



Ethnic Disability Advocacy Centre Inc.

www.edac.org.au

TWENTIETH ANNUAL REPORT 2014-2015



MISSION

EDAC vigorously seeks to promote, protect and safeguard the rights and interests of CaLD people with disability and/or mental health issues, their families, carers and communities to fulfill their full potential.

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ACKNOWLEDGEMENT

EDAC would like to acknowledge the Whadjuk-Noongar people, the traditional owners and custodians of the land on which we meet. We pay respect to their elders past, present and future.

EDAC would like to thank those individuals, families and carers who have given their time, provided feedback and participated in sub committees, reviews, reference groups and multicultural carers groups.

EDAC continues to partner with a range of agencies to provide relevant information to CaLD communities. We would like to thank Headwest for partnering with us to undertake the 'Strengthening Communities' project working with our respective client groups, the WA Equal Opportunities Commission agreeing to work with us to deliver self-advocacy training and information sessions to clients in the metro area as well as regional WA and the WA Multicultural Association assisting in the delivery of our 'Living a good life' forums to CALD people with disability, families and carers.

EDAC values the strong relationship we continue to have with the WA Aboriginal Disability Network (WA ADN) for its ongoing advice and support for the Kimberley Disability Advocacy Service and the City of Subiaco, in particular Hon. Mayor Heather Henderson, for their unwavering support of the work we do.

Thank you to the agencies that continue to provide culturally safe office space for EDAC regional and outreach work, viz. NBC Aboriginal Corporation, Metropolitan Migrant Resource Centre and Mission Australia.

We would particularly like to acknowledge the financial support provided by our funding bodies:

- Commonwealth Department of Social Services (DSS) for recurrent funding for advocacy.
- WA Disability Services Commission (DSC) for recurrent funding for advocacy
- Lotterywest for providing our current premises in Subiaco and building maintenance.

PRESIDENT'S YEAR IN REVIEW

I and other members of committee continue to represent EDAC at disability and multicultural sector forums and events at both national and state level. EDAC has representation on the National Ethnic Disability Alliance (NEDA), the peak systemic advocacy body for CaLD people with disability. It is important that EDAC constituent group has a strong representative voice on issues that impact on daily life.

Given the rapidly changing face of the disability services sector, and the trialling of the NDIS and My Way in WA, it was timely that EDAC develop its next strategic plan. A workshop was held early in the year to ensure that Management committee members, staff, volunteers, consultants and members all had the opportunity to have input into the new plan. Strategies agreed to are now being implemented as highlighted in the main body of the annual report.

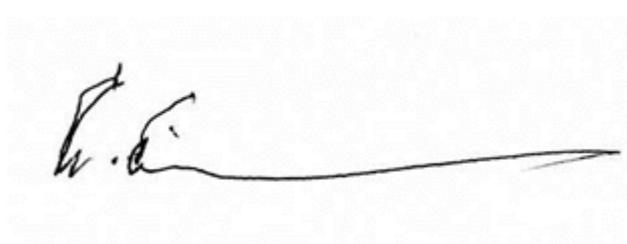
A revised constitution will be tabled at this year's annual general meeting. This is necessary as the organisation structure has changed over the past twenty years, the structure and role of the office bearers has changed and responsibility of the day to day management of the organisation now rests with the CEO.

The CEO has worked closely with the committee to ensure EDAC is well marketed and positioned within the WA community. I am pleased to acknowledge that EDAC has an organisational culture that ensures a consistently high quality services CaLD people with disability and their families. This is demonstrated by EDAC meeting all requirements to maintain its' accreditation status.

EDAC greatly appreciates the vital financial support received from the Disability Services Commission for recurrent funding and sector development grants and the Department of Social Services for recurrent funding. Lotterywest is EDAC's landlord in Subiaco. This support has ensured ongoing security to EDAC. The support of these agencies helps EDAC deliver services that benefit CaLD people with disability.

I would like to thank my fellow committee members for the valuable contribution and support. A special thank you to Melissa Del Borrello for who is stepping down from committee this year after six years of service.

Finally, on behalf of the Committee, I would like to thank our CEO, Wendy Rose, staff and all our valued volunteers for their hard work and commitment during what has been a very busy year for EDAC.

A handwritten signature in black ink, appearing to read 'A. Cianciosi', followed by a long horizontal line extending to the right.

ANGELO CIANCIOSI

CHIEF EXECUTIVE OFFICER'S REPORT

A review of the national disability advocacy programme is currently underway. For the first time in WA, advocacy agencies such as EDAC have to tender for services. While this may be a time of uncertainty EDAC is able to step up to the challenge. Given the strong foundations on which EDAC has been built, we are able to demonstrate very strongly the success of the work EDAC does and will continue to do into the future.

Both state and federal governments have indicated that agencies such as EDAC will no longer receive recurrent funding for systemic advocacy work. EDAC recognises the need for restructure to ensure it is well positioned to meet the challenges ahead. The process has commenced with the appointment of a part-time Office and Finance Manager in February and a part-time administration support officer in the West Kimberley service. The restructure will be completed by December, 2015.

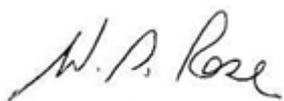
EDAC has forged strong partnerships with a range of other agencies to progress our work in the field and also to provide a safety net for our constituents who are at risk of falling through the gaps. This year we have entered into partnerships with Headwest and the WA Multicultural Association to provide information on supports and services, in particular in the three NDIS trial sites and the outer metropolitan area to deliver human rights based self-advocacy training for people with disability and their families and carers. It is anticipated that participants will gain increased knowledge and understanding of appropriate supports and services to enable them to make informed choices and challenge when confronted with service access barriers.

