to provide people with disability with real choice so they can take a central role in determining the supports they access and from whom they receive them. In order to do this, it is critical to develop a detailed understanding of this sector’s strengths and needs, and design systematic and tailored approaches to building capacity accordingly. It is equally important to identify community needs and gaps so that eligible people with disability are made aware of the NDIS, the pathways to access the NDIS and how to use their NDIS packages.

To this end, FACS, ADHC funded the FutureAbility: Multicultural Communities Getting NDIS-Ready

project¹, delivered by SSI via a multi-phase ‘discovery and implementation’ approach:

- **Phase one (discovery):** Conduct two scoping studies – CALD service sector and CALD disability data;
- **Phase two (discovery):** Review NDIS and industry tools for CALD service sector suitability;
- **Phase three (implementation):** Support the CALD service sector to enter or transition to the NDIS;
- **Phase four (implementation):** Educate CALD communities on the NDIS and disability issues.

Phase one – conduct two scoping studies:

CALD service sector and CALD disability data – was designed to develop an in-depth understanding of the current situation in NSW in relation to the nature and extent of disability among CALD communities and the readiness of the CALD service sector to transition to or enter the NDIS.

The first scoping study collected and analysed relevant population-level data sets to determine the prevalence of disability among CALD communities in NSW by ethnicity, language, religion and region. Ethnicity indicators were analysed in the data sets (e.g. Census, SDAC, Centrelink and General Social Survey) to identify the priority CALD communities most likely to be impacted by the move to the NDIS, ascertain the level of need, and the type of services and supports required under the NDIS.

As a result of the data collected from the various data sets, the interactive FutureAbility DataCube was developed to present a large collection of statistical data about people with disability from CALD backgrounds who are aged under 65 years and living in NSW.

This FutureAbility DataCube can be used to:

- Search and find details about locality, ethnicity and disability type;
- Paint a picture of the status of people with disability from CALD backgrounds in NSW;
- Provide opportunities to assess and review the implications in terms of access to the NDIS for people with disability from CALD backgrounds and their families, carers and communities;
- Provide insight into the particular challenges and anticipated needs of people with disability from CALD backgrounds;
- Ensure equitable and active participation of all communities in the current rollout of the NDIS;
- Underpin future policies, service planning and direction;

- Help the FutureAbility project determine the language groups to be targeted and to receive in-language community education sessions.

Phase one also included a scoping study of the CALD service sector (i.e. ethno-specific and multicultural organisations and groups) to determine:

- The nature and extent of involvement in the disability services sector among ethno-specific and multicultural organisations and groups;
- The nature and extent of disability funding ethno-specific and multicultural organisations and groups receive;
- Interest in and capacity to enter the NDIS and be disability ready (for those not already providing disability services and supports or working in the area);
- An understanding of the type of support ethno-specific and multicultural organisations and groups need to become ‘NDIS ready’ and an NDIS registered provider;
- Perceptions and observations from the sector around the availability of CALD-appropriate disability services and supports and the perceived gaps.

Phase two – review NDIS and industry tools for CALD service sector suitability and applicability – entailed the review of the NDIS and industry tools for relevance and applicability to multicultural and ethno-specific organisations and groups. This phase was not implemented as planned due to time and resource limitations, the tools being long developed and tested by the NDS and developed specifically for mainstream disability service providers. However, the NDS Sector Support Consultants were utilised to assist the ethno-specific and multicultural organisations to make use of these industry tools and resources for the FutureAbility project.

This report provides a summary of the FutureAbility project from the discovery phases to the implementation phases of the project. The findings from the scoping studies informed the development and implementation of the subsequent phases three and four of the project.

Phase three – support the CALD service sector to enter or transition to the NDIS – provided comprehensive support to the CALD service sector in NSW through a number of strategies:

- Five, full-day forums on topics identified by the ethno-specific and multicultural organisations and groups surveyed and consulted;
- One-to-one support from the NDS Sector Support Consultants to conduct self-assessments using the NDS self-assessment tool, identifying priorities and

¹ This was formerly known as the Market Development Fund for Multicultural Sector Project

drafting NDIS Development and Action plans that informed the approach for the FutureAbility BDI grants²;

- Up to \$800,000 in BDI grants allocated to 16 ethno-specific and multicultural organisations and groups operating in NSW for projects and activities that would assist in their NDIS journey;
- A suite of 36 policies and procedures enabling CALD organisations to work more effectively under the NDIS were disseminated to interested organisations;
- A weekly electronic newsletter updated the CALD service sector on the latest information on disability and the NDIS.

Phase four – educate CALD communities on the NDIS and disability issues – involved the determination of which language groups were to be targeted for the education sessions and the dissemination of information about the NDIS to CALD communities. A total of 24 community education sessions were designed and delivered to 13 language groups at various locations across Greater Sydney. The sessions consisted of two half-day sessions covering two topics on the NDIS and general information on disability. These community sessions were attended by 274 people with disability from CALD backgrounds and their families and carers.

Appendix 1 sets out in detail the processes used for each phase.

1.4 The role of ethno-specific and multicultural organisations in delivering services and supports to people with disability from CALD backgrounds

Traditionally, the bulk of disability services have been delivered through mainstream disability organisations with an expectation that, as part of their service delivery, they would meet the needs of people from CALD backgrounds.

However, the rate of access to specialist disability services and support by people with disability from CALD backgrounds is highly disproportionate to their numbers in the community and the severity and profoundness of their disability (Zhou, 2015).

Data collections show that people born in NES countries are four times less likely to receive accommodation

support services, 2.5 times less likely to receive community support services, 2.5 times less likely to receive community access supports and three times less likely to receive respite services (NEDA, 2014). This is further evidence that people with disability from CALD backgrounds are significantly under-represented in the disability service system (NEDA, 2014; Productivity Commission, 2009).

Ethno-specific and multicultural organisations and groups are considered to be well placed to provide niche tailored services to meet the unique needs of people with disability from CALD backgrounds, as well as to provide support to assist the mainstream organisations to become more inclusive of people with disability from CALD backgrounds via an integrated partnership arrangement.

This approach is promoted because of the key strengths of the CALD sector, which include:

- Strong relationships in CALD communities. CALD service providers are often seen as a trustworthy source of information and support. From a community engagement perspective, this means less resources are required to invest in relationship building and making connections;
- Better reach within CALD communities where people with disability are less likely to engage in the mainstream disability service system;
- Capacity to work in a culturally competent and responsive way within a family context, including with carers. This is particularly the case when ethno-specific and multicultural organisations and groups already work in aged care or provide support to carers groups;
- Understanding of local CALD communities (including the infrastructure available to them) enabling the development of culturally appropriate plans and provisions;
- Strong foundations in culturally competent participant support (e.g. social support, advocacy) and sound understanding of culturally competent participant care, co-ordination and brokerage;
- Access to a CALD workforce/volunteers (including bilingual workers/volunteers) and use of in-language information;
- Ethno-specific and multicultural organisations and groups often work with people with disability, with no funding attached to the activity in many cases, because it is part of supporting their participants in a range of ways over many years.

² These are targeted towards the ethno-specific and multicultural organisations and groups that participated in the preparatory processes implemented by the FutureAbility project e.g. Mapping Studies, NDIS self-assessment and planning processes and attendance to the forums.



What do we know about the extent of disability in CALD communities in NSW?

2.1 Introducing the FutureAbility DataCube

The FutureAbility DataCube was developed as part of the first stage of this project. It is designed to provide an in-depth understanding of the extent and nature of disability among CALD communities in NSW.

The FutureAbility DataCube is an online interactive data platform that allows for the manipulation of variables in tabular, graphic and mapping formats. It brings together data from the following sources:

- Australian Bureau of Statistics: Census 2011
- Survey of Disability Ageing and Carers (2009, 2012)
- Australian Census and Migrants Integrated Dataset (2011)
- National Disability Administrators: Small Area Estimates (2009)
- Family and Community Services NSW: CIS 2012–2015
- Department of Social Services: Payments Dec 2014
- Department of Social Services: Settlement Reporting 2000 to 2014

The collated data can be analysed in a range of ways to provide estimates on the demographics of disability, particularly about its intersection with ethnicity and language, across NSW. For example, the information contained in the FutureAbility DataCube can be used to:

1. Estimate the extent of disability among CALD communities in NSW by ethnicity, language spoken at home, religion and regions;
2. Estimate the number of people from CALD backgrounds with disability in NSW and the most common disability types;
3. Analyse ethnicity indicators to identify the CALD communities most likely to be affected by the move to the NDIS;
4. Identify CALD groups and major disability types where there is unmet need in relation to the funded disability service system;
5. Identify the groups to be prioritised for outreach;
6. Build the evidence base to underpin prioritising CALD communities in terms of the NDIS.

The FutureAbility DataCube is primarily intended to provide a basis to strengthen visibility, planning and service delivery under the NDIS to people with disability from CALD backgrounds in NSW. The breadth and depth of the information, together with the flexibility of the FutureAbility DataCube, will also be invaluable to the sector more generally for planning, advocacy and resource allocation.

Full details of the methodology used to develop the FutureAbility DataCube are provided in Appendix 2.

A note on the limitations of the FutureAbility DataCube

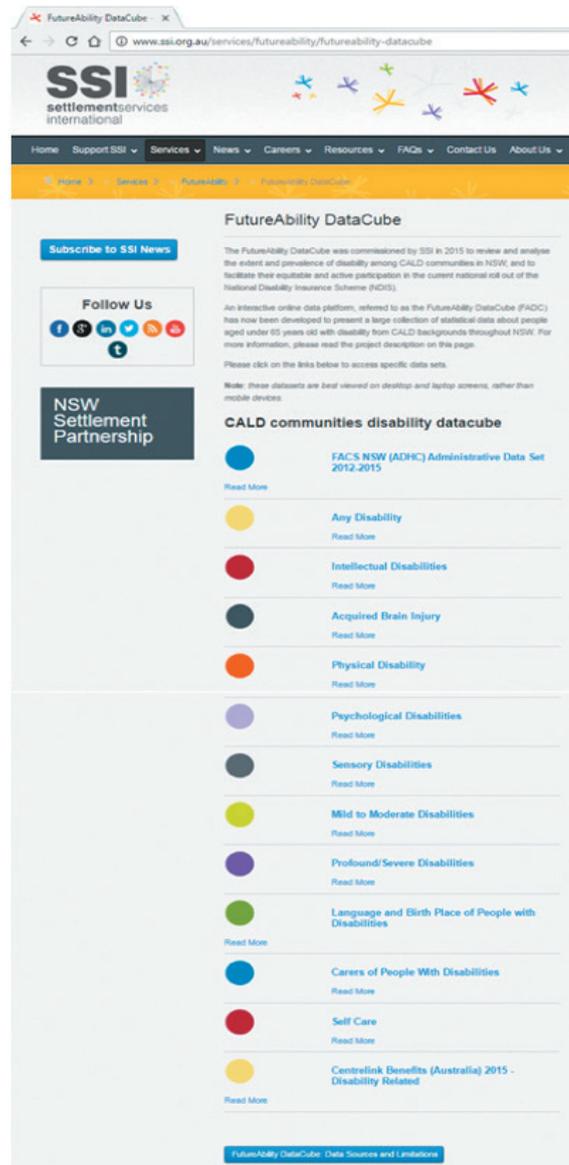
It should be noted that there are limitations to the information contained in the FutureAbility DataCube that should be considered by users. These include:

- The information provided is an estimation based on those estimations produced by the ABS small area estimates for the 2009 SDAC;
- The estimations rely on quantitative data. Qualitative research has not been included and, therefore, the experiences, views and thoughts of people with disability from CALD backgrounds are not included;
- There is generally a lack of high quality data regarding people with disability. There is a lack of consistency, for example, in relation to definitions of disability ‘types’ or ethnicity indicators. This, coupled with small sample sizes, may result in errors or limitations to the estimates;
- Data is almost always collected in a way that relies on a high level of English proficiency (e.g. telephone interviews, written surveys performed in the English language). This systematically excludes from the process people with low English proficiency or those who have a language background other than English. It is likely therefore that the data sets available do not fully capture the breadth and diversity of disability at both state and federal levels.

See Appendix 3 for detailed information about the limitations of the data.

Access to the FutureAbility DataCube is available at the SSI website <http://www.ssi.org.au/services/futureability/futureability-datacube>

Homepage of FA DataCube



2.2 Key findings/themes from the FutureAbility DataCube

- The analysis of the data sets collected by the FutureAbility DataCube estimates that there are 200,000 people aged under 65 years in NSW with severe/profound disability (SSI, 2015). Note that this estimate is different from the NDIS estimate of 151,000 people who will be eligible for an NDIS package. This is due to differences in the methodologies and data sets used. See Appendix 3 for detailed information about the limitation of this FutureAbility DataCube data;
- It is estimated that up to one in four people eligible for the NDIS will be a person born overseas and 14.8 per cent born in an NES country (ABS, 2012);
- The data demonstrates the heterogeneity of disability and ethnicity across NSW and provides a solid insight into specific demographics at Local Government Areas (LGAs) and Local Health District (LHD) levels;
- The majority of people from CALD backgrounds with severe/profound disability reside in the urban areas of Sydney: South West Sydney, Western Sydney and Eastern Sydney;
- By language group, Arabic, Cantonese, Mandarin and Vietnamese speakers have the highest representation across all major disability classes/types;
- This research also demonstrates that a significant proportion of most language groups are born in Australia. Based on the expected estimates, there is a high proportion of Australian-born people with severe/profound disability in the Greek (62.8%), Italian (52.6%) and Arabic (42.0%) communities. There is a need then to recognise, consider and include the language and other needs of elderly carers from established communities (i.e. Arabic, Greek, Italian), who are more likely to be caring for adult children with disability;
- Numerically speaking, people with 'moderate disabilities' are the most frequent or in larger numbers in all LHDs across NSW;
- FACS, ADHC service usage data shows that the majority of ADHC NSW clients are recorded as speaking English as their primary language. There are, however, four disability 'types' that have proportionally more service users from CALD backgrounds speaking a LOTE than the state average (15.5%). These are: developmental delay (20.8%); hearing (sensory) (20.2%); psychiatric (17.1%), and vision (sensory) (23.2%).

2.3 Some examples from the FutureAbility DataCube

The FutureAbility DataCube has the functionality to analyse data by LHD in NSW. Figure 2 illustrates the total number of people living with a severe/profound disability within each LHD. The data indicates that across all LHDs, the most common type of disability is physical.

The Hunter New England LHD has the highest number of people living with a severe/profound disability in NSW, and this LHD has the highest rate of physical disability. The Hunter New England LHD also has the highest number of people with intellectual disability in the state, while the Far West LHD has the lowest number of people with disability in the state.

In order to use this information to plan delivery of services and supports for people with disability from CALD backgrounds in the Hunter New England LHD, it is important to look at both the proportion of people in this LHD that are from a CALD background and their language groups.

The FutureAbility DataCube also has functionality to analyse data by LGAs in NSW. Figure 3 shows the number of people speaking a LOTE at home broken down by LGAs. The combination of these sets of estimates indicates the numbers of people with severe/profound disability from CALD backgrounds in each of the areas.

The data shows Fairfield has the highest proportion of people with disability who speak a LOTE at home. Ranging between an estimate 2,580 and 4,349 people, Fairfield, Blacktown, Liverpool, Bankstown, and Canterbury are the five NSW LGAs where the most LOTE people with disability reside. This means that the demands for the launching of disability services and supports tailored for LOTE populations are likely to be highest in these LGAs.

Comparatively, a moderate number of people with disability who speak a LOTE also reside in the LGAs of Hurstville, Holroyd, Auburn, Parramatta and Rockdale. Strathfield, Kogarah, Marrickville, Ryde, the Hills Shire, Sydney, Randwick, Wollongong, Penrith, Hornsby and Campbelltown have the least LOTE residents with disability, with numbers ranging from 500 to 1,000 people per LGA.

To help achieve the aims of this project, capacity building activities were targeted in the areas identified as having high numbers of people with disability from CALD backgrounds and community education sessions were provided in language to the groups with significant numbers and in their areas of residence.

Figure 2:
All people with severe/profound disability by LHD – NSW

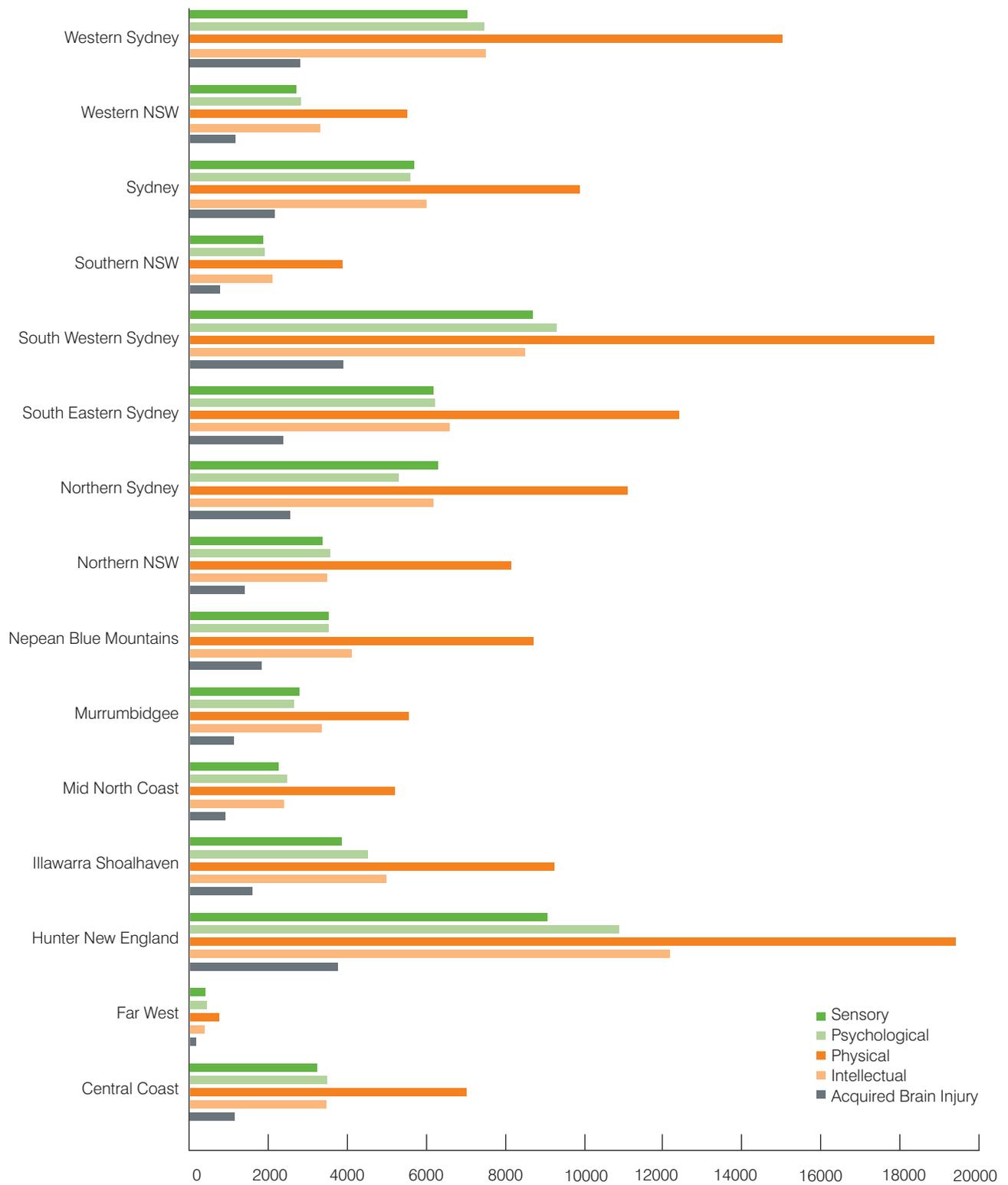


Figure 3:
**Top 21 LGAs with number LOTE persons under 65yrs
with severe/profound disability – NSW**

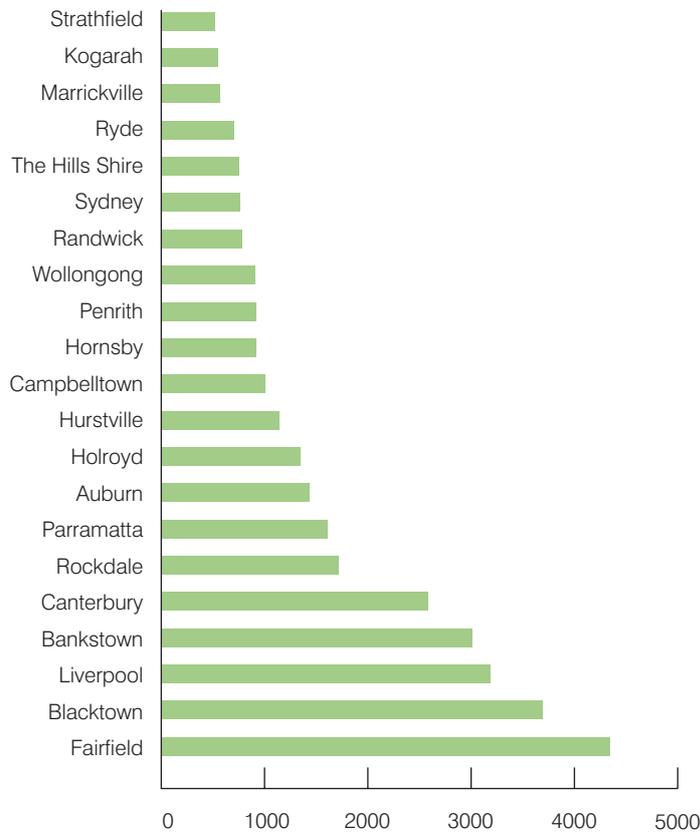


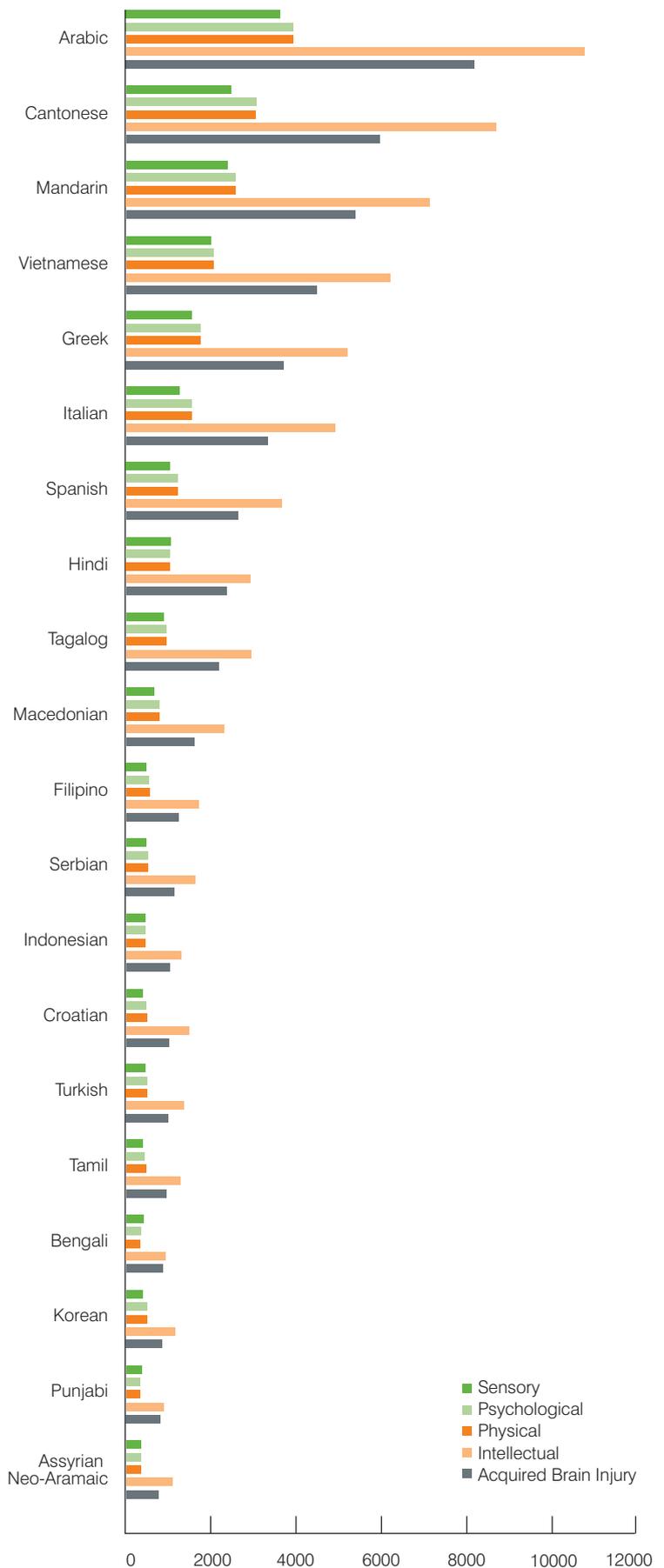
Table 2:
Disability types by language – NSW

	ABI Estimate	Physical	Intellectual	Sensory estimates	Psychological / psychiatric
Arabic	8,132	10,704	3,904	3,904	3,595
Cantonese	5,916	8,615	3,021	3,021	2,437
Mandarin	5,348	7,092	2,560	2,560	2,357
Vietnamese	4,455	6,168	2,044	2,044	1,977
Greek	3,681	5,160	1,731	1,731	1,515
Italian	3,302	4,882	1,540	1,540	1,243
Spanish	2,600	3,646	1,198	1,198	1,032
Hindi	2,349	2,906	1,018	1,018	1,036
Tagalog	2,163	2,919	940	940	863
Macedonian	1,591	2,281	757	757	657
Filipino	1,221	1,688	547	547	475
Serbian	1,122	1,599	517	517	463
Indonesian	1,023	1,295	460	460	443
Croatian	1,005	1,459	471	471	389
Turkish	993	1,360	488	488	438
Tamil	931	1,270	457	457	388
Bengali	844	919	346	346	400
Korean	840	1,149	492	492	396
Punjabi	812	883	341	341	374
Assyrian Neo-Aramaic	755	1,088	359	359	334

Source: ABS, SDAC 2009, 2011c, 2012

Table 2 and Figure 4 show the estimates of disability type according to language group. Physical disability is the most common disability type across all 20 language groups (67,083 people). Of this group, 15 per cent are Arabic speakers, 13 per cent are Cantonese speakers, 11 per cent are Mandarin speakers and 9.2 per cent are Vietnamese speakers. This information was useful for planning the education, communication and promotional strategies and the mediums this project used.

