

ACTIVE CITIZENS & PHOTOVOICE



Activity Report by:

Multicultural Disability Advocacy Association (MDAA)
March 2020 – June 2021

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1. Background

The Multicultural Disability Advocacy Association (MDAA) is a not-for-profit organisation that aims to promote, protect and secure the rights and interests of people from non-English speaking backgrounds with disability and their families and carers in NSW.

In March 2020, MDAA received an Individual Capacity Building Grant funding from NDIS Information Linkages and Capacity Building Program to implement the Active Citizens Project. The Active Citizens Project is a project that aims to build the capacity and confidence of people with disability from a culturally and linguistically diverse background (CALD) and their carers to engage in civil society and contribute to social issues important to them.

Historically, people with disability have been discouraged to engage in public discourse regarding their civil rights. Progressive changes in electoral legislation have further widened the ability for people with disability to vote and, along with several other social changes championing the rights of people with disability (such as the NDIS), there is a growing interest in the community to have greater information and capacity building opportunities to engage in civil society.

This document summarises the key activities to date, that have been undertaken by MDAA with people with disability from a CALD background and their carers to help increase civic engagement in their communities.

2. Objectives

- Engage participants in community and social issues
- Discuss important issues that matter to people with disability from a CALD background and their carers
- Inspire participants to take action on issues that matter to them

3. Activity Report

3.1 Consumer Consultations

Prior to the Active Citizens workshops, MDAA conducted consumer consultations to identify areas of interest for consumers who wanted to engage in active citizenship. MDAA held consumer consultations and forums in a number of NSW locations: Granville, Merrylands, Bega and Griffith. Over 60 community members gave their feedback.

From this feedback, MDAA made a Submission to the Joint Standing Committee on Electoral Matters. One of the key recommendations was to invest in building the confidence of people with disability from CALD backgrounds to participate on election days by providing resources to enable greater awareness of what different candidates represent.

We suggested the funding of an information campaign to make sure that people from CALD backgrounds with disability, their families and carers can make informed choices and they are able to exercise their rights as citizens of the country in a meaningful and responsible way.

During community consultations, MDAA was given feedback by community members stating they would like more information in key areas such as understanding policy development, engaging in applied debating, and making informed choices when voting.

3.2 Recruitment of participants

From April to June 2020, MDAA recruited participants to attend the Active Citizens workshops. Activities included the development of promotional materials for e.g., pamphlets, visiting disability services and word-of-mouth recruitment, as well as information sessions. Volunteers and placement students called members on MDAA's existing database and also called different services to promote the project. Potential participants were interviewed to understand their motivation and needs in relation to the workshops.



Figure 1 Rosa Touch, Active Citizens Project Officer consulting community members from Bega on the issues that are important to them



Gredamely Mackey

I have had Osteogenesis Imperfecta Congenital disability¹ since I was born. I have never been able to walk without my electric wheelchair. I am a holder of the 461 visa that allows me to remain in Australia. It has restrictions that causes hardship to me and my husband Barry. It does not provide a special provision for access to social security benefits and Medicare, which causes financial hardship.

At the moment, my husband and I live on his disability support pension. The living expenses in Australia is very expensive. Under the 461 visa, I am paying my private health insurance, and I'm paying full price for public transport. It causes me a lot of financial difficulties because I don't have entitlements on mobility allowance as a PWD. I am supporting my husband by utilising my sewing skills for friends and family on an occasional basis. However, it is not enough to make our ends meet. In addition to my worries, housing commission keep on asking me: when will I apply for Australian residency so that I can pay my accommodation for housing commission. These are some of my problems that stress me a lot.

MDAA has supported me by writing support letters to Housing NSW. They helped me receive the entitlements I have now as they found out information from the right people. They helped me contact an immigration lawyer. They also helped my husband, Barry, receive his Australian citizenship. We would not have been able to gain these things without the help of MDAA's advocacy support. We want to give back where we can, we love the community we have.

Through MDAA's Peer Support Program, I learned about how to deal with stress and many other things that benefit my health and wellbeing. Thanks for MDAA that has my back. They are always there willing to lend me a helping hand.

It is my biggest wish that NSW government continue the support of MDAA organisation and advocacy funding. They are service we can turn to for help when we need it most.