Western Australia is the most culturally diverse state; it is home to people from over 200 countries; more than 270 languages and dialects are spoken; follow more than 130 religious faiths. As agencies adapt to the changing disability environment there is a recognition that services need to be culturally responsive to the diverse client base. This year EDAC conducted culturally competency training for Disability Employment Service (DES) Providers, disability and mental health support services.

EDAC now produces a monthly news bulletin. This provides up-to-date information to our constituent group about changes to government policies, new programmes being implemented and invitations to participate in community events relevant to the disability and multicultural sectors. This bulletin supplements the information and discussions on EDAC weekly EthnicAbility radio programme.

EDAC, as a quality assured agency, has a continuous improvement plan in place. There is a standard line item on the agendas of staff and management committee to review and update relevant documents and forms. All EDAC management systems, including policies and procedures and operational framework were reviewed this year to ensure compliance with the new National Standards for Disability Services.

Without the dedication, passion and hard work of staff management committee and volunteers EDAC would not achieve best possible outcomes for clients and their families and carers. Thank you to everyone.



WENDY ROSE

ORGANISATION OVERVIEW

MISSION: EDAC vigorously seeks to promote, protect and safeguard the rights and interests of CaLD people with disability and/or mental health issues, their families and carers to live a good life with the right supports and services, free from discrimination, exploitation and abuse.

ROLE OF EDAC

EDAC is a quality assured agency having met the requirements for the NDAP: 2012. EDAC is funded to provide individual and systemic advocacy, support, information and referral services to CaLD people with disability, and to assist them to achieve and maintain their rights, equity of access and participation in the community. EDAC is also funded to provide a similar service to people living in the Gascoigne-Murchison and West Kimberley regions of WA.

Recurrent funding received is specifically for individual advocacy and systemic advocacy work. All other activities undertaken are funded through special project grants or on a fee for service basis.

In July 2014, EDAC undertook a planning process to develop its 2014-2018 strategic plan. What follows are the five (5) key goals of the new plan and key actions undertaken.

KEY GOALS AND STRATEGIES IMPLEMENTED FOR 2014-2015

- 1. Influence Future Direction:** *Focus on growth possibilities that align with mission and objectives*
Strategy: Expand marketing of EDAC services to emerging communities and promote EDAC as an advocacy agency of choice for youth and adults of ethnic diversity with a disability.
Actions: The weekly EthnicAbility Radio programme is used as a platform to raise the profile of the work of EDAC. Monthly news bulletins are disseminated to service users and a range of networks that reach CALD communities across WA. Information in these bulletins includes opportunities for active engagement in EDAC consultations and projects and participation in activities in the broader community. Staff have delivered thirteen (13) presentations to government agencies and the NGO sector on EDAC services and how to engage effectively with clients of CaLD background. Staff participated in seven (7) expos and disability support services open days, targeting people with disability and also young people. Six (6) community information sessions were held across the metropolitan area attracting over 120 participants.
- 2. Sustainability and Prosperity:** *Attract mission appropriate resources*
Strategy: Undertake activities that meet recurrent funding requirements and source alternative funding options.
Actions: EDAC has met all obligations under current funding arrangements to undertake individual and systemic advocacy work. EDAC has also received one off project funding from the Disability Services Commission. This has added value to the promotion of the work of EDAC and available disability supports and services in the community. In particular forums are being conducted across the three NDIS Trial sites in WA. Discussion at these forums centre on the participants understanding of disability provides exposure to disability supports and services available to them. CaLD people with disability and carers provide insight into the journey they and their families have undertaken to ensure they are able to live a good life with the right supports and services.
- 3. Impact on the diversity agenda:** *Encourage, support and develop self-advocacy with individuals, families and carers*
Strategy: Create a framework that reflects the changing nature of self-advocacy and provide opportunity to increase service user participation to influence key decision makers.

Actions: EDAC has developed a partnership with Headwest and the Equal Opportunity Commission to deliver self-advocacy training for people with disability and their families and carers. These workshops will be conducted in the outer metropolitan area and in the West Kimberley. Funding received from the Department of Social Services through the 'Strengthening Families' programme provides the opportunity for the targeted population to share experiences and discuss strategies for ensuring their voices are heard. Support will be provided for participants to set up peer support groups. A work-plan has been developed and staff recruitment commenced.

EDAC continues to conduct workshops for new and emerging communities on their rights to appropriate supports and services. These sessions also provide information on how to navigate the system and who to contact when they face challenges. Five (5) workshops were conducted across the metropolitan area this year)

4. Workforce Development (or investing in people): *Be a recognised source of expertise about people of ethnic diversity with a disability or mental health issue*

Strategy: Continue to attract and retain a culturally diverse workforce and facilitate opportunities for the development of a culturally competent workforce in mainstream services.

Actions: EDAC employs twelve staff from diverse cultural and linguistic backgrounds with a wealth of knowledge, skills and experience. The ten management committee members similarly are representative of a diverse culture, language, skills and experience. All staff, board members and volunteers are provided with opportunities throughout the year to attend workshops/training relevant their roles at EDAC. Staff participated in 21 training events this year. Once year regional staff attend workshops and in-house training in Perth. They also take the opportunity when in Perth to visit agencies they regularly have contact with via telephone and email. This year they visited the State Administrative Tribunal, Office of Public Advocate and Public Trustee.

EDAC is contracted on a fee for services basis to conduct cultural competency training in the non-government sector. This year six workshops were delivered to seventy six (76) participants from disability support agencies, community mental health services and disability employment service providers. Presentations on how EDAC works with clients and families from culturally diverse backgrounds were also delivered to staff at the DSS state office, support workers at Create Employment, student support officers at Murdoch University and graduates at Cyril Jackson Senior College and TR7 College.