Figure 4:
Language spoken at home by disability type – NSW



The information provided in Table 3 indicates that a significant proportion of most major language groups are born in Australia. For example, more than 40 per cent of members from Greek (62.8%), Italian (52.6%) and Arabic (42.0%) communities with severe or profound disabilities are born in Australia. This shows the diversity of birth places within particular language communities. It also highlights useful information for the development of accessible services, supports and education, communication and promotion methods for these communities.

Appendix 4 provides some other examples of how variables from the FutureAbility DataCube might be combined for different purposes.

Table 3:
Estimations of severe/profound disability
by language spoken at home and major regions of birth

	Born Australia	Major Non English regions	Other regions	Total
TOTAL	10,997	24,503	2,394	37,894
Arabic	2,284	2977	174	5,435
Cantonese	796	2670	93	3,559
Mandarin	559	2715	80	3,354
Vietnamese	746	2029	62	2,837
Greek	1,327	720	66	2,113
Italian	894	745	59	1,698
Spanish	342	1021	143	1,506
Hindi	274	1179	43	1,496
Tagalog	100	1087	21	1,208
Macedonian	357	586	23	966
Serbian	188	486	20	684
Filipino	46	618	14	678
Turkish	253	384	19	656
Indonesian	116	507	5	628
Korean	191	390	20	601
Tamil	94	473	15	582
Croatian	220	335	17	572
Bengali	103	429	13	545
Punjabi	114	410	20	544
Assyrian Neo-Aramaic	120	372	17	509
Other Languages	1,875	4,378	1,470	7,723

Source: ABS, SDAC 2009, 2011c, 2012



What do we know about the CALD service sector and its capacity to support people with disability under the NDIS?

The second scoping study undertaken in phase one explored the role of the CALD service sector in providing services and supports to people with disability, and how best to support and build capacity in the sector to meet the needs of CALD communities under the NDIS. The study was conducted between June and September 2015.

An online survey was sent out to a range of ethno-specific and multicultural organisations and groups, and a number of mainstream disability service providers. Eighty out of 129 organisations (62%) completed the survey. To augment the findings of the online survey, comprehensive consultations were conducted with 31 stakeholders. Details of the methodology used can be found at Appendix 5.

The study found that there were a number of ethno-specific and multicultural organisations and groups already involved in supporting people with disability through publically funded and unfunded service arrangements. Through the consultations it was apparent, however, that the multicultural and ethno-specific service sector is very under-resourced and considerably less developed than the mainstream disability system in funding, size, scale, service capacity, coverage, skills and understanding of disability.

In NSW, a small number (four) of CALD-specific organisations that receive specialist disability funding from FACS, ADHC include: the Ethnic Community Services Co-op (ECSC), Illawarra Multicultural Services, Chinese Australian Service Society (CASS Care) and the Multicultural Disability Advocacy Association (MDAA), all of which participated in the scoping study. A number of multicultural and ethno-specific organisations consulted also reported receiving funding to deliver community-based services and supports (HACC/CCSP) for the aged population. (Details about the work of these organisations can be found at Appendix 6).

Overall feedback indicated a need for targeted capacity building and resources to equip the sector to provide high quality, suitable and comprehensive services and supports under the NDIS to people with disability from CALD backgrounds.

There was a strong interest among participants to work in the disability services sector more formally; however, preparedness to do so under the NDIS varied. Participants reported the lack of resources available to support them to develop their capacity as a significant issue. A number of organisations said that they were waiting for funding to enable them to move into the disability market under the NDIS.

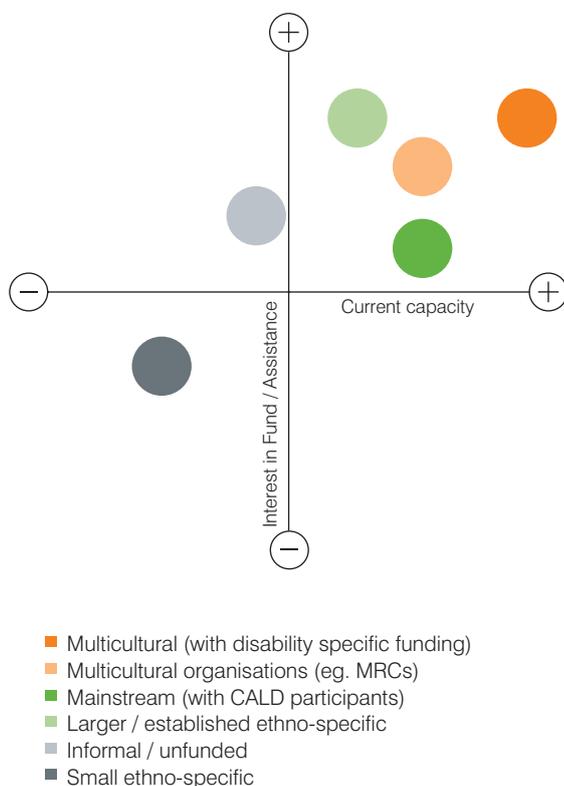
Figure 5 is a conceptual representation of the organisations involved in the scoping study in terms of their 'interest' and 'capacity' to work with people with disability from CALD backgrounds under the NDIS, providing a useful baseline, as well as suggesting where capacity building efforts can be best targeted.

More detailed feedback on the key areas identified by survey respondents and stakeholder consultations is provided in the sections below.

Definitions of categories of organisations/ groups

- **Ethno-specific** organisations or groups that provide a variety of services and supports to their specific community, regardless of whether they provide disability services currently. E.g. Somali Welfare and Cultural Association;
- **Community** organisations or groups working in area with high CALD populations. E.g. The Neighbourhood Centre;
- **Multi-ethnic/multicultural** organisations or groups that provide a variety of services and supports to all ethnic and language groups in their catchment areas, regardless of whether they provide disability services currently. E.g. Migrant Resource Centres (MRCs);
- **Specialist multicultural** organisation or group working with specific target groups, disability or other group. E.g. Multicultural Aged Day Care;
- **Mainstream disability** organisations funded by FACS, ADHC to provide disability services to CALD communities. E.g. Differently Abled People Association.

Figure 5: Current capacity level of support required



3.1 Current funding arrangements

Government funding

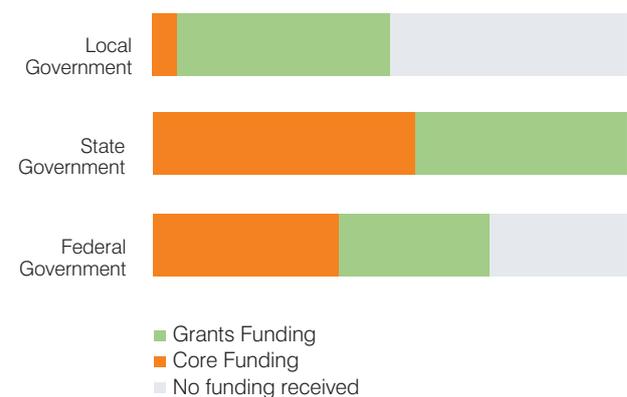
Most surveyed organisations reported receiving funding from the NSW State Government (usually FACS), often in addition to funding from the Australian Federal Government (usually the Department of Social Services) for various projects (not disability services). A few organisations working in settlement services indicated that they received funding from the Federal Department of Immigration and Border Protection, or at a state level, funding from the Department of Education or NSW Health.

Funding from local government was almost always in the form of grants. It was noted by many, however, that this relied on having resources available to dedicate to preparing funding submissions.

Figure 6 provides a summary of the types of government funding the surveyed organisations rely on to provide their services and supports. State government was the most frequent source of funding overall. Federal Government funding was also an important source of both core and grant funding, while local government funding mostly consisted of small seeding grants or grants for one-off projects.

Figure 6: Funding sources

Q14. Of your organisation's total income for the 2014/2015 financial year, has your organisation received any funding from local, state or federal government sources? n=76



Almost two thirds (64%) of organisations identified government funding as the most important funding source for their organisation. A quarter of respondents indicated that they rely solely on government funding and received no additional funding from other sources. Half of respondents reported that they received some philanthropic contributions, a third said they received

some form of membership-based contributions, and a quarter reported that they received no additional funding.

Larger mainstream disability service providers indicated that they were obtaining funding or using their own capital to prepare for the NDIS. However, this was not a strong feature of the ethno-specific and multicultural organisations and groups.

Ethno-specific and multicultural organisations and groups who reported that they were working with both CALD and non-CALD clients with disability indicated that they relied predominantly on state funding, rather than funding from other sources.

Three organisations reported that they played an important role in the lives of people with disability from CALD backgrounds and their families but received no government funding. All three organisations had been started by parents from a specific CALD community who had children with disability.

How do multicultural and ethno-specific organisations and groups currently deliver their services and supports to people with disability?

Disability funding

The scoping exercise highlighted that the majority of disability specific funding in NSW has been provided to mainstream disability organisations (who then include people from CALD backgrounds as a target group), with a smaller number of ethno-specific or multicultural organisations and groups receiving funding to deliver these supports.

Disability services through aged care funding

A number of ethno-specific organisations, as well as a few multicultural organisations, indicated that they were working with people with disability through aged care funded packages (mostly funded by FACS, ADHC under the Home and Community Care Program or the Community Care Support Program). These organisations indicated that this work was predominantly around supporting people with lower level needs (e.g. a mild intellectual disability).

One organisation reported that they were funded to provide social support and respite to people with quite significant needs. This experience in disability service provision in the aged care setting gave them the insight and the opportunity to consider moving formally into the disability services sector.

My Choice Matters – ‘Run Projects’

A number of stakeholders mentioned the ‘Run Projects’ as a useful funding source for people with disability from CALD backgrounds. These projects were part of the ‘My

Choice Matters’ consumer development fund, funded by FACS, ADHC to provide individuals with disability the opportunity to apply for grants of up to \$5,000 to run a project of their choice that involves learning a new skill or trying something new.

However, a few stakeholders also relayed that support in putting these applications together was critical for families and carers and, often, submissions were rejected, especially for those applications from people from CALD backgrounds with low English language proficiency.

Links to other services

Other examples of disability services and supports currently available to CALD communities in NSW that stakeholders mentioned included:

- Training for families on caring for a person with disability. This was run by a multicultural organisation in the St George area, as part of Home And Community Care (HACC’s) Information and Support program;
- CALD-specific day programs in some mainstream disability organisations;
- Using innovative ways to offer education about disability to the wider CALD community, including to the families of children with disability. For example, a mainstream disability organisation providing support to young children with a developmental delay or other disability, and their families. They recently developed a Family Storytelling project whereby families who have a child with disability (many of them from CALD backgrounds) were interviewed and coached to tell their stories on video³;
- Organisations providing ad-hoc support to people with disability from CALD backgrounds to access funds (e.g. grants), connect with mainstream disability services or navigate the social services/ disability services sector. This type of ad-hoc support was a common theme across the consultations.

Work that is unfunded

A number of stakeholders reported that they are providing services and supports to people with disability from CALD backgrounds and their families and carers without receiving disability funding. This included providing case management support for people with disability, linkages to disability service providers to augment other services and supports, advocacy for CALD clients in relation to the NDIS, and support for carers. Examples of this work can be found in Appendix 7.

3 <https://www.youtube.com/playlist?list=PLweQgLfzCibfm-6q6dX3D0t1qVpsu96gF>

3.2 NDIS preparedness

By mainstream disability service providers

The mainstream disability service providers stated that they were generally confident in their understanding of the NDIS. This was particularly true for larger organisations. In most instances, preparation for the scheme had begun several years ago and was progressing.

Many expressed concern about the practical implications for their organisations and participants once the scheme was fully implemented. Queries included: the details of the reporting requirements to the NDIA and payment for specialist services if participants failed to turn up to a booked appointment. There was also concern expressed about what were seen to be low costing rates from the NDIA for services.

“The management team here have been driving the NDIS transition ... This has been in our strategic plan for the past 3 years”.

“We started our NDIS readiness about four years ago ... We’re quite ahead of the game in getting prepped and we’ve invested a lot of our [own] resources ... We’ve created new roles, business analysts, to get ready”.

By multicultural and ethno-specific organisations and groups

Lack of preparedness and understanding of the NDIS was identified as an issue by the majority of ethno-specific and multicultural organisations and groups who are not funded to provide disability services and support. Even where stakeholders had a good understanding

of the NDIS themselves, they indicated that was not necessarily true for other staff in their organisation, particularly more junior staff.

Several stakeholders commented that, in general, there was a lack of information about the NDIS that was tailored for smaller organisations:

“... There is no [NDIS] communication strategy for CALD communities. All the NDIS information out there is often for big organisations”.

“[Our organisation] needs just more general information on how the NDIS works. A lot of the information is mainstream.

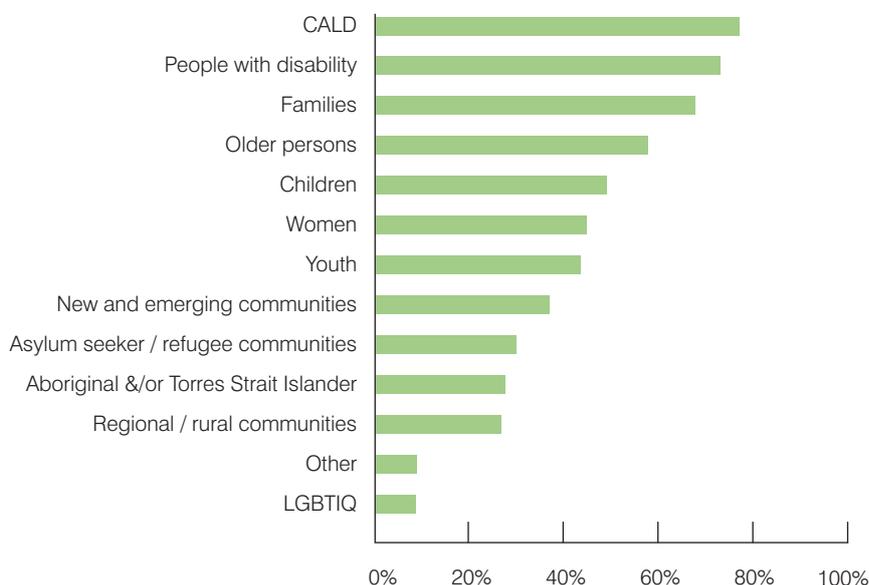
“I’d like to know how it’s affecting CALD communities more”.

While a few multicultural organisations reported that they had commenced (or had completed) the process of TPV (see section 3.3), this did not guarantee that organisations fully understood the scheme and their potential role in it.

The data in Figure 7 from the online survey responses indicates that the multicultural community sector is seeing a significant number of people with disability. Of the online survey participants, 77 per cent of respondents indicated they work with CALD communities and 73 per cent of respondents indicated that they work with people with disability. Respondents, who could choose a number of responses to this question, were from all categories of organisations described in the definitions of categories of organisations/groups on page 31, and Appendix 5.

Figure 7: Significant participant groups

Q4. Which of the following would you consider to be significant participant groups your organisation works with? n=123



Many ethno-specific and multicultural organisations and groups indicated that they were looking at opportunities to expand their disability services and work in the area in a structured way, particularly as the NDIS continues its rollout. This has led to the implementation of a range of initiatives to get ready for a formal shift into the disability market. This has often resulted in organisations seeking TPV or looking to bring in a marketing function. The FutureAbility project is one of these initiatives targeting the CALD service sector in NSW.

3.3 Organisations seeking Third Party Verification (TPV)

TPV has been introduced as part of a system for ensuring quality services and supports for people with disability. All FACS, ADHC-funded service providers are required to undertake TPV of their performance against the NSW Disability Service Standards (NSW DSS). All organisations wishing to provide services under the NDIS are also required to undertake TPV.

Seven mainstream disability organisations reported that they had completed the process of TPV relatively easily. Some of the ethno-specific and multicultural organisations and groups reported that they found the verification process confusing and difficult while others reported that it was relatively straight-forward.

Eight of the 25 ethno-specific and multicultural organisations and groups in the stakeholder consultations had sought TPV successfully (often with the support of an NDS-endorsed third party verifier). Almost half of the ethno-specific and multicultural organisations and groups (12 of 25) did not know what was required or had not pursued this.

This feedback highlights an element of difference between mainstream disability organisations and ethno-specific and multicultural organisations and groups in terms of readiness to work in disability, as well as the differences in readiness between the CALD organisations. It also illustrates a need for support and investment to reduce this disparity for the CALD service sector in NSW and Australia, which is what the FutureAbility project provided to the CALD service sector in NSW.

3.4 The Information, Linkages and Capacity Building (ILC) component of the NDIS

In the consultations, both mainstream disability service providers and ethno-specific and multicultural organisations and groups funded for disability services expressed concern about the Information, Linkages and Capacity Building (ILC) component of the NDIS. A key issue was the lack of clarity about how this component of the scheme will work for individuals with disability who do not qualify for a package.

At the time the consultations were held (July to September 2015), the revised ILC framework was seen as an improvement on the previous version because it acknowledges CALD communities; however, surveyed organisations expressed some concern that the ILC plan did not have funding attached to it.

Frustration about the lack of detail around the ILC was exacerbated within organisations that felt that their current service was ill-suited to the individualised funding structure of the NDIS. This meant that for several organisations getting NDIS ready was difficult:

“... We don't have the extra money available to 'just start'”.

Since the consultations with the surveyed organisations, the ILC commissioning framework has been released. It provides information about the role of ILC in the NDIS, how ILC is expected to support people with disability and their families, and how activities will be paid for.

3.5 Organisations with minimal involvement in service provision to people with disability

It is worth noting that there were several ethno-specific and multicultural organisations and groups consulted who had minimal experience with disability. This was reportedly due to a lack of funding and staff resources. For some CALD organisations, work in disability was seen as out-of-scope for their service.

Despite this, these types of organisations and groups play an important role in providing welfare support and information, which in some cases relates to disability. Often, community leaders and staff connected to these organisations are pivotal in the dissemination of information about disability services, the NDIS and community infrastructure. It is therefore important to include these organisations in the process of rolling

out the NDIS to people with disability from CALD backgrounds. They have an important role to play in relaying to CALD communities accurate information about disability, the NDIS and the range of supports available to them.

An example relayed by a small ethno-specific organisation shows how the opportunity to link to a community leader is important because understanding about disability is often low in their community.

“We’re at the infancy of the disability journey. I provide lots of [voluntary] one-to-one support and troubleshooting.

“I get calls about housing, stress, mental health, disability – mostly asking questions like, ‘what is autism?’ and, ‘where can I go?’”

3.6 Interest in working in the disability services sector

Many ethno-specific and multicultural organisations and groups that are not currently part of the disability services sector expressed a keen interest in entering the sector more formally. They indicated that this would need to be supported, often as a longer term goal of the organisation.

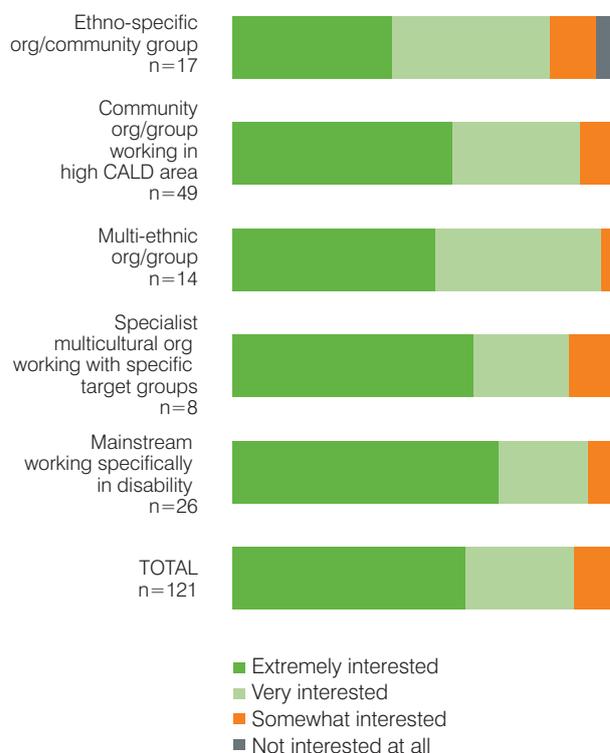
Many stakeholders indicated that they would be interested in entering the disability services sector if there was financial and practical support available, and some organisations stressed that moving into the sector was contingent on financial/funding support.

As shown in Figure 8, interest in receiving assistance to work in or to enter the disability services sector was strong overall, particularly among CALD organisations and groups (a group largely comprised of MRCs), with 86 per cent indicating that they are extremely interested in further assistance to work in the disability services sector and the remaining organisations also ‘very’ or ‘somewhat’ interested.

“We’d like to be an NDIS provider – lots of people come to us because they know we’re culturally appropriate ... Lots of parents come to us really concerned about their kids, with lots of questions about managed life stages and living skills”.

Ethno-specific and multicultural organisations and groups who currently receive funding to provide disability services also expressed a strong interest in expanding their work using the support of the FutureAbility Project.

Figure 8:
Interest in assistance to work in the disability services sector



For organisation definitions, refer to the definitions of categories of organisations/groups, on page 24.

Areas of potential growth identified by these organisations included:

- Developing a capacity building function;
- Providing transition to work services as an expansion to an organisation’s current work and life skills development for people with disability from CALD backgrounds;
- Offering more flexible service provision for participants, such as providing on-site specialist services.

3.7 Service areas of interest

Some stakeholders reported that they saw their current skill set as complementary to the skills required of a disability service provider working with CALD communities.

Other key competencies that ethno-specific and multi-cultural organisations and groups felt they could bring to the disability services sector, if they transitioned or entered the NDIS, included community participation support; assistance to access and maintain employment; accommodation assistance; culturally competent carer support; and assistance to manage life stages, transitions and supports.

Table 4 provides a summary of the disability services and supports ethno-specific and multicultural organisations and groups might seek to provide under the NDIS. To obtain a comprehensive picture, organisations were allowed to select up to five areas of interest.

‘Participation in community, social and civil activities’ was selected the most often by ethno-specific groups, community organisations, groups working in high CALD population areas, multicultural organisations and groups, and specialist multicultural organisations.

Mainstream disability organisations selected ‘assistance in co-ordinating or managing life stages, transitions

and supports’ most often, followed by ‘participation in community, social and civil activities’.

Organisations and groups in the online survey were also asked whether there were any other disability service or support areas (beyond those identified in the NDIS) in which their organisation was interested in working. There were 43 responses to this question, which included:

- Advocacy;
- Community development and outreach;
- Inclusion support;
- Planning assistance to achieve goals;
- Information and conversation sessions with CALD communities about the new reforms.

Even a small ethno-specific organisation could see potential opportunities for its community in the expanded workforce required to work within the NDIS’s disability service areas. For example, a stakeholder from the Somali community commented that within their community, the rise of a number of types of enterprises had helped create a workforce that had considerable relevance for working with people with disability.

“Lots of Somali women are doing ‘helping’ jobs like Family Day Care in the home ... it’s flourishing.

“There are lots of cleaners and taxi drivers in our community”.

Table 4:
Interest in areas of disability service provision

Q7: What disability service areas would your organisation be most interested in providing?	
Participation in community, social and civil activities	63%
Assistance in coordinating or managing life stages, transitions and supports	43%
Assistance with daily personal activities	32%
Development of daily living and life skills	32%
Management of funding for supports in a participant's plan	27%
Early intervention supports for early childhood	24%
Assistance with brokerage / co-ordinating participants	19%
Assistance to integrate into school or other education programs	19%
Physical well-being activities	18%
Assistance with daily life tasks in a group or shared living arrangement	17%
Accommodation / tenancy assistance	16%
Behaviour support	13%
Interpreting and translation services	13%
Assistance with travel or transport arrangements	11%
Assistance to access and maintain employment	11%
Therapeutic supports (e.g. speech therapy, physiotherapy etc)	10%
Assistive technology (e.g. equipment to aid mobility, communication, assist with transport)	9%
Specialised assessment of skills, abilities and needs	8%
Assistance to work as a part of Australian Disability Enterprise (ADE)	8%
Community nursing care for high care needs	7%
Training for independence in travel and transport	7%
Household tasks	6%

3.8 Feedback on the Industry Development Fund (IDF)

The IDF was established in 2009-10 to support initiatives to develop the NGO sector to achieve an integrated, efficient, innovative and robust service system (IDF, 2017a).

The fund focuses on the following key development areas:

1. Placing people with disability at the centre of service delivery;
2. Ensuring that people with disability have access to the information and range of supports they need to live the lives they choose;
3. Developing high-performing organisations that achieve real outcomes for people with disability;
4. Making robust planning and resource allocation decisions based on accurate data and evidence;
5. Ensuring there is effective governance, leadership and management of the sector;
6. Ensuring the workforce is skilled, capable and focused on people with disability.