1. Osteogenesis imperfecta (OI) is a rare inherited (genetic) bone disorder that is present at birth. It's also known as brittle bone disease. A child born with OI may have soft bones that break (fracture) easily, bones that are not formed normally, and other problems. Symptoms may range from mild to severe

Figure 2 Gredamely (Mely) Mackey's PhotoVoice story in the online book (used with permission): https://issuu.com/mdaa_nsw/docs/fnpvrt/12

3.3 Active Citizens Workshops

After identifying the information needs of participants, MDAA organised a series of three workshops from the period of July to September 2020. The COVID-19 pandemic prevented face-to-face workshops. Instead, workshops were conducted online, via the platform Zoom. When restrictions eased and community transmission was low, following the guidelines, we came back to having people join sessions face-to-face and still running the Zoom for those unable to leave their homes.

Based on the information needs and topics identified by the participants, MDAA invited guest speakers to present at the workshops.

Below is the list of organisations, topics and key messages presented at the workshops.

Table 1 Organisation, topic and key message presented at workshops

Organisations that presented at the Active Citizens Workshops	Topics	Messages
<p>Australian Human Rights Commission</p> <p>Speaker: Caroline Tjoa, Accredited Mediator NMAS Principal Investigator/Conciliator Investigation and Conciliation Service</p>	<p>Human rights, how federal law protects us against discrimination, racism and how to make a complaint</p>	<p>Awareness of the complaints process and that we have laws that can protect us in the workplace, against racial hatred, against discrimination, and more</p>
<p>United Nations Association Australia</p> <p>Speaker: Joshua Karras MPH (UNSW) MHM MIPH BSc (UNSW) DipUN (WBC) Executive Manager United Nations Association of Australia NSW</p>	<p>Democratic society – inclusion of all people - sustainable development goals and how Australia is performing</p>	<p>To be an active citizen, share what you are passionate about, small changes can be big changes, engage decision makers by having solutions and with a personal message</p>
<p>Cumberland Council</p> <p>Speaker: Marika Kahle, Community Education Officer</p>	<p>Levels of government, how to lobby, how local council and councillors can support community needs</p>	<p>They want to ensure we know how to have our say, how to contact our local council, how to contact local MPs</p>
<p>NSW Fair Trading</p> <p>Speaker: Suzanne Dean, Community Liaison Coordinator</p>	<p>Consumer rights, shopping rights and scams</p>	<p>They want to ensure consumers know their rights and how to make complaints to NSW Fair Trading</p>
<p>Department of Home Affairs</p> <p>Speaker: Fiona Tinley, Community Liaison Officer NSW/ACT Community Engagement Social Cohesion Division Social Cohesion and Citizenship Group Department of Home Affairs</p>	<p>Citizenship – rights and responsibilities</p>	<p>Citizens to be engaged and contributing to society, speaking and understanding English, informed, and safety in community</p>
<p>NSW Ombudsman</p> <p>Speaker: Romani Blue, Project Officer, Culturally Diverse Communities and Youth Aboriginal Programs and Community Engagement Unit NSW Ombudsman</p>	<p>Making complaints about NSW government state services, and more</p>	<p>To be aware of their services</p>
<p>Health Care Complaints Commission</p> <p>Speaker: Abbey Cerone, Resolution Officer</p>	<p>Consumer rights – complaints against registered and non-registered health providers</p>	<p>To be aware of these services and their processes – they are committed to public health and safety</p>

3.4 Online PhotoVoice Workshops

In addition to the Active Citizens Workshops, participants were invited to attend online PhotoVoice workshops. [PhotoVoice](#)¹ is a participatory communication and community development technique which enables individuals affected by a particular issue to identify and define issues in ways that are culturally relevant. PhotoVoice initiatives also aim to influence change in services or policies that affect the participants.

Six online PhotoVoice sessions were conducted from October to November 2020. The PhotoVoice sessions were facilitated by Dr. Michael Camit (PhD) who specialises in participatory communication. The PhotoVoice sessions started with an introduction to the PhotoVoice technique, basic techniques to take photos using smart phones that participants had, ethics of taking photos and understanding what participants found interesting from the previous Active Citizens workshops. Each PhotoVoice session reflected on the previous session and ended with an agreed topic or question that participants agree to address in between meetings, using photos taken from their smartphones.

Some examples of the questions included:

- What is important to you?
- What do you want society to understand about you?
- What do you/ your family need?
- What brings you joy?

In between the zoom sessions, participants worked with the Active Citizens Project Coordinator, Rosa Touch, to develop their ideas or get assistance with photography.