5. Empowered leadership through partnerships, alliances and allegiances: *Deliver research based evidence of value to all types of leaders, about advocacy services provided to people of ethnic diversity with a disability or mental health issue.*

Strategy: Develop new and build on existing pro-bono partnerships to highlight inequalities and injustices impacting on people with disability. In particular promote improvements for employment opportunities and inclusion of people of diverse backgrounds with disability in all aspects of community life.

Actions: EDAC has established and maintains key partnerships with the National Ethnic Disability Alliance (NEDA), WA Aboriginal Disability Network, WA Equal Opportunities Commission, Epilepsy WA, Multicultural Services Centre WA (MSCWA), Headwest, Transcultural Mental Health Unit, Therapy Focus, Bizlink, Kimberley Personnel and WA Multicultural Association. EDAC continues to be a member of the Disability Coalition, comprising advocacy services and peak disability and mental health service organisations.

These key partnerships have been a mechanism to (1) ensure EDAC advocacy services are delivered in a culturally safe way (WA Aboriginal Disability Network); (2) work with mainstream community agencies to develop appropriate models of service delivery for their CaLD clients (Bizlink, Therapyfocus, Transcultural Mental Health Unit); (3) address systemic issues that impact negatively on people with disability (NEDA, Disability Coalition, Kimberley Personnel); (4) provide information to people with disability, families and carers to enable informed decision making about appropriate supports and services that best meets their needs (Epilepsy WA, MSCWA, WA Multicultural Association, Headwest, WA Equal Opportunity Commission).

INDIVIDUAL ADVOCACY

EDAC is committed to providing an effective, supportive and culturally responsive service to safeguard and advance the rights, interests and wellbeing of CaLD people with disabilities in WA, and to ensure equity of access and participation in the community.

EDAC has offices in Subiaco, Carnarvon and Broome. Services are provided by a diverse team of highly skilled and experienced individual and systemic advocates.

PERTH METROPOLITAN SERVICES

The Subiaco office is operational Monday to Friday 9:00am – 5:00pm with outreach services in Maddington on Wednesdays and Mirrabooka on Thursdays.

Outreach Services

The outreach services are located close to large populations of ethnic communities. The Maddington service is located at Wattle House Community Centre and covers the south east metropolitan area. The service in Mirrabooka is located at the Metropolitan Migrant Resource Centre and covers the north metropolitan area. The venues were selected based on client demographic data. Both facilities are close to busy shopping centres and in close proximity to a range of government agencies and community support services.

REGIONAL SERVICES

EDAC continues to provide individual advocacy services in regional and remote areas of WA. The office in Carnarvon services the West Gascoyne region and the Broome office services the West Kimberley region. These are the only disability advocacy services in these regions. Both are credible and highly regarded within the community.

West Gascoyne Advocacy

The part time (0.6FTE) Regional Advocate is based at Carnarvon Lotteries House. He continues to work closely with local agencies to ensure they provide culturally responsive services. He regularly visits clients living on the plantations located on the outskirts of town. Over the past year he interacted with 35 agencies and community support services.

The main presenting issues this year were linked to barriers to service access (53%); discrimination (22%) and finances and entitlements (20%).

Kimberley Disability Advocacy (KDA)

This service covers the West Kimberley region with the main office now based at Broome Lotteries House having relocated in early June to bigger office space and access to free meeting rooms.

The service is available to all people with disability and their families and carers and is engaged in networking and community development work with over sixty-five (65) service providers. An outreach service is provided in Derby and Fitzroy Crossing on a monthly basis – usually two to three days in each town. The Regional Advocacy Officer also visits remote communities on a needs basis. This year communities visited included One Arm Point, Lombadina, Djarindjin, Boolganard (Dampier Peninsula), Mowanjam (Derby region), Bayulu, Yungngora and Wangkatjunkja (Fitzroy Valley).

Affordable and accessible housing continues to be a major issue in the region. This accounted for 34% of the case work undertaken. Vulnerability/isolation (23%) and access to respite and supports (23%) continues to be a barrier.

CLIENT SERVICE CHARACTERISTICS

The following tables are a breakdown of the data captured in EDAC client database management system. This information is used in EDAC's systemic advocacy work and assists in planning for effective service and resource allocation.

Fifty percent of clients were self-referrals, EDAC having been recommended by friends or family.

This first table is an indication of the percentage of clients individual advocacy officers have worked with this year from the five service points.

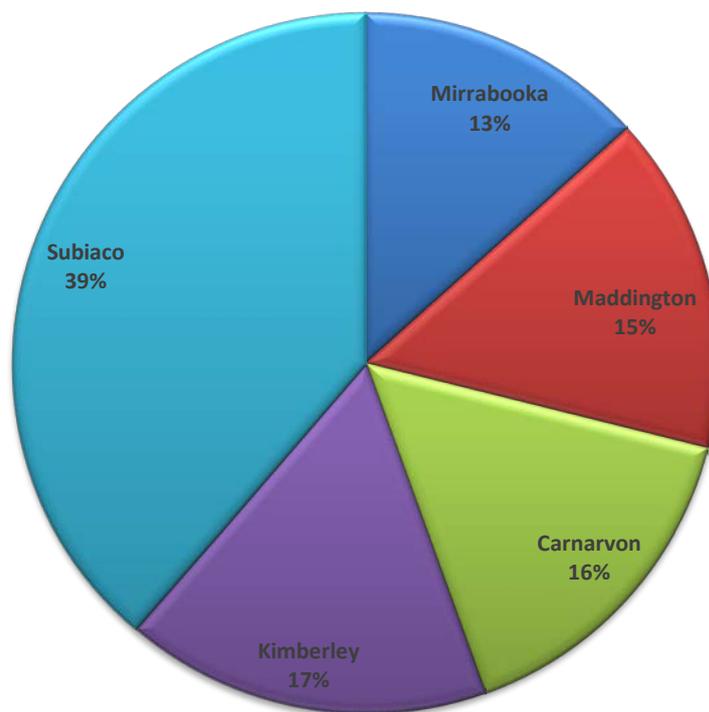


TABLE 1: Clients by service points

Ethnicity

Ethnicity is self-identified and provides EDAC with information of any changes to client demographics. This year EDAC's clients were from 48 different ethnic backgrounds. Table 2 below reflects the 10 main ethnic groups provided with advocacy services this year. The data is compared to our client demographic from four years ago.

