



Ethnic Disability Advocacy Centre Inc.

**TWENTY SECOND ANNUAL REPORT
2016-2017**



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 realise their full potential.

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ACKNOWLEDGEMENT

EDAC respectfully acknowledges the traditional owners and custodians of Western Australia. We pay respect to their elders past, present and future.

Service users (individuals, families and carers) and members provide valuable input into the development of projects and resources and give regular feedback on the work we do. Special thanks to them as well as our dedicated team of volunteers for always responding positively to requests for assistance.

EDAC values the strong relationship we continue to have with the WA Aboriginal Disability Network (WA ADN) for its ongoing cultural advice and support for the Kimberley Disability Advocacy and the Pilbara Disability Advocacy Services.

Thank you to the agencies that continue to provide culturally safe office space for EDAC’s regional and outreach work, viz. Broome Lotteries House, Carnarvon Lotteries House, Newman House, Metropolitan Migrant Resource Centre and Mission Australia (Wattle House).

We would like to thank in particular the outgoing Mayor of Subiaco Hon. Heather Henderson and the retiring Director–General of Disability Services Commission, Dr. Ron Chalmers, for their unwavering support of EDAC over the many years. We wish them both well in the next phase of their lives.

EDAC would like to also acknowledge the following agencies:

- Department of Social Services for recurrent funding for individual and systemic advocacy
- Department for Communities – Disability Services funding for individual advocacy
- Lotterywest for providing our current premises in Subiaco

PRESIDENT'S REPORT

In taking on the role of President this year I was well aware of the challenges faced by EDAC and its constituent group in 'claiming our space' within the rapidly changing disability sector environment. The Board is on track to deliver on its strategic action plan. Milestones are being met.

A major development is that EDAC has embarked on a process to relocate to new premises to meet its long-term accommodation needs. The organisation has grown exponentially and the current premises are no longer fit for purpose. This will not only assist in bringing some of our activities under one roof but also provide for expansion of services and an incubation space for new and emerging groups. It will also provide an opportunity to modernise the organisation, rebranding it to better reflect the work we now do as a specialist state-wide disability advocacy service.

We value and hope to continue the strong partnerships we have developed with key agencies in the disability and multicultural sectors at local, state and national level. It is through these partnerships that we have been able to effect systemic change to ensure substantive equality for our client groups.

This work is not possible without the passion and hard work of our dedicated CEO, staff and volunteers. I wish to thank them for their commitment to the quality service they deliver to some of the most vulnerable in our community.

Thank you also to my colleagues on the Board of Management for maintaining the strategic focus of the organisation.



JASBIR MANN

CHIEF EXECUTIVE OFFICER'S REPORT

This report is but a brief summary of the range of activities EDAC is engaged in over the course of a year.

People with disability living in communities in the East Pilbara and the Western Desert now have a voice to challenge the discrimination and service access barriers, knowing they have the support of our newly established service in Newman.

As a statewide specialist advocacy service with limited financial resources we need to ensure that clients and their families receive a quality advocacy service regardless of where they live in the state. To this end we are currently developing marketing, promotions and communications strategies.

One of our key focuses for next year will be engaging with CaLD young people with disability. As part of our succession planning we envisage involvement of young people in the various aspects of EDAC work.

With additional funding received from the Federal government we will be able to assist clients to challenge decisions linked to their participation in the NDIS. We are monitoring the impact of the roll-out of the NDIS on ethno-culturally diverse and Aboriginal communities, providing regular feedback to WA and Australian governments.

We will also be undertaking work with CaLD community leaders to dispel those cultural beliefs that are creating an impediment to help-seeking by people with disability and their family.

Thank you to the Board of Management for your support and our professional team of staff who provide an outstanding advocacy support service to our clients regardless of where they live in the state. A special acknowledgement to Nihal Iscel, our Advocacy Services Manager and a valued member of staff for more than seven years, who has left EDAC to explore new horizons. We wish her well.



WENDY ROSE

ORGANISATION OVERVIEW

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 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 been assessed and registered as complying with the requirements of the National Standards for Disability Services. EDAC provides individual and systemic advocacy support, information and referral services to CaLD people with disability, and assists them to achieve and maintain their rights, equity of access and participation in the community.

EDAC is funded by State Government to provide individual advocacy support and by the Commonwealth to provide individual and systemic advocacy support. All other activities undertaken are funded through special project grants or on a fee for service basis.

KEY GOALS AND STRATEGIES FOR 2016-2017

- 1. Influence Future Direction:** *Focus on growth possibilities that align with mission and objectives*
Strategy: Expand marketing of EDAC services and promote it as an advocacy agency of choice to ethno-culturally diverse communities in WA and the broader community in the North West of the state.
Actions: EDAC currently uses its weekly EthnicAbility Radio programme, the monthly news bulletins and its website as the main platform for keeping ethnic communities informed of a) changes/reforms in the disability sector, b) promoting EDAC activities and projects that benefit service users, c) highlighting opportunities for active engagement in consultations and d) other activities in the broader community. Targeted activities included a) presentations on working effectively in ethno-culturally diverse communities to government agencies and the NGO sector, b) community information sessions to discuss disability rights and access to supports and services and c) staff participation in disability and multicultural sector network meetings/forums/agencies' open days throughout the year to promote EDAC services. Staff also promoted the services through community radio, in particular in regional WA where it is a main source of information for communities.
- 2. Sustainability and Prosperity:** *Attract mission appropriate resources*
Strategy: Undertake activities that meet recurrent funding requirements and source alternative funding options.
Actions: EDAC continues to meet all its obligations under current funding arrangements to undertake individual and systemic advocacy work. EDAC provides a statewide advocacy services for people from ethno-culturally diverse communities who have a disability, their families and carers. EDAC also provides regionally specific advocacy services in Gascoyne-Murchison (based in Carnarvon) and the North West of WA - Kimberley Disability Advocacy based in Broome and Pilbara Disability Advocacy based in Newman. Project funding was used to deliver self-advocacy workshops in the metropolitan area. Cultural competency training is an independent income stream for EDAC. Disability Support Organisations engage EDAC on a regular basis to provide cultural competency training to their staff.
- 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: Through its partnership with Headwest, Explorability and the WA Equal Opportunity Commission, EDAC continued to deliver self-advocacy training workshops for people with disability and their families and carers. The final six workshops were delivered in the NDIS trial extension sites. 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. EDAC is committed to supporting new and emerging peer support groups by providing administrative support and meeting space. EDAC has forged a strong partnership with the WA Aboriginal Disability Network and continues to provide pro-bono administrative support to the group.

