



Multicultural Disability Advocacy Association of NSW Annual Report 2007-2008 Summary *Chairperson's Report*



2007-8 has been another very busy year for MDAA.

This is a Summary of the 2007-2008 Annual Report. For a copy of the full report, please check our website or call us and ask for a copy.

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We developed a new three year plan for MDAA which involved extensive consultation. The plan sets MDAA's direction for the next three years.

We established a new individual advocacy service in the Bega Valley Shire, South East Advocacy (SEA) in September 2007.

In the lead up to the federal election politicians were visited and MDAA organised an information session for people from non-English speaking backgrounds (NESB) with disability and their families to hear from local candidates about their plans for supporting people with disability.

Another big change for MDAA was when the Executive Director Barbel Winter resigned after 11 years of outstanding service and the Assistant Director Maureen Kingshott retired. Barbel managed MDAA with great skill and efficiency and Maureen worked tirelessly supporting many people. They will be greatly missed. We welcome Diana and look forward to her leading MDAA into the future.

In June we held a forum '*Lessons from the Field*' to show the work we have done with disability services in the Cumberland Prospect area for the past 5 years.

We did lots of training in cultural and disability awareness for government and non-government agencies and disability services in NSW and Queensland. For the first time we also ran a Diversity Management Leadership program for managers of disability services.

MDAA also worked together with many other organisations so people from NESB with disability get fair access to programs and services and a better life in the community.

Milanka Zivanovic



Joanne and her mother approached SEA for assistance with an application to the Consumer Trader and Tenancy Tribunal (CTTT) to seek legal advice after disputes and bullying from a neighbour about demolishing the swimming pool at Joanne's place. Joanne has a vision impairment and uses the pool for recreation purposes because it is easier and safer for her than travelling to the local public pool.

In February 2008, Joanne and her mother received the Tribunal's decision to appoint an independent strata manager to reconsider the demolition of the pool. Joanne was happy because her story had been heard.

What is MDAA?

The Multicultural Disability Advocacy Association of NSW (MDAA) is the peak organisation and the only advocacy service in NSW for people from non-English speaking backgrounds (NESB) with disability and their families and carers.

MDAA works to:

- Promote the rights of people from NESB with disability, their families and carers in NSW and make sure their rights are safe and protected.
- Get fair access to, and good results from, government and non-government services for people from NESB with disability and their families and carers.
- Improve the quality of life and level of participation in community activities for people from NESB with disability and their families and carers.

Our main areas of work are:

- Individual Advocacy and Advocacy Development
- Systemic Advocacy and Research
- Industry Development and Cultural Abilities
- Organisational Development

1. Individual Advocacy & Advocacy Development

Individual Advocacy

We help people from NESB with all types of disability to stand up for their rights, when they have problems with housing, immigration, health services, school, work or disability services.

MDAA has individual advocates in Sydney, Wollongong, Newcastle & Griffith. In addition the City Inner West Disability Advocacy (CIWDA) service provides advocacy support for people with disability living in the City of Sydney and the Inner West.

This year, MDAA got funding from the Commonwealth for a new individual advocacy service in Bega Valley called the South East Advocacy Service (SEA), which started in September.

In 2007-08 we supported 423 people with all types of disability (intellectual, physical, psychiatric, sensory, brain injury, etc):

- 268 were new consumers, 155 were ongoing, and 206 files were closed
- most consumers were between 30 and 59 years of age
- 70% of consumers in our Sydney office and 80% in Griffith were born in a non-English speaking country; 40% of consumers in Wollongong and 20% in Newcastle and CIWDA were born in a non-English speaking country
- consumers spoke over 45 different languages at home, with the five top languages being Arabic (48), Persian (21), Serbian (18), Turkish (18) and Punjabi (15)

The top 7 issues for individual advocacy this year were:

- Accommodation (166 consumers)
- Health (101 consumers)
- Immigration (78 consumers)
- Family/ social support (61 consumers)
- Subsidies/ entitlements (34 consumers)
- Employment (34 consumers)
- Education (32 consumers)

Advocacy development

MDAA works to change community attitudes about disability and cultural diversity and increase the self-advocacy skills and knowledge of people with disability through running information and training sessions, and supporting the 'Advocacy in Action' project and the NSW Network of Women with Disability.

Some of the information and training sessions this year included:

- A housing rights forum held by CIWDA: giving information on a tenant's right to accessible accommodation, transfer of properties, repairs and maintenance, complaint processes and neighbourhood disputes
- Information sessions on: how to develop life skills and increase independence through recreational, social and cultural activities, (specifically for young people with disability aged 15 to 25 from Chinese, Vietnamese and Arabic speaking communities)





AIA members attended the **Rural Women's Summit**: The Summit was a response to the Prime Minister's election commitment that the Australian Government will strengthen the capacity of rural women to participate in policy debates and provide quality advice on issues affecting remote, rural and regional communities to the Ministers responsible for primary industries, regional development, youth and women.