The clients with the sharpest increase were refugees from the middle-east (Afghanistan, and Iraq), where there has been heightened conflict in recent years. A number of these clients have acquired disability as a consequence of injuries caused by bombings and other forms of violence. The majority are very recent arrivals to Australia and in some instances not had a formal assessment completed nor did they know where to seek disability support and services.

A high percentage of the Vietnamese clients live on the plantations in the West Gascoyne region. A number of the Vietnamese clients linked to the Perth services are clients who had sought assistance from EDAC a number of years ago. They have reconnected as their issues have changed.

The Kimberley Disability Advocacy service was established five years ago. This service is available to all people with disability in the West Kimberley. The percentage of Aboriginal and Australian clients listed in the table use this service. The high increase in client numbers from four years ago reflects the steady growth of the service in the region.

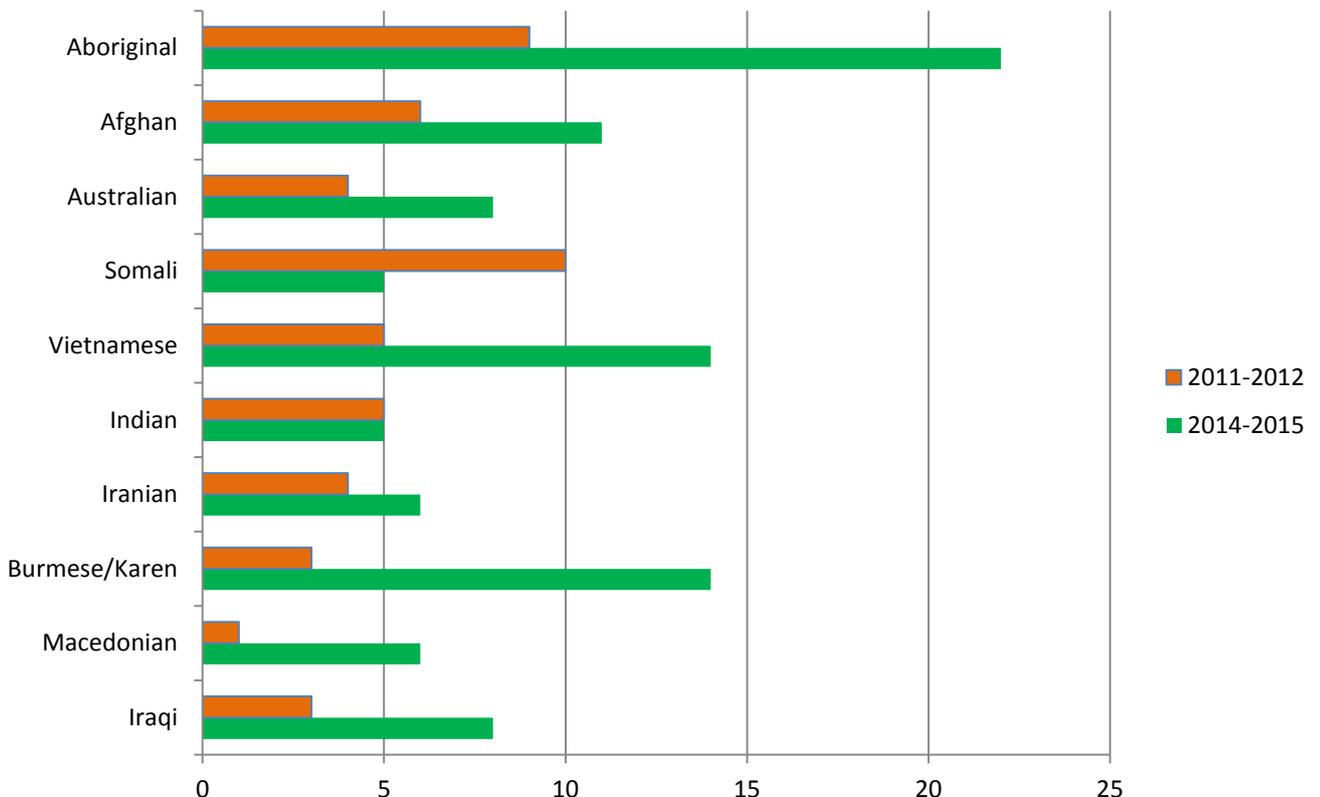


TABLE 2: Clients by Ethnicity

Disability Type (primary presentation)

Table 3 illustrates the primary disability identified by the client. This year clients with intellectual disability represented the highest percentage (27%) of service users. There has been a sharp increase in the number of clients presenting to EDAC who have acquired a disability as a consequence of a medical/health condition (22%). It should be noted that in a number of instances clients may have co-occurring disability as is the case with many of the clients with psychiatric disability.