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

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 has developed as a learning organisation, with a strong emphasis on growth and development of staff and members, and strives to continuously transform itself within an ever changing environment. This year staff attended twenty professional development and information sessions to keep up to date with the ever changing environment. EDAC's multicultural and Aboriginal staff have extensive skills and experience working with people with disability from ethno-culturally diverse and/or Aboriginal communities. They also have a demonstrated commitment to human rights and social justice. The organisation is led by an ethno-culturally diverse Board of Management who have a range of skills and professional and personal experiences that are used to effectively shape and monitor the strategic direction of the agency.

EDAC's expertise in the multicultural disability space is called on regularly by government, NGOs and education institutions. This work takes the form of participation on committees, in-service training and information sessions.

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 issues.*

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 continues to maintain key partnerships with national and state based organisations and universities. These include, but are not limited to, National Ethnic Disability Alliance (NEDA), Disability Advocacy Network Australia (DANA), University of Western Sydney, Multicultural Services Centre WA, Explorability, WA Equal Opportunity Commission and WA Disability Coalition. These key partnerships have been a mechanism to (1) ensure EDAC advocacy services are delivered in a culturally safe way; (2) work with mainstream community agencies to develop appropriate models of service development and delivery for their CaLD workforce and clients; (3) address systemic issues that impact negatively on people with disability; and (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.



Let Me Speak Self-Advocacy Workshop

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 is now a statewide advocacy service for people from ethno-culturally diverse backgrounds with a disability, their families and carers. EDAC's main office is in Subiaco, with regional offices in Carnarvon, Broome and Newman. Services are provided by a diverse team of highly skilled and experienced individual and systemic advocates. All of these offices have an 1800 telephone number so that contact can be made regardless of where people live in WA. Language interpreters are used on a daily basis free of charge to clients.

PERTH METROPOLITAN SERVICES

The Subiaco office hours are Monday to Friday 9:00am – 5:00pm. Clients and families are welcome to attend the office or, alternatively, Individual Advocacy Officers will visit at a safe and convenient location as identified by the client.

Outreach Services

EDAC outreach services are located in areas where there are large CaLD populations and/or projected growth in CaLD populations. This is based on the most up-to-date population data as well as EDAC's client data. The data is monitored and if required the location of the service may change or a new outreach service is established. Our outreach service locations are deliberately selected for their close proximity to a range of government agencies and community support services and are near shopping precincts frequented by CaLD families.

The Maddington service has been located at Wattle House Community Centre in the south east metropolitan area since 2010. With the expansion of new suburbs in the south east corridor this service will move to Armadale in November, 2017. The service in Mirrabooka has been based at the Metropolitan Migrant Resource Centre in the north metropolitan area since 2012. A new outreach service commenced in Midland in January, 2017. This is in recognition of the rapidly expanding corridor and the increasing numbers of newly arrived migrants and refugees moving to the area. This service is based at CLAN Midland.

The outreach services currently operate from these locations one day a week with the potential to increase the hours if there is an increase in demand for advocacy support.



Jenny Au Yeong - Excellence in Advocacy and Rights Promotion Award

REGIONAL SERVICES

The regional services are funded to deliver individual advocacy support only. However, EDAC recognises that unless there are systemic changes clients will continue to encounter the same discrimination and barrier to supports and services. When appropriate, staff participate on regional service committees, e.g. Disability and Inclusion Committees, Regional Health Services.

West Gascoyne Advocacy

This Carnarvon based service has provided individual advocacy support to ethno-culturally diverse people living in the region since 2007. It operates three days per week. Clients have diminishing access to services with a number of government and NGO offices closing in recent years; their nearest agencies are now located in Geraldton or Perth. The Regional Advocacy Officer continues to work closely with local agencies to ensure their services are culturally responsive to the needs of ethno-culturally diverse families.

Kimberley Disability Advocacy (KDA)

This service was originally established in 2009 to provide advocacy support services in the West Kimberley. In July, 2016 it was expanded to cover the entire Kimberley region. This is a five day a week service staffed by two part-time Regional Advocacy Officers. These Staff provide outreach services to other regional towns and remote communities in the dry season. Staff spend two-three days in each town and visit remote communities on a needs basis. This year staff visited Kununnara, Halls Creek, Derby and Fitzroy Crossing and also visited eight remote communities to meet with clients and promote the service. Face-to-face visits are necessary as a number of clients will not discuss issues on the telephone for fear of being overheard.

Pilbara Disability Advocacy (PDA)

This service commenced in July, 2016 and is staffed by one Regional Advocacy Officer five days a week. The office is based in Newman and currently provides advocacy support to people with disability living in the east Pilbara and western desert communities. Clients from the western desert communities who are able to, access the service on the days they have transport to Newman. The Regional Advocate works closely with service providers and trusted community elders to communicate relevant and necessary information. The demand for service has been very high as there has never been a disability advocacy service in the region. This has greatly limited the Regional Advocate's capacity to visit outlying communities and towns. The Board of Management has approved the appointment of a part-time Administration Officer in the new financial year to assist clients with completing necessary paperwork, as a large percentage of clients are not English literate.