Feedback indicated that the IDF was seen as a useful source of information for many organisations. Mainstream disability service providers were very positive about the usefulness of both the tools on the IDF and NDS websites and the NDS Sector Support Consultants. All mainstream disability organisations involved in the study reported having used at least one of the tools on the website, with others stating that they had used all of them.

In contrast, only a few stakeholders in ethno-specific and multicultural organisations and groups had used the tools available on the IDF and NDS websites. This appears to be a consequence of the limited number of CALD organisations receiving government funding to provide specialist disability services and supports. A number of the ethno-specific and multicultural organisations involved in the study would not be eligible for NDS membership, as they do not provide direct services to people with disability. While most of the IDF resources are freely available to access and utilise, some resources on the NDS website are only available to NDS members.

Feedback from one organisation stated consideration should be given to ensuring the tools are also relevant for ethno-specific and multicultural organisations and groups, and that key concepts are communicated in plain English.

Concerns about the complexity of the material provided were also raised. Some stakeholders suggested the

material was too complex and may be of limited use, particularly considering these ethno-specific and multicultural organisations and groups may not be familiar with the disability services sector.

What was perceived to be far more useful were the NDS Sector Support Consultants (funded by the IDF) and the face-to-face delivery of information about the NDIS. There was a sense across the consultations that this form of information delivery was preferred by organisations where there was confusion about the NDIS and its specific elements.

Despite the perceived usefulness of the NDS Sector Support Consultants, it is important to note that this option is currently only available to organisations who receive disability specific funding from FACS, ADHC. It was suggested by a few of the organisations interviewed that consideration should be given to expanding the role of this resource to more broadly support ethno-specific and multicultural organisations and groups to become NDIS ready. The FutureAbility project was given access to the NDS Sector Support Consultants, who greatly assisted the ethno-specific and multicultural organisations and groups that participated in the FutureAbility project to get closer to becoming NDIS ready.

3.9 NDIS awareness in CALD communities

There was consensus among the organisations surveyed that there is a general lack of awareness of the NDIS across CALD communities. Both mainstream, ethno-specific and multicultural organisations surveyed expressed concern about this. A number of stakeholders felt that this lack of knowledge was in part a result of the complex language used in existing NDIS literature and the paucity of this information in community languages.

“... [The terms] have all changed under the NDIS – ‘respite’ is now called ‘community participation’ and ‘post school options programs’ is now talked about in terms of ‘community access hours’. It makes families [from CALD backgrounds] panic”.

This highlights the importance of using simple language to describe the scheme for CALD communities and ensuring that terms are translated into specific languages, taking care to ensure that they will be understood within each cultural context.

Of the organisations surveyed, the NDIS website was not considered to be a primary source of information for supporting communication with their communities. At the time the study was conducted in 2015, there was some general disappointment expressed at a lack of culturally appropriate communications for CALD communities.

“We don’t have the money to translate the resources [about the NDIS] we’re waiting for the NDIA to do it ...”

In lieu of culturally and linguistically appropriate information for CALD communities, ethno-specific and multicultural organisations funded for disability services said that they ensured, wherever possible, that information about the NDIS was delivered face to face using interpreters. It was reported that the benefit of this approach is that aspects that are currently confusing or poorly-understood are properly explained to people with disability from CALD backgrounds and their families and carers.

“Face to face sessions are critical. No-one may have talked to these (CALD) communities about setting goals before”.

Feedback from the sector more generally indicates that awareness of the NDIS is also very limited among carers from CALD backgrounds, who are often isolated in their caring roles.



What did we find? Challenges and gaps in the CALD service sector in NSW

4.1 Assistance required to work in the disability services sector

One of the aims of the CALD Sector Scoping Study was to identify the issues, gaps and needs of ethno-specific and multicultural organisations and groups in NSW in order to work effectively in the disability services sector.

Organisations were asked to nominate up to five areas in which they would require assistance. Table 5 shows the responses to this question, providing some useful information about what is needed in the sector in future.

The organisations indicated that capacity building would require a combination of financial and practical support. Other areas of need identified included more detailed, culturally appropriate and practical information about the NDIS that can be used to educate local CALD communities. Organisations completing the online survey expressed similar views:

Table 5:
Assistance required by CALD service sector to work in disability

Areas of assistance	
Help to join forces with other CALD/mainstream disability organisations to develop CALD-relevant supports for people with disability from CALD backgrounds	48%
Assistance to better understand marketing/promotion of the organisation under the NDIS	39%
Developing a business model for disability service delivery under the NDIS	39%
Cross-cultural/cultural competency service delivery	38%
Strategic planning assistance to help build disability services in the organisation's service offer	36%
Better understanding of the NDIS generally and what it involves	31%
Assistance to register as a Disability Service Provider	31%
Assistance to ensure existing staff are appropriately skilled/trained to work in disability services	30%
Help to better understand how to manage fees/payments/accounting systems under the NDIS	30%
Interest in being updated about the NDIS	24%
Assistance to ensure the organisation can recruit and retain appropriately skilled/trained staff	22%
Help to develop relevant policies and procedures suitable for a Disability Service Provider	18%
How to use the existing NDIS industry tools and resources	14%
Help to better understand/implement person-centred approaches	6%
Assistance with governance issues/to become an incorporated organisation	4%

When analysing the types of assistance required, by type of organisation (as indicated by participants in the online survey), the pattern shown in Table 6 was observed. This information became useful as a planning tool to develop and target capacity building, support and resourcing for the implementation phases of the FutureAbility project.

Table 6:
Supports needed by different organisation types

	Ethno-specific organisation or community group (n=11)	Community organisation/group working in area with high CALD population (n=40)	Multicultural organisation/group (n=13)	Specialist multicultural organisation (n=6)	Mainstream organisation working specifically in disability (n=19)
Help to join forces with other disability organisation to develop CALD-relevant supports for people with disability	*	*		*	*
Better understanding of the NDIS generally and what it involves	*				
Assistance to register as a Disability Service Provider	*		*	*	
Assistance to ensure existing staff are appropriately skilled/trained to work in disability services	*				
Assistance to ensure the organisation can recruit and retain the appropriately skilled/trained staff				*	*
Strategic planning assistance to help build disability services in the organisation's service offer	*		*		
Developing a business model for disability services under the NDIS		*	*	*	*
Help to better understand how to manage fees/payments/ accounting systems under the NDIS			*		
Assistance to better understand marketing/promotion of the organisation under the NDIS		*	*	*	*
Interest in being updated about the NDIS		*			
Cross-cultural/culturally competency service delivery		*			*

4.2 Workforce: Knowledge and skills

Disability awareness and training

Some ethno-specific and multicultural organisations and groups acknowledged that staff in their organisations lacked disability awareness and reported that, for the most part, staff had not undergone training in disability unless the organisation had been funded specifically to work in the area. This was reported to be generally due to a lack of resources.

There was, however, one organisation that had chosen to invest in training a proportion of their sizable workforce in disability awareness, in response to a significant increase in people with disability from CALD backgrounds accessing their service. One stakeholder reported that they had organised training for 17 staff in a Certificate IV in Disability and that they had utilised the range of free resources available on the IDF website to train staff. They plan to take key staff through one of the disability standards each month, including developing an action plan for how to implement each, in collaboration with staff.

“We work with lots of multicultural organisations and the concept and understanding of disability in a human rights framework is still not there”.

“Our support workers don’t understand disability ... and we have lots of bilingual staff who would like to work with people with disability”.

Understanding person-centred approaches

One stakeholder working for a mainstream disability service in an area with a large CALD population commented that some ethno-specific and multicultural organisations had barriers to adopting a person-centred approach.

A few multicultural organisations consulted agreed that there was a need to develop skills in the CALD service sector to work in a person-centred way, particularly involving the wider family and carers when working with a person with disability. This is due to the cultural and value systems differences between English and NES communities, with the former relating more strongly to the values of individualism, self-determination and independence, (Walker et al, 2005), while the focus of many people from NES backgrounds is on valuing the family and the community. For many CALD communities, a family-centre approach is most suitable.

Organisations also identified the need to recruit a range of staff to work in the sector. As one stakeholder pointed

out, matching the needs of a participant was critical in terms of being person-centred.

“... There is some resistance within the staff of person-centred approaches. We need to change the mindset of staff towards dealing with people as individuals, as the [client] needs may differ from one person to the next”

“A 20-year-old client doesn’t want to go to the movies with a 50 year old who could be their mum. You need to have the right mix of staff too”.

Organisations stated that having a staff member adept at putting submissions together could be a real challenge, particularly for a small organisation. Therefore, consideration should be given to providing some support and resources to develop these skills where there is a need. Furthermore, funders should be mindful of the potential lack of resources within some organisations in this area and, therefore, base their funding decisions on community needs.

“We’ve been unsuccessful with grants so far”.

“We are unsure how to apply for funds”.

“Under-resourced, lack of strategic support in grant writing”.

Another challenge reported by many stakeholders thinking about formally entering the disability services sector was the lack of an adequately skilled workforce in their organisation. Due to the uncertain nature of funding streams, workers were often employed on a casual, as-needs basis. As such, some stakeholders felt that there should be support available to help retain workers.

4.3 Reluctance to take the next step without support

A number of ethno-specific and multicultural organisations and groups not currently working in the disability area were reluctant to take the next step as it was a significant decision, requiring substantial investment and practical support. Some small organisations expressed concern that they would not be able to compete favourably with larger organisations in the sector.

As such, several organisations indicated that they were waiting to see what was made available to them to support the rollout of the NDIS. This was due to a combination of lack of confidence, a need for support

and a desire to see if some financial support would be available via the NDIA.

“... There are people with a disability there [in our community] but we have never had the opportunity to be funded for disability ...we’re very interested, but we just don’t know where to go from here”.

“... capacity building is such a big job. You can’t do it in a silo”.

4.4 The need for marketing support

While some organisations had started to build marketing capacity, this was absent in the majority of ethno-specific and multicultural organisations and groups. There was a general sense among participants, including larger multicultural organisations, that support with marketing would be helpful.

Organisations consulted said that even if marketing was considered important within an organisation, funding often was not available for this function and there were significant challenges in undertaking any marketing activity.

Organisations suggested that support for marketing activity and building ongoing marketing capacity in ethno-specific and multicultural organisations should be considered as part of the FutureAbility BDI grants.

“Marketing is a big thing – we don’t have money for that. The staff and I do this ad-hoc. We need money to do this”.

“... we’re too busy ‘working’ and ‘doing’ to market”.

4.5 Challenges for mainstream disability organisations to work effectively with people from CALD backgrounds

Mainstream disability organisations also spoke about the gaps they experienced in terms of working with people with disability from CALD backgrounds in a way that was effective and culturally appropriate. These gaps included:

- Cultural competency within their organisation;
- Specific information about new and emerging CALD communities who may infrequently access services and supports;
- An understanding of how to appropriately engage families from CALD backgrounds with the NDIS;
- Clear and in-language information about the NDIS for CALD communities;
- Knowledge of how to design and apply access strategies that include recruiting and retaining bilingual and bicultural staff to deliver culturally responsive supports;

Working with people with disability from CALD background who are not eligible for an NDIS-funded package, however, will still require various types of support to ensure their disability-related needs are met.



Implementation phases of the FutureAbility project

Upon the completion of the project's research phases (phases one and two), the results from the studies were used to inform the implementation phases (phases three and four).

Phase three: Supporting the CALD service sector to become NDIS ready.

In summary, the FutureAbility project's support to the CALD service sector included:

- Designing and implementing a comprehensive information, education, promotion and awareness raising campaign (through a series of five, one-day forums) for ethno-specific and multicultural organisations and groups across NSW to increase their knowledge and build capacity to prepare them for their future under the NDIS;
- Guiding and supporting ethno-specific and multicultural organisations and groups through the transformation process, including conducting self-assessments; identifying priorities, drafting NDIS Development and Action plans, and through one-on-one support from the NDS Sector Support Consultants, becoming NDIS ready and entering the disability service system as equal partners;
- Distributing BDI grants to 16 ethno-specific and multicultural organisations and groups to assist them to become NDIS ready;
- Developing and distributing 36 policies and procedures to enable CALD organisations to operate more effectively under the NDIS;
- Developing and disseminating a weekly electronic newsletter to the CALD service sector with the latest information on disability and the NDIS.

Phase four: Educating CALD communities about the NDIS and disability in general.

CALD communities were targeted to increase their knowledge and understating of the NDIS and disability through:

- Designing and conducting 24 in-language education, promotion and awareness raising sessions to 13 community language groups, consisting of two half-day sessions covering two topics each. These sessions helped to raise awareness of the NDIS and disability in general for 274 people with disability from CALD backgrounds and their families and carers across NSW;
- Presenting the sessions by utilising bilingual disability staff employed by SSI and using professional interpreters for the sessions delivered by MDAA and ECSC;
- Collecting and distributing information on the NDIS and disability issues in language where it was available, or translated information in languages not available through other channels.

5.1 Support to the CALD service sector

In phase three, five methods were used to meet the project's aims and the CALD organisations' urgent need for capacity building activities and resources to enter and/or transition to the NDIS:

- Inform, prepare and resource the CALD service sector (ethno-specific and multicultural organisations and CALD communities), to participate more fully and meet future needs;
- Identify, prepare, support and encourage new providers wanting to enter the NDIS space;
- Support existing CALD organisations to expand and improve their support to people with disability from CALD backgrounds and their carers and families to:
 - promote and offer more choice;
 - improve flexibility and quality;
 - design and implement culturally appropriate and sensitive services;
 - recognise and respond to long-term needs;
 - offer the opportunity for people to become active participants in the NDIS;
 - work in collaboration with NDS.

a) CALD service sector forums on five key topics

Five full day provider forums were developed in response to the needs identified from service providers participating in the CALD Sector Scoping Study (see Appendix 8). These provider forums addressed nominated priorities and topics to fill significant capacity and knowledge gaps, with the aim of developing essential enabling skills for the CALD service sector and increasing providers' understanding of the NDIS and their capacity to enter and operate under the NDIS in the future.

The topics for the five forums were:

- Forum one: The NDIS roadmap – 10 December 2015
- Forum two: Disability induction, person-centred approaches and NDIS – 2 March 2016
- Forum three: Strategic planning, business modelling and marketing – 24 March 2016
- Forum four: How to join forces with other organisations – 28 April 2016
- Forum five: Staff recruitment, training and development on disability – 27 May 2016.

The responses from the 80 organisations and groups that participated in the online survey, (see Table 5) indicated the overall assistance required by the organisations and

groups to work in the disability services sector, and informed the session outlines (see Appendix 9).

All learning materials, including presentation slides, handouts and case studies, were provided to participants and made available on the FutureAbility website for sharing among other service providers in the sector.

For each forum, pre- and post-session online evaluation surveys were issued, with the aim of:

- Understanding the participants' existing level of knowledge of the topics covered in each forum;
- Evaluating each forum (content, format, presenters, premises etc);
- Measuring the effectiveness of each forum in expanding the participants' understanding of the topics covered.

A total of 110 participants from a wide range of CALD organisations, including ethno-specific and multicultural providers, attended the forums.

The overall satisfaction with the forum series was high, with participants rating the forums mostly excellent (51% of respondents) or good (46%), the presenters' knowledge and skills mostly excellent (70%) or good (28%), and the facilities excellent (46%) or good (47%).

Participants' backgrounds and level of prior knowledge of the NDIS were heterogeneous throughout the forum series, which meant every participant took something different out of each forum.

A large majority of participants (89%) believed their level of understanding of the topics presented had improved (19% rated it much better than before; 37% better than before; 33% a little better than before), while only 11 per cent reported that their level of understanding was the same as before.

Based on formal and anecdotal evidence gathered from the participants, the forum series achieved its objective of increasing CALD service providers' understanding of the NDIS.

The anecdotal comments by participants throughout the forums also indicated a high level of satisfaction with the forums' content and structure, presentation style and presenters' knowledge.

Some comments from the forum participants included:

“Great mix of information and application through practical activities. Managed range of skill and knowledge in the room really well”;

“Very informative and practical session on the changes, tools and resources”;

“Very interactive, simplified complex concepts as participants can

understand easily. Well-structured sessions”;

“A fantastic program of highly relevant information”;

“Much needed workshop for those entering the disability area”;

“Handout of slides is extremely helpful – thank you”;

“Very knowledgeable and experienced – a very good presenter”;

“Excellent knowledge on partnerships”;

“Very good training content with lots of real life practical examples provided to assist participants in understanding the NDIS recruitment and roles better”;

“The information about essential financial reports, cashflow and working capital was very helpful. The presentation was clear and easy to understand”;

“Definitely learnt a lot more about NDIS and the changes implemented”.

b) One-on-one practical support by NDS Sector Support Consultants

The collaboration with NDS enabled the FutureAbility project to work in partnership with the NDS Sector Support Consultants to assist the scoped ethno-specific and multicultural organisations on a one-on-one basis.

This practical support included helping the organisations to conduct a self-assessment using the NDS self-assessment tool, identifying priorities and drafting NDIS Development and Action plans that could be developed into a FutureAbility BDI to receive further support and resources to enable them to enter or transition to the NDIS.

A number of the organisations selected for one-on-one support from the NDS Sector Support Consultants declined the offer, and also forfeited the opportunity to apply for a BDI grant, a total of 16 organisations participated in the one-on-one support sessions.

Table 7:
One-on-one support provided to CALD organisations by NDS sector support consultants

Organisation	Type Ethno-specific	Type Multi-cultural
Advance Diversity Services		*
Auburn Diversity Services Inc		*
Australian Chinese Community Association (ACCA)	*	
Arab Council Australia	*	
Cambodian-Australian Welfare Council of NSW Inc	*	
CORE Community Services (formerly Fairfield MRC)		*
Chinese Australian Services Society	*	
Ethnic Community Services Co-operative		*
Illawarra Multicultural Services		*
Liverpool Migrant Resource Centre		*
Macarthur Multicultural Services Initiative		*
Metro Assist		*
Northern Settlement Services		*
SydWest Multicultural Services		*
Sydney Multicultural Community Services		*
Tripoli and Mena Association	*	

During the one-on-one support sessions it was identified that, while each organisation was at a different stage and/or had its own priorities, there were a number of common priority areas across many of the organisations, including:

- Market analysis (particularly to build a business case for moving or expanding into direct disability provision);
- Scenario modelling (associated with understanding the market and the opportunities for expanding/moving into disability);
- Strategic planning in part influenced by a general lack of awareness about the NDIS and the impact that this may have on their communities and their organisations. Note that some felt that while this was a priority, they were capable of managing this process internally once they had sufficient information;
- Financial capability, including capacity around costing and pricing;
- Human Resources strategy and planning, including recruitment, retainment and development of staff to work in disability;
- Business planning, marketing and reviewing Information Communication Technology (ICT) capacity. Many organisations, however, saw this as a more medium term priority to be targeted after they were on top of the above areas;

- TPV. While some organisations already had been verified, obtaining TPV was reported to be a high priority for those yet to do so.

The above findings from the one-on-one sessions with the NDS Sector Support Consultants were consistent with those found in the CALD Sector Scoping Study.

c) Business Development Initiatives – BDI grants.

Up to \$800,000 was allocated within the project budget to provide grants to complete projects, activities and/or develop resources that enable organisations to prepare to transition to the NDIS.

As outlined previously, practical one-on-one sessions helped the CALD organisations to conduct a self-assessment using the NDS self-assessment tool, identifying key business priorities and drafting NDIS Development and Action plans that could be developed into a FutureAbility BDI grants to receive further support and resources to enable them to prepare to transition to the NDIS.

The BDI grants were targeted to the ethno-specific and multicultural organisations and groups who participated in the preparatory processes implemented by the FutureAbility project, which involved participating in the

scoping studies, self-assessment and planning process, and attending the provider forums.

While 31 CALD and mainstream organisations were consulted via the CALD Sector Scoping Study, only the CALD organisations were eligible to apply for a BDI grant. Of the total 21 CALD organisations that were considered eligible to apply for a BDI grant, 16 CALD organisations (11 multicultural and 5 ethno-specific organisations) undertook the application process. The others were not ready or did not have the capacity to administer the BDI or get NDIS ready at that point in time.

BDI grants were distributed to all 16 organisations, with 13 organisations receiving BDI grants of up to \$50,000 and three organisations receiving a BDI grant of up to \$30,000. The BDI grants process commenced on 1 June 2016, with most organisations submitting their final reports by December 2016.

Key business areas were identified for the purpose of grant allocation, and the table below demonstrates the distribution of projects and activities across these key areas of business transformation. The following were the main types of projects and activities for which the CALD organisations sought BDI funds.

Table 8:
Organisation by main project/activity type for BDI

	Marketing	Promo materials	IT/ websites	Board / staff training	CMS/ ICT	Operations/ business plans/ models	Financial/ fees	TOTAL
Advance Diversity Services	*	*	*	*	*	*		6
Auburn Diversity Services Inc	*	*		*	*		*	5
Arab Council Australia	*	*		*				3
ACCA	*		*		*	*		4
CASS Care: Chinese Aust Services Society	*	*	*					3
Cambodian-Australian Welfare Council of NSW Inc						*	*	2
CORE Community Services	*	*	*					3
ECSC	*					*	*	3
Illawarra Multicultural Services	*	*	*	*		*		5
Liverpool MRC			*					1
Macarthur Diversity Services Initiative	*		*					2
Metro Assist	*	*						2
Northern Settlement Services			*	*	*			3
Sydney Multicultural Services	*			*	*		*	4
SydWest Multicultural Services	*	*				*		3
Tripoli And Mena Asscn	*			*	*		*	4
TOTAL	13	8	8	7	6	6	5	

The BDI projects grants process commenced on 1 June 2016 and was due to be completed by 30 September 2016. The majority of organisations, however, required an extension of time for the completion of their BDI projects and activities. All extensions were granted to ensure completion of the projects and activities.

As shown in Table 9 below, a number of BDI recipients submitted proposals to improve their marketing strategies. A large number of organisations sought to develop and build on existing marketing, strategic and business plans and strategies to incorporate the NDIS, with some seeking to engage the expertise of consultants.

The type of disability supports the BDI applicants identified to be provided with the support from the FutureAbility project varied. If the organisations are able to establish them, a variety of support options will be available for people with disability from CALD backgrounds in NSW and delivered by providers they know and trust. Table 9, below, outlines in detail the types of BDI activities and disability supports the organisations are likely to establish.