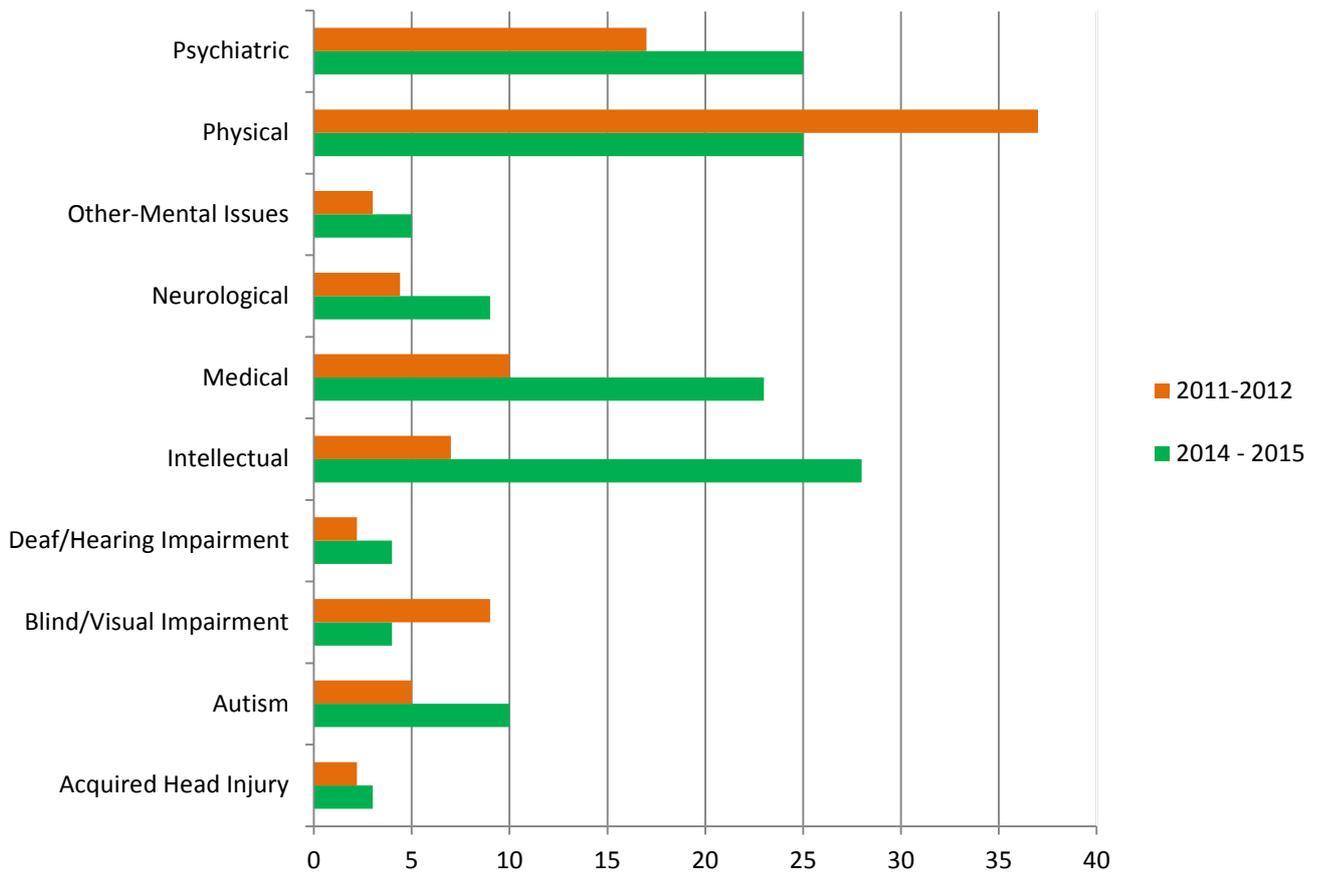


TABLE 3: Clients by Disability Type

Individual Advocacy Issues

Table 4 represents the 10 main types of Individual Advocacy issues addressed. The three main issues are reflective of individuals' and families' needs for accessible and affordable accommodation, enough money to pay basic household expenses and barriers to accessing appropriate supports and services. As can be noted from the table, these three issues have consistently ranked the highest over the past four years.

A number of clients seeking assistance with financial issues is a direct result of changes to the Centrelink disability impairment table. This has resulted in individuals no longer being eligible for the disability support pension (DSP). In particular assistance has been sought from EDAC to appeal Centrelink decisions. Some of these clients have been on the DSP for a number of years. They do not have a financial safety net and as a consequence the decision has had an impact on their ability to pay basic household expenses. In some instances individuals are not aware of how or where to seek support to find appropriate employment.