Community Meeting - Pilbara Disability Advocacy

Due to lack of financial resources, the regional services are reliant on administrative support and professional supervision from staff in the main office in Subiaco. The CEO visits the regional offices one-two times a year to meet with clients, families and service providers. Staff meet monthly (regional staff in attendance via Skype) to discuss current activities and systemic issues to be addressed. The Advocacy team meets bi-monthly to discuss complex cases and identify needs for additional case support from other advocacy staff. All regional staff visit Perth at least twice a year for professional development, in-service training and visits to relevant agencies.

CLIENT SERVICE CHARACTERISTICS

The following graphs provide a background to EDAC's individual advocacy support work. It is a breakdown of the data captured in our client database management system to demonstrate trends that have emerged over the last four years. By far the majority of EDAC cases were self-referrals (42.4%), followed by 15.6% being referred by friends and relatives. That more than half (58%) of the cases addressed by EDAC in 16/17 were referred by people with disability and/or their carers illustrates that individual and community awareness of EDAC's services has improved, which we believe is attributable in part to the self-advocacy workshops conducted by EDAC over the last two years.

Figure 1 shows the percentage of EDAC's total clients being managed by Advocates at each of the seven service points. The three regional offices combined are seeing more than half (58%) of EDAC's clients, which is quite significant given that WA's population is highly concentrated in the metropolitan area. This is illustrative of the immense gaps in and barriers to service provision being experienced by regional areas of the state, and particularly being experienced by persons with disability who are Aboriginal. It also illustrates the high regard and trust in which our regional advocates are held that so many Aboriginal people are presenting to them.

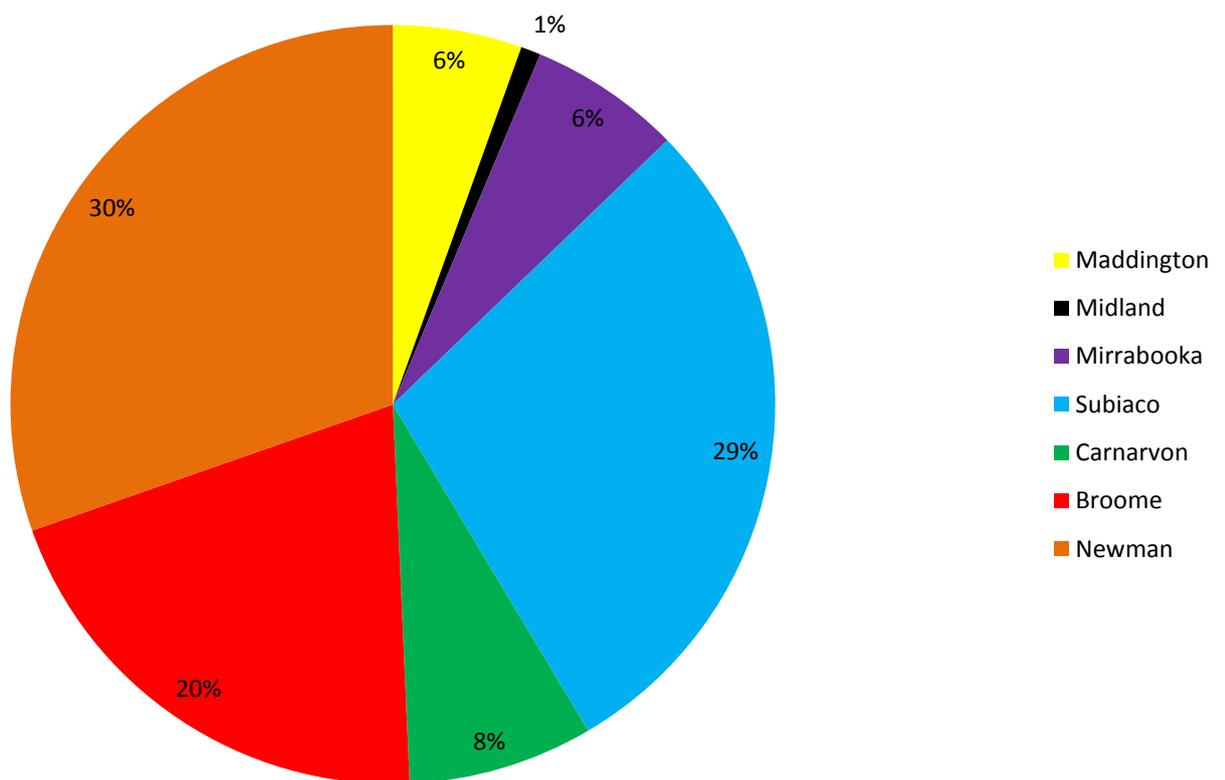
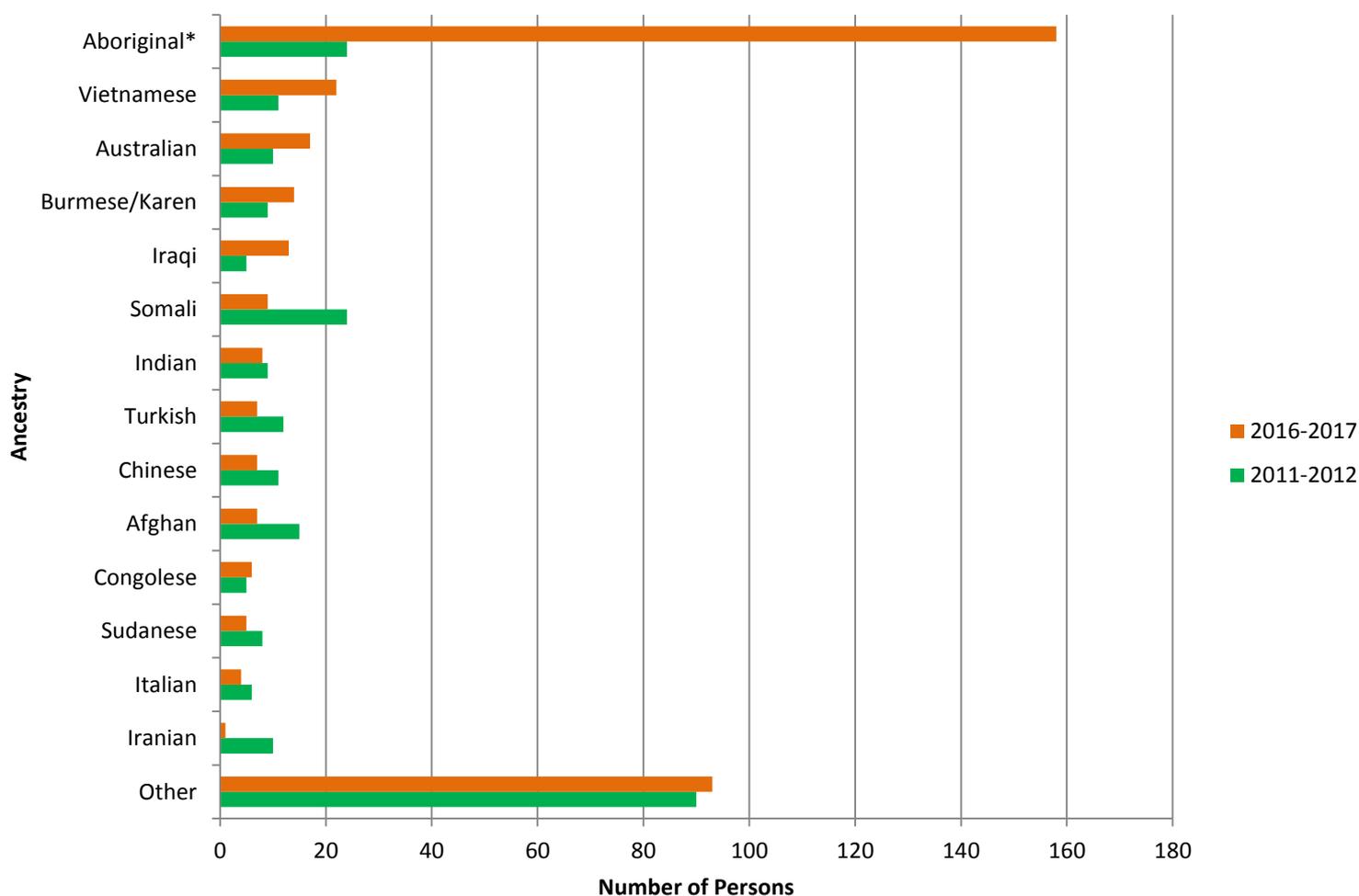