**Table 9:
BDI organisations, activities and supports**

Multicultural organisations in receipt of BDI grants

Activities/projects/resources funded by BDI	Disability supports likely to provide after BDI
1. Advanced Diversity Services	
<ul style="list-style-type: none"> 1. Project 1 – Scoping Conduct market research and feasibility study. Generate evidence-based market analysis to inform the development of the business plan – incl. demographics, needs analysis, mapping service provision, identifying gaps and barriers 2. Project 2 – Development. Develop Business Plan and unit costing 3. Project 3 – Infrastructure Upgrading <ul style="list-style-type: none"> a. IT infrastructure development, and implementation of CRM database and IT infrastructure to support NDIS deliverables, financial accountability and interface with the NDIA portal b. Purchase equipment to support new IT infrastructure and electronic record keeping, rostering, data entry etc c. Provide staff training to upgrade IT skills and grow portability of disability workforce 4. Project 4 – Marketing and community engagement marketing campaign. Develop marketing strategy <ul style="list-style-type: none"> a. Re-brand disability services and produce promotional material b. Deliver marketing campaign to CALD community based on community development principles, including consultation, and incorporate information on accessing the NDIS 	<ul style="list-style-type: none"> 1. Care co-ordination (NDIS line item – Improved Life Choices 0014); one-on-one social support, community access, domestic assistance, personal care; supported social groups/outings (NDIS line items – Assistance with daily life at home, in the community, education and at work 0001) 2. Information (in kind) – community education events prior to unrolling of the NDIS and pre-planning sessions 3. Carer support services; training for carers/parents; assistance with decision making, daily planning and budgeting; individual assessment and support by a nurse; individual/group counselling (NDIS line item – Improved daily living skills 0004)
2. Auburn Diversity Services Inc	
<ul style="list-style-type: none"> 1. Review ADSi's strategic and business plan for inclusion of CALD disability services 2. Develop fee-for-service model for long-term sustainability including NDIA registration, staff retention and financial sustainability 3. Educate Board and staff 4. Conduct market analysis to compare vs capacity analysis to identify gaps in disability support for potential NDIS customers from Chinese, Arabic, Afghan, Turkish, Tamil and Indian backgrounds 5. Marketing: Develop promo materials for Chinese, Arabic, Afghan, Turkish, Tamil and Indian communities in language and in English 6. Trial programs (e.g. centre-based for people with disability and household tasks) 7. Purchase and implement electronic data management system for staff and client management 	<ul style="list-style-type: none"> 1. Participation in the community: <ul style="list-style-type: none"> a. Assistance to access community, social and recreational activities (#23 008) b. Group based community, social and recreational activities (#23 029) c. Centre based group (#23 011) d. Community and social activities (#23 023) 2. Household tasks: <ul style="list-style-type: none"> a. House and/or yard maintenance (#20 001) b. House cleaning and other household activities (#20 002) 3. Assist-life stage, transition: <ul style="list-style-type: none"> a. Support connection (#08 002), co-ordination of support (#08 003) b. Assistance with decision making, daily planning, budgeting (#08 001)

Activities/projects/resources funded by BDI	Disability supports likely to provide after BDI
3. CORE Community Services	
<ol style="list-style-type: none"> 1. Engage marketing consultant to conduct a market analysis and develop a marketing plan 2. Engage communications officer to implement the marketing plan, including oversight of promotional materials, revised website, etc 3. Develop promotional materials including flyers, magnets and other collateral identified through the marketing plan 4. Redevelop the new website to make it accessible to people with visual and audio impairments and to ensure both written and audio content cover a range of languages 	<ol style="list-style-type: none"> 1. Continue provision of person-centred services through our Aged and Disability Service, including home care, respite and social support, home modifications, maintenance and individual packages 2. Expansion of services we cater for people with disability from CALD backgrounds, their families and carers through this program. Identified a number of areas of growth including additional support in the domains of daily living, home, health and wellbeing, and social and community participation 3. Develop capacity within existing children's services to provide services to children with disability from CALD backgrounds and their carers and families, in the domain of lifelong learning. Services will assist children in their transition to school and through early intervention support
4. Ethnic Community Services Cooperative	
<ol style="list-style-type: none"> 1. Review direct service provision. This would include engaging specialised consultants to support our staff to undertake the following process: <ol style="list-style-type: none"> a. Define all existing direct services, including costs, number of clients, viability etc, and align them with NDIS services b. Identify services that won't translate to the NDIS and determine if they can be modified to fit or replaced with something else c. Assess what other NDIS services existing clients may take up, the size of market, the cost to deliver and competition d. Assess what our organisation could offer new markets, and what is the competition, ability to service, viability e. Develop financial models for scenario planning f. Assess if any collaboration/partnerships are suitable for direct service delivery g. Identify what our organisation's service model looks like and how it can be improved h. Impact measurement frameworks/plans in place and measures of success i. Capabilities, roles and responsibilities of key personnel j. Develop transition plans for each viable NDIS service, including resource, communications and marketing components 2. Review financial position. This would involve engaging specialist consultants to undertake the following process: <ol style="list-style-type: none"> a. Conduct a high level allocation of budget against the activities b. Determine the date by which our organisation needs to have re-engineered itself to be NDIS ready c. Revisit current cash flow forecasts to understand the future cash flow position incorporating this project's needs d. Identify areas to reduce costs and/or streamline operations (i.e. what should we start/stop/do more of?) e. Assess investment needs to meet strategic initiatives 3. Develop Business Model (e.g. diversification of revenue streams, developing new business models to ensure organisational sustainability). This would involve engaging specialised consultants to undertake the following process: <ol style="list-style-type: none"> a. Review of existing businesses and services offered b. Develop models for fee-for-service to expand revenue streams c. Conduct market analysis d. Develop pitch and go-to-market strategy e. Partner with other organisations to pilot new service offerings f. Explore other revenue raising concepts 	<ol style="list-style-type: none"> 1. Assistance with daily life at home, in the community, education and work (0001) 2. Increased social and community participation (0009) 3. Improved learning and improved life choices (0014)

Activities/projects/resources funded by BDI	Disability supports likely to provide after BDI
5. Illawarra Multicultural Services	
<ol style="list-style-type: none"> 1. Develop NDIS strategy and business plan to identify clusters of support under the NDIS 2. Develop business or operational plan to secure NDIS provider registration 3. Engage a disability consultant 4. Set up a project steering committee 5. Develop a marketing plan 6. Redevelop website 7. Review organisation's brochures and promotional materials to include disability/NDIS services and programs 8. Staff and board member training and workshops to increase their knowledge of the NDIS, and the organisation's business intent and strategy 	<ol style="list-style-type: none"> 1. Assistance in co-ordinating or managing life stages, transitions and supports 2. Development of daily living and life skills – household tasks 3. Behaviour support 4. Assistance with daily life at home, in the community, during education and at work; transport to access daily activities
6. Liverpool MRC	
<p>Redevelop existing website to:</p> <ol style="list-style-type: none"> 1. Accommodate relevant webpages for CALD disability service promotion 2. Enable lodgement of service requests/requirements 3. Accept bookings and tracking (for desktop and mobile device use) etc., which will communicate/promote/engage calls-to-action etc. our expanded offerings in the disability space to and from our existing captive audience in the CALD communities, 4. Entail planning, web design, web development, content development, content management, web hosting, project management, and admin costs/tasks Goals 1–4. broken down into steps: <ol style="list-style-type: none"> a. Planning b. Web design (graphic design component) c. Web development (from graphical elements and design and mock-up to HTML) d. Content (development and deployment) e. Content management f. Web hosting 	<ol style="list-style-type: none"> 1. Assistance with daily life at home, in the community, during education and at work (#0001)/improve daily living skills (#0004)/home modifications (#0007) 2. Increase social and community participation (#0009)/finding and keeping a job (#0010) 3. Improve health and wellbeing (#0012)/improved life choices (#0014)
7. Macarthur Diversity Services Initiative	
<ol style="list-style-type: none"> 1. Engage marketing consultant to improve marketing materials and pathways for meeting disability strategic objectives 2. Upgrade of computer system and website 3. Engage NDIS transition worker 	<ol style="list-style-type: none"> 1. Assistance with daily life at home, in the community during education and at work/transport to access daily activities 2. Improve independent living skills 3. Increase social and community participation
8. Metro Assist	
<ol style="list-style-type: none"> 1. Engage market research consultant to develop research methodology, framework, staff supervision, data analysis, report writing and marketing plan 2. Develop market analysis and consumer behaviour survey of families, individuals and carers from Arabic, Chinese and south Asian background residing in Canterbury, Bankstown, Inner West and Inner Sydney 3. Conduct five focus groups 4. Develop multilingual brochures and marketing materials, staff training 5. Gain TPV 	<ol style="list-style-type: none"> 1. Culturally appropriate early intervention support service to kids aged zero to six years 2. Social support, life skills, support group, recreational activities, hobby classes and similar group activities and services as per the demand of the clients

Activities/projects/resources funded by BDI	Disability supports likely to provide after BDI
9. Northern Settlement Services	
<ol style="list-style-type: none"> 1. Engage a project officer to implement this project 2. Provide staff training on the NDIS and disability and finance across all sites in Newcastle, North and Mid North Coast 3. Update ICT and our organisation's website 	<ol style="list-style-type: none"> 1. Support connection/NDIS support cluster – specialised support assistance in co-ordinating or managing life stages, transition and supports 2. Informed/supported decision making 3. Building and assisting understanding of the NDIS/disability standards of the community in remote and regional NSW.
10. Sydney Multicultural Services	
<ol style="list-style-type: none"> 1. Engage consultant to make organisation ready to provide services to CALD NDIS clients 2. Register as a NDIS provider 3. Develop a CALD NDIS-based marketing plan, including market analysis and practice, scenario modelling, market survey (i.e. CALD communities in South East and Inner West Sydney), program material produced in relevant target languages, operational manuals and guidelines produced for the programs, etc. This will all take into consideration the person-centred practice model to transition to the NDIS 4. Develop unit costing for CALD NDIS programs using the NDIA/NDS recommended 'bottom up' reasonable cost model 5. Fine tune the brokerage home care package to be deployed through a partner organisation directed to CALD NDIS clients 6. Organisational training. Engage experienced sector training organisation to deliver CALD NDIS specific programs to frontline staff and program co-ordinators(e.g. CALD-specific, person-centred practice and risks in the NDIS environment), to train Board and senior staff on NDIS skills and challenges in providing services to CALD NDIS clients, and to conduct skill audits for board members and staff in general ahead of the training sessions 7. Examine legal requirements for introduction of the NDIS to the organisation 8. Develop an understanding of risks, markets and challenges associated with the NDIS 9. Determine if dedicated staff resources will be required to co-ordinate the NDIS readiness work and requirements beyond the preparation work 10. ICT needs audit. Review requirements in area including data collection for the NDIS 	<ol style="list-style-type: none"> 1. Brokerage home care services such as daily personal activities, help with household tasks and transport to participate in community, social, economic and daily life activities directed to CALD NDIS clients using a person-centred practice model 2. Will draw on extensive home care experience and transfer and apply those skills to the CALD NDIS programs
11. SydWest Multicultural Services	
<ol style="list-style-type: none"> 1. Develop an organisational NDIS client agreement in line with standards and NDIA recommendations, and translate it into 5–6 languages 2. Conduct market analysis to identify target market (profile, size etc.), potential partners and competitors 3. Develop a business marketing plan with assistance from an external facilitator 4. Develop marketing materials translated into six key languages for the region 	<ol style="list-style-type: none"> 1. Assistance with daily life at home, in the community, during education and at work (0001) 2. Supported independent living (0003) 3. Improve daily living skills (0004) 4. Increased social and community participation (0009) 5. Improved life choices (0014) 6. Assistance to access community, social and recreational activities.

Ethno-specific organisations in receipt of BDI grants

Activities/projects/resources funded by BDI	Disability supports likely to provide after BDI
1. Australian Chinese Community Association	
<ol style="list-style-type: none"> 1. Develop NDIS business plan incorporating a marketing plan with design implementation process and tools for new NDIS business model 2. Develop governance risk management plan and implementation tools and provide user training 3. Establish Quality Improvement measurement system process 4. Conduct marketing events through ethno-specific media (TV, radio and print), interagencies, NDIS info sessions etc 5. Add NDIS services to existing website 6. Upgrade ICT software and provide user training 	<ol style="list-style-type: none"> 1. Support independent living (i.e. Chinese meals services, personal care), accompanying to social and Chinese cultural events (i.e. Moon Festival, Chinese New Year celebration) 2. Assistance with daily living (e.g. personal care, shopping Chinese groceries) 3. Improve life choices, Strengthen participants' ability to identify preferred options and exercise control in selection and management of their support (support co-ordination to Chinese)
2. Arab Australian Council	
<ol style="list-style-type: none"> 1. Scope the services our organisation will provide for people with disability 2. Review NDIS requirements and service analysis 3. Run three focus groups on our organisation-identified NDIS services 4. Run three focus groups to sample our organisation's proposed NDIS services 5. Prepare report 6. Develop marketing plan to promote our organisation's NDIS services 7. Prepare promotional materials 8. Train staff and board on the NDIS 	<ol style="list-style-type: none"> 1. Accommodation/tenancy assistance and support (NDIS Item Ref #01 003 and 01 001) 2. Assistance in co-ordinating or managing life stages, transitions and supports (i.e. decision making, daily planning, budgeting, supports) (NDIS Item Ref #08 001, #08 002, #08 003, #08 004) 3. Transport to services/activities (NDIS item ref #10 001, #10 004) 4. Training activities to improve skills in daily life activities, communication, social skills, problem solving, managing funding of support; as well as training for carers (NDIS item ref #15 001 – 15 009) 5. Financial counselling for people with disability and their carers (NDIS item ref #15 006) 6. Early intervention childhood support (level one and two) (NDIS item ref #16 002 – 003, 005, 006) 7. Culturally appropriate social support and activities through centre-based day care services (NDIS item ref #23 023, #23 006, #23 007, #23 008 – 23 016) 8. Physical wellbeing activities, including promoting and encouraging exercise and healthy diets (NDIS item ref 325 001 – 25 006, 25 008) 9. Counselling for individuals or in group sessions (NDIS item ref #27 003 – 27 008, 27 031 – 27 033) 10. Behaviour support management plans (NDIS item ref #11 001 – 11 006)
3. Cambodian-Australian Welfare Council of NSW Inc	
<ol style="list-style-type: none"> 1. Develop a strategic and business plan on the NDIS 2. Purchase financial software from MYOB and train users 3. Purchase annual subscription to MYOB business intelligence 4. Engage a book keeper to set up financial system 5. Purchase three-year subscription to Standards & Performance Pathways – an online service for NGOs 6. Membership fees for NDS 7. Engage consultant to conduct NSW Disability Service Standards gap analysis 8. Engage recognised third party verifier to conduct TPV 9. Engage project co-ordinator to co-ordinate the above. 	<ol style="list-style-type: none"> 1. Development of daily living and life skills 2. Household tasks 3. Participation in community, social and civic activities

Activities/projects/resources funded by BDI	Disability supports likely to provide after BDI
4. Chinese Australian Services Society	
<ol style="list-style-type: none"> 1. Subscribe for service management software for three years and install 2. Enhance existing marketing strategy. Build in networking with ethno-specific media 3. Develop marketing packages including flyer designs, production and launch 4. Design and technical support for development of social media on platforms including WeChat and wibo, and other marketing strategies. 	<ol style="list-style-type: none"> 1. Group-based community, social and recreational activities 2. Transport to access daily activities (#0002) 3. Supported independent living (#0003)
5. Tripoli And Mena	
<ol style="list-style-type: none"> 1. Review governance, constitution and policies and procedures for NDIS compliance. 2. Develop marketing plan that is participant and market focused 3. Develop workforce plan to support entry to the NDIS 4. Review financial systems to establish level of sustainability and ensure financial systems reflect NDIA terms/requirements 5. Purchase and implement quality management and compliance software. 	<ol style="list-style-type: none"> 1. Culturally appropriate assistance for adults with disability to access community, social, cultural and recreational activities 2. Drop-in support. Culturally appropriate assistance for adults with disability to develop skills in independent living 3. Occasional courses on person-centred care and skills building at home for carers and family members (in Arabic)

d) Development and supply of NDIS-relevant policies and procedures

Throughout the delivery of the provider forums, the one-on-one support sessions, and in the initial applications, a broader need for support with policy and procedure development was identified. In response to this, SSI compiled a suite of 36 general policies and procedures to assist CALD organisations to prepare and operate effectively in an NDIS environment.

e) Dissemination of weekly electronic newsletter with information on disability and the NDIS.

It became clear early on in the project that the CALD service sector was not adequately linked to the disability services sector by way of information sharing and networking. As the volume of information on the NDIS continued to increase, the FutureAbility project considered it important to make this available to ethno-specific and multicultural organisations in NSW. The quickest and easiest way to do this was by compiling an electronic newsletter that was issued every Monday afternoon.

The mail list started with 80 email recipients in February 2015 and grew to 250 by December 2016. Forty two editions were produced and issued. Anecdotal feedback received was very positive. As the newsletter became better known, mainstream organisations sought subscription to the newsletter as well.

The newsletter was also a useful tool to promote the FutureAbility activities such as the sector forums, community education sessions and the FutureAbility DataCube (see Appendix 10 for a sample copy of the newsletter).

Table 10:
List of Policies and Procedures

Policy and Procedure	
1.	Confidentiality of Information
2.	Abuse and Neglect
3.	Privacy and Dignity
4.	Critical Incidents, Accident and Injury
5.	Behaviour Intervention & Restrictive Practices
6.	Management of Medications
7.	Epilepsy Management
8.	Health Care
9.	Nutrition Needs
10.	Participation and Integration
11.	Service Co-ordination
12.	Valued Status
13.	Family Relationships
14.	Advocacy
15.	Promoting ATSI Cultural Connections
16.	Decision Making and Choice
17.	Individual Needs
18.	Client Risk Management
19.	Duty of Care
20.	Complaint Handling
21.	Anti-Discrimination, EEO, Affirmative Action & Diversity
22.	Service Entry
23.	Service Exit
24.	Service Planning
25.	Consumer Handbook
26.	Service Policy Development & Review
27.	Service Governance
28.	Staff Management and Development
29.	Staff Recruitment and Orientation
30.	Information and Communication Technology
31.	Fire and Emergency
32.	Volunteers
33.	Staff Grievance
34.	Disaster Planning and Recovery
35.	Resources, Facilities & Equipment
36.	NDIS Service Agreement template

5.2 Educating CALD Communities on disability and the NDIS

Using the data contained in the FutureAbility DataCube, a number of language groups with the highest number of people with severe/profound disability were identified to be targeted for community education and engagement. Two community education sessions were provided in-language to the following community groups: Arabic (x2), due to the significant size of this language group consisting of people with disability, Cantonese, Bengali/Hindi/Punjabi, Greek, Italian, Farsi, Filipino/Tagalog, Mandarin, Serbian, Spanish, Urdu and Vietnamese.

A total of 24 half-day community education sessions were delivered to 274 people across greater Sydney, with the first topic delivered via interpreters and the second topic delivered by bilingual SSI disability staff.

The aims of the community education sessions were to:

- Educate and raise the awareness about disability and the NDIS in CALD communities;
- Inform, develop and educate the CALD community about the needs and issues; affecting people with disability, the new disability framework, and approaches, systems and philosophy;
- Build the capacity of CALD people with disability and their families/carers and communities to better understand disability within an Australian context;
- Develop knowledge, capacity and planning skills for accessing the NDIS.

The data sourced from the CALD Disability Data scoping study informed the locations chosen to hold the community education sessions, which were determined by the language groups with high numbers of people with disability. SSI also scoped what similar sessions other organisations had previously provided or were scheduled to provide in the near future, and it explored venues and facilities already familiar to the language groups (e.g. local community, social or religious centres).

A number of strategies were used to promote the community education sessions including translated flyers, advertising and interviews on ethnic radio, weekly email updates, distribution to sector networks via email, forums and interagencies, delivering presentations and using SSI bilingual Ability Linkers (see Appendix 11 for an example of a translated flyer).

Where NDIS-related information in the targeted community languages was not available from the NDIA or from FACS, ADHC, SSI translated available resources, ensuring in-language information was available for all language groups targeted. This is in addition to the plethora of written information about disability and the NDIS that was collected and made available at every community education session.

Community education session topic one: Understanding disability in Australia and the NDIS

Areas covered:

1. What is disability?

- Disability in a cultural context;
- Disability in Australia;
- How has our understanding of disability moved from a medical model to a social model of disability? (in line with the United Nations Convention on the Rights of Persons with Disabilities);
- Rights of people with disability.

2. The changes in the disability support system

- Old vs new system;
- NDIS rollout and transition information;
- How can I access the NDIS? What are the NDIS eligibility requirements?
- Process for plan development, implementation and review under the NDIS;
- What sort of support can I get from the NDIS? (including ILC and Individual Funding Packs);
- What is included in an NDIS plan?
- Where and how to access support planning;
- Real stories: Karim's story (DVD) and Community Voices to highlight the positive changes that individualised funding and the NDIS can make.

3. What is available now

- Individualised funding under FACS, ADHC;
- Pre Support Planning programs;
- Contacting the NDIA when it comes to your area.

Learning outcomes

Participants gained:

- A better understanding of disability;
- A better understanding of the disability service system in Australia;
- Knowledge, capacity and planning skills for accessing the NDIS.

Community education session topic two: The major disability types – physical, sensory, intellectual and psychological/ psychiatric disabilities

Areas covered:

- What are physical, sensory, intellectual and psychological/psychiatric disabilities?
- What types of physical, sensory, intellectual and psychological/psychiatric disabilities are there?
- What are the causes of physical, sensory, intellectual and psychological/ psychiatric disabilities?
- What are some of the impacts and features of physical, sensory, intellectual and psychological/ psychiatric disabilities?
- Where can you get help for physical, sensory, intellectual and psychological/ psychiatric disabilities?

Learning outcomes

Participants gained:

- A better understanding of disability and the main types;
- A better understanding of where to go for help in Australia.



Farsi session topic two, Blacktown 21/10/2016



Mandarin session topic two, Hurstville 05/09/2016

Table 11:
Community education sessions program 2016

LANGUAGE	TOPIC ONE What is disability and the NDIS	# participants	TOPIC TWO The major disability types	# participants
1. Spanish	May 2016: Liverpool MRC, Liverpool	14	Oct. 2016: Liverpool MRC, Liverpool	6
2. Arabic	May 2016: SSI Auditorium, Bankstown	6	July 2016: SSI Auditorium, Bankstown	22
3. Italian	May 2016: Fairfield School of Arts, Fairfield	0	<i>Session cancelled in advance</i>	•
4. Vietnamese	June 2016: Fairfield School of Arts, Fairfield	16	Nov. 2016: Fairfield School of Arts, Fairfield	6
5. Cantonese	June 2016: Beatrice Taylor Hall, Hornsby	7	Sept. 2016: Beatrice Taylor Hall, Hornsby	9
6. Mandarin	June 2016: Hurstville Entertainment Centre, Hurstville	29	Sept. 2016: Hurstville Entertainment Centre, Hurstville	37
7. Greek	June 2016: Punchbowl Community Centre, Punchbowl	0	<i>Session cancelled in advance</i>	•
8. Tagalog/ Filipino	July 2016: Blacktown Senior Citizens Centre, Blacktown	7	Aug. 2016: Blacktown Senior Citizens Centre, Blacktown	2
9. Serbian	July 2016: Illawarra Multicultural Services, Wollongong	2	Nov. 2016: Illawarra Multicultural Services, Wollongong	0
10. Arabic (2nd session)	Aug. 2016: Punchbowl Community Centre, Punchbowl	22	Oct. 2016: Punchbowl Community Centre, Punchbowl	0
11. Hindi/ Bengali/ Punjabi in English	Aug. 2016: Auburn Town Hall Exhibition Gallery, Auburn	9	Nov. 2016: Auburn Town Hall Exhibition Gallery, Auburn	30
12. Farsi	Aug. 2016: SydWest Multicultural Services, Blacktown	11	Oct. 2016: SydWest Multicultural Services, Blacktown	11
13. Urdu	Aug. 2016: SydWest Multicultural Services, Mt Druitt	14	Oct. 2016: SydWest Multicultural Services, Mt Druitt	14
	Topic one: Attendance	137	Topic two: Attendance	137
Total number of participants = 237 Average attendance per session = 11.4 people				

Pre- and post-session evaluations of participant knowledge of the NDIS and disability types among the 13 language groups targeted for the delivery of community education sessions by the FutureAbility project during phase four indicated a low knowledge base across all language groups.

On a scale of one to five (one = poor understanding and five = excellent understanding), for the topic one sessions on the NDIS, the average knowledge pre-session was 3.08 and post-session, this increased to 4.42. For topic two on the four major disability types, the average pre-session knowledge level was 2.9, and post-session, this increased to 4.2.



Indian session topic two, Auburn 22/11/2016

Figure 9:
Pre- and post-community education session
topic one – by language

TOPIC ONE: What is disability and the NDIS

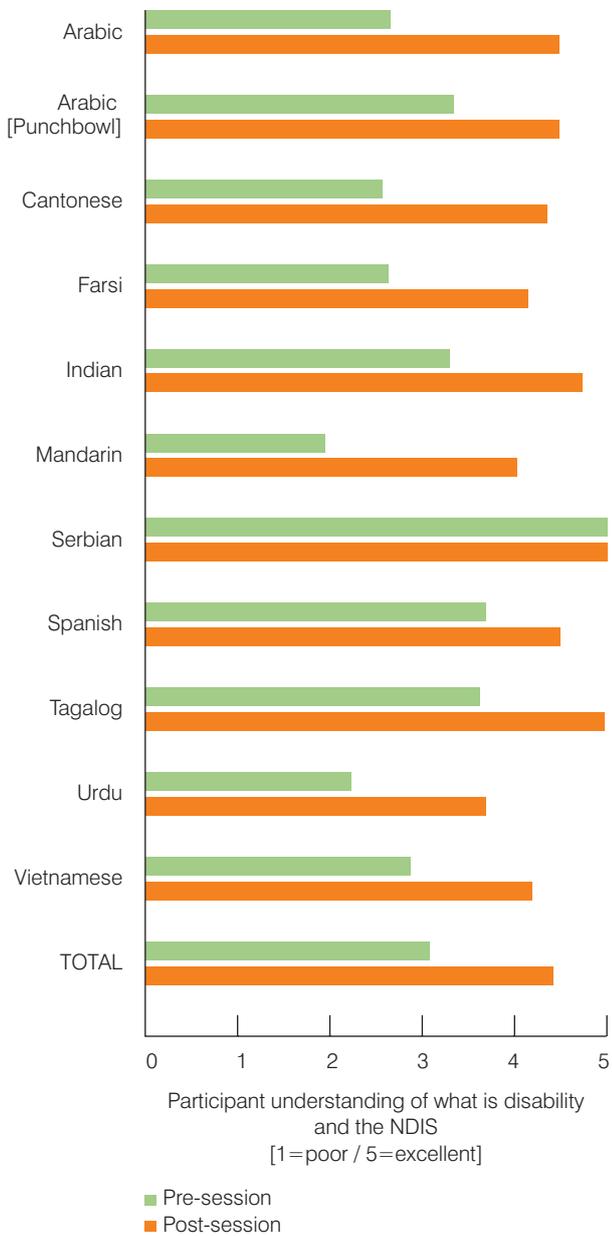


Figure 10:
Pre- and post-community education session
topic two – by language

TOPIC TWO: The major disability types

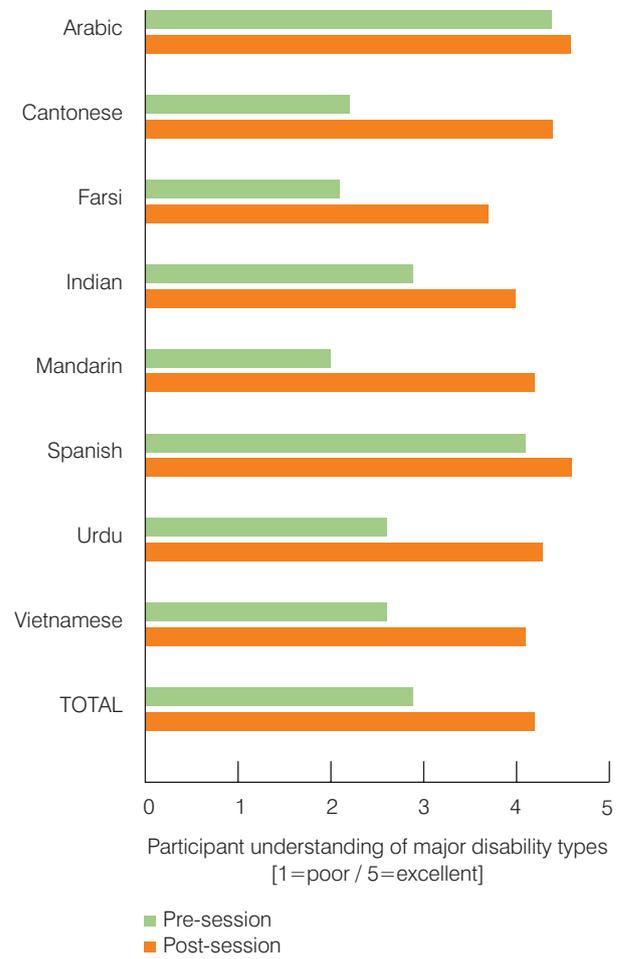


Table 12:
Some comments from participants topic one sessions
– by language

Language	TOPIC ONE – What is disability and the NDIS
1. Spanish	I am confused with the new changes that are coming. Thank you for explaining.
2. Arabic (session one and two)	All is great. Session well planned and delivered. Excellent topic. More of this and a well organised and big turnout would be very beneficial for the CALD communities. I think Georgia's message about cultural understanding of disability was excellent. Thank you very much. I learned heaps from this program and I didn't know anything before this.
3. Italian	No attendees
4. Vietnamese	I love it; Hopefully there will be more session in the future to attend. The information provided for today is well present. Thank you very much. Very good and thanks a lot.
5. Cantonese	This session is very helpful. Very good. Thanks for all ladies who are working hard today.
6. Mandarin	This education session is very useful. Hope organise more. Good thanks. If have any good workshop please advise us. Excellent. Very good to know the SSI. Thanks. Need to know more about the topic. Hope to attend next session. Thanks.
7. Greek	No attendees
8. Tagalog/Filipino	Well-presented and understood. Thanks! It is very good and happy to hear about my rights. Learned more information about the NDIS.
9. Serbian	No written feedback provided
11. Hindi/Bengali/ Punjabi in English	Need much more information regarding disability concerning old. May arrange another session. It was a good session, we learned a lot. Good understanding. Thanks, I like it. Thanks, gave me a knowledge. I liked and had knowledge. Thank you.
12. Farsi	Very good. Thank you that was a good session. I would like to thank you for your help and support to us, to our family and our children. Thanks for your information about this program.
13. Urdu	Very good. I'm so happy. It was really beneficial for me and I will share all information I go to my group I am running on Facebook. I am happy and satisfied of this session.