Advocacy in Action (AIA)

AIA supports people living in regional, rural and remote NSW to develop skills and confidence to bring about local, regional and state-wide changes.

- This year in Moruya we established local contacts with individuals and service providers to hold a community meeting where a working group was formed (Arts Action Co-op) to develop an arts project for people with disability in the Eurobodalla Shire. The group meets once a month to plan and work on all aspects of running the project.
- AIA also started working with a local Aboriginal woman to plan a barbecue to bring community people together to meet each other.
- AIA set up two networks: the Rural Disability Network to improve representation and advocacy by and for rural people with a disability; and an e-group called 'BushChatter' to enable people with disability living in rural areas to connect with each other.
- They also took part in the **Disability Services Expo** held in Broken Hill.

NSW Network of Women with Disability, ANZ Project

We support the NSW Network of Women with Disability through a project funded by ANZ Charitable Trusts, to develop the skills of women with disability who are members of the Network.

- The women attended the Reclaim the Night Rally and were part of the organising collective planning International Women's Day.
- Several women organised and undertook Living Library training as well as training about how to deal with unwelcome behaviour in colleagues and others. A lot of energy was put into planning a leadership training program for next year. The newsletter team also produced 3 editions of the newsletter. A Women and Disability Interagency was started to bring together people who work on issues affecting people with disability across the disability and mainstream women's sectors.

2. Systemic Advocacy and Research

MDAA works to improve policies and services for people from NESB with disability and their families.

Some of the main issues we worked on this year were:

Accommodation: This year a research project was undertaken to identify the needs of carers from NESB who live in public or community housing and we responded to the Minister for Families, Community Services and Indigenous Affairs request for expressions of interest in increasing the supply of social housing.

Supported Living website: MDAA did a shared project with Family Advocacy to set up the Supported Living website. This was an opportunity to raise community awareness of people with disability living in their own home as ordinary members of the community.

Carers: we made comments on the NSW CALD Carers Action Plan 2007-2012 published by NSW Health. A research project was done to find out the issues for young carers from NESB.

An extensive range of state and federal issues were addressed throughout the year. All of our submissions are available on MDAA's website www.mdaa.org.au.



3. Industry Development and mdaa cultural abilities

We work with communities, government and non-government agencies to increase knowledge and understanding of the experiences of people from NESB with disability.

The highlights this year were: a forum to showcase the work done over the past 5 years with disability services in western Sydney's Cumberland Prospect region; and the development of the Cultural Competence Capacity Building Project.

In 2002-3 DADHC funded MDAA to do a **Cumberland Prospect Region NESB Access Project (RAP)**. The RAP assists local services to meet real community needs, by supporting the services to:

- Identify their ability to provide culturally competent services and programs
- Develop skills and practices for working with the cultural, linguistic and religious diversity in its community
- Reflect on how their cultural values and beliefs affect their interactions with the people

One of the keys to the RAP's success is using an access and equity/cultural competence audit which allows a service to work systematically through their policies and practices to identify important opportunities for working better with the local community and cultural diversity.

A forum was held in June 2008 to share the lessons learnt from the RAP Project: **Lessons from the Field: Practical approaches to working with diversity**. Over 80 people attended the one day forum and discussed practical ways for community based disability services to work with people from diverse backgrounds.

In 2007 DADHC funded MDAA to do some projects designed to improve the cultural competence of disability services across NSW and develop awareness of disability issues among ethnic community organisations.

The projects that make up the **Cultural Competence Capacity Building Project** are: Making Links, Cultural Competence in Respite Care; Cultural Competence in Early Childhood Services; Towards Cultural Competence Training; Leadership Development; Cultural Competence Evaluation Framework.

Other activities in industry development were:

Community Voices: Community Voices (CVs) made 16 presentations to over 350 people including people with disability and their families from Arabic, Chinese and Korean backgrounds

Engaging communities: we continued working with African, Indian Subcontinent and Latin American communities through our Community Links project,

What does this word mean? DADHC funded MDAA to do a project where professional translators translated 44 words and ideas about disability into 13 languages, for example, 'rights', 'disability service', 'support worker', 'assessment', 'referral'. The project will result in a fact sheet which lists each word and gives a plain English explanation and translation, to help people better understand the meaning.

mdaa cultural abilities - training and support

The total number of people who participated in mdaa cultural abilities training this year was 1020, with 57% (585 people) from government agencies and 43% (434 people) from non-government agencies, including 232 staff of non-government services in Queensland.

We received many requests for training in cultural and disability awareness tailored to agencies' needs. In 2007-2008 we designed and delivered 45 of these tailor-made training to staff of government and non-government disability services, including the NSW Ambulance Service, where we delivered 6 training days in cultural awareness for 295 staff.