Figure 1: Percentage of Clients by service points

Ancestry

Client ancestry is self-identified. This year Advocacy Officers worked with clients from more than sixty (60) culturally diverse backgrounds. Whilst there has been a reduction in the number of Somalian and Iranian clients, there continues to be an overall high representation of clients from refugee communities. Accredited language interpreters are engaged on a daily basis as the majority of EDAC clients who are recently arrived refugees have limited English language skills.

Figure 2 shows that most significant difference in the data over the last five years has been the substantial increase in clients of Aboriginal background; this is a result of the extension of the Kimberley service to include the East Kimberley and the establishment of the East Pilbara service in Newman.



*Includes persons from Torres Strait Island

Figure 2: Client Ancestry 2016/2017 and 2011/2012

Disability Type (primary presentation)

Figure 3 illustrates that physical disability continues to be the primary disability with which most clients are presenting. There has been a marked increase in the number of clients presenting with psycho-social disability over the five year period. It should be noted that, whilst this is the primary presentation, some clients may have more than one disability.

Advocacy Officers have assisted a number of clients to obtain formal diagnoses for their disability. Clients have recognised that, without this, they are not eligible to receive funded supports and services. This is one of the key messages given to community members at EDAC's 'Living a Good Life' information sessions.

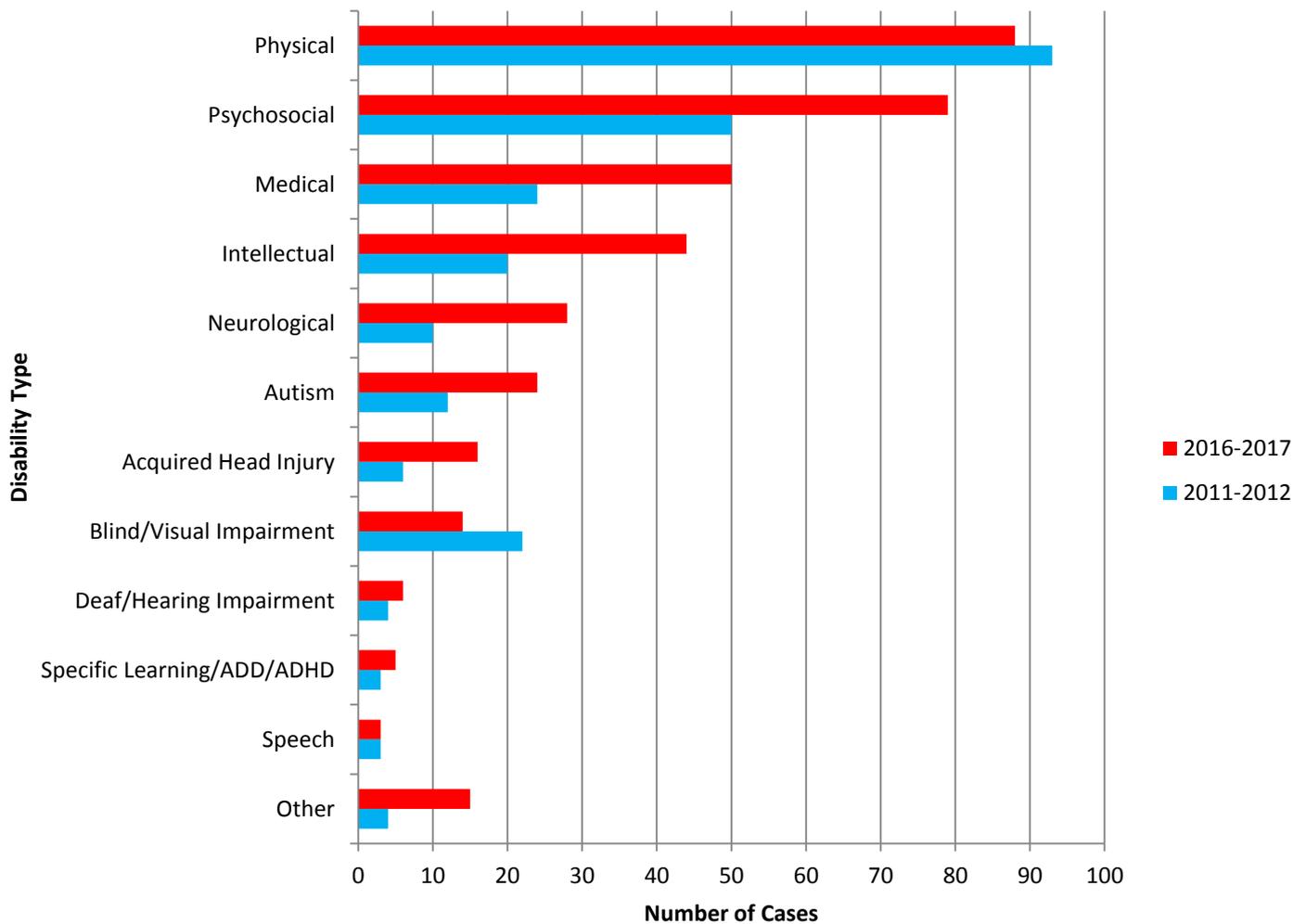


Figure 3: Disability Type 2016/2017 and 2011/2012

Individual Advocacy Issues

This year has seen a spike in the number of clients presenting with financial issues, evident at Figure 4. One the main reasons for this is that many of them have lost their Centrelink payments as a consequence of reviews undertaken by Centrelink staff. Staff have assisted clients to gather necessary evidence and supporting documentation and provided advocacy support to lodge new applications or appeal Centrelink decisions.

It is expected that as the NDIS is rolled out across the state there will be an increase in the number of clients seeking advocacy support to test eligibility and assist them through the pre-planning, planning and review phases.