Table 13:
Some comments from participants topic two sessions
– by language

Language	TOPIC TWO Major disability types
1. Spanish	More support and the responsibility of the agency and the person in charge to be absolute/ complete.
2 Arabic (session one and two)	The lecture was useful and the re-direction was very good.
3. Italian	Session cancelled in advance.
4. Vietnamese	I gain more knowledge through the session. Lucky that I'm here today. I gain more knowledge through the session and I feel relieved. Thank you for having me here today.
5. Cantonese	Very informative! Good.
6. Mandarin	Today's workshop is the best one I've had. Today's talk is very helpful; hopefully there will be more workshops in the future.
7. Greek	Session cancelled in advance.
8. Tagalog/Filipino	No assessment forms completed.
9. Serbian	No attendees.
11. Hindi/Bengali/ Punjabi in English	Very good session. Thank you. Everything is fine. Yes I like. Very well Topic I get a lot of information. This is very useful information session for all ages. I think everyone should know about basic education. Presentation was good learning excellent information. Good but required more information on available resources. Very informative. Good for basic information. This session is very useful for us. I like this session. Thank you very much.
12. Farsi	Thanks for all information you provided, it was really helpful. Thank you for all information that you give us it was really good. It was an excellent session. The things I don't know about it I know now. It was very useful information. Thank you guys so much.
13. Urdu	A very good programme about information about disabilities. This is really beneficial and informative. It's a guideline to deal with these issues. Excellent information provided by SSI. Thanks a lot. Fantastic. This is very useful program. I understand very well. Good on you Seema & Rizwana. This is very good session very helpful and informative. The session was very well organised and very informative.



Governance of the FutureAbility project

The governance structure of the project consisted of two committees:

1. A steering committee comprising FACS, ADHC and SSI executive representatives met quarterly from September 2015 to December 2016. The role of the steering committee was to oversee the implementation of the FutureAbility project, ensuring it met its contractual requirements and delivered on its expected outcomes;
2. The FutureAbility Advisory Group, comprising a cross representation of critical players from the CALD service sector (disability and generalist) and mainstream sectors (disability), was formed once the investigation phase was completed in September 2015. Accordingly, the first meeting was held on 30 September 2015 and the last meeting held on 28 September 2016. The advisory group met on five occasions: 30/09/15, 09/11/15, 25/02/16, 11/05/16 and 28/09/16.

The role of the advisory group was to provide expert advice to FACS, ADHC and SSI. It had no decision-making capabilities.

Membership of the FutureAbility Advisory Group

Chair: SSI Manager, Services and Inclusion

Members: The advisory group represented key organisations and persons with strong experience and expertise in the disability and CALD service sectors:

- SSI – the project auspice;
- FACS, ADHC – The funder. ADHC membership comprised the Manager and Policy Officer, Sector Readiness;
- MDAA;
- ECSC;
- NSW Council for Intellectual Disability;
- A CALD person with disability;
- Centre for Disability Studies – University of Sydney;
- NDS: Sector Support Consultant;
- Two MRCs in areas with large numbers of new arrivals and significant diversity – SydWest Multicultural Services and Metro Assist;
- A regional MRC – Illawarra Multicultural Services;
- Three ethno-specific organisations for the Arabic and Cambodian communities, and a more recently arrived group, the African community.

Members were appointed to the advisory group for a term of one year.



Where to from here? Implications for FutureAbility and the NDIS for CALD communities

While it is estimated that one in four people eligible for the NDIS will be born overseas and 14.8 per cent born in non-English speaking countries, people from CALD backgrounds are under-represented in mainstream disability services as well as in the NDIS, with only 4.3 per cent of the 19,758 people who had an approved plan for the NDIS at the trial sites in 2015 identified as being from a CALD background (NDIA, 2015).

To decrease the under-representation of people from CALD backgrounds in mainstream disability services and the NDIS, the challenges and factors that were identified by the organisations consulted need to be addressed. These include cultural competency and sensitivity, language skills, workforce diversity, relevant promotional and engagement strategies and inclusion of the CALD service sector. To be left unresolved will have implications for people with disability from CALD backgrounds accessing the NDIS for the first time, as well as those already in the system who will continue to face barriers.

In a relatively short time, the FutureAbility project achieved many milestones and helped improve a number of the challenges that were identified as previously neglected. The small investment FACS, ADHC made to fund the FutureAbility project:

- Provided the evidence needed to demonstrate the status of the CALD service sector in the disability space and its readiness to provide services under the NDIS in NSW;
- Enabled the building of a significant section of the CALD service sector's capacity to enter or transition to the NDIS and enhanced the capacity of ethno-specific and multicultural organisations and groups to establish the provision of supports suitable to the linguistic and cultural needs of people with disability from CALD backgrounds;
- Helped forge relationships between ethno-specific and multicultural organisations and groups, creating a common purpose to provide support to people with disability from their communities;
- Provided disability data by ethnicity, disability, language and region to help the CALD service and mainstream disability services sectors, funders and government to use and enable better planning and resource allocations;
- Increased the CALD community's knowledge of the NDIS and disability in general;
- Increased the range and prevalence of in-language information on disability and the NDIS.

Although only four ethno-specific and multicultural organisations in NSW are given specific funding to work with people with disability from CALD backgrounds, a number of the ethno-specific and multicultural organisations consulted stated that they are providing services and supports to people with disability from

CALD backgrounds and their families and carers without receiving disability funding because of the demands from their communities. Since then, the support provided by the FutureAbility project has enabled a number of these organisations to become more NDIS ready than before.

The strategies employed by the FutureAbility project were critical in ensuring the CALD service sector improved its understanding of the significant changes brought about by the NDIS and enhanced its ability to operate effectively under the NDIS.

The FutureAbility project also demonstrated that there is interest and opportunity to expand further on the current funding and support provided to the CALD service sector to enable it to provide choice via culturally and linguistically relevant services and supports to meet the unique needs of people with disability from CALD backgrounds under the NDIS.

The FutureAbility project supported 16 CALD organisations with a BDI grant; however, a number of other ethno-specific and multicultural organisations would benefit with this support as they were not ready to participate at that point in time in 2015. The rollout of the NDIS offers an opportunity to expand and build a stronger and more effective CALD disability service sector.

The analysis of strengths in the CALD sector scoping study has revealed ethno-specific and multicultural organisations and groups are also keen and well equipped to provide support to the mainstream disability organisations to become more inclusive of people with disability from CALD backgrounds via an integrated partnership arrangement. The building of strong linkages between the CALD service sector and the mainstream disability services sector will prove critical to the ability of people with disability from CALD backgrounds to access culturally appropriate services within universal services, where appropriate.

The FutureAbility project also helped increase the CALD service sector's knowledge of the disability service sector and the NDIS, by compiling and issuing weekly electronic newsletters on the latest information on disability and the NDIS.

In addition, the FutureAbility project brought two peak mainstream disability organisations (the NDS and My Choice Matters: NSW Council for Intellectual Disability) in contact with the ethno-specific and multicultural organisations, via the NDS Sector Support Consultants, along with the CALD communities via the alignment of the My Choice Matters NDIS planning sessions that followed the FutureAbility community education sessions. These initiatives need to be further expanded. It is an area where the NDIS can act as a conduit to encourage the mainstream disability service sector to

reach out to the CALD service sector to assist it to become more inclusive and culturally responsive.

This was supported by the findings of the scoping study in which the scoped multicultural and ethno-specific organisations identified partnerships and joining forces with mainstream disability organisations as very important areas in which to engage. To help achieve this goal, the FutureAbility project delivered a number of sessions to mainstream networks (e.g. disability interagencies and forums) promoting the findings of the scoping studies and elaborating on the valuable role that multicultural and ethno-specific organisations and groups could play in helping them to deliver more culturally appropriate supports and services and to provide choice under the NDIS.

The 24 CALD community education sessions delivered by the FutureAbility project to 13 language groups helped increase the awareness of the 274 participants about the NDIS and disability. However, the community education sessions were only a first step towards true participation and education of CALD communities to become active participants in the NDIS and have a greater understanding of disability in general.

When it is considered that the NDIS estimates 151,000 people to be eligible for an NDIS package and 14.8 per cent of them were born in an NES country (ABS, 2012), there is a significant number of people from CALD backgrounds who need to be educated to better understand the NDIS. The 274 people who attend the FutureAbility community education sessions were a tiny fraction of the extent of need. As with any learning approach, information needs to be delivered and disseminated on an ongoing basis to effectively increase people's awareness and knowledge over time.

Increasing the CALD community's literacy and understanding of disability and the NDIS will require more sessions in more languages, across more areas of NSW, using simple in-language information, with bilingual presenters and in a variety of formats. The ongoing desensitisation of disability stigma in CALD communities through promotion, information and education will help decrease discrimination and increase choice and control under the NDIS for people with disability from CALD backgrounds.

Moving Forward ... A Word from SSI

SSI believes that the FutureAbility project serves as the starting point for creating change and building capacity in the NDIS space. SSI wishes to note that there is a need for a significant longer term commitment from the NDIA to support and capitalise on this initial work and grow a more sustainable CALD service sector within NSW and nationally, as the NDIS is rolled out.

The very diverse range of organisations within the CALD service sector (size, types of services offered, funding, roles, demographic characteristics of the communities served, etc.) will require an increase in the number and range of approaches over time, including provision of information and ongoing promotion, education and training, financial capital support and one-on-one support.

A few ethno-specific and multicultural organisations consulted in the sector scoping study agreed that there was a need to develop skills enabling the CALD service sector to work in a person-centred and family-centred way and to involve the wider family and carers when working with a person with disability from CALD background.

The experiences of many of the ethno-specific and multicultural organisations consulted were that for many CALD communities, working with the family was the most acceptable, suitable and effective approach. The implementation of the FutureAbility project demonstrated that for the NDIS to be successful, it will require hands-on work with CALD communities that hinges on bilingual staff proactively targeting these communities and educating them about the NDIS and disability.

The consultations with the CALD service sector throughout this project also highlighted the difference between mainstream disability organisations and ethno-specific and multicultural organisations and groups in terms of readiness to work in disability, as well as the differences in readiness between the CALD organisations.

The consistent message from the consultations was for further capacity building and investment to reduce the disparity of the CALD service sector in NSW and Australia, as the majority are not able to compete on an equal footing with the larger mainstream disability support organisations.

The following is a summary of the priorities identified:

- Increase understanding of the NDIS and how it will work in practice. This applies to the CALD service sector, CALD communities, and people with disability from CALD backgrounds and their families and carers;
- Provide financial and practical support to further build the capacity of the CALD service sector to enter or transition to the NDIS and to build and maintain

partnerships with the mainstream disability services sector;

- Support organisations with marketing, planning, systems and infrastructure;
- Develop knowledge and skills in relation to disability in the CALD service sector and communities;
- Provide CALD communities with in-language community promotion, education and awareness raising sessions about disability and the NDIS on an ongoing basis.

Having provided evidence of the extent of the CALD service sector's need to participate in the NDIS space as equal partners and the extent of disability by region, ethnicity, language and religion in CALD communities in NSW, SSI believes it has a critical role to play in facilitating and expanding on the priorities identified by this project and taking a co-ordinated and culturally appropriate approach to support and further develop a very diverse sector and communities that will be dramatically affected by the introduction of the NDIS.

It would be beneficial to the CALD communities and the CALD service sector for SSI to be funded to continue the work that the FutureAbility project commenced and to maintain the momentum and rapport it gained through supporting the CALD service sector to become NDIS ready and educating the CALD communities. The FutureAbility project model can easily be adapted nationwide or at least in states with high CALD populations (e.g. Victoria, SA, WA and Queensland). SSI has the capacity and expertise to do this work.

It would be further beneficial for state and federal governments, as well as the NDIA and mainstream disability providers, to work more comprehensively with SSI and other CALD peak organisations to ensure that Australian multicultural communities are not left behind, so that equity of access to the NDIS is more likely to occur.



At the launch of the FA project by the Hon. John Ajaka Minister Disability on 16 October 2015
(L to R: Peter Zographakis, Georgia Zogalis, Hon. John Ajaka, Violet Roumeliotis, Stephen O'Neill)

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Future**Ability**
PROJECT REPORT
2016
APPENDICES

Appendix 1: FutureAbility Project

Phase 1:

Conduct 2 Scoping Studies

- 1.1 Investigate, identify and map the funded and unfunded CALD service system. Investigate the role and status of the CALD sector in the disability service system including current operations and preparedness and the extent/potential for expansion, improved engagement and/or entry to the system.
- 1.2 Collect and analyse population-level data sets to determine the nature and extent of disability among CALD communities in NSW by ethnicity, language, religion and region drawing on an analysis of ethnicity indicators in major population-level datasets (e.g. Census, SDAC and General Social Survey) to identify the priority CALD communities impacted by the move to the NDIS.

Actions:

Use the findings from the two complementary scoping studies to:

- Underpin all other phases of the FutureAbility project and disseminate the analysis and key findings to the disability and multicultural sectors.
- Level of disability funding received and by which ethno-specific and multicultural organisations.
- Gaps in CALD-appropriate disability services available.
- Gaps and needs of the CALD constituency (including established, new and emerging refugee and asylum seeker groups) receiving mainstream disability services.
- Extent of interest of ethno-specific and multicultural organisations who do not receive disability funding and would like to enter the system.
- Extent of interest of ethno-specific and multicultural organisations who receive disability funding and would like to expand.
- Capacity of existing and interested new CALD organisations in their 'disability-ready' process.

Phase 2:

Based on the data gathered in Phase 1, review the relevance of NDS and disability sector strategies and tools for CALD audience applicability, and design and implement information, education, promotion and awareness raising program for CALD organisations across NSW, to increase their knowledge, build capacity to prepare them for the future.

Actions:

- Seek access to the Industry Development Fund initiatives from the National Disability Services (NDS).
- Work with National Disability Services to ensure their training tools and programs are suitable for CALD community organisations.
- Utilise the NDS Quality Accreditation team to co-present information to the CALD sector.
- Design and implement a comprehensive and timely program to be delivered across all regions, include ethno-specific, multicultural and topic specific organisations and peaks.
- Develop relevant promotional information in different languages.
- Utilise suitable promotional mediums including use of interpreters/bilingual staff to deliver sessions and the ethnic media to promote the sessions widely.

Phase 3:

3.1 Tailor and design eligibility and distribution processes similar to the ones developed and used by NDS to administer and distribute FutureAbility Business Development Initiatives to CALD organisations to assist them to become disability NDIS ready.

Actions:

- Identify existing CALD disability groups/organisations both funded and unfunded who would benefit from receiving a FutureAbility Business Development Initiative
- Identify CALD disability groups/organisations with capacity to expand further into the disability support sector and would benefit from receiving a FutureAbility Business Development Initiative
- Encourage CALD groups/organisations to apply for a FutureAbility Business Development Initiative and process FutureAbility Business Development Initiative applications in accordance with the eligibility criteria.

3.2 Guide and support ethno-specific and multicultural organisations and groups through the transformation process to become disability ready and enter the disability service system as equal partners.

Actions:

- Identify the range and types of services currently provided by CALD groups and organisations that people with disability from CALD backgrounds would be interested in purchasing.
- Increase understanding of what suitable and contemporary support services can be provided and purchased by people with disability from CALD backgrounds.
- Encourage groups/organisations involvement in the disability service system as CALD expert providers of disability services.
- Help CALD groups/organisations identify what they can offer as CALD experts that the mainstream disability providers do not.
- Encourage development of partnerships with mainstream providers.
- Develop CALD groups/organisations capacity to provide suitable disability services, by conducting self –assessments, ‘Readiness Development Plans’ and having systems in place to be financially viable, governance confident, support person-centred approaches and individualised funding arrangements.
- Provide information on the processes required to register as disability organisations on the Supplier Directory and how to meet/pass the accreditation verification requirements TPV.
- Support CALD a groups/organisations to secure disability funding for their constituents.
- Inform about disability pathways for CALD communities and educate CALD groups/ organisations of these.

Phase 4:

Design and implement a suitable education, promotion and awareness raising program/s to increase the CALD community’s knowledge of issues affecting people with disability and NDIS.

Actions:

- Design a suitable education, promotion and awareness program that will inform CALD communities of the issues affecting people with disability, the new disability framework, NDIS approaches, systems and philosophy.
- Seek support from NDS to ensure their resources and tools are suitable for a CALD audience.
- Adopt a number and variety of approaches and delivery methods to meet the diverse needs of the CALD community, including education road shows, forums, face to face meetings, ethnic media, social media and information available in community languages.
- Liaise and connect with all CALD health, welfare, faith-based, sporting, cultural and social groups.

Appendix 2: Method for developing the FutureAbility DataCube

To meet the broad aim of the CALD Disability Data Scoping study in determining the nature and extent of disability among CALD communities in NSW by ethnicity indicators, a number of relevant population-level data sets were collected and analysed to identify the priority CALD communities impacted by the move to the NDIS.

The data was obtained from the following:

- Australian Bureau of Statistics: Census 2011, Survey of Disability Aging and Carers, known as SDAC (2009, 2012), Australian Census and Migrants Integrated Dataset, 2011
- National Disability Administrators: Small Area Estimates (2009)
- Family and Community Services NSW: CIS 2012-2015
- Department of Social Services: Payments Dec 2014
- Department of Social Services – Settlement Reporting 2000 to 2014

The information presented is only the expected estimates for the particular local government area (LGA). It should be noted that there are no estimates available for Central Darling. The expected estimates were derived from using a variation of the Iterative Proportional Fit approach (Fienberg & Meyer, 2004; Speed, 2005). The overall proportion for each LGA was taken from the Small Area Estimates prepared by ABS for the National Disability Administrators from the 2009 SDAC.

The underlying assumption used in the analysis was that the Small Area Estimates would determine the total estimates for a locality. It is assumed that when you take a sample size from the general population, then the sample size has the same characteristics as the general population. For example, if 20 percent of Australians have red hair, then in the sample size population of say 100 people, 20 percent of those individuals would have red hair i.e. 20 people. Of course sample sizes are rarely exactly the same as the general population, so an error range which would mean that we could confidently say that between 15 and 25 of the population sample should have red hair.”

There is the possibility that the estimate may be an undercount or an over-count, so a range is given based

on a 95% probability within an upper and lower range. It is not possible to have an exact figure as an estimate. This is a more accurate and robust approach compared to other methods used. Other approaches often suggested lack the necessary cultural and spatial sensitivity required when dealing with demographic information.

While there is confidence that the FutureAbility DataCube provides an accurate representation of the demography of disability and ethnicity across NSW, it is important to note that historically and systemically people with disability are often excluded from data collection processes. The ABS does not allow normally for other language versions of their survey such as the census, which will exclude some from direct participation due to their low English proficiency and other factors mentioned above. Therefore, people with disability may be underrepresented within the current and available data.

The method of calculation has been outlined previously and is a far more robust approach to providing consistently reliable estimates. It is never possible to provide a single accurate figure given the basis of the calculations coming from a sample survey, the Survey of Disability, Ageing and Carers (Australian Bureau of Statistics, 2013). All surveys have their limits and biases (Medicine, 2009).

The SDAC is a sample of approximately 60,000 persons in households taken across Australia. The approach adopted tends to favour those households where English is spoken in the sampling (Cooper, Kaczorek, & Wadiwel, 2010). Also, the sampling frame effectively does not allow for newly emerging language communities to be included.

There are also differences in how various survey collections view disability and hence, what is being collected. In the different social surveys run by the Australian Bureau of Statistics, there are standard disability questions such as the General Social Survey and the Household Expenditure Survey (Statistics, 2015). There is a national agreement on what the various state and territory governments collect through the Minimum Data Set, but this only applies to those who can access the services provided (Welfare, 2015). While the Department of Social Services collects information on those who are unable to work for an extended period for medical reasons (Australia, 2015).

As previously stated, the tables produced in this report are a small snapshot of the complexity of the data that has been included in the FutureAbility DataCube.

The three key variables chosen for inclusion in the FutureAbility DataCube were: the language spoken which was taken at the level 4 of the Australian Standard Classification of Languages; the birthplace variable was at level two of the Standard Australian Classification of Countries, and the religion variable was level 1of the

Australian Standard Classification of Religious Groups (Australian Standard Classification of Religious Groups 2011). The use of language, birthplace and religion gives a greater sensitivity to a given population as language does not indicate the place of birth or religious culture a community may have experienced. Place of birth alone is often misleading with dealing with oppressed communities or those who have been displaced from their motherland.

To ensure that the most sensitive language-based planning decisions can be made, the data set allowed to be selected on birthplace, language and religion. This method was considered essential as it shows the settlement patterns of different communities based on language, birthplace and religion.

The data has been supplied in a Tableau format, a data visualisation software ("Welcome to the Tableau Community," 2015). It allows for the manipulation of variables in tabular, graphic and mapping formats. The Tableau format provides the greatest possible access to the data. Where possible each variable was presented in Tabular, graphic and mapping formats in the DataCube. Where a language community had less than 120 speakers per geography, they would be excluded from the analysis.

The tables produced in this report are a summary of more complex queries that can be produced. Each report where possible has the following core information:

- Local Health District, Local Government Area as the spatial layers.
- The tables included information from SDAC for various disability types, the settlement database, ADHC NSW and Centrelink Payments.

Appendix 3: Limitations of Disability Data

The purpose of this study is to provide detailed data on the demographics of disability, particularly about its intersection with ethnicity and language, across NSW. The prevalence of disability across NSW has been captured, and is presented in a way that highlights ethnicity, disability ‘type’, religion, and preferred spoken language.

This report will not be able to provide a commentary or analysis of all the data available within the ‘DataCube’ due to the sheer volume of what is captured and presented. The data for this project has been supplied in a Tableau format (i.e. the ‘DataCube’) which provides a more comprehensive analysis of the information. Tableau is a data visualisation tool that enables the user to create custom queries, in particular, dataset (Rose, 2014).

Additionally, the DataCube is user-friendly and self-explanatory and is designed to be a tool that would allow the user to explore independently and acquire the information required depending on what is specifically wanted to be investigated or understood.

It is also important to note that this research is relying predominately on quantitative data. Qualitative research has not been undertaken and therefore, the experiences, views and thoughts of people with disability from CALD backgrounds are not specifically represented.

Another limitation of this research is the scarcity of available data regarding people with disability. The data that is on hand is somewhat porous due to a lack of consistency and usability. Differences in definitions, for example, around disability ‘types’ or ethnicity indicators, coupled with insignificant or inappropriate sample size may result in errors or limitations with the data collection.

Also, ethnocentric data collection processes such as telephone interviews or written surveys, are nearly always performed in the English language and automatically excludes people with low English proficiency, or who have a language background other than English from this process. This lack of consideration is a barrier as the datasets available do not fully capture the breadth and diversity of disability at both state and federal levels.

The table below shows the various counts and estimates for those with disability under 65. The problem that will arise is how the Bilateral Agreement determines the numbers. The method determining the estimates for the Bilateral Agreement is not publically available which has implications for local area planning as all other figures have the capacity to be used for local area planning.

As the method for determining the estimates for the Bilateral Agreement is not publically available, a more detailed comparison is not possible.