¹ Wang and Burris (1997) Photovoice: Concept, Methodology, and Use for Participatory Needs Assessment, Health Education and Behavior 24 (3), <https://doi.org/10.1177%2F109019819702400309>



Figure 3 PhotoVoice story of Sioe sharing a photo of her brother Redy (used with permission)

Sioe Uzell's story of being a carer for her younger brother with disability during the time of COVID-19. Pictured above is her brother, Redy, 47-years-old, at the beach, feeling so happy after being stuck indoors during the lockdown. This photo was captured to show his joy to be outdoors. She spoke about how Multicultural Disability Advocacy Association has helped her family and her with advocacy and other programs that has developed her skills to use Zoom, tell her story with the Disability Royal Commission, and more. She also spoke of the importance of advocacy funding, which is crucial to families from a non-English speaking background and for people with disability. The link to her story can be found here: [Active Citizens PhotoVoice Exhibition by mdaa.nsw - issuu](https://mdaa.nsw.gov.au/issuu)

3.5 PhotoVoice Exhibition and Launch

Towards the conclusion of the PhotoVoice online sessions, participants were asked to select two to three photos that best represent the issues they wanted discussed in society. They were also asked to tell their stories about the photos and the changes they want to see.

The result of the PhotoVoice projects were showcased in the Active Citizens and PhotoVoice Exhibition launch on 2 December 2020 at Parramatta Leagues Club.

The Active Citizens and PhotoVoice exhibition was attended by only two stakeholders as we were limited by COVID-19 restrictions and launched by The Honourable Penelope Sharpe, MLC and Ms Julia Finn MP.

4. Results

The various project activities described in Section 3 resulted in the following:

- An average of 71 participants from CALD backgrounds with disability and carers attending the Active Citizens Workshops. The languages of those who attended the Active Citizens activities included: Vietnamese, Eritrean, Cambodian, Thai, Arabic, Indonesian, Hindi, Maltese, Chinese, Burmese, Fijian, Spanish, Bosnian, Igede, and Filipino. Self-reported disability includes intellectual disability, cerebral palsy, vision impairment, legally blind, osteogenesis imperfecta congenital disability, amputee (missing limbs), and mental illness (schizophrenia).
- 10 participants from CALD backgrounds with disability and carers attended the online PhotoVoice workshops. Languages spoken: x1 Indonesian, x1 Burmese, x3 Vietnamese, x1 Filipino, x1 Cambodian, x1 Maori, x1 Fijian, and x1 Igede. Disability: cerebral palsy, polio – physical disability, osteogenesis imperfecta congenital disability, physical disability and mental illness – schizophrenia. Carers sharing their story of their loved ones with disability: Down syndrome, Prada-Willi syndrome, deaf, son with autism.
- 10 PhotoVoice projects and stories being displayed at the Active Citizens PhotoVoice Exhibition Launch.
 - See Appendix 2 – copy of the PhotoVoice projects (online book)
- Video testimonials from senior government stakeholders and academics present at the launch. See video links below:
 - The Hon. Penny Sharpe, MLC – [The Hon. Penny Sharpe, MLC - PhotoVoice Exhibition - YouTube](#)