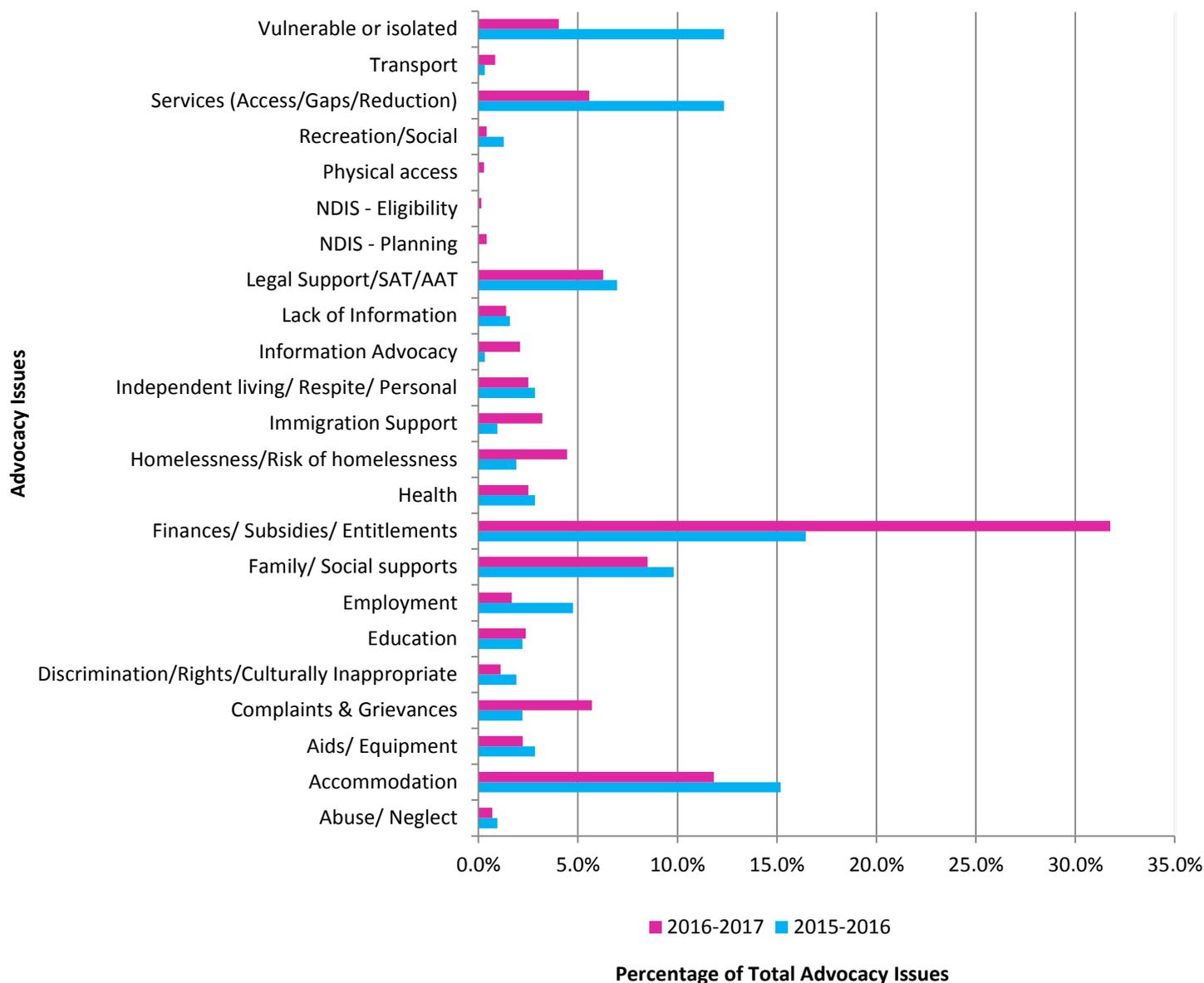


Figure 4: Percentage of Clients by advocacy issues

CASE STUDIES

Disclaimer: *These case studies demonstrate the range and complexities of individual issues 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:

The family, originally from Uganda, comprise a mother, father and six children under the age of twelve. The mother has a physical disability and the three youngest children have been diagnosed with autism and intellectual disability. The two youngest children are a set of twins. Family were living in private rental accommodation that was not disability accessible. The family have limited English language skills. An accredited language interpreter was engaged for all meetings with the family.

Presenting Issues:

- (1) Adult with disability not in receipt of appropriate Centrelink payments.
- (2) Family unaware they could appeal Department of Housing decision re: rejection of priority housing application; they had missed the deadline for lodgement of appeal.
- (3) Family had incurred a debt with their private landlord.
- (4) Requested assistance to negotiate transitioning of children with disability to the WA NDIS.
- (5) Adult with disability extremely isolated due to no extended family and community supports.

Actions:

- (1) Advocacy Officer liaised with Multicultural Services Officers at Centrelink on numerous occasions in order to clarify payments and other matters relating to the client's Disability Support Pension and related Centrelink concessions.
- (2) Advocacy Officer assisted the family to re-apply for priority listing with Department of Housing with appropriate supporting documentation.
- (3) Advocacy support provided to negotiate reduction in debt incurred with private landlord and arrangements made to repay outstanding debt by instalments.
- (4) Advocacy support provided to transition children into the WA NDIS.
- (5) Provided support to the adult with the disability to visit a range of peer support groups to understand how the groups function

Outcomes:

- (1) Family are now receiving all relevant entitlements from Centrelink, including DSP for the adult with a disability.
- (2) Client was assisted to be involved with a Women's Group, which the client informs has been very beneficial to her.
- (3) Family have been allocated accessible Department of Housing accommodation.
- (4) The children with disability each have an NDIS plan with reasonable and necessary supports and services in place.
- (5) The adult with disability is regularly attending a peer support group and reports that she has found it very beneficial.

Case Study 2:

Client is a 15 year old female, born with a number of developmental and neurological issues. The family, originally from Russia, have been living in Australia for four years. They were unaware of services available to them. One of the parents had limited English language skills. An accredited telephone and on-site interpreter was used for all meetings so that the family could comprehend and fully participate in the conversation with the Advocacy Officer.

Presenting Issues:

- (1) Family were referred to EDAC through public health system after a number of presentations at emergency department due to parents being unable to manage the client's challenging behaviour. They had little support in Australia and were facing some significant challenges in their efforts to parent a teenager.