For those who are planning to respond to the NDIS roll out in their jurisdiction, understanding how the distribution for state level estimations occurred within that state or territory, especially for minority populations is critical.

Clarification on estimated data

Disability Stats

Table 1 Disability Stats Origins by Data Source, Survey Estimate and Count

	Need for assistance 2011 Census under 65(a)	Bilateral Agreement Estimates(b)	SDAC 2012(c)	DSP(d)	NDA 2014(e)
New South Wales	151,619	141,957	246,100	256,521	93,451
Victoria	113,103	105,324	189,800	194,385	102,559
Queensland	96,186	97,000	143,900	157,698	52,801
South Australia	39,803		58,100	76,873	30,131
Western Australia	36,442		55,300	64,239	25,484
Tasmania	14,379		20,700	30,731	9,258
Northern Territory	3,656		3,800	11,069	
Australian Capital Territory	6,096		11,400	7,601	7,030
Total	461,317	460,000	727,700	799,116	320,714

Notes:

- (a) Tablebuilder 2011 Census of Population and Housing
- (b) <http://www.ndis.gov.au/about-us/governance/council-australian-governments>
- (c) Disability, Ageing and Carers, 2012 (Survey Tablebuilder)
- (d) Disability Support Pension December 2014 (DSS)
- (e) <https://reporting.aihw.gov.au/Reports/openRVUrl.do>

Disability groups estimates

National prevalence rates for each disability group have been calculated by age and sex using data from the SDAC.

These rates have then been applied to the Disability Population Estimates at the LGA level to produce Low and High estimates for Disability Group Populations at the LGA level.

LGAs Disability Group Population Estimates have been aggregated to SA4 Regions and States to produce Low and High Estimates at the Regional and State Level.

Please note that in the SDAC respondents were able to choose more than one disability group.

Limitations

These estimates should be used with caution as they are subject to a number of potential error sources, as listed below:

Around 6% of people did not answer the Core Activity Need of Assistance question in the Census.

Numbers from the SDAC contain a sampling error.

In applying national rates to LGAs, the methodology has accounted for variations in disability prevalence due to age and sex but not for other factors.

Aggregate numbers at the SA4 Regional and State levels are based on national rates.

The estimates do not include population variations from 2011-2012 to the present.

Errors will tend to be greater for areas with small populations.

Source: NDS Nov 2015

Appendix 4: Other examples from the data of the FutureAbility DataCube

Estimated number of people in NSW with profound / severe disability

The following tables and graphs present the available data in regards to people living with a profound/severe disability from CALD backgrounds, this being the cohort most likely to be eligible for NDIS packages. Typically, the ABS (and other statistical bodies) defines a profound/severe disability type as a person with disability who always requires assistance or help with core activities/tasks or has significant difficulty with being understood by their families/friends.

According to local health district

Total profound severe NSW estimates persons under 65 –
NSW by LHD

Local Health District	Persons	Profound / Severe Middle Estimate		Profound / Severe Lower Estimate		Profound / Severe Upper Estimate	
All NSW	5,899,482	201,470	3.4%	108,867	1.8%	293,680	5.0%
* Central Coast	252,894	10,262	4.1%	6,570	2.6%	13,954	5.5%
* Far West	25,006	1,103	4.4%	417	1.7%	1,770	7.1%
* Hunter New England	696,995	29,630	4.3%	15,865	2.3%	43,364	6.2%
* Illawarra Shoalhaven	302,549	13,030	4.3%	7,820	2.6%	18,234	6.0%
* Mid North Coast	157,497	7,338	4.7%	3,769	2.4%	10,901	6.9%
* Murrumbidgee	228,344	8,264	3.6%	2,888	1.3%	13,428	5.9%
• Nepean Blue Mountains	296,962	11,609	3.9%	6,776	2.3%	16,441	5.5%
* Northern NSW	222,716	11,059	5.0%	5,846	2.6%	16,266	7.3%
• Northern Sydney	687,794	15,322	2.2%	7,747	1.1%	22,896	3.3%
• South Eastern Sydney	622,035	17,346	2.8%	9,466	1.5%	25,223	4.1%
• South Western Sydney	743,137	25,738	3.5%	15,572	2.1%	35,904	4.8%
* Southern NSW	156,590	5,659	3.6%	2,357	1.5%	8,936	5.7%
• Sydney	549,640	14,746	2.7%	7,460	1.4%	22,027	4.0%
* Western NSW	219,702	8,455	3.8%	3,027	1.4%	13,807	6.3%
• Western Sydney	726,038	21,908	3.0%	13,287	1.8%	30,528	4.2%

Source: 2011 Census, SDAC 2009, 2012

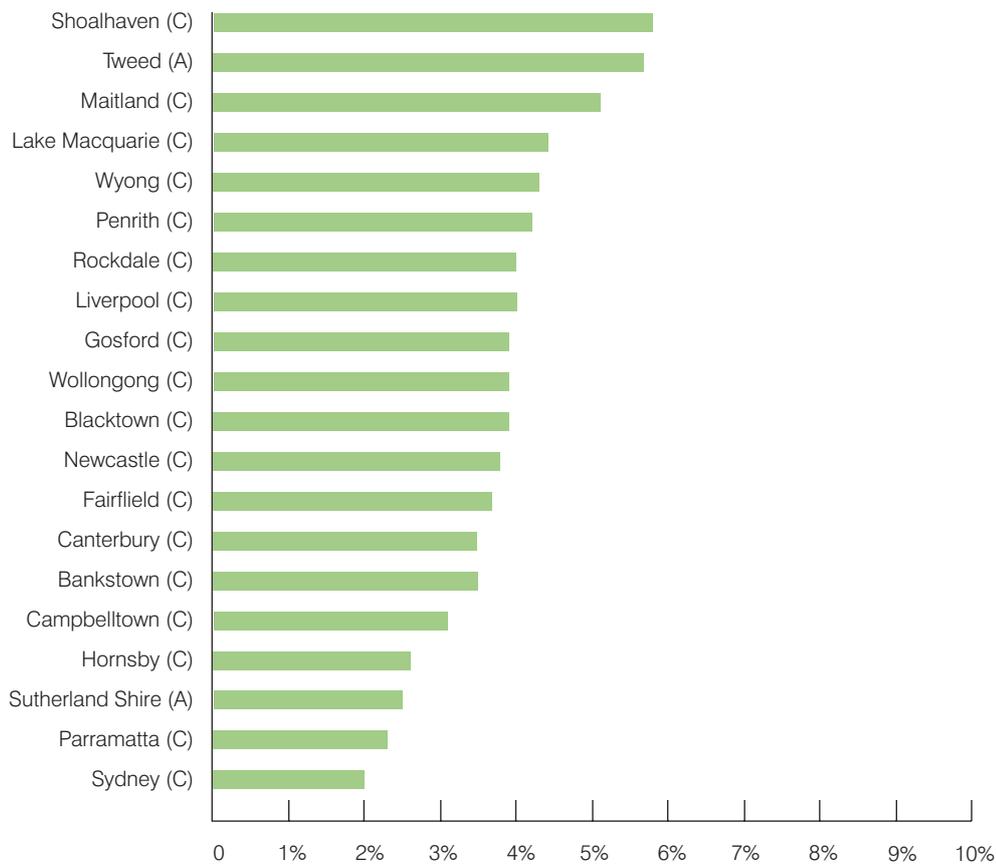
Notes:

- * Non-Metropolitan Local Health District
- Metropolitan Local Health District

According to Local Government Area

Profound / Severe Middle Estimate

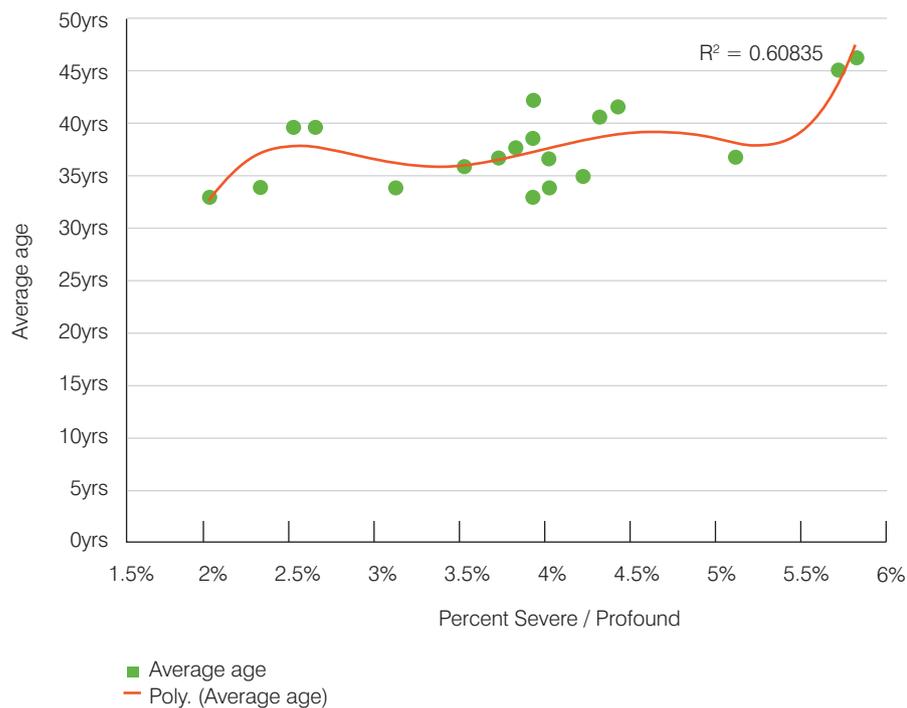
– by LGA for persons under 65 years



Source: 2011 Census, SDAC 2009, 2012

According to average age

Average Age by Profound / Severe Rate



Source: 2011 Census (Table B02) and SDAC 2009, 2012

According to language spoken

Top twenty languages (non-english)
for profound / severe disabilities – NSW

	All Persons	Expected Estimates of Profound / Severe Disabilities	
		Persons	%
Arabic	167,626	5,435	3.2%
Mandarin	127,334	3,354	2.6%
Cantonese	116,500	3,559	3.1%
Vietnamese	80,969	2,837	3.5%
Greek	60,440	2,113	3.5%
Hindi	48,850	1,496	3.1%
Italian	47,357	1,698	3.6%
Spanish	43,531	1,506	3.5%
Tagalog	32,963	1,208	3.7%
Korean	24,631	601	2.4%
Macedonian	24,033	966	4.0%
Indonesian	22,957	628	2.7%
Bengali	20,505	545	2.7%
Turkish	20,061	656	3.3%
Punjabi	19,874	544	2.7%
Tamil	19,172	582	3.0%
Serbian	17,911	684	3.8%
Filipino	17,809	678	3.8%
Urdu	16,780	502	3.0%
Nepali	15,258	321	2.1%

Source: 2011 Census, SDAC 2009, 2012

According to Arabic language spoken and religion

Arabic language spoken and religion PWD
(severe / profound)

	Christianity		Islam		Total
South Western Sydney Local Health District	869	36.2%	1,347	56.1%	2,403
Western Sydney Local Health District	772	56.3%	558	40.7%	1,372
Sydney Local Health District	390	49.7%	366	46.7%	785
South Eastern Sydney Local Health District	198	35.4%	341	60.8%	560
Nepean Blue Mountains Local Health District	77	70.7%	29	26.2%	109
Northern Sydney Local Health District	64	72.0%	21	24.3%	88
Illawarra Shoalhaven Local Health District	20	27.9%	50	68.7%	73
Hunter New England Local Health District	7	26.4%	18	71.0%	25
Central Coast Local Health District	5	60.7%	3	34.6%	9

Source: 2011 Census, SDAC 2009, 2012

According to Chinese language

Cantonese and mandarin speaking PWD
(severe / profound)

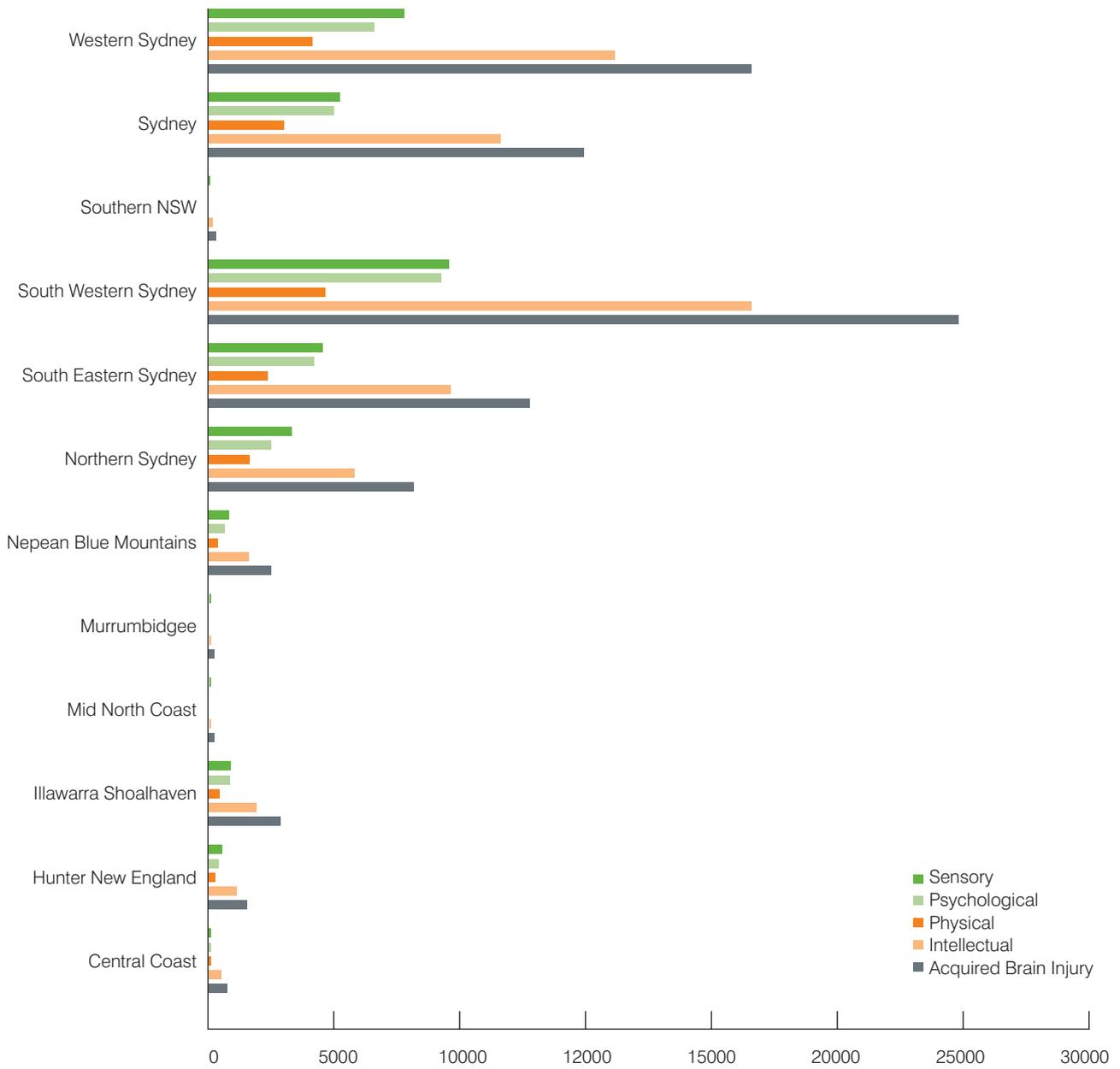
	Cantonese		Mandarin		Total
Western Sydney Local Health District	764	8.6%	704	8.0%	8,849
South Eastern Sydney Local Health District	757	14.1%	767	14.3%	5,362
South Western Sydney Local Health District	684	5.9%	404	3.5%	11,669
Sydney Local Health District	660	11.3%	772	13.2%	5,844
Northern Sydney Local Health District	585	19.9%	561	19.1%	2,940
Hunter New England Local Health District	31	5.8%	36	6.8%	527
Nepean Blue Mountains Local Health District	28	2.8%	29	2.8%	1,008
Illawarra Shoalhaven Local Health District	25	2.2%	57	5.0%	1,123
Central Coast Local Health District	16	7.1%	15	6.6%	228
Southern NSW Local Health District	4	3.0%	4	2.8%	138
Mid North Coast Local Health District	3	3.0%	4	3.7%	99
Murrumbidgee Local Health District	1	1.4%	1	0.9%	107

Source: 2011 Census, SDAC 2009, 2012

Estimated number of people in NSW with moderate/severe disability from CALD backgrounds speaking a language other than English

The following tables and graphs present available data in regards to people living with a moderate/ severe disability from CALD backgrounds speaking a LOTE. Typically, the ABS (and other statistical bodies) defines a moderate/ severe disability type as a person with disability who always or often requires assistance or help with core activities/tasks or, is a person with disability who has difficulty completing a core activity task.

According to local health district and disability type
 Number of LOTE people with moderate disabilities by LHD

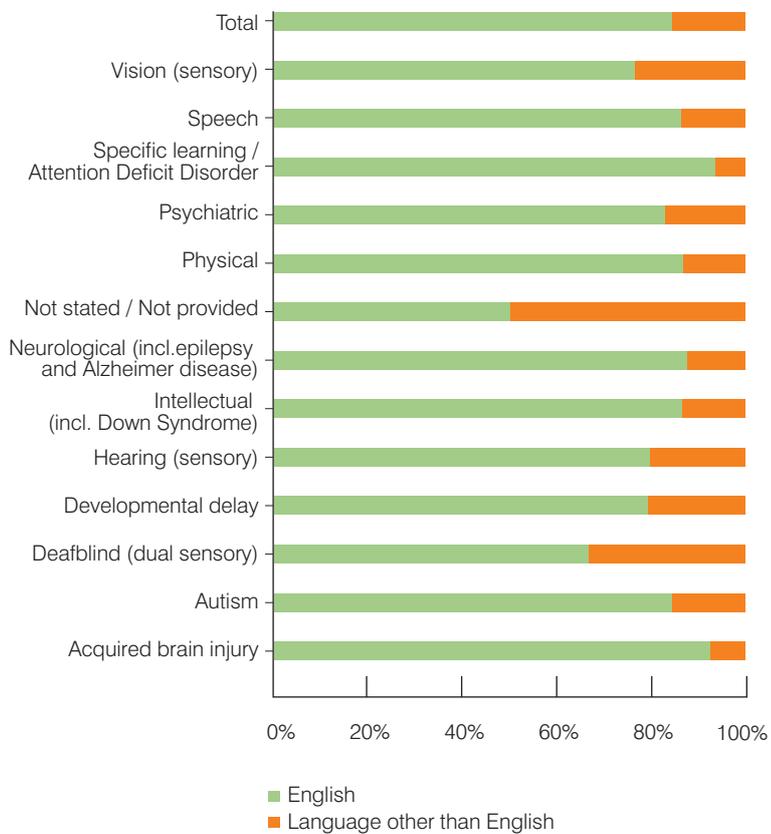


Source: SDAC 2012, Census 2011

Other estimates

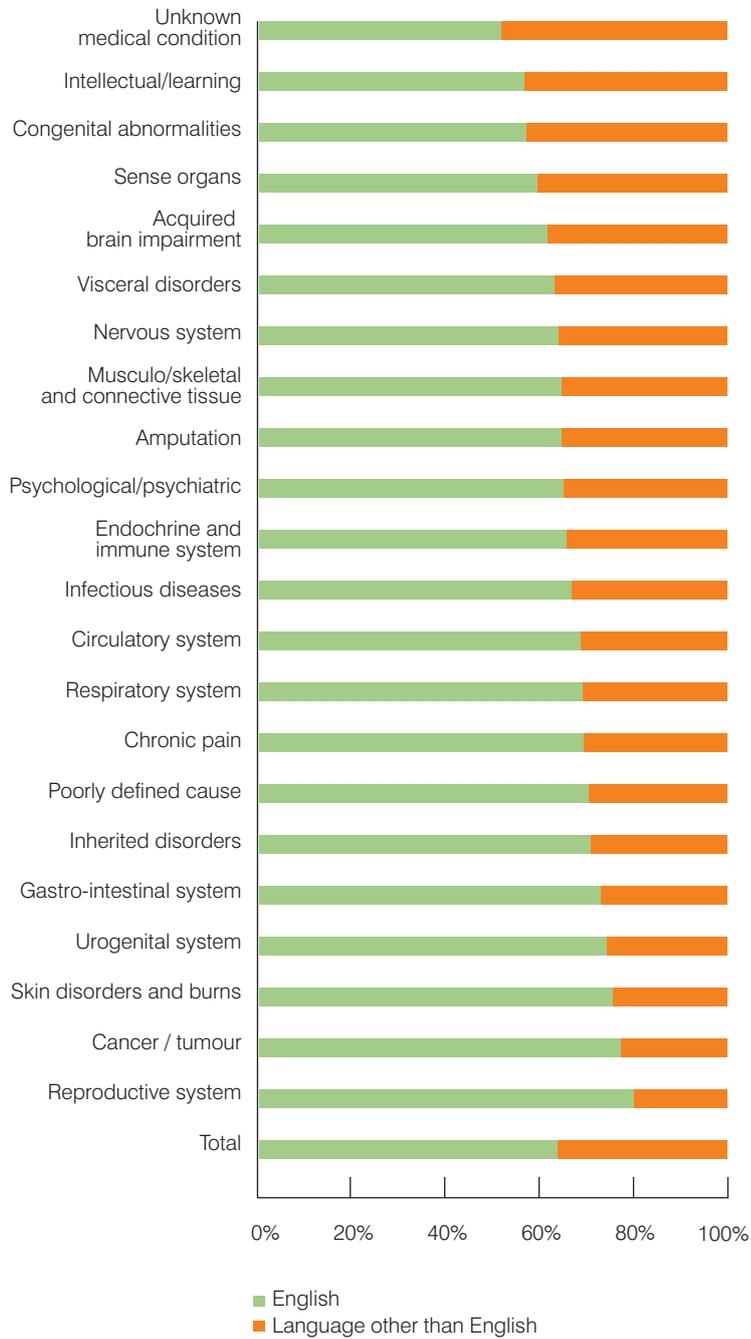
Proportion of people accessing FACS, ADHC services who speak a language other than English

ADHC Disability Types



Source: Family and Community Services (NSW) Aging Disability and Home Care CIS 2012-15

Proportion of people receiving a disability support pension who speak a language other than English



CENTRELINK: DHS ADMINISTRATIVE DATA

ADHC service utilisation

	English-speaking participants		Other language than English		Total	
Occurrences of Service	221,208	87.8%	30,878	12.2%	252,086	100.0%
Persons	35,700	84.5%	6,458	15.5%	42,158	100.0%

Source: Family and Community Services (NSW) Aging Disability and Home Care CIS 2012-156

Appendix 5: CALD Service Sector Scoping Study Methodology

Online survey

An online survey was developed to create some quantitative reference points for Settlement Services International in terms of current activity in the ethno-specific and multicultural community sector. A summary of the questions used in the online survey are below.

The link for the online survey was sent to a range of contacts on 24 August 2015, many of whom were senior staff in a variety of organisations in the ethno-specific and multicultural community sector. The target market for the online survey was considered as any CALD group or organisation in NSW who wished to provide their input (regardless of whether they provide disability services currently) to help ensure the scoping project captured a greater range of views. A range of mainstream disability organisations were also included in the sample of those who were sent an email link as some have been funded by ADHC to provide services to CALD communities, and thus we recognised that there may be specific needs among mainstream organisations working with people with disability from CALD backgrounds.

The online survey link was advertised using a number of other methods, including:

- Broad promotion through digital channels which target relevant CALD, mainstream and multicultural organisations such as the ADHC portal, Australian Policy Online and Multicultural NSW's EmailLink service.
- Media relations to ethnic media (press ad radio) outlets in NSW.
- Newsletter opportunities which were sought from stakeholders that carry newsletters, e-newsletters, e-bulletins or email alert services to networks.

Organisations were given until 11 September 2015 to complete the survey. The following is a summary of the level of engagement with the survey:

- Number of email contacts survey sent to (n=497);
- Number of 'clicks' on survey link (n=73);
- Number of partially-completed surveys (n=49);
- Number of fully-completed surveys (n=80).

The list of the organisations that completed the online survey is below.

Qualitative stakeholder consultations

As well, a series of qualitative stakeholder consultations were conducted with 31 participants from 31 August 2015 to 15 September 2015. The purpose of these interviews was to augment what has emerged from the online survey.

The qualitative stakeholder consultations therefore provide us with the opportunity to understand some of the issues the FutureAbility: Multicultural Communities Getting NDIS-Ready Project will face from the perspective of a range of different stakeholder types with examples and stories from organisations themselves.

The list of organisations interviewed for the consultations is included below.

The questions for the stakeholder interviews were developed in consultation with SSI and focused on the core objectives of the CALD Sector Study. A summary of the questions is included below

Limitations of the data

This report is a summary of findings from the quantitative and qualitative elements of this scoping study. When examining the results of this study a number of factors must be taken into account:

- It is likely that the online survey is naturally biased towards organisations who are interested in further support to work in the disability sector and / or that are more positive about the FutureAbility project's Business Development Initiatives in general. It can be assumed that those not interested in entering the sector or accessing a Business Development Initiative are more likely to have ignored the invitation to participate;
- Stakeholder consultations were based on how an organisation / key staff members rated their preparedness for the NDIS rollout and entering / working in the disability sector;
- While a range of organisations were included in this scoping study, this report tends to focus more on the responses from the ethno-specific and multicultural organisations and groups, as this is the key target for the FutureAbility project's Business Development Initiatives. Where there are differences and observations across different types of organisations (including mainstream organisations) these have been reported on.