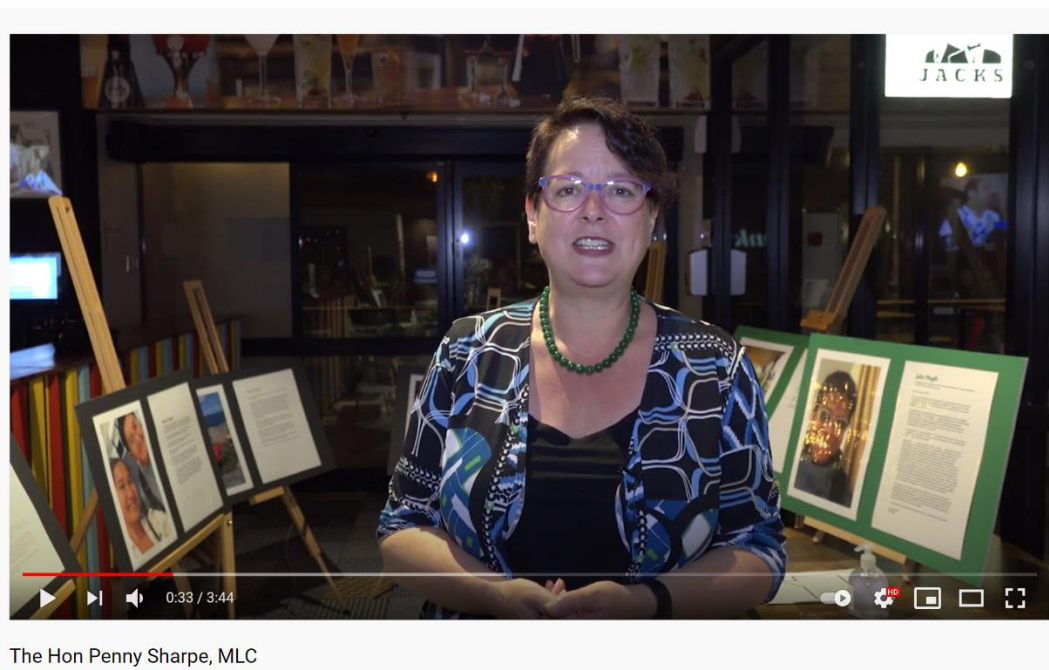


Figure 4 The Honourable Penny Sharpe, MLC, guest speaker at PhotoVoice Launch

- Ms Julia Finn MP – [Ms Julia Finn MP - PhotoVoice Exhibition Launch - YouTube](#)



Ms Julia Finn MP - PhotoVoice Exhibition Launch

Figure 5 Ms Julia Finn, MP guest speaker at the PhotoVoice launch

- Dr Louise St Guillaume – [Dr Louise St Guillaume - MDAA's PhotoVoice Exhibition Launch - YouTube](#)

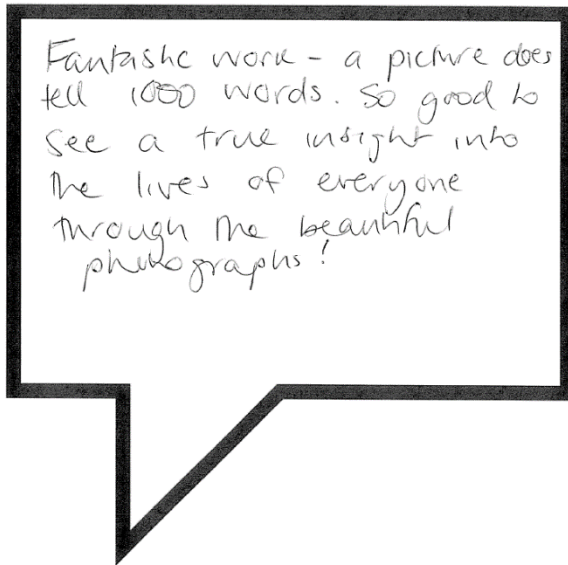


Dr Louise St Guillaume - MDAA's PhotoVoice Exhibition Launch

Figure 6 Dr Louise St Guillaume, University of Notre Dame - testimonial of the Active Citizens PhotoVoice Exhibition launch

These videos and stories about the Active Citizens PhotoVoice Exhibition Launch were also shared on social media by MDAA and the stakeholders.

SHARE YOUR #MESSAGE OF SUPPORT



Name: Julia Finn MP

Take a photo with this pledge with hashtag #nsw_mdaa and post it on your social media account(s)

Figure 7 Feedback about the Active Citizens PhotoVoice Exhibition from Ms Julia Finn, MP

5. Impact for participants

As a result of participating in the Active Citizens and PhotoVoice Workshops, participants reported the following:

5.1 Increased understanding of the various organisations /key messages

As a result of increased understanding of the roles of various organisations, surveys from sessions reveal that 30% of participants were motivated to take action on issues that mattered to them.

A participant with disability who attended an information session on the role of the NSW Ombudsman is one example. After the session, they contacted the NSW Ombudsman by telephone. The participant is legally blind and said that when they contacted the NSW Ombudsman years ago, it was not accessible. They were happy to report that by attending the session, they gained more information with how the NSW Ombudsman could further help them with engaging their rights and obtaining information. They were even more impressed with how much more accessible the options are now by telephone. They gave feedback on how helpful the staff were to inform them of the other Ombudsman services out there.

Another example is after the Australian Human Rights Commission session, one participant spoke about an incident that happened to them whilst in a club where they were treated with

discrimination and wanted to make a complaint. They expressed that they wanted to follow up with making a complaint. They asked for the contact details of the Australian Human Rights Commission so they could make a complaint about how they were treated.