- (2) At the time of referral the parents were not aware they were entitled to apply for Centrelink payments.
- (3) The parents were also unaware that they could apply to enrol the client in a public school.

Actions:

- (1) Advocacy Officer referred carer to Commonwealth Carer and Respite Services whilst awaiting further access to services through Department for Communities – Disability Services and other community services.

The family were advised that the waiting time for assessment by a Developmental Paediatrician is currently one year in both the public and private health system. The family were left with no access to support services until diagnosis had been confirmed in Australia at a time when they really needed support. The parents were able to secure an appointment (at their own cost) with a Developmental Paediatrician who on-referred the client to a specialist service. There were conflicting views among medical professionals as to the suitability of the client for that service. Due to this conflict, the Advocacy Officer referred the family to the Disability Services Eligibility Team.

- (2) Advocacy Officer provided information to the family about Centrelink and linked them with Centrelink Multicultural Services Officers for further assistance to test their eligibility for relevant payments and concessions.
- (3) Advocacy Officer showed the family how to search for appropriate public schools using the Education Department's website ("Find a school near you") and provided the family with relevant information to consider education options for the client.

Outcomes:

- (1) After some months and reviewing documents provided by the family, the client was deemed eligible for Disability Services. They have now been linked with a Local Coordinator and have started the process of developing an Individual Plan for the client.
- (2) Family's application for Family Tax Benefit has been approved; the outcomes of other Centrelink applications are still pending.
- (3) The family has selected an appropriate school for the client who will commence the transition process in Term 4 - 2017, to commence at her new school in 2018.

Case Study 3: Regional setting

Client is a 25 year old Aboriginal female living in a regional community. She has a cognitive impairment and lives with her sister who is her carer. The client presented on three occasions seeking advocacy support.

Presenting Issues:

- (1) First presentation was on grounds that she had entered into a mobile telephone contract and was in breach of the conditions and not meeting the payments. Whilst her sister had done some training with the client on entering into such agreements, this telephone contract had been negotiated at the client's workplace, without prior consultation with the client's sister.
- (2) Second presentation was for advice and support because the client was being charged with criminal assault and criminal damages, and the client's lawyer was suggesting that the client plead 'insanity'. The carer was concerned that the client's lawyer did not have experience working with people with disability and that such a plea was not well-informed and that it could have long term detrimental consequences for the client.

(3) On the third presentation to the Regional Advocate, the client and carer sought assistance with applying for priority housing from the Housing Authority.