Online survey questions – a summary

Section 1 – About your organisation

The next few questions relate to the type of work your organisation is involved in and what communities you predominantly work with.

Section 2 – Your organisation's interest in assistance to work in the disability sector

The next few questions relate to your organisation's interest in further assistance to work in the disability sector, particularly when the NDIS is rolled out in the catchment/s you service.

Section 3 – Your organisation's funding structure

The next few questions relate to what funding structure your organisation has. This information will help us to understand how to best focus funding and resources provided by the FutureAbility: Multicultural Communities Getting NDIS Ready program.

Section 4 – Size of organisation, who you work with and where

The final few questions relate to your organisation's size, who you work with and in which local government area/s.

Thank you

This is the end of the survey. Thank you for your participation!

Sample Profile

Quantitative Sample Profile

Table 1
Key Demographics

Key Demographics	
Q2. Type of organisation/community group (As categorised by online survey participants)	Total (n=129)
Community organisation/group working in high CALD population area	n= 52
Mainstream organisation working specifically in disability	n= 26
Ethno-specific organisation or group	n= 18
Multicultural organisation or group	n= 17
Specialist multicultural organisation/group working with specific target groups	n= 9
Government	n= 4
Other	n= 3
Q22. What is the proportion of people from CALD backgrounds that surveyed organisations currently assist?	Total (n=91)
Almost all of our participants are from a CALD background	n= 30
Some of our participants are from a CALD background	n= 21
Many of our participants are from a CALD background	n= 18
A few of our participants are from a CALD background	n= 11
Very few, if any, of our participants are from a CALD background	n= 1
Q25. Occupation or role of respondent	Total (n=77)
Executive Officer/CEO	n= 28
Senior Manager	n= 22
Other	n= 1
Project Officer	n= 7
Team Leader	n= 9
Social/Community/Case Worker	n= 9
Administration	n= 1
Policy Officer	n= 0

Figure 1
Respondent's current areas of interest and expertise

Q3. What do you consider to be your organisation's key areas of interest and expertise currently?

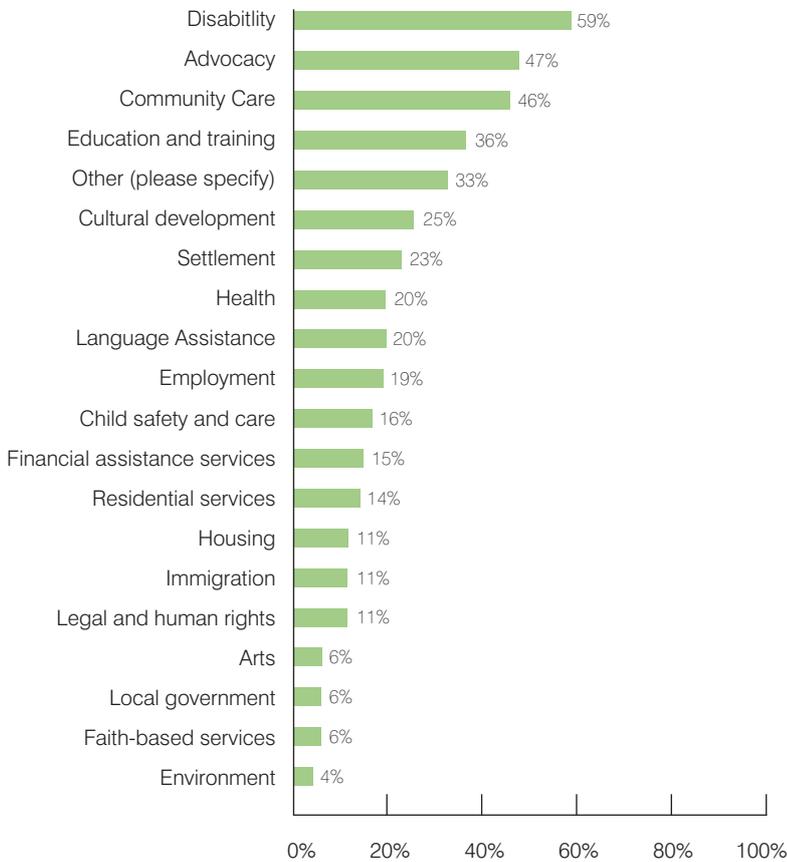


Figure 2
Main cultural backgrounds of overall participant

Q23. What are the main cultural backgrounds of the participants that your organisation works with?

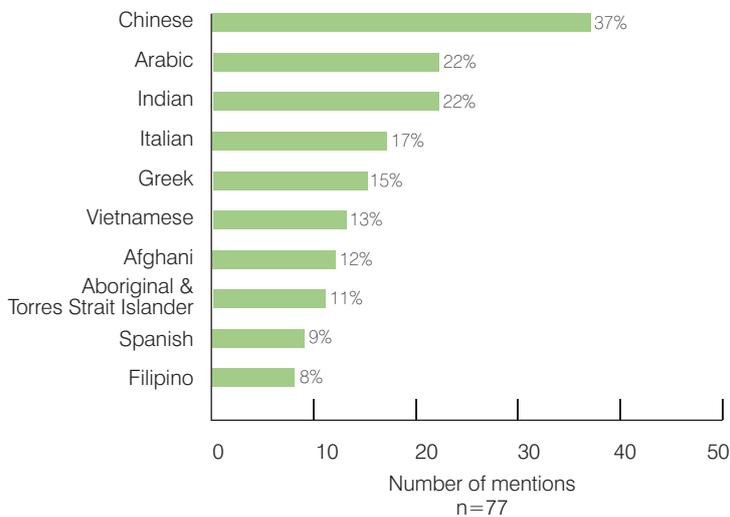


Figure 3
LGA's in which respondents
currently provide services

Q24. In which LGAs does your organisation predominantly provide services?

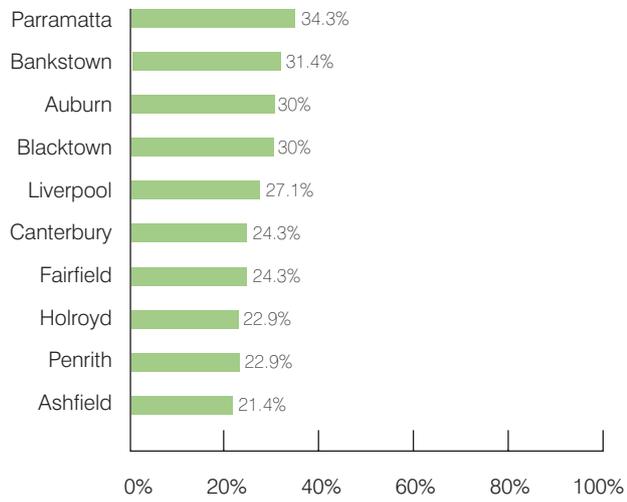


Table 3
Summary of Organisations who completed
the Online Survey

	Organisation
1	3Bridges Community
2	Ability options
3	Advance Diversity Services
4	Afghan Fajar Association Incorporated (AFAIC)
5	African Communities Council of NSW
6	Ahmadiyya Muslim Community
7	Assyrian Australian Association
8	Auburn Diversity Services Inc
9	Auscare Multicultural Home, Community & Disability Services
10	Australian Korean Welfare
11	Australian Mindanao Multicult'l Communities Inc
12	Australian South Sea Islanders (Port Jackson)
13	Autism Advisory and Support Service
14	Bathurst Early Childhood Intervention Service
15	Bega Valley Community Transport Service Inc
16	Beresfield & District Community Care Inc
17	Boronia Multicultural Services Inc.
18	Catholic Community Services.
19	Catholic Care Social Services.
20	Centacare South West NSW
21	Chinese Parents Association – Children With Disabilities Inc
22	Community Connections Australia
23	Community Migrant Resource Centre
24	Diaspora Connect Inc
25	Disability Information Advocacy Service Inc.
26	Disability Macarthur
27	Disability Services Australia
28	Dolleina
29	Down Syndrome Association of NSW
30	Dundas Area Neighbourhood Centre
31	Ethnic Community Services Co-operative
32	Family Resource and Network Support Inc
33	Gallipoli Health Services Limited
34	George Cross Falcons Club Inc
35	Ghana Association of NSW
36	Greek Orthodox Community of NSW
37	Gymea Community Aid and Information Service
38	Hunter Prelude Early Intervention Centre
39	Interaction Services
40	Islamic Egyptian Society

	Organisation
41	Illawarra Multicultural Services Inc
42	Inner Syd Regional Council for Social Development
43	Interaction Disability Services
44	Kariong Neighbourhood centre
45	Koman Society
46	Koorana Child and Family Services
47	Lithgow Information & Neighbourhood Centre
48	Liverpool City Council
49	Liverpool MRC
50	Macarthur diversity services initiative
51	MacKillop Rural Community Services
52	Manning and Great Lakes Early Intervention Inc
53	Metro Assist
54	Nepean Area Disability Organisation Inc
55	New Horizons Enterprises Limited
56	Newcastle Disability Network Solutions
56	Newtown Neighbourhood Centre
58	North West Disability Services Inc.
59	Northern Settlement Services
60	NSW Refugee Health Service
61	PAWA Community Care Inc
62	Queen of Hearts Community Foundation
63	Recreation Sports and Aquatics Club
64	Riding for the Disabled Association (NSW)
65	Sikh Youth Australia Inc
66	South Asian Muslim Association of Australia
67	South Eastern Community Connect
68	Southlake Community Services Inc.
69	Sutherland Shire Carer Support Service Inc
70	Sydney Multicultural Community Services Inc
71	SydWest Multicultural Services
72	Te Kete Kahurangi Inc
73	The Ella Centre
74	The Multicultural Network
75	The Neighbourhood Centre
76	The Salvation Army
77	Tripoli and Mena Association
78	Vietnamese Australian Welfare Association
79	Vietnamese Community in Australia – NSW Chapter
80	Vision Australia

Qualitative Sample Profile

Table 4
Summary of organisations who took part
in the Stakeholder Consultations

No.	Organisation	Type of Organisation	Date
1	Macarthur Diversity Services	Multi-cultural (MRC)	31 August 2015
2	Advance Diversity Services	Multi-cultural (MRC)	31 August 2015
3	Tripoli and Mena Association	Ethno-specific	2 September 2015
4	Co.As.It	Ethno-specific	2 September 2015
5	Koorana Child and Family Services	Mainstream (Disability)	2 September 2015
6	Somali Cultural and Welfare Association	Ethno-specific	2 September 2015
7	CASS	Ethno-specific	2 September 2015
8	Metro MRC	Multi-cultural (MRC)	4 September 2015
9	Chinese Parents Network (Rosetta)	Government/Unfunded	7 September 2015
10	Sydney Multicultural Community Services	Multicultural (MRC)	7 September 2015
11	Plumtree	Mainstream (Disability)	7 September 2015
12	The Ella Centre	Mainstream (Disability)	7 September 2015
13	Differently Abled People Association	Mainstream (Disability)	7 September 2015
14	North Coast Settlement Services	Multicultural (Regional)	8 September 2015
15	People with Disability	Mainstream (Disability)	8 September 2015
16	Northern Settlement Services	Multicultural (MRC)	9 September 2015
17	Community MRC	Multicultural (MRC)	9 September 2015
18	Muslim Women's Welfare Association	Specialist - Ethno-specific	9 September 2015
19	ECSC	Multicultural (Disability)	9 September 2015
20	Illawarra Multicultural Services	Multicultural (MRC)	9 September 2015
21	Liverpool MRC	Multicultural (MRC)	10 September 2015
22	Cerebral Palsy Alliance	Mainstream (Disability)	10 September 2015
23	House With No Steps	Mainstream - Disability	11 September 2015
24	SydWest Multicultural Services	Multicultural (MRC)	11 September 2015
25	Vietnamese Australian Welfare Assocn	Ethno-specific	11 September 2015
26	Auburn Diversity Services	Multicultural (MRC)	14 September 2015
27	Samarpan	Unfunded Ethno-specific	14 September 2015
28	My Home Disability Services	Unfunded Ethno-specific	14 September 2015
29	Northcott	Mainstream (Disability)	15 September 2015
30	Fairfield MRC/ CORE	Multicultural (MRC)	21 September 2015
31	MDAA	Multicultural (Disability)	11 September 2015

Stakeholder consultation questions – A summary of categories

- 1 Background /context
- 2 Current (and potential) work in the disability sector
- 3 Assistance to work in the disability sector pre and post NDIS
- 4 Summation / Wrap Up

NDIA Categories of disability service provision

- Accommodation / tenancy assistance
- Assistance in coordinating or managing life stages, transitions and supports
- Assistance to access and maintain employment
- Assistance to work as a part of Australian Disability Enterprise (ADE)
- Assistance to integrate into school or other education programs
- Assistance with daily life tasks in a group or shared living arrangement
- Assistance with daily personal activities
- Assistance with travel or transport arrangements
- Community nursing care for high care needs
- Development of daily living and life skills
- Interpreting and translation services
- Early intervention supports for early childhood
- Management of funding for supports in a participant's plan
- Household tasks
- Participation in community, social and civil activities
- Physical wellbeing activities
- Specialised assessment of skills, abilities and needs
- Therapeutic supports (e.g. speech therapy, physiotherapy etc.)
- Training for independence in travel and transport
- Behaviour support
- Assistive technology (e.g. equipment to aid mobility, communication, assist with transport)
- Assistance with brokerage / co-ordinating participants
- Culturally-specific supports e.g. ethnic food

Range of tools for NGOs as part of Industry Development Fund (IDF)

- Productivity Tool - focuses on the back of house functions in organisations;
- NDIS Organisational Readiness Toolkit - looks at the 7 key domains you need to address in moving your organisation forward to be ready for the NDIS;
- ADHC Cash Flow Management Tool - suite of resources to assist orgs to effectively identify, forecast and control the flow of money coming in and out of their business;
- ADHC Investment and Loan Financing Tool & Resources - examines potential role of loans for service providers;
- ADHC Unit Costing Tool & Resources - Excel based unit costing tool and related resources;
- Social Impact Measurement Tool - provides opportunity to measure outcomes for people with disability and the impact that the services have on community;
- Progress for Providers For Managers – self-assessment tool assists managers to check their progress in implementing person centred approaches;
- NDS Quality Portal – a simple online system that guides service providers through completing their self-assessment against a wide range of standards including the NSW Disability Service Standards. A free Workbook is also available.
- Board Recruitment Toolkit - provides a guide and template to assist organisations in the recruitment of new board members.

Appendix 6:

CALD organisations receiving FACS, ADHC funding

The following is a brief summary of each of these organisation's activities in the disability sector, all of whom were consulted for this scoping study.

The Ethnic Community Services Co-operation

(ECSC): Provides a wide range of projects in Disability, Aged Care and Children's services. These services include; the 'Multicultural Respite Services' for approximately 40 to 50 people with a disability who have mild, moderate and high support needs with a focus on community participation, the 'Ethnic People with Disability Program', an information and advocacy service; a 'CALD Consumer Capacity Building Project' outreaching CALD communities to build their capacity across NSW in moving towards NDIS, 'Multicultural Access Projects' focussing on building the capacity of Commonwealth Home Support Program (CHSP) services to respond to the needs of CALD communities, 'Multicultural Support Services for older people' providing group and individual social support, 'Linkers Practice Coach' providing advice, mentoring and consultations to SSI, St Vincent De Paul and Uniting's Ability Linkers to provide support to children with disability from CALD backgrounds aged 9-15 years, and "Multicultural Children's Services' providing linguistic, cultural support to children from CALD and Refugee backgrounds and Children's Services Hub including Play Group, Resource Library. ECSC also provides training on Cultural Competence to Disability, Aged Care and Children's services professionals.

Illawarra Multicultural Services (IMS): Provides assistance to families from CALD backgrounds as well as families from the general community in the Illawarra and Shoalhaven areas who have a child or young person with a disability (0-18 years) with their Intensive Family Support Service (IFSS). The IFSS is an intensive and flexible in-home service that works with families under severe stress to address their immediate needs and develop sustainable family routines and supports over a thirteen week program. The IFSS works with Barnardos locally on a panel to establish which potential participants would most benefit from participation in the program

Chinese Australian Services Society Care (CASS

Care): CASS's disability specific funding allows for a total of 30 existing participants "The majority are born here with a Chinese background", to be a part

of the organisation's disability program. In terms of CASS Care's participants with disability, CASS has two group homes providing accommodation and support for individuals with disability. They also run two Day Program Centres and Respite Services for people of CALD background with disability, with a range of activities promoting independent learning skills. Some specialist services, which are out of their service scope, are outsourced. CASS Care provide a wide range of services, including disability services, aged care and child care services. Its disability service is continuously expanding and plays an important role in the CALD community. This disability service is relatively small compared to the size of the organisation, with the bulk of CASS Care's focus on aged care and family and children's services.

The Multicultural Disability Advocacy Association

(MDAA): Currently receives funding from ADHC to primarily deliver individual advocacy for participants with disability from CALD backgrounds, with a secondary focus on systemic advocacy. Within this systemic advocacy component, MDAA's advocates conduct community development work, including running information forums for people with disability, using interpreters where required – "...it's about outreach to build capacity among consumers ... it would be great if we could expand on this – the NDIS is not on our consumer's radar." The other half of MDAA's funding comes from DSS's 'National Disability Advocacy Program'.

MDAA is also a registered training organisation, with its range of training initiatives helping to fund additional capacity building projects with people with disability from CALD backgrounds (e.g. their 'Community Voices' program which provides training for people with disability in public speaking. Participants are supported to talk to CALD communities and organisations about what disability means). Where possible, MDAA works to secure funding from other sources to expand on their funded work. However resources are not always available to make this possible.

Appendix 7: Organisations receiving no government funding

Stories from three of the organisations consulted are summarised below:

The Differently Abled People Association (DAPA):

DAPA is an organisation set up several years ago with seed funding from CitiSystems, an information technology company owned by a Chinese parent of an adult child with autism – “...my son has autism and sheltered workshops didn’t take him in. They didn’t know how to work with him. In the right environment, he’s a marvellous worker”.

DAPA currently works with ten people with disability, most from Chinese and other CALD backgrounds, and supports them to discover and develop their abilities and talents to achieve greater independence in the areas of life and social skills; leisure and creative pursuits; communications and technology skills; vocational skills and adult education. DAPA’s work commenced with an initial \$300,000 of funding from CitiSystems, with additional funding (about \$90,000 in the first year of operation) attained from a range of sources including fundraising activities, private donations and local grants.

“Our goal is to eventually be self-sustaining. To do that we’ll have to market ourselves professionally, our project has a lot of potential commercially ... we’d like to be accredited by the NDIA but \$50,000 to do so is financially prohibitive at the moment”

They are keen to eventually register with the NDIA and charge participants to use their services through their NDIS package. DAPA are also keen to look at funding opportunities to provide NDIS training to families, as they feel quite knowledgeable about the scheme.

Samarpan: Is an organisation established in 2012 that supports people with disability, and their families, in the Indian and South Asian community in NSW. The organisation is comprised of approximately 30 families and its role is largely focussed on information and support for families, as well as providing advocacy, friendship and meaningful interaction for people with disability from the Indian, Pakistani, Bangladeshi, Sri Lankan and Bhutanese communities (among others).

The organisation receives no government funding and has a budget of less than \$10,000 per year, which is derived from membership fees and donations from Indian businesses. Samarpan’s longer term goal for the future

is to eventually develop an accommodation model and purchase a home to support its members. They hope this will help meet the long term care needs of people with disabilities who are members – “we want to have this ... we’re not sure how this will happen, but we know we need business acumen and a business plan (to help)” Fund raising is critical to make this happen.

My Home Disability Services - formally known as My Home Respite Centre, was founded in 2003 and offers day programs, community support and living skills training for adults with intellectual disabilities. The organisation was born out of a need identified from within the Arabic speaking community in Western Sydney, this being, the need for culturally competent support for those with disability, their families and carers. The inspiration for the establishment of this organisation began with a mother of three children with disability approaching her local religious leader, and informing him that he “should be ashamed” of the lack of resources and support for those with disability within his community. This religious leader (and other advocates) galvanised the support of people within the Arabic speaking community to pool together enough funds for the purchase of a house in Birrong that would provide respite and assistance for up to 10 people with disability.

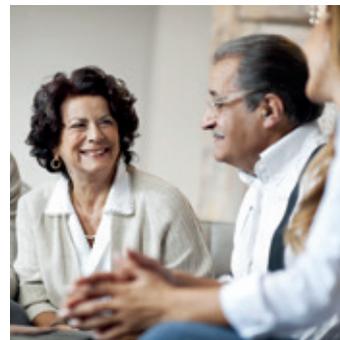
Funding sources to continue the work of the service range from donations made from families within the Arabic speaking community, funds acquired through fundraising dinners, small local government grants for house maintenance and NSW club grants for specific one-off activities. The Centre Manager consulted for this project stated that the long term goal for the organisation is to: “become third party verified, convert current volunteers into paid staff, provide additional modified equipment for the house, employ therapists to teach workers how to operate the equipment and expand the service to other suburbs in Western Sydney. I know where we are going, and hope to one day have the resources to get there. I view the roll out of the NDIS as positive for us”.

Appendix 8: Sample flyer for CALD Sector Forums

FutureAbility

Multicultural communities getting NDIS-ready

NDIS forums
for CALD
community
sector



Get prepared to enter or transition into the National Disability Insurance Scheme (NDIS) through a series of forums hosted by Settlement Services International.

Informative and interactive, the forums will be delivered by experts in the sector to assist ethno-specific and multicultural organisations to:

- Better meet the unique needs of people with disability
- Provide people with disability from CALD backgrounds with more choice, control, flexibility, equitable access and positive outcomes
- Increase utilisation of the NDIS and the support available to people with disability from CALD backgrounds
- Better understand disability, person centred approaches, choice and control, and individualised funding
- Meet third party verification requirements, become a registered provider and operate under the NDIS
- Develop suitable strategic plans, business models and apply relevant marketing strategies for the NDIS marketplace
- Work collaboratively with other organisations to operate successfully in the new system
- Contribute to a more diverse disability service system

FORUM 1
Introduction to disability, person centred approaches and the NDIS.

Wednesday 2 March 2016
9:30am to 4:30pm

FORUM 2
Strategic planning, business modelling and marketing

Thursday 24 March 2016
9:30am to 4:30pm

FORUM 3
How to collaborate with other organisations

Thursday 28 April 2016
9:30am to 4:30pm

FORUM 4
Staff recruitment, training and development on disability

Friday 27 May 2016
9:30am to 4:30pm

Venue:

SSI Auditorium
Level 2, 158 Liverpool Road Ashfield
Lunch and refreshments will be provided

For more information please contact:

Pascale Pias, Project Officer
FutureAbility: Multicultural communities getting NDIS-ready
e: ppias@ssi.org.au
p: 02 8799 6754



* SSI has been funded by the Department of Family and Community Services to develop and implement the FutureAbility project across NSW, to help empower and support CALD communities to get ready for the NDIS



Appendix 9: CALD sector support forums – session outlines & learning outcomes

Forum 1: Delivered by NDS on the NDIS Readiness Tool

Held: Ashfield Council Community rooms
– 9.30am to 4.30pm, 10 Dec 2015

Facilitators: Sarah Morgan National Disability Services

Session Outline

Overview of the National Disability Insurance Scheme

Overview of the NDIS Provider Toolkit and the 7 domains:

- Domain 1: Quality
- Domain 2: Corporate governance
- Domain 3: Clients and market focus
- Domain 4: Financial sustainability
- Domain 5: People and capability
- Domain 6: Information and knowledge management
- Domain 7: Quality management and improvement

NDIS Provider Toolkit – how to access and use it

Learning Outcomes

Participants will:

- know more about the FutureAbility project
- know more about the National Disability Insurance Scheme (NDIS)
- be familiar with the NDIS Provider Toolkit
- be able to complete a self-assessment of their organisation's capability to deliver supports to people with disabilities and to operate under the NDIS.

Forum 2: Disability Induction, Person Centred Approaches & NDIS

Held: SSI Head Office Auditorium
– 9.30am to 4.30pm, 2 March 2016

Facilitators: Scott Holz and Andrea Comastri from
Accounting For Good

Session Outline

- Historical welfare approach to disability services
- NDIS overview as a social investment model
- NDIS NSW roll out plan
- NDIS operation including eligibility, transition, new entry, getting plan ready, support planning, individual funding packages, and local area coordination
- NDIS concept of 'reasonable and necessary' including case studies
- NDIS fund holders – NDIA, self-managed, intermediaries
- NDIS and the role of individual service agreements
- Registering as a service provider under the NDIS
- Principles of person centred approaches and active support
- Disability in a cultural context. The different world views of disability by different cultures
- Human Rights approach to disability as per the United Nations
- Convention on the Rights of Persons with Disabilities

Learning Outcomes

Participants will:

- Understand the differences in the way the NDIS operates compared to the historical welfare model of disability support
- Understand who is eligible for support under the NDIS and what is meant in practice by the term 'reasonable and necessary to live an ordinary life'
Understand the process a participant will go through as either a new entry or transitioning participant
- Understand the application of an individual funding package and how the money flows to purchase support under the NDIS
- Reflect on their current models of support and how they might better embrace person centred approaches and active support.

