

Productivity Commission
Disability Care and Support

Submission

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Disability Care and Support for Culturally and Linguistically Diverse Communities

Migrant Women's Lobby Group of SA, MWLG, is a peak women's group of South Australia and since 1984 has canvassed the interests, issues and concerns of a range of migrant refugee women in SA. The MWLG has been active in raising, discussing and addressing issues which included how to access information, services and agencies; women in the workforce; unemployment; health; education; domestic violence; the legal system and childcare. The MWLG has women from all walks of life and has provided a voice for women from non English Speaking Backgrounds.

Migrant Women Lobby Group of SA Inc is the state based member organisation of Network of Immigrant and Refugee Women of Australia, NIRWA. NIRWA is the national lead agency on CALD women issues and is one of the 6 newly-funded National Women Alliances. NIRWA is the lead agency of the Australia Immigrant and Refugee Women Alliance. The Migrant women Lobby Group of SA sits on the Leadership team of the Australia Immigrant and Refugee Women Alliance.

CALD statistics

According to the ABS 2006, the total population is 19,855,287

Key facts also showed the following breakdown of the population who were: -

Overseas Born	22.2%	4,416,029
Born in a Non Main English speaking country	13.8%	2,740,709
Born in Non Main English Speaking Country of Overseas	62.1	
Both parents born overseas	8%	1,586,390
With one parent born overseas	10.4 %	2,056,650
Speak languages other than English at Home	15.8%	3,146,183

CALD Perspectives on disability

According to the report "*Responding to Culturally and Linguistically Diverse Carer* 2007, and *Ethnic Child Care Families Communities Services Centre* in Western Sydney, 2010, the main barriers for people from CALD communities accessing disability support services includes

- Lack of cultural sensitivity in provision of disability support services;
- Cultural and linguistic barriers
- Limited access to interpreters and translated information for people with low English proficiency;
- Lack of awareness of services available;
- Shame and stigma associated with disability and preference to manage within families;
- Community perceptions and attitudes in relation to people from CALD;
- Cultural norms and religious beliefs within individual CALD communities

About CALD Carers

There are estimated to be at least 222, 700 people in SA are Carers, representing 14% of the total population (2003 Survey of Disability, Ageing and Carers, Australian Bureau of Statistics). CALD makes up. Numerous studies have indicated that CALD carers are “hidden”.

This is supported by studies such as one that was conducted by Ethnic Disability Advocacy Centre (EDAC 2001), indicated that CALD Carers who lived in rural and regional areas were more likely to be even more under-represented in respite and carer services than their metropolitan counterparts. EDAC study went to state that the 1998 ABS Survey of Disability Ageing and Carers reported that 19% of the population in Australia has a disability but the number from NESB communities was not available (Supporting CALD Carers, 2003). Presently, there are no accurate statistics available on the occurrence of disability within CALD communities.

Recent studies such as “*Responding to Culturally and Linguistically Diverse Carer*” undertaken by Multicultural Communities Council SA, 2007 reported, the word ‘Carer’ has no direct translation into some languages and prevented people of CALD background from accessing services for Carers. Members of Chinese, Italian and Ukrainian communities said that the term ‘Carer’ is used to define home help and thus a family member who has taken the role would see his or her status decline if referred as a “Carer.” CALD communities’ perspectives of the role of a Carer varies and are often saddle with numerous cultural beliefs that would impact them accessing services. Lacks of information, language barrier plus systemic and institutional barriers have hindered access until the client is in crisis.

The terms of Reference for the Productivity Commission Inquiry into Disability Care and Support includes the Commission to:

1. Examine a range of options and approaches

The views of people with disability from Culturally and Linguistically Diverse communities are canvassed and heard.

Policies and procedures that aim to increase CALD communities awareness and accessibility of disability service providers by people with disability, their families and carers from CALD communities.

Policies and procedures that aim address the issues faced by people with disability, their families and carers from CALD communities.

Availability and accessibility of disability services information and resources in LOTE.

Culturally appropriate service provision from funded ethno specific agencies

Availability of culturally appropriate and resources and cultural training for the workforce in the disability service sector are necessary to effective service delivery.

2. Consider the specific design issues of any proposed scheme

A national framework that includes culturally appropriate services for CALD people with disability. CALD people with disability are more likely to access and receive better practice culturally appropriate services when planning, policies, procedures, programs and processes are include of diverse cultural and linguistic perspectives.

The inclusion of diverse and linguistic perspectives develops, builds and underpins, culturally inclusive strategies, principles, skills, competencies and actions that are responsive and reflective of the multicultural reality of Australian society.

A better practice culturally and linguistically responsive disability care sector

- Canvasses, understands and meets the needs in culturally appropriate manner
- Promotes access to information and services which are culturally appropriate
- Supports and trains people to develop cultural knowledge, skills and competencies
- Anticipates and predicts resources required

3. Consider governance and administrative arrangements of any proposed scheme

- A better national data collection of CALD people with disability will assist in better distribution of resources allocation.
- Records of people with disability are recorded and maintained.
- Demographic profiles used to inform planning, processes and procedures
- Induction sessions to include and detail cultural diversity
- An integrated approach to service delivery whereby different government departments are working collaboratively in delivering culturally appropriate services

4. Consider cost and financing of any proposed scheme.

- CALD communities make up 22% of the Australian population. The National Ethnic Disability Alliance (NEDA 2010) estimated at least “1in 4 people with disability are of NESB background”. NEDA (2010) argues that better data is essential to guarantee human rights to people from CALD background.

- Funding allocated to CALD people with disability should be based on formula where by funding allocation was based on demographic profiles and data.
- Administration costs should included provision of translated information, use of trained bilingual and bicultural workforce as well as funding of ethno specific services for CALD people with disability.
- Numerous studies on CALD needs have reported the many unmet needs and lack of accessible services due to language, cultural and systemic barriers. To reflect equitable services CALD needs has to be treated a core priority and responded effectively.

5. Consider implementation issues of any proposed scheme.

- Implementation of any proposed schemes should be culturally inclusive and reflects the following
- Policies and procedures that are responsive to workplace cultural and linguistic profiles
- Jobs and person specifications to include cultural competency skills
- Induction and training sessions include demographic profiles description and analysis
- CALD people with disability and their families are more likely to access and receive better practice culturally appropriate care services when the planning, policies, procedures, programs, and processes are inclusive of diverse cultural and linguistic perspectives.
- Includes diverse cultural and linguistic perspectives develops, builds and underpins culturally inclusive disability community care strategies, principles, skills, competencies and actions which are responsive to and reflective of the multicultural reality of Australia society.

A better practice culturally and linguistically responsive aged and community care sector:

- Canvasses, understands and meets needs in a culturally appropriate manner
- Promotes access to information and services which are culturally appropriate
- Supports and trains people to develop cultural knowledge, skills and competencies
- Anticipates and predicts resources required