Actions:

(1) The Regional Advocate made contact with the regional manager of the telecommunications provider, arguing that the client's cognitive impairment and limited income had not been given the necessary consideration in the contract negotiations. The Advocate further organised letters of support from two other agencies to support her arguments.

(2) The Regional Advocate sought advice from other senior disability advocates at EDAC and, armed with their advice, subsequently attended the next meeting between the lawyer, client and carer. The Regional Advocate provided new arguments based on supporting evidence.

(3) The Regional Advocate provided a support letter, together with support letters gathered from support agencies/medical practitioners/etc. to the client and her carer. The Regional Advocate also discussed self-advocacy strategies for the client and her carer to use in their negotiations with the Housing Authority.

Outcomes:

(1) The outcome was the telecommunications provider cancelling the contract with no charges or fees.

(2) The lawyer agreed to change the plea and at the hearing focused on presenting information about the client's disability as a mitigating factor. As a result, the client was fined by the magistrate and, once the fine is paid off, the record will disappear.

(3) Armed with these letters, the client and carer were able to present their needs for priority housing confidently and assertively at the interview with the Housing Authority. As a result the client was placed on the priority housing list.



Broome Recovery Centre: IDPWD event

SYSTEMIC ADVOCACY

EDAC receives funding from the Department of Social Services to identify and address systemic barriers to service access for CaLD people with disability, their families and carers. EDAC does this by (1) working collaboratively with peak bodies in the disability and multicultural sectors, to effect systemic change; (2) delivering rights based information sessions to CaLD people with disability and their families and carers; and (3) making formal presentations and submissions to government on a range of issues impacting on CaLD people with disability.

The specific systemic issues addressed are informed by emerging trends identified through the individual advocacy support provided to clients and their families and carers. Our role is to influence changes in government legislation, policies and practices to improve service delivery to people with disabilities, and ensure that their rights are maintained and respected. What follows is a summary of the systemic advocacy work undertaken this year.

PROMOTION OF RIGHTS

EthnicAbility Radio Programme: This weekly programme on 6EBA FM is the main platform for informing EDAC constituent groups of major changes in the disability and multicultural sectors. There are regular segments on the latest assistive technology and gadgets. People with disability and carers are invited to discuss the impact on their lives of changes to support services and systems. Service providers and representatives from relevant government departments are also given the opportunity to explain changes to systems and support programmes and the reasons for the changes. Keynote addresses and lectures of relevance to listeners are aired when possible. The podcasts of programmes can be accessed on 6EBA FM website. EDAC would like to acknowledge all of our guest speakers over the last twelve months who have voluntarily provided very useful insight and information on a range of issues and services.

News bulletins: Monthly editions are disseminated to members, service users and an email list of over 200 service providers. The target audience is service users and community members. Information includes updates on changes to government policies, new programmes and community events. Since the first two page bulletin was published three years ago, there has been an increase in the number of agencies requesting inclusion of information about their programmes and activities. The bulletin is now 4-5 pages long.

WA Aboriginal Disability Network (WAADN): EDAC continues to work closely with WAADN to promote the rights of Aboriginal people and to support WAADN to be the voice of Aboriginal people with disability and their families and carers. EDAC services in the north-west work closely with WAADN members to address systemic issues impacting on Aboriginal people with disability living in regional and remote communities.

'Living a Good Life' Forums and Self-Advocacy: EDAC conducts human rights based information sessions for CaLD people with disability, their families/carers and community members on a regular basis. 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. Participants are informed of their rights and provided with relevant information about accessing the appropriate supports and services to meet their need. This year three sessions were held in the metropolitan area, three in Newman and two in Broome. The final six 'Let Me Speak' Self Advocacy workshops were held across the metropolitan area. These sessions focused on the rights of people with disability to be full participants in civil society. The latter workshops have been conducted in partnership with Headwest, Explorability and Equal Opportunity Commission (EOC).

EDAC would like to acknowledge Sandra Dann at Pakam Radio and Vanessa Mills at ABC Northwest for providing the opportunity to staff to discuss issues of relevance to our clients and their families and carers on their morning programmes.

CaLD and DISABILITY NETWORKS

An effective and efficient strategy used by EDAC to profile issues impacting on its service users and their families is to participate in regular networks across the regions in which EDAC provides advocacy support. This year staff represented EDAC on ten networks across the metropolitan area and the north-west.

EDAC continues to host the Disability and Multicultural Services Cross-sector Network, a quarterly forum that brings together representatives of key agencies to share information and discuss issues of common concern. It provides an opportunity for service providers to showcase programmes and services that may be of benefit for CaLD people with disability and their families and carers. Relevant government departments are also given the opportunity to provide information about changes to policies and programmes that may impact on clients and their families. This network has in excess of fifty agency representatives.



Disability and Multicultural Services Cross-sector Network

EDAC has representation nationally on the National Ethnic Disability Alliance (NEDA), the peak advocacy advisory body to government for CaLD people with disability and their families and carers. This provides an additional forum to raise systemic issues arising out of changes to Federal legislation and government policies.

EDAC continues to work collaboratively with the members of the Disability Coalition, a group comprising peak advocacy agencies in Western Australia. This year EDAC was involved in the organising of the 'NDIS in WA' Conversation for people with disability and their families and carers. In particular, EDAC provided support to a number of clients and family members attending from the north-west, as well as CaLD service users from the metropolitan area.

ACCESS and INCLUSION IN SERVICE PROVISION

EDAC works closely with government departments and service providers to address barriers to service access, including discrimination, and identifying opportunities to ensure provision of culturally responsive services and supports.