Forum 3: Strategic Planning, Business Modelling and Marketing

Held: SSI Head Office Auditorium
– 9.30 to 4.30pm, 24 March 2016

Facilitators: Andrea Comastri and Kirsten Forrester from
Accounting For Good

Session Outline

- Operating in the NDIS world
- The importance of vision and strategy
- Developing a business model suitable to operate under the NDIS
- The importance of measuring and monitoring
- Cashflow and working capital as essential elements of a sustainable business model
- Understanding the service cost structure and unit costing
- Essential financial reports
- Marketing services

Learning Outcomes

Participants will:

- Reflect on their current level of understanding of their own strategy within the context of the NDIS
- Understand the importance of a clear and shared organisational vision and discuss their own experience and best practice
- Understand the key elements of a strategic plan and how a well defined strategy can lead to success
Understand the key steps in defining a business model that meets community needs, is based on organisational capabilities and is sustainable
- Understand the importance of measuring and monitoring financial performance and develop a basic understand of key financial reports
- Reflect on their current marketing capabilities and identify gaps.

Forum 4: How to join forces with other organisations

Held: SSI Head Office Auditorium
– 9.30 to 4.30pm, 28 April 2016

Facilitators: Andrea Comastri and Kirsten Forrester from
Accounting For Good

Session Outline:

- Joining forces or going solo?
- Different models of collaboration
- Collaboration and governance
- The collaboration journey
- Due diligence

Learning Outcomes

Participants will:

- Reflect on their past and current collaboration experiences
- Discuss the benefits and the challenges of collaboration
- Develop an understanding of the different types of collaboration
- Identify the various steps in the collaboration journey
- Understand the importance of due diligence
- Identify some of the tools to conduct a successful due diligence exercise.

Forum 5: Staff recruitment, training and development on disability

Held: SSI Head Office Auditorium
– 9.30 to 4.30pm, 27 May 2016

Facilitators: Scott Holz and Andrea Comastri from
Accounting For Good

Session Outline:

- Workforce shortage and market competitiveness
- Recruiting in the NDIS world
- Attracting talent to service customers effectively while providing for a flexible and creative workforce
- Benefits of a diverse workforce in the disability space. Recruiting and retaining a diverse workforce to match the demographics (languages/ethnicities/cultures) of the local customer base
- Generating return on investment by developing workforce capability
- Training needs analysis as a way to ensure successful delivery of disability support
- The compliance framework within the NDIS sector
- Retaining and retraining your existing workforce
- Creating a customer-centric culture and environment
- Reducing existing turnover rates.
- Performance and accountability culture through performance and behavioural measures.

Learning Outcomes:

Participants will:

- Increase their capacity to enter and operate under the NDIS
- Learn how to attract, retain and develop talent
- Identify effective strategies aimed at creating a high performing and accountable culture
- Understand how to attract talent to service customers effectively
- Understand how to attract and provide for a flexible and creative workforce
- Learn how to conduct a training needs analysis
- Understanding the compliance framework within the NDIS sector
- Identify strategies to reduce turnover rates

Appendix 10: Example of FA Weekly Newsletter on NDIS & Disability

SSI UPDATE ON THE NDIS FOR THE CALD COMMUNITY SECTOR

Issue 30, 29 August 2016

REMINDER CALD Community Education Sessions on Disability & NDIS -Settlement Services International:

Next week Monday we will be holding a **Community Education Session** for the **MANDARIN speaking community: 9.30am – 1.00pm on Monday 05/09/16 at the Hurstville Entertainment Centre, 16 MacMahon Street, Hurstville.** – This session will be on **TOPIC 2: The Major Disability Types What is disability and the NDIS (held in Mandarin)**

In 3 weeks' time we invite the **CANTONESE speaking community** to join our **Community Education Session: 9.30am – 1.00pm on Wednesday 21/09/16 at the Beatrice Taylor Hall, 25 Edgeworth David Avenue, Hornsby** – This session will be on **TOPIC 2: The Major Disability Types What is disability and the NDIS (held in Cantonese)**

These sessions are completely **FREE!** Refreshments and lunch will be provided. Please see **attached** the translated flyers in Mandarin and Cantonese that you can print and hand out or distribute electronically to people with disability, their families and/or carers from CALD backgrounds as well as your relevant networks.

Attached is also the program of **all** upcoming Community Education Sessions for all languages.

We would greatly appreciate if you could help us **spread this information** to your **Mandarin / Cantonese** participants/ clients and networks widely. We would like to see parents, families, carers and people with disability attend.

Please make sure to **RSVP** as soon as possible by emailing ppias@ssi.org.au or calling **02 8799 6754**.

Family & Community Services – Ageing, Disability & Home Care; Service Portal News Bulletin: [Invitation to participate in survey](#)

The Audit Office of New South Wales invites you to participate in a [survey](#) on the NSW Department of Family and Community Services' support for providers to help prepare for the NDIS.

Ageing & Community Services NSW & ACT update:

- [Disability providers must plan strategically under NDIS](#)

In the highly competitive Australian not-for-profit (NFP) sector, the need for a clear business strategy focused on a distinct market niche is more important than ever

- [National Disability Insurance Scheme providers discuss lawsuit over online processing system](#)

More than 15 National Disability Insurance Scheme providers will meet with Shine Lawyers on Wednesday to discuss taking class action against the federal government

- [Canberra admits responsibility for NDIS computer problems | poll](#)

The federal government's National Disability Insurance Agency has apologised to a roomful of Hunter and Central Coast disability service providers for the financial hardship and other difficulties that its problem-ridden computer portal has caused.

- [How sticky are your customers?](#)

With the transformation of the disability sector into a customer-driven market, there is much to learn from outside the sector. In this article, Sally Coddington explores the concept of "customer stickiness" and how it may work in your organisation.

- [Shitstorm: A Short History of NDIS Implementation](#)

At DSC we have now asked thousands of Australians 'what is one word that sums up how you feel about the NDIS?'. The answers invariably polarise. Some people say fear, confusion, anxiety; while others say: hope, opportunity, control.

National Disability Services (NDS) update:

- [Building a marketing driven, customer oriented organisation](#)

The School for Social Entrepreneurs has designed a six day program (3 blocks of 2 days) to support organisations adapting to this new environment:

- 1) The market opportunity and your organisation - Monday 5th & Tuesday 6th September
- 2) Customer engagement, collaboration, brand positioning and innovation - Tuesday 4th & Wednesday 5th October
- 3) Leading change in a time of uncertainty - Monday 7th and Tuesday 8th November

- [Centre for Applied Disability Research \(CADR\)](#)

This month, CADR launched a new website - a 'one-stop-shop' for disability knowledge. The new site is designed to assist NDIS participants access the right supports and help service providers innovate and focus on better outcomes.

- [Every Australian Counts](#)

The Every Australian Counts campaign is here to make sure the NDIS is delivered as promised and is the best it can be. EAC has built a news hub, updated regularly with blogs, opinion pieces and news that is leading public debate on disability issues in Australia.

- [projectABLE](#)

This free program for students offers inspiring and interactive disability awareness career workshops and workplace experience. It provides training nationally in NDIS launch sites.

- [Costing & Pricing Learning Program](#)

CPLP supports financial and service delivery staff to build knowledge and skills in costing and pricing with online resources.

- [Inside the NDIS](#)

Welcome to the NDS National Bulletin, designed to provide members with up-to-date, accurate information and analysis on the National Disability Insurance Scheme (NDIS). In this edition we hear from Ken Baker on the ongoing myplace portal saga, provide updates on the NDIS, and take a look at support coordination in practice and a case study on the Machado-Joseph Disease Foundation. We'll also discuss the challenges of rural and remote roll-out and service delivery.

Pro Bono update:

[NDIS Business Transformation Strategy Forum](#)

Akolade's NDIS Business Strategy Transformation forum provides tangible takeaways to drive successful transition to new business models and ensure sustainability. The event equips attendees with brand-building, organisational growth and revenue generation strategies proven to attract and retain consumers whilst transitioning your business in a competitive landscape. 29th November - 1st December 2016, Rydges World Square, Sydney

National Disability Insurance Agency update:

Please find **attached** flyers for 2 upcoming NDIS community information sessions:

- 1) [Hornsby Heights Community Centre 22nd September:](#)
10am-12pm (Auslan Interpreter available) / 6:30pm-8:30pm (Auslan Interpreter available)
- 2) [Berala Community Centre 28th September](#)
10am-12pm (Auslan & Arabic Interpreter available) / 6pm-8pm (Auslan & Arabic Interpreter available)

NCOSS Ageing & Disability update:

- [Funding boost to help regional NSW get NDIS-READY](#)

More than 130 disability service providers in regional and remote NSW will benefit from a \$4 million funding boost to help them get ready for the National Disability Insurance Scheme (NDIS), Minister for Disability Services John Ajaka announced today.

- [NDIS grant program open to community based organisations](#)

From August, suitable organisations can apply for funding under the Agency's Partners in the Community Program to support local areas transitioning to the NDIS in 2017.

- [Review of the Implementation of the NDIS MyPlace Portal](#)

Minister for Social Services, Christian Porter, and Assistant Minister for Social Services and Disability Services, Jane Prentice, will commission an independent review of the system following disruptions to the ICT system in recent weeks.

- [Jobs boom for Tasmania with arrival of NDIS](#)

Jobs growth will surge across Tasmania with the roll out of the National Disability Insurance Scheme with up to 1750 new full-time jobs created in the next three years and \$260 million in new economic activity generated.

- [Government response to NDIS payment problems criticised by Labor](#)

The Federal Opposition has seized on reports some disability service providers have gone without payments under the National Disability Insurance Scheme (NDIS), suggesting the Government is dragging its feet and being secretive about a review into the problem.

- [National Disability Insurance Scheme tipped to create 1,000 jobs in western NSW from 2017](#)

The New South Wales Government says a major overhaul of disability services will trigger an economic boom in the state's west, with more than 1,000 jobs set to be created.

- [NDIS communicates with people with complex communication needs](#)

The NDIS has developed a set of communication boards to help NDIS staff communicate effectively with people with complex communication needs.

- [Australian disability knowledge has a new home in the CADR Clearing House](#)

The recently launched Disability Knowledge Clearing House is designed to be easy to use and to give practitioners, researchers, consumers and families the ability to search for research and evidence that will support them in what they do. There is nothing of its kind in Australia, and it brings attention to the importance of evidence based best practice as the NDIS expands. Of particular interest are the [Research to Action Guides](#) with more planned over the next twelve months. The clearing house website is www.cadr.org.au.

- [Community Pathways - A Powerful Means to an Inclusive Life](#)

When: 9:00 AM - 3:30 PM 8 September 2016 / **Where:** Ryde-Eastwood Leagues Club - 117 Ryedale Rd, West Ryde NSW

There is much discussion as the NDIS emerges across Australia concerning inclusion of people with disability. What authentic inclusion is has already been seriously misunderstood to the detriment of people with disability. This workshop will clearly define what it means to be included and how to be mindful of the trappings of less effective practices.

- [NSW Council For Intellectual Disability 'Challenge, Change and Create Conference'- 14 and 15 September 2016!](#)

Hear from people with intellectual disability about what matters to them including Members of NSW CID Speak Out Reach Out Committee. Be inspired by people who are leading social change movements, such as Paul Oosting National Director of GetUp! Get involved, find out more about planning, policy developments and all the latest news on the NDIS. Running over two days, this event brings together a wide range of people who are interested in improving the lives of people with intellectual disability. CID welcomes all people to attend this event. Discounted rates are available for people with intellectual disability and family members.

- [Families getting NDIS Ready!](#)

- 1) 19 September 2016 – Merimbula
- 2) 20 September 2016 – Cooma
- 3) 21 September 2016 – Goulburn

This free workshop is designed to facilitate thinking and discussion about how the National Disability Insurance Scheme (NDIS) could best work for your family member

Community Care Review update:

[There's still 'a way to go' on meeting CALD needs](#)

Issues around access to services, exercising choice and navigating the NDIS are among the challenges that persist for culturally and linguistically diverse (CALD) seniors, Angela Quero tells Community Care Review.

My Choice Matters update:

My Choice Matters works with people with disability and their families to live life their way and get the most out of the changing disability system. Our goal is to help you learn and practice new ways of doing things and develop and grow your skills in Choice, Voice and Control.

We have fully accessible workshops coming up for people with a disability and their families/carer, so make sure you register now!

- Hear about changes to the disability support system and what it will mean for you
- Talk about planning and things to consider for your life
- See what some people are already doing

Date	Place	Workshop	Details	Register
30 August	Bega	GET MORE SKILLS: A GOOD LIFE For people with disability and family members	View flyer Open text only flyer	REGISTER HERE
31 August	Merimbula	GET MORE SKILLS: A GOOD LIFE For people with disability and family members	View flyer Open text only flyer	REGISTER HERE
6 September	Bowral	GET MORE SKILLS: A GOOD LIFE For people with disability and family members	View flyer Open text only flyer	REGISTER HERE
8 September	Lane Cove	GET MORE SKILLS: A GOOD LIFE For people with disability and family members	View flyer Open text only flyer	REGISTER HERE
9 September	Bankstown for the Arabic speaking community	GET MORE SKILLS: A GOOD LIFE For people with disability and family members	View flyer Open text only flyer Translated flyer	REGISTER HERE

Ethnic Community Services Co-operative update:

FREE information session for people with disabilities, families and carers (See flyer attached)

Date: 24/09/2016

Venue: Waverley Library (Ron Lander Centre), 32-48 Denison Street, Bondi Junction

Time: 10AM – 1:30PM

To register

Please contact Mercy on capacitybuilding@ecsc.org.au or Tel: (02) 95691288

END

Kind regards

Pascale Pias

Project Officer / Admin Support FutureAbility

Lvl 2/158 Liverpool Road, Ashfield NSW, 2131

P: 02 8799 6700 D: 02 8799 6754 F: 02 8799 6799

E: ppias@ssi.org.au Follow us on Twitter [@SSI_tweets](#) or [facebook](#)

Settlement Services International

settlement • support • independence



SSI is a supporter of the Australian Human Rights Commission anti-racism campaign.

For more information: <http://itstopswithme.humanrights.gov.au/>

Appendix 11: Sample CES flyer in Language & English

FutureAbility

Multicultural communities getting NDIS-ready

Community
Education
Sessions



ENGLISH / VIETNAMESE

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?

If so, then you don't want to miss the FutureAbility community education sessions organised by Settlement Services International (SSI).*

Presented by Vietnamese speakers, sessions will be delivered by experts in the disability sector to inform, educate and help people with disability from Vietnamese speaking backgrounds, their families and carers.

In Session 1 participants will learn about the NDIS, how to use it, and how to get more choice, control, access and better outcomes to live more comfortably in their local community. What is disability, and disability in a cultural context will also be discussed.

Session 2 will address the major disability types and how prevalent they are.

SESSION 1

What is disability & NDIS?

9.30am–1.00 pm

Tuesday, June 7 2016

- What is disability?
- Disability in a cultural context
- What is the National Disability Insurance Scheme (NDIS)?
- How can I access the NDIS?
- What sort of support can I get from the NDIS?
- Where do I go, who do I contact to get support from the NDIS?

SESSION 2

What are the major disability types?

9.30am–1.00 pm

Thursday, November 17 2016

- Physical
- Sensory
- Psychological
- Intellectual

Venue

Fairfield School of Arts
18 Harris Street, Fairfield

For more information or to reserve a place, please email ppias@ssi.org.au or call (02) 8799 6754



* SSI has been funded by the Department of Family and Community Services to develop and implement the FutureAbility project across NSW, to help empower and support CALD communities to get ready for the NDIS.



FutureAbility

Cộng đồng đa văn hóa sẵn sàng với NDIS

Các buổi
hướng dẫn
cho
cộng đồng



ENGLISH / VIETNAMESE

Quý vị có bị khuyết tật gì hoặc quý vị có chăm sóc cho ai bị khuyết tật không?

Quý vị có muốn tìm hiểu thêm về Chương trình Toàn quốc Bảo hộ cho người Khuyết tật (National Disability Insurance Scheme - NDIS) và chương trình đó có thể hỗ trợ quý vị như thế nào không?

Nếu muốn biết việc này thì quý vị sẽ không muốn bỏ lỡ các buổi hướng dẫn cho cộng đồng về chương trình FutureAbility tổ chức bởi Dịch vụ Định cư Quốc tế Settlement Services International (SSI).*

Các buổi hướng dẫn bằng tiếng Việt về vấn đề này sẽ do chuyên gia về lĩnh vực khuyết tật trình bày nhằm chỉ dẫn, giáo dục và giúp đỡ cho những người Việt bị khuyết tật, cho gia đình họ và người chăm sóc họ.

Tại buổi Hướng dẫn 1, người tham dự sẽ được hiểu biết về chương trình NDIS, cách sử dụng chương trình, làm sao để có thể lựa chọn, kiểm soát và tiếp cận nhiều hơn, đạt được kết quả tốt hơn để có được cuộc sống thoải mái hơn trong cộng đồng của mình ở địa phương. Tại buổi hướng dẫn cũng sẽ thảo luận nội dung khuyết tật nghĩa là gì và vấn đề khuyết tật trong bối cảnh văn hóa.

Buổi Hướng dẫn 2 sẽ đề cập đến các loại khuyết tật chính và mức độ phổ biến của các loại khuyết tật.

BUỔI HƯỚNG DẪN 1

Khuyết tật & NDIS nghĩa là gì?

9.30 sáng – 1.00 chiều

Thứ ba ngày 7 tháng 6 năm 2016

- Khuyết tật là gì
- Khuyết tật trong bối cảnh văn hóa
- Chương trình Toàn quốc Bảo hộ cho người Khuyết tật (NDIS) là gì
- Làm thế nào để tôi có thể tiếp cận Chương trình NDIS?
- Tôi có thể được sự hỗ trợ như thế nào từ Chương trình NDIS?
- Tôi phải tới đâu, liên lạc với ai để được hỗ trợ bởi Chương trình NDIS?

BUỔI HƯỚNG DẪN 2

Có những loại khuyết tật chủ yếu nào?

9.30 sáng – 1.00 chiều

Thứ năm ngày 13 tháng 11 năm 2016

- Thể chất
- Giác quan
- Tâm lý
- Trí tuệ

Địa điểm

Fairfield School of Arts
18 Harris Street, Fairfield

Muốn biết thêm chi tiết hoặc muốn đặt chỗ trước, xin email ppias@ssi.org.au hoặc gọi số (02) 8799 6754



* SSI được tài trợ bởi Bộ Dịch vụ Gia đình và Cộng đồng Department of Family and Community Services để xây dựng và thực hiện dự án FutureAbility ở khắp tiểu bang NSW, nhằm tiếp sức mạnh và hỗ trợ cho các cộng đồng ngôn ngữ và văn hóa đa dạng CALD chuẩn bị sẵn sàng cho Chương trình NDIS.



Appendix 12: Defining CALD, LOTE and Disability Types

Defining CALD and LOTE

In this report the terms CALD (Culturally and Linguistically Diverse) and LOTE (Language Other Than English) are used. While they are used as synonyms by many, they have different meanings and apply to different populations.

CALD is a description of communities with language diversity, ethnicity and varying religious and social traditions and customs. This term is often used to describe ethnic communities and is the preferred term for many government agencies and non-government organisations. Those referred to as the first generation CALD are those born in non-English Speaking Background countries (NESB). The second and subsequent generations are usually not identified directly in the census except where language or ancestry (or both) are used to define a population.

Those described as LOTE speak a language other than English at home and are either born in a non-English speaking country or in Australia with one or both parents born in a non-English speaking country.

Defining Disability Types

Disabilities are often classified as:

- Profound – unable to perform an activity or always needing help
- Severe – sometimes needing help to perform an activity
- Moderate – not needing help, but having difficulty performing a core activity
- Mild – having no difficulty performing a basic activity but using aids or equipment because of the disability

Many Disabilities are invisible e.g.: brain injuries, mental illness, learning disabilities, hearing impairments, vision impairments. The impact/s of disabilities can vary by moods, fatigue, memory, financial situations, housing, self-esteem and relationships, which can be caused by the disability, medications or other issues related to the disability.

There are primarily four main classes/types of disabilities:

1. Physical
2. intellectual / learning
3. Sensory
4. Psychological/psychiatric

1. Physical Disabilities

What are physical disabilities?

Physical disability is when a person's body functions limit them from being actively involved in their environment. It can affect any part of the body. Physical disability has many concepts, it can relate to the body functions, life activities in which people participate and environment that limit their capacity to participate.

What are some examples of physical disabilities?

Cerebral Palsy (CP), Acquired Brain Injury (ABI) and Spinal Cord Injury (SCI)

What are some of the causes of Cerebral Palsy?

Cerebral Palsy can happen when:

- Child's brain does not develop properly during pregnancy
- Baby is born prematurely and the brain is not fully developed (up to 45% of CP happen this way)
- Baby did not get enough oxygen during birth
- Baby had a stroke during pregnancy or after birth
- Baby got an infection shortly after birth
- Mother had a particular virus while she was pregnant
- Person experienced certain kinds of injuries during childhood.

What are some of the causes of Acquired Brain Injury?

Acquired Brain Injury is any damage to the brain that happens after birth, by:

- Accident or trauma, such as head injury in a car accident
- Lack of oxygen, such as asthma or a near-miss drowning
- Infection, such as meningitis or encephalitis
- Stroke / tumour
- Severe bleeding
- Poisoning, alcohol or other drugs
- Diseases of the brain e.g. Parkinson's
- Chemotherapy, radiotherapy and surgery can also result in injury to the brain.

What are some of the causes Spinal Cord Injury?

Spinal Cord Injury is damage to the spinal cord that results in loss of function such as mobility or feeling. It can happen through a break, crush, rip, tear or through a disease such as a growth on the spine and by:

- Motor vehicle accidents - 53%
- Sporting accidents - 12% (rugby, horse-riding, diving, skiing, etc)
- Everyday accidents - 23% (falls from ladders, slipping /falling, etc)
- Disease

2. Intellectual / Learning Disabilities

What are intellectual/learning disabilities?

- An intellectual/learning disability is a sub-average intellectual functioning, where the IQ is less than 70.
- A person can be born with an intellectual disability or acquire one under age of 18.
- Intellectual/learning disability affects the way people learn things.
- People with an intellectual/learning disability have deficits in at least 2 areas of behaviour, i.e. communication, self-care, home living, social skills, learning, self-direction, leisure and/or work.
- People with intellectual/learning disabilities may have a lower ability to think & solve problems, learn at a slower rate, take longer to learn things, have difficulty reading and writing, have difficulty keeping eye contact, and need extra support to learn new skills.

What are some examples of intellectual/learning disability?

There are two main examples of Intellectual/Learning Disability:
Autism Spectrum Disorder (ASD) and Down Syndrome (DS).

What are some of the causes of Autism Spectrum Disorder?

There isn't one answer to what causes autism. The latest research shows that in people with ASD, there is early brain overgrowth, which means the brain grows faster than average, the different parts of the brain do not communicate with each other in a typical way; there is a genetic basis to ASD, the condition might come from interaction of several genes involved in brain development.

What are some of the causes of Down Syndrome?

Although we know how Down Syndrome happens, we don't know why. Down Syndrome happens when a child's cells end up with 47 chromosomes in them instead of usual 46. Often, the change to a baby's cells happens at the moment when the baby is conceived.

3. Sensory Disabilities

What are sensory disabilities?

Sensory disabilities are those disabilities that affect vision, hearing and communication.

What are some examples of sensory disabilities?

There are 3 main examples of sensory disabilities:

1. Vision impairment
2. Hearing impairment and
3. a range of communication impairments which involve: speech, language, voice, fluency or social communication.

What are some of the causes of Vision Impairment?

Vision Impairment can be present at birth or caused later by genetic conditions, disease/illness/medical conditions, damage or injury to the eye; to the pathways connecting the eye to the brain, or to the visual centre of the brain.

What are some of the causes of Hearing Impairment?

Hearing Impairment can be caused by:

- Hearing loss that runs in the family
- Exposure to loud noise
- Head trauma
- Damage to the inner ear/ruptured eardrum
- Abnormal bone growths or tumours
- Virus, infection, disease (e.g. Meniere's)
- Autoimmune inner ear disease
- Aging
- Malformation of the inner ear
- Sudden changes in pressure

4. Psychological/Psychiatric Disabilities

What is psychiatric/psychological disability?

Physical/psychiatric Disabilities are those where a mental illness/ disorder/ condition seriously interferes with the performance of life activities, such as learning, working and communicating. They are not an intellectual disability or brain damage.

A psychological or psychiatric disability refers to a group of mental illnesses, disorders or conditions that affect emotions, cognitions, and/or behaviours. They can significantly affect how a person feels, thinks, behaves and interacts with other people.

The types of impacts of mental illness/disorder/condition vary from person to person and they are dependent upon the mental illness/disorder or condition as well as the severity of it. Some impacts come and go and do not always follow a regular pattern, making it difficult to predict when impacts will flare-up.

For some people, the mental illness/disorder or condition continues to cause periodic episodes, i.e. they come and go.

What are some examples of psychological/psychiatric disabilities?

- Depression disorder
- Anxiety disorder (Panic disorders, phobias, obsessive-compulsive disorder, post-traumatic stress disorder)
- Personality disorder
- Eating disorder
- Challenging behaviour
- Schizophrenia & Bipolar

The most common mental illnesses/disorders/conditions are anxiety and depressive disorders. The less common mental illnesses/disorders/conditions are those that may involve psychosis. These include schizophrenia and bipolar mood disorder.

What are some of the causes of psychological/psychiatric disabilities?

A vulnerability to some mental illnesses, e.g. bipolar mood disorder can run in families. Other people develop mental illness with no family history. Many factors can contribute to a mental illness/disorder/condition. These can include stress, bereavement, relationship breakdown, unemployment, social isolation, physical and sexual abuse, major physical illness or disability.