5.2 Increased motivation to participate in advocacy: writing a letter to their local Member of Parliament

During the project, one participant was motivated to write to her local Member of Parliament about the systemic issues with Disability Employment Services. She sought assistance from MDAA to edit and help send the letter.

With permission from the participant, an excerpt of the letter appears below.

It is unacceptable that people with disability, people who have mental health, and from a CALD background that use this service are treated like this. There needs to be reform in these programs: the culture of the workplace needs to change; staff have to have disability awareness/education and cultural training.

The rule is stated that if you cannot find a job with the current DES provider, they will move you to another one.

Perhaps the assessment can consider the diversity of experiences of people for examples, carers and people with disability, etc. that can prevent them from accessing jobs.

The process of accessing DES and Job Active is difficult. The structure of the program is not realistic with looking for 20 jobs a month. It does not consider that a person may have health issues, health appointments, are a carer, and then their payment is cancelled if they miss three appointments.

I have recently gained employment. However, I applied for the role myself.

In addition, during the online sessions, participants identified a need to learn more about social media. These discussions resulted in advocating for MDAA to apply for additional online sessions on digital literacy through the Tech Savvy Seniors Program coordinated by the NSW State Library. Due to COVID-19 restrictions, this initiative has been put on hold.

5.3 Increased sense of connection with participants and community

All participants reported an increased sense of connection with each other and looked forward to the zoom workshops.

"I feel like I am a part of the family. I have known them since I have been coming to MDAA for two years. I have made friends. We talk on the phone. I look forward to joining Zoom sessions to connect with people now that there is COVID-19. I believe in keeping connected.

When things get better, I want to organise a group of young girls to talk about domestic violence and share my story."

- Participant of Active Citizens Project

5.4 Increased sense of voice and visibility

All participants who were involved in the PhotoVoice project reported feeling an increased sense of agency, voice, and visibility through the process of PhotoVoice. Some expressed an increased sense of connection with their family and carers.

“I have never seen my brother so happy and involved with what I am doing. He loved his photo being taken. I cried seeing him so happy being at the PhotoVoice exhibition and seeing his photo displayed.”

- *PhotoVoice participant talking about her brother with Down syndrome*

“I am very happy I can know these important things to help my children with disability for the future.”

- *Active Citizens Participant after attending a session on the Democratic Society - inclusion of all people*

“Through PhotoVoice I was able to show how important it is to have my niece who is visiting from Vietnam to care for me. I was able to tell my story about why we need to apply for a visa for her. Before she arrived to live with me, I was finding it hard to live on my own.”

- *PhotoVoice participant from a Vietnamese background with disability*



Figure 8 Left: PhotoVoice participant in wheelchair reading her story in Vietnamese. Her niece, carer, is holding the microphone for her. Right: Project Officer reading the English version of her story. YouTube link to Phuong reading her story: [Thi Phuong Tran – PhotoVoice Story](#)

6. Outcomes for participants

While not all participants expressed a specific recommendation, as a result of participants' advocacy the following were achieved by the project:

- A participant has written to her local Member of Parliament advocating for issues she believes in.
- After 2.5 years of waiting, another participant has decided to get advocacy support to follow up and take action on her niece's Visa application to be a carer.
- The PhotoVoice participants, with assistance from MDAA, successfully lobbied to receive Tech Savvy Seniors funding to hold basic digital skills workshops for participants. This will enhance their capacity to participate in online activities.
- One participant with disability spoke about how this project helped them to tell their story and practice their letter writing skills, which resulted in an action. They had been experiencing financial hardship. In this case, they had a gym membership and wanted to cancel it. They called the Gym to ask about how they can address this issue. They were told they had to put it in writing. In their letter, they wrote about their circumstance and asked if a discount could be made for their remainder months in the contract. The Manager called them a day after reading their email and told them they could reduce the fees.
- Participants reported learning new skills including writing stories, making drafts, editing skills, uploading a photo and story to Facebook, confidence to share and tell their story, and finding their voice.
- Participants of the Active Citizens and PhotoVoice Project have continued to meet online. MDAA's Private PhotoVoice Facebook group continues to be active with participants continuing to share personal stories and updates. This page has also included updates on current political news, campaigns and issues that are important for the participants.
- During the Active Citizens Project and the online PhotoVoice Discussions, the participants became aware of the news that MDAA may have its funding reduced or receive funding cuts. The topic of potential funding cuts to MDAA raised concerns for the participants. Some expressed anxiety and insecurity during the discussions. The PhotoVoice participants decided that it was important in their PhotoVoice stories to show "what MDAA means to me."²
- Participants of both Active Citizens and PhotoVoice projects reported becoming more politically aware and motivated to sign up and engage with issues that directly affect them. One example of this is when participants became aware of the issue of NDIS Independent Assessments. As a result of the various discussions, two participants