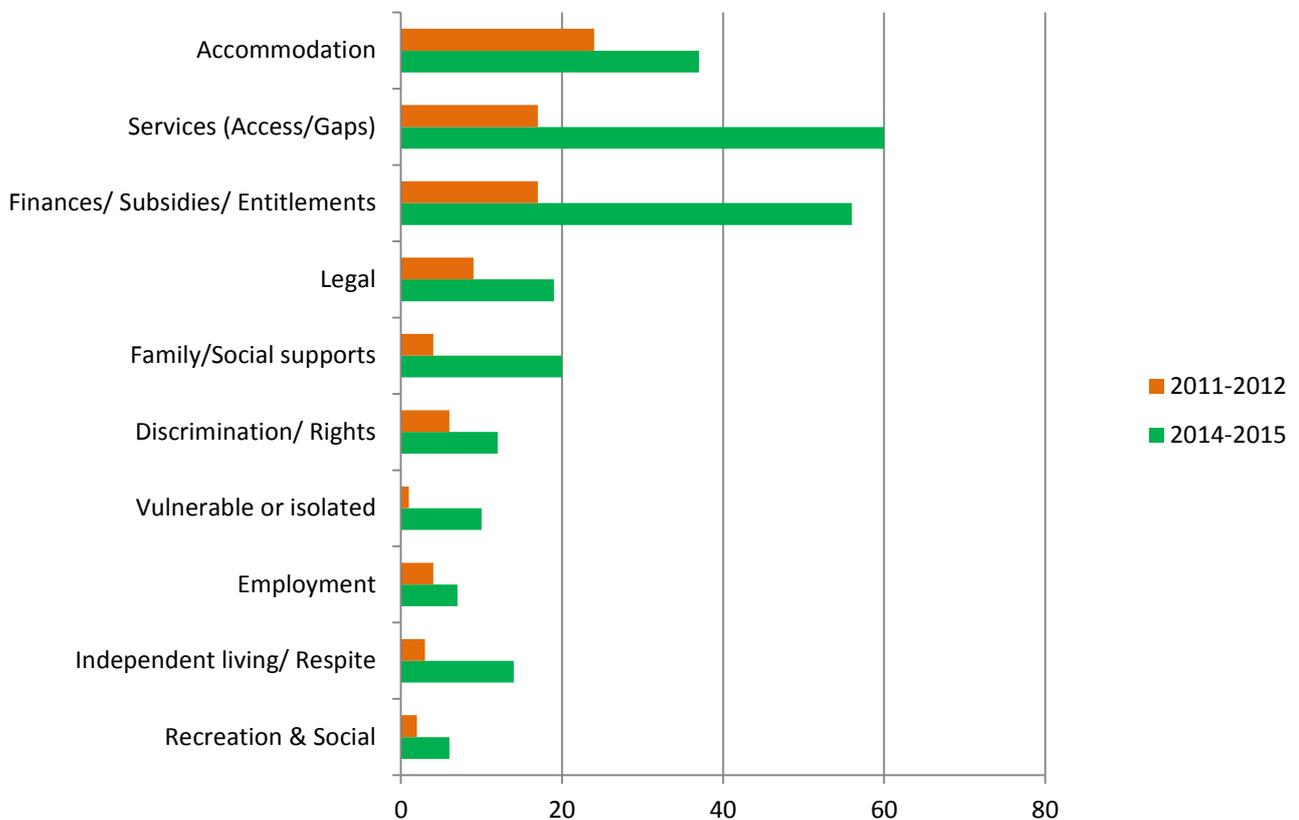


TABLE 4: Clients by advocacy issues

CASE STUDIES

Disclaimer: *These case studies demonstrate the range of issues and the increasing complexities of individual issues and cases that are being presented to EDAC advocates on a daily basis by clients, their families and carers. EDAC has taken all reasonable care to ensure that the identities of clients, their families and carers are protected, by withholding names of clients and their cultural backgrounds.*

CASE STUDY 1

Presenting issues:

A newly arrived adult female client was referred to EDAC for support to access disability services and supports. Her GP had identified that she may have an acquired brain injury (ABI) as a consequence of a car accident.

Actions:

(1) At the first meeting EDAC advocate, using an interpreter, discussed with the client and her family the need for a formal psychological assessment in order to access appropriate supports and services. Whilst the family had some concerns about the client being given a disability label, EDAC advocate explained the process and stressed that this would benefit the client and support the family in their caring role.

(2) At a subsequent meeting it was revealed that the client had recently been charged with an offence and issued with a summons to appear in court. The client and the family had no understanding of the justice system. EDAC assisted in engaging a Legal Aid Lawyer to represent her in court and to ensure that the client's ABI was formally assessed before court proceedings were completed. The client's lawyer and the court had interpreters booked throughout the process; unfortunately the hearing had to be adjourned on two occasions due to the interpreters not being present. EDAC advocate ensured that the client and the extended family members were kept updated throughout the process and assisted in liaising with the lawyer.

Outcomes:

(1) The magistrate acknowledged that the client may have an ABI and instructed a formal assessment be completed before the next hearing date. The assessment confirmed the ABI and at the subsequent hearing the case was dismissed. The client was referred back to EDAC for assistance to access necessary supports and services.

(2) With a formal assessment in place, EDAC assisted the client apply for and receive necessary funding. The client now has necessary supports in place.

CASE STUDY 2

Presenting issue:

A woman with severe hearing impairment in both ears was referred to EDAC for advocacy to Centrelink and relevant support services. She had arrived in Australia a few months earlier with her spouse and three children. She did not speak any English and could not attend English classes due to her hearing impairment. A formal assessment had already been completed that indicated a need for a cochlea implant. EDAC's advocate used interpreters to communicate with the client and her spouse/carers during all her contacts with them.

Actions:

(1) EDAC advocate assisted in sourcing specialist services to undertake the cochlea implant procedure and negotiate the costs for the same.

(2) EDAC advocate worked closely with the multicultural services officer at Centrelink to assist the client and her spouse apply for the Disability Support Pension and a carers' payment respectively.

(3) EDAC advocate discussed with TAFE the client's support requirement in order to attend English classes

Outcomes:

(1) EDAC advocated for the costs of the cochlea implants to be waived. The procedure was completed successfully and the costs waived.

- (2) The client's application to Centrelink was successful and she is now in receipt of a Disability Support Pension (DSP) and a Carers' Payment for the spouse.
- (3) With the assistance of EDAC, The client and her spouse have commenced English classes.

CASE STUDY 3

Presenting Issues:

A woman sought advocacy support from EDAC to assist her to deal with the complexities of seeking an eviction order through the local Magistrates Court. The use of an accredited interpreter was necessary as this client does not speak English. The facts of this case are as follows:

The client lived with her husband and two young children on a semi-rural property on the outskirts of Perth metropolitan area. They jointly owned a business conducted from the property. She separated from her husband following a domestic violence incident two years previously that saw her seek the protection and sanctuary of a Woman's Refuge with her two children. The husband had not made any financial contribution towards the support of his family since separation notwithstanding the fact that he derived a substantial income from the business they jointly owned. The client was supported during this time by her extended family.

In mid- 2014 the clients husband and his new partner were arrested and charged with a number of offences. In late 2014 the husband was convicted and jailed for 4 years. The client attempted to relocate back to the family property; however, she discovered that family members of the ex-husband's partner had taken possession of the property and refused to leave.