4. Organisational Development

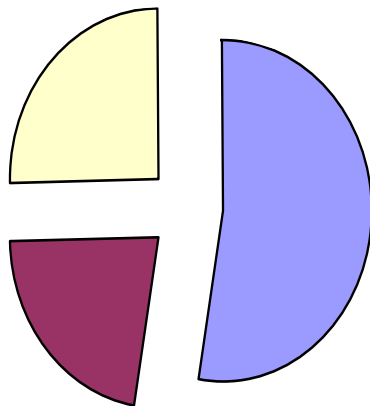
MDAA has been a strong voice for people from NESB with disability, their families and carers and has worked hard to develop a community where everyone, regardless of background or disability, feels welcome, included and supported. This year we developed a plan for 2008 – 2010 to help achieve this.

The new plan sets out MDAA's direction for the next three years in our four main areas of work. For details see www.mdaa.org.au. We thank everyone who helped us to make this plan and hope they will continue to support MDAA in building a community we all want to live in.

MDAA consults with members and consumers regularly and keeps in touch with NESB communities and asks for their comments on relevant matters. We review and update our own policies and practices on an ongoing basis and develop and maintain the skills of our staff and committee members through training and ongoing support. MDAA could not do its work without the ongoing commitment and enthusiasm of all the staff and our volunteers. Thank you all very much!

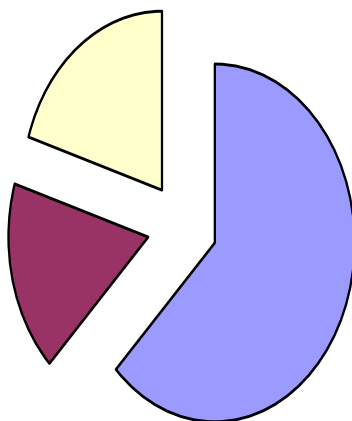
MONEY

Income = \$1,781,173



- Dept Ageing Disability & Home Care
- Dept Fam, Housing, Com'ty Services & Indig Affairs
- Other Grants/Subsidies/Income

Expenditure = \$1,512,403



- Wages & Oncosts
- Operations
- Programs

If you do not understand this document, please ring the Telephone Interpreter Service (131 450) and ask them to contact the MDAA on 1800 629 072.

ARABIC

إذا لم تستطع فهم هذه الوثيقة، الرجاء الاتصال بخدمة الترجمة الهاتفية على رقم ١٣١ ٤٥٠ وأسألهم أن يتصلوا بـ MDAA على رقم ١٨٠٠ ٦٢٩ ٠٧٢.

CHINESE

如您看不懂此文件，請打電話給「電話翻譯服務台」（131 450）請他們聯絡 MDAA 電話 1800 629 072。

CROATIAN

Ako ne razumijete ovaj dokument, molimo nazovite Službu prevoditelja i tumača (Translating and Interpreting Service) na 131 450 i zamolite da nazovu MDAA na 1800 629 072.

GREEK

Αν δεν καταλαβαίνετε αυτό το έγγραφο, σας παρακαλούμε να τηλεφωνήσετε την Τηλεφωνική Υπηρεσία Διερμηνέων (131 450) και να τους ζητήσετε να επικοινωνήσουν με το MDAA στο 1800 629 072.

HINDI

अगर आप इस कागज़ात को पढ़कर समझ नहीं पा रहे हैं तो कृपया टेलीफोन संवाद-सहायक सेवा (१३१ ४५०) को फोन करें और उनसे एम डी ए ए (MDAA) को १८०० ६२९ ०७२ पर संपर्क करने को कहें।

ITALIAN

Se non comprendi questo documento, telefona al Servizio telefonico interpreti (131 450) chiedendo di essere messo in contatto con il MDAA al 1800 629 072.

KOREAN

만일 이 문서를 이해하지 못하시면, 전화 통역 서비스(131 450)에 전화하여 MDAA 1800 629 072에 연락해 달라고 부탁드립니다.

MALTESE

Jekk ma tifhimx dan id-dokument, jekk jog`bok jempel lis-Servizz ta' l-Interpretu (131 450) u itlobhom jikkuntattjaw lill-MDAA fuq 1800 629 072.

POLISH

Jeśli nie rozumiesz treści niniejszego dokumentu, zadzwoń do Telefonicznego Biura Tłumaczy (Telephone Interpreter Service) pod numer 131 450 i poproś o telefoniczne skontaktowanie się w Twoim imieniu z MDAA pod numerem 1800 629 072.

SPANISH

Si usted no entiende este documento, sírvase llamar al Servicio Telefónico de Intérpretes (131 450) y pedir que llamen a MDAA al 1800 629 072.

TURKISH

Bu belgeyi anlayamazsanız, lütfen Telefonla Tercüme Servisi'ne (131 450) telefon ederek, 1800 629 072'den MDAA ile ilişkiye geçmelerini isteyiniz.

VIETNAMESE

Nếu quý vị không hiểu tài liệu này, xin điện thoại đến Dịch vụ Thông ngôn qua Điện thoại (Telephone Interpreter Service) ở số 131 450 và nhờ họ liên lạc MDAA qua số 1800 629 072.