² Towards the end of the Photovoice project, MDAA received news that it received ongoing funding. This allayed the fears of the participants. This, however, did not stop the participants from showing photos and stories of what MDAA means for them.

signed up to join [Senator Jordan Steele's campaign Stopping Independent Assessments Together! | \(greens.org.au\)](#). This campaign resulted in a win – that the NDIS no longer proceeded with NDIS assessments as initially proposed.

7. Lessons learned

7.1 What worked well

The various activities undertaken by the Active Citizens Project and PhotoVoice provided scaffolding for the participants to continue to build their understanding of issues that matter to them, motivate them to take action and build their social capital to continue to meet to date.

As seen in the previous section, most, if not all activities contributed to increased motivation and engagement from participants to be actively discussing and engaging in issues that are important to them.

MDAA's Private PhotoVoice Facebook group continues to be active – participants sharing personal stories as well as current political news and campaigns that are important to them.

The WhatsApp group with the participant group continues to be active. Participants share information and tips with each other. For example, participants share news on staying safe with scams and being COVID-19 safe. They share concerns and ask questions through the WhatsApp group. The Project Officer engages with the group as well as sharing new sessions and updates on the project.

Through discussions, participants share the issues important to them and finding common themes with other people, they would like to take action about disability awareness – particularly with customer service, in healthcare settings, and in how police cause harm to people with disability if they do not have disability awareness.

We are currently trialling online bilingual feedback forms to collect feedback. Some participants have already used this form to give feedback.

7.2 Issues and Challenges

While to date, the Active Citizens Project and PhotoVoice can report some positive results, there were also some issues encountered during the project implementation.

7.2.1 Activities that cater to various types of disabilities

People with visual impairment and physical disability (no limbs) could not participate fully in the PhotoVoice process as the technique required participants to take photos with their smartphones. They wanted to try another mode of storytelling, for example, telling their story via podcasting or using an existing photo that meant something to them.

7.2.2 COVID-19 and changing advice

COVID-19 limited the number of participants who felt safe to attend the PhotoVoice exhibition in person. Some participants could not attend all PhotoVoice sessions due to health appointments or carer duties. This limited the number of participants who could celebrate their PhotoVoice projects.

During the period of the Active Citizens and PhotoVoice Project, the Project Officer had, at times, to isolate due to the need to test for COVID-19 (mild symptoms) and/ or waiting for results.

Once there were less restrictions with COVID-19, people with a chronic health condition or people who lived with people with compromised health, still decided to stay in lockdown as they feared the risk was too high to leave home.

7.2.3 Recording of presentations

Some speakers who presented at Active Citizens workshops did not grant permission for their presentations to be recorded. They provided presentation slides. This prevented participants from fully reviewing information discussed at the workshops and could have potentially limited the potential for fuller discussion and comprehension of issues raised at the workshops.

7.2.4 Language issues

During the course of the PhotoVoice workshops, we found that two Vietnamese speakers helped each other explain their stories and concepts being discussed in English and Vietnamese. Despite being offered interpreters, they both said an interpreter was not required. However, towards the end of the PhotoVoice project, it became apparent that some aspects of their stories proved difficult for them to express in English. As a result, they were asked to write their stories in Vietnamese and then adapted in English. A bilingual staff member also assisted in explaining PhotoVoice concepts to the participants. During the exhibition, one of the Vietnamese speaking participants also told her story in Vietnamese. Her PhotoVoice story was later relayed in English by a bilingual staff member.

7.2.5 Administration and attendance

The Project Officer reported issues in administering the workshops (online and in person) due to some participants either just turning up without prior registrations, not turning up because of health appointments, or family issues. Written evaluations were not consistently filled in. As a result, the Project Officer had to make individual calls to participants who did not fill in written forms but preferred to provide feedback on the telephone. In addition, the Project Officer also reported a need for additional staff to help with taking notes, catering and dealing with requests from individual participants during the workshops.