Actions:

- (1) The client had originally attended the local Magistrates Court on her own to try and obtain an eviction order but was unable to communicate her requirements as an interpreter was not provided by the Clerk of Courts.
- (2) EDAC advocate initially referred the client to a Community Legal Service for support but was advised that they were unable to provide any kind of assistance to client.
- (3) With the support of EDAC advocate, the client was able to complete the appropriate application forms to seek an eviction order. At all times a qualified interpreter was used.

Outcomes:

- (1) Client secured an Eviction Order from the Magistrate.
- (2) EDAC assisted the client to liaise with Bailiff to have eviction order enforced.
- (3) Eviction order was successfully enforced and illegal tenants were removed from client's property.



SYSTEMIC ADVOCACY

Systemic Advocacy is about influencing changes in government legislation, policies and practices to improve service delivery to people with disabilities, and ensuring that their rights are maintained and respected.

EDAC is funded by both state and federal government to identify and address systemic barriers to service access for CaLD people with disability, their families and carers. EDAC does this by (1) advocating for the provision of culturally responsive services for people of CaLD background with disability; (2) working collaboratively with peak bodies in the disability and multicultural sectors, to bring about systemic change; (3) delivering rights based information sessions to CaLD people with disability and their families and carers; and (4) making formal presentations and submissions to government on a range of issues impacting on CaLD people with disability.

Work on specific systemic issues is based on trends emerging through the individual advocacy work undertaken by EDAC staff and feedback from service users on mainstream service access blocks. The regional services are funded specifically to deliver individual advocacy services. The systemic advocacy officers at the Subiaco office work closely with the regional staff to address systemic issues impacting on clients in the regions. A number of strategies are employed by EDAC's systemic advocates including participation on key government and stakeholder committees and consultations, evidence-based research and responding to government inquiries.

This is a summary of the systemic activities undertaken in the past twelve months.

PROMOTION OF RIGHTS

EDAC has had a strong partnership with the WA Aboriginal Disability Network over many years. The Network provides advice and support to the Kimberley Advocacy Service. Over the past year EDAC has assisted the Network apply for funding to formalise a statewide structure and develop a strategic plan and operational framework.

Blackstone Society (UWA) continue to work closely with EDAC to research issues impacting on EDAC clients; the student group focus on two to three research topics a year; copies of the completed research is presented to EDAC for use in formal submissions and responses to government inquiries.

Systemic advocates deliver human rights based information sessions to community members, service providers and government departments on a regular basis. This year there were seventeen presentations on the rights of people with disability to be full participants in civil society. These were delivered to three student groups, seven agencies, four CaLD community groups and at three service provider forums. Case studies are used to highlight the impact of discrimination and service access blocks on CaLD people with disability and their families and carers. It also provides opportunity for participants to reflect on their own beliefs, attitudes and behaviours towards people with disability.

EDAC takes advantage of opportunities to promote the importance of advocacy and living a good life with the right supports and services. EDAC participated in expos and community events, in particular service open day at Carnarvon Lotteries House, NDIA expo in Midland, parents and children's forum at Brightwater, DSC expo at the Perth Convention Centre, Advocates and Community Leaders Open Day at HADSCO, and WA NDIS/My Way service expo.

CaLD and DISABILITY NETWORKS

One of the key strategies to profile issues impacting on EDAC clients is to participate in networks at local, regional, state and national level. Staff at EDAC have participated in eight interagency networks this year. EDAC continues to host the Disability and Multicultural Services Network, a quarterly forum that brings

together representatives of key agencies from both sectors to share information and discuss issues of common concern. This network has in excess of forty agency representatives.

Nationally EDAC works closely with (NEDA), the peak advocacy body for CaLD people with disability and their families and carers. This year EDAC assisted NEDA to coordinate a consultation meeting with CaLD people with disability and their families and carers on 'Safeguards and Quality within the NDIS'. EDAC also provided input into the NEDA submission to Australian Welfare Review.

EDAC continues to work collaboratively with the members of the Disability Coalition, a group comprising advocacy agencies in Western Australia. Staff and Management Committee members also represent the agency on key stakeholder committees. These include but are not limited to the following agencies: NEDA, Carers WA, Centrelink, CSHE Training Council, Telethon Kids Institute, Independent Living Centre, Humanitarian Entrants Health Services, WA Equal Opportunity Commission, Health and Disability Services Complaints Office (HaDSCO), Department of Social Services and Kimberley District Health Service.

ACCESS and INCLUSION IN SERVICE PROVISION

EDAC develops strategic partnerships and alliances with agencies from both the government and community sectors to ensure that public policies and programs do not adversely impact on people with disability. This year EDAC has worked closely with NEDA (consultations and feedback to government), Equal Opportunity Commission (consultative committee on International English Language Testing System), HaDSCO (provided input on), Department of Social Services (CaLD clients' access to DES provider support; Carnarvon NGO Network) and WA Country Health (service access barriers for clients in remote communities)

As well as participating in face-to-face consultation meetings EDAC has also provided written responses to a number of formal inquiries. Over the past year EDAC has submitted feedback to HaDSCO (Stakeholder Engagement Strategies), Minister for Social Services (New System for Better Employment and Social Outcome: Welfare Reform), Department of Social Services (Safeguards and Quality within the NDIS; Linkage and Capacity Building), WA Health Department (Disability Health Core Capabilities Resource: shared attitude and behaviours for healthcare workers), Transcultural Mental Health Unit (Response to inquiry on neglect and abuse in residential and institutional care) and WA Mental Health Commission (Response to WA Mental Health Ten Year Plan).

EDAC is able to provide advice and support to individual agencies by request. This year EDAC has signed a memorandum of understanding with Bizlink. Over the next year the two agencies will develop a model of service that best meets the needs of Bizlink's CaLD clients. This small pilot project will be conducted in the Rockingham/Kwinana area. EDAC has also met with staff from Create Employment to discuss strategies for how the staff can best meet the needs of CaLD clients. Staff assisted HaDSCO to conduct an internal review of their website to ensure it can be accessed when using assistive technology.