Staff and Management Committee members represented the agency on key stakeholder committees at local, state and national level. These include, but not limited to, the following agencies: NDIA, Department of Human Services, Department for Communities – Disability Services, Mental Health Commission, WA Department of Health, WA Country Health Services, WA Equal Opportunity Commission, Health and Disability Services Complaints Office (HaDSCO), Carers WA, Telethon Kids Institute and Richmond Wellbeing. In particular EDAC was represented on the CaLD Strategy Advisory Group at the National Disability Insurance Agency. This group provided input into the national CaLD strategic Framework developed by the NDIA. It also was instrumental in having access to funded interpreting services included in clients' plans.

As well as participating in thirty-five (35) face-to-face consultation meetings, EDAC also provided six written responses to government inquiries and reviews (e.g. Commonwealth Ombudsman, Senate Community Affairs Committee, WA Electoral Commission, City of Melville and Department of Social Services).

EDAC continues to be the co-sponsor of the Multicultural Mental Health Subnetwork of the WA Health Department. The subnetwork steering group, based on recommendations from an open meeting to establish the subnetwork, has developed a draft proposal for a transcultural model of service for clients from transculturally

diverse backgrounds engaged with the public mental health system. This proposal will be tabled for consideration by the Mental Health Commission.

EDAC staff continue to provide input on the development and review of Disability Access and Inclusion Plans (Cities of Melville and Stirling, Towns of Victoria Park and Vincent). Staff also participate on the Access and Inclusion Advisory Committees (DAICs) at City of Subiaco and Shires of Broome and East Pilbara.



City of Subiaco DAIC – Annual Footpath Audit

COMMUNITY ENGAGEMENT

Wherever possible, EDAC provides resources and assistance to multicultural peer support groups in the community. EDAC continues to provide ongoing support and meeting space for the Multicultural Carers' Groups (co-sponsored with the Red Cross) and to WA Aboriginal Disability Network. Sponsorship is also provided for specific community events on a needs basis. For example, staff at Kimberley Disability Advocacy and the local WAADN peer-support group undertook three days of activities for Disability Awareness Week. These events were used to promote the advocacy service, provide information on people's rights, and discuss systemic advocacy issues impacting on people with disability and their families and carers.

Staff have displays at community events on a regular basis. This year EDAC participated in seven events, viz. Kelmscott Senior High School Health Expo, NDIA Expo, Boulevard Shopping Centre – Broome, Multicultural Women's Health Expo, Cyril Jackson Healthfest, Abilities Expo and Mabu Liyan Anniversary Afternoon Tea (Broome).

SERVICE PROVIDER ENGAGEMENT

EDAC works closely with mainstream service providers to ensure agencies deliver culturally responsive services to CaLD people with disability and their families and carers.

Cultural Competency Training: In the rapidly changing disability support environment there is recognition by agencies, that in order to attract and retain CaLD service users and staff, they need to be able to demonstrate they provide a culturally responsive workplace and support services. EDAC has been engaged by a number of disability support agencies on a consultancy basis to advice on recruitment and retention of staff and clients, review of agency policies and deliver cultural competency training. This year EDAC worked with Therapy Focus, WA Blue Sky and Activ.

Guest presentations: The CEO and the Advocacy Manager deliver presentations to service providers and staff in government departments on a regular basis. These presentations focus on the rights of people with disability to culturally responsive services and the role EDAC plays in assisting clients to seek redress. Case studies are used to highlight the impact of discrimination and service access blocks on clients with disability and their families and carers. This year presentations and discussions were held, amongst others, at SE Metropolitan Multicultural Network, Curtin University, University of Western Sydney, Ishar Multicultural Women's Health Service, Kimberley Aged and Community Services and Communicare.

BOARD OF MANAGEMENT & STAFF

Patron

Ms Yvonne Henderson

Executive Members

Jasbir Mann	President
Dr. Bernadette Wright	Vice-President
Ruth Lopez	Secretary
John Cooke	Treasurer

Committee Members

Angelo Cianciosi
Annie Abraham
Christian FitzGerald
Khadra Jama-Alol
Lesley Cangemi
Melissa Del Borrello (Co-opted January 2017)
Suresh Rajan
Tony Vardaro

Staff

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

Wendy Rose	Chief Executive Officer
Jeyanti Segaran	Finance and Office Manager
Nihal Iscel	Manager Advocacy Services
Wayne Press	Team Leader, Individual Officer
Beatriz Andrew	Individual Advocate
Halina Krapez	Individual Advocate
Christine Grace	Individual Advocate
Siyat Abdi	Systemic Advocate
Wil Nayar	Senior Regional Advocate – West Gascoyne
Marie Shinn	Regional Advocate - West Kimberley
Cheryl Ozies	Regional Advocate – West Kimberley
Sandra Collard	Regional Advocate – Pilbara
Veronica FitzGerald	Receptionist and Administration Officer
Lily Ong	Book-keeper

Consultants

Rosita D'Adamo
Kevin Cheong

Volunteers

Aileen Whittaker
Guido Negro
Ingrid Vlietman
Jenny Au Yeong



ETHNIC DISABILITY ADVOCACY CENTRE INC

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Email: admin@edac.org.au
ABN: 35913004810

MAIN OFFICE

320 Rokeby Road
Subiaco WA 6008
Mon-Fri, 9.00am-5.00pm

OUTREACH

Wattle House
40 Orr Street
Maddington WA 6109

Metropolitan Migrant Resource Centre
1/14 Chesterfield Road
Mirrabooka WA 6061

Midvale Neighbourhood Centre
3/44 Mathoura Street
Midland WA 6056

REGIONAL

CARNARVON

Lotteries House
1 Camel Lane
Carnarvon WA 6701
Freecall: 1800 870 501

KIMBERLEY DISABILITY ADVOCACY

Broome Lotteries House,
Lot 642 Cable Beach Road,
Broome WA 6725
Freecall: 1800 316 929

PILBARA DISABILITY ADVOCACY

15 Iron Ore Parade
Newman WA 6753
Freecall: 1800 870 467