7.2.6 Need for longer timeframes with finalising PhotoVoice stories and photos for exhibition

Most participants reported that they required more than a week to finalise their stories and photographs for the PhotoVoice exhibition. This resulted in the PhotoVoice Facilitator and the Project Officer spending extra hours to support each participant with their projects.

7.2.7 Language and accessibility issues in accessing government and non-government services

While the participants acknowledged the goodwill of government and non-government organisations in reaching out to them regarding various services and issues that relate to people with disability, consistent feedback from the participants revealed that not all information they found useful is translated or available in their language. Participants

acknowledged that this lack of translation may be a resource issue. However, the lack of relevant translated materials meant that participants who spoke a language other than English were unable to share the relevant information in their cultural networks. This issue, perhaps, contributes to under-representation of CALD communities in accessing various services.

While interpreters were booked for various information sessions and workshops, participants still reported difficulties post-workshops, in filling government forms and websites for e.g., Census, immigration, MyGov, etc. unless they have an English-speaking friend or family member who can assist with filling in forms. This has implications for current COVID-19 vaccination forms, registrations and vaccine certification.

At some sessions, interpreters did not turn up for booked sessions. This limited participation of people with limited English.

In addition to language, a participant who has vision impairment expressed concern that most government websites and software applications are not accessible. At the time of the workshops, she reported that there was very little accessible information regarding COVID-19.

7.2.8 Technological barriers impact online participation

While overall, participants reported being motivated to engage in civic participation through the Active Citizens and PhotoVoice activities, majority reported difficulty in navigating and filling in the various government and non-government websites and software applications to “have their say”.

An early lesson for Active Citizens and PhotoVoice workshops was that some participants did not have adequate technological resources for e.g., computers or Wi-Fi access. Some required in-person assistance in helping with online registrations including lessons in how to use Zoom.

7.2.9 Stigma and shame in asking for help

Despite participants understanding the need for civic participation and seeking help, cultural stigma and shame were repeatedly identified as a barrier in smaller and emerging CALD communities.

7.2.10 Format and length of information provided at sessions

Participants of both the Active Citizens and PhotoVoice sessions, at times reported not understanding the material presented due to the length or the format of the material. For example, two videos that displayed a non-linear (beginning, middle and end) format of storytelling confused two participants. One of them has an intellectual disability. Others commented that the length of the presentation could be shorter or not rely too much on PowerPoint.

8. Recommendations

Based on the issues identified in the previous section, we recommend the following:

- Future PhotoVoice activities explore ways to cater for different types of disabilities.
- Future activities include further strategies that respond to the realities of COVID-19 lockdown.
- Negotiate in advance with presenters for presentations to be recorded.
- Explore ways of pre-recording short, “bite-sized” video presentations of participants to allow for dubbing/ subtitling in languages other than English. This will also facilitate distribution of key messages to CALD communities.
- MDAA explore initiatives that would recruit and train bilingual/bicultural PhotoVoice/ workshop facilitators and/or develop a pool of paid/volunteer bilingual facilitators.
- Future workshops build in additional support staff in funding proposals to help with writing notes, taking attendance, managing catering.
- Future online workshops set up an online registration to collect contact details of participants prior to being provided with Zoom video links.
- Future PhotoVoice workshops for people with disability allowing for more lead time to finalise PhotoVoice projects. This includes travel time for regional areas for project staff.
- Future MDAA PhotoVoice workshops consider a ‘buddy system’ where new participants are matched with previous participants who have completed PhotoVoice projects.
- MDAA raise the systemic issues of lack of available in-language materials (translations or videos) and accessibility of government online services and software applications. (e.g., MyGov; Service NSW)
- Government and non-government services who seek to increase access and representation of CALD consumers with disability and their carers and families to their services, collaborate and co-design innovative solutions with community members and disability service providers to address the lack of relevant language resources and accessibility in their various platforms.
- Government and non-government organisations address the digital divide that prevents full participation of people with disability and their carers in government activities.
- Future online based workshops should allow, in their funding/ grant application for purchase or lending of computer/ smart phone equipment to participants. This also includes allowances or subsidy for data for Wi-Fi connections.
- MDAA and relevant services further explore and address ways to address stigma in seeking help with people with disability and their carers from new and emerging communities.

These recommendations contribute towards best practice guides for future projects that seek to engage and involve people living with disability from a CALD background.

As a way to measure impact, evaluations carried out by independent agencies can reflect the quality of work that has been carried out, identify opportunities for improvement, lessons learned and recommendations.