SUPPORTING MULTICULTURAL DISABILITY GROUPS & CARERS

EDAC continues to provide ongoing support and meeting space for the Multicultural Carers' Group, (co-sponsored with the Red Cross) and to Women with Disabilities WA. Sponsorship is also provided to for specific community events on a needs basis. This year EDAC provided assistance for two International Day for People with Disability events, one organised by a consortium of community agencies and people with disability in Broome and one organised by the WA Self Advocacy Group

Wherever possible, EDAC provides resources and assistance to multicultural peer support groups in the community. This year EDAC, in partnership with Headwest were successful in obtaining funding from the Department of Social Services to facilitate self-advocacy training and assist in the setting up of peer support groups in the outer metropolitan area. This project commenced in March, 2015. The proposal is to conduct six community workshops and one in-house workshop for staff of both agencies. Participants will be encouraged and given assistance to set up a small peer support group in their local area.

COMMUNITY ENGAGEMENT

EDAC ensures, through a range of community based activities, that CaLD people with disability and their families and carers are provided with the most up-to-date information to enable them to make informed decisions about supports and services.

With sector development funding received from the Disability Services Commission EDAC has developed a programme of activities to provide targeted and customized information to CaLD people with disability their families and carers who live in the National NDIS and WA NDIS/My Way trial sites. These activities add value to the work EDAC already does. This includes, but is not limited to the following:

'Living a good life' forums and community information sessions: Human rights based information sessions for CaLD people with disability, their families/carers and community members are conducted across the metropolitan area. The main aim of these forums is to increase the participation of CaLD people with disability in the civil, social and cultural life in WA; they are informed of their rights and provided with relevant information about accessing the appropriate supports and services to meet their need. This year two sessions were held within the NDIS Perth Hills trial site, one at the Edmund Rice Centre and one at the Metropolitan Migrant Resource Centre.

EDAC has a memorandum of understanding with the Epilepsy Association (EAWA) to co-deliver information on advocacy and epilepsy services to ethnic communities. This year sessions were held with members of the Burmese community and the Arabic speaking community. The latter group comprised people from the Palestinian, Lebanese, Jordanian, Syrian, Iraqi, Egyptian, Somalian and Sudanese communities.

EthnicAbility Radio Programme: This radio programme is a vital avenue for highlighting issues impacting on people with disability. This ranges from critiquing the latest releases in assistive technology, people with disability as positive role models in the media, updates on disability reforms (including the NDIS and WA My Way trial sites) through to substantive equality in service provision for CaLD people with disability. EDAC would like to acknowledge all of our guest speakers over the last twelve months who have provided very useful insight and information on a range of issues and services.

News bulletins: EDAC disseminates monthly news bulletins to members, service users and to over 100 agencies. Up-to-date information in these bulletins is specifically targeted at service users and includes changes to government policies, new programmes and community events. Currently there is a particular focus on the three NDIS trial sites given that CaLD people with disability and their families do not necessarily know about the opportunities to access appropriate supports and services.

SERVICE PROVIDER ENGAGEMENT

EDAC works closely with mainstream service providers to ensure the agencies deliver a culturally responsive service. This is done in a number of ways.

Guest presentations: The CEO and the Advocacy Manager are invited on a regular basis to talk to staff in a range of agencies. For example this year presentations and discussions were held with Disability Employment Service (DES) providers, staff at the Department of Social Services State Office, Murdoch University Student Support Office, and the TR7 College.

Cultural Competency Training: There is recognition by agencies that their clients are from diverse backgrounds and that their services need to demonstrate the cultural responsiveness of their services, in particular if they want to attract new and retain current clients. EDAC delivers cultural competency training to a range of service providers on a fee for service basis. This year workshops were conducted for DES providers, disability support services and mental health service providers.

MANAGEMENT COMMITTEE & STAFF

Patron

Ms Yvonne Henderson

Executive Members

Angelo Cianciosi	President
Dr. Bernadette Wright	Vice-President
Vacant	Secretary
John Cooke	Treasurer

Committee Members

Annie Abraham
Christian FitzGerald
Ingrid Vlietman
Khadra Jama-Alol
Lesley Cangemi
Melissa Del Borrello
Suresh Rajan

Staff

EDAC employs mostly part time staff, with the exception of the CEO and the Regional Advocate in Broome.

Wendy Rose	Chief Executive Officer
Jeyanti Segaran	Finance & Office Manager
Veronica FitzGerald	Administration and Project Officer
Lily Ong	Book-keeper
Janine Masuda	Assistant Administration Officer (West Kimberley)
Nihal Iscel	Manager Advocacy Services
Siyat Abdi	Systemic Advocate
Wil Nayar	Senior Regional Advocate – West Gascoyne
Marie Shinn	Regional Advocate - West Kimberley
Paranthaman Kuppusamy	Senior Individual Advocate
Beatriz Andrew	Individual Advocate
Halina Krapez	Individual Advocate

Volunteers

Jenny Au Yeong
Aileen Whittaker
Sebastian FitzGerald
Anne Tong
Guido Negro
Manjit Kaur
Widya Bridges

PHOTO GALLERY



EDAC Interagency Network



Multicultural Carers' Support Group



NDIA Expo



Let's talk safety community consultation



Bizlink - Cultural Competency Training



Presentation to DSS staff



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OUTREACH

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Metropolitan Migrant Resource Centre
1/14 Chesterfield Road
Mirrabooka WA 6061
Mob: 0411 686 112

REGIONAL

CARNARVON

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KIMBERLEY DISABILITY ADVOCACY

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