

Advocates Zoom In On...

*Advocacy for people from
Culturally and linguistically
diverse communities*

Monday 23 November
12:30pm AEDT



Between 19 October and 7 December, Disability Advocacy Network Australia ran the "Advocates Zoom In On..." series of weekly hour-long discussions via Zoom - creating an opportunity for interested advocates to take a closer look at and speak about a number of key topics emerging in the Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability (Disability Royal Commission or DRC) and its examination of abuse, violence, exploitation and neglect.

Participants were encouraged to share their insights, observations, stories and case studies, and the discussion questions each week included opportunities to share perspectives on what recommendations advocates would like to see being made by the DRC, in relation to the topic in focus.

Identifying details have been removed from the edited transcript below. Participants in each session are identified as advocates from their State and Territory, and are also numbered, where multiple advocates from that jurisdiction took part. Participants were informed that sessions would be recorded to capture their insights and observations. Live captioning of this discussion was provided by [AI-Media](#). Care has been taken but errors may exist in the transcription.

DANA would like to acknowledge the Traditional Owners of the various lands around Australia from which advocates participated in these virtual meetings and pay our respects to Aboriginal and Torres Strait Islander Elders, past, present, and emerging.

DANA would also like to acknowledge the time and generosity of participating advocates from a diverse range of advocacy organisations around Australia, and the funding of the Australian Government Department of Social Services for DANA to provide DRC systemic advocacy support. Visit www.dss.gov.au for more information.

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Transcript of Zoom discussion – 23 November 2020

[DANA Policy Officer, Siobhan]:

... I will start with a very broad question. I would also like to acknowledge that we have [Systemic Advocate] here from National Ethnic Disability Alliance, so we are very pleased to have someone from this sector [...]

[Systemic Advocate]:

[...] we have some resources and videos and fact sheets around the Royal Commission. Also ...we have some other resources, and I have sent those so please follow through with your agenda, Siobhan.

[DANA Policy Officer, Siobhan]:

I will start with a very broad question. These are sort of adapted from other ones in issues papers, of course there has not yet been a specific issue paper on cultural and linguistically diverse issues, so we would start with the **experiences of people with culturally and linguistically diverse (CALD) backgrounds, regarding violence, abuse, neglect and exploitation.** It can be a bit of an overwhelming question to start with because it is such a huge issue.

[NSW Advocate 1]:

I think it is disappointing that, behind First Nations people, CALD people are the second most likely to be exposed to disadvantage and exploitation. That has been noted by the Disability Royal Commission Chair... We regrettably don't have representation at the DRC despite that fact and I think that relates to the overarching point I would like to make, which is the lack of representation of CALD people with disability overall ... it is great to have my colleague, [Systemic Advocate] here in the room today as well. The conversation around how to give a voice to people from CALD backgrounds is probably something I would like to highlight to this group, and that comes in multiple forms.

That comes in the form of platforms, funding, in terms of trying to understand the experiences of other people. It is a question around why are we not hearing about these experiences, and what are these experiences of people with CALD backgrounds?

[DANA Policy Officer, Siobhan]:

...I might move onto the next question, and again it is quite broad, but it is **how can current systems better prevent or respond to experiences of violence, abuse, neglect and exportation of CALD people with disability?**

I know that NEDA has done a lot of work in relation to the NDIS, there is also issues in terms of the justice system or the health system, education and out-of-home care, as we know intersecting discrimination can create even more difficult experiences for people with disability. Would anyone else like to jump in there?

[DANA CEO, Mary]:

Can I ask a different question first? I am interested in the advocates that have joined today, a few of you are from CALD Advocacy organisations, but most of you are not. Most of you are from organisations that kind of do everything, and I am interested in those of you who are not from a CALD organisation, but a general organisation that has to cover all clients from all backgrounds, **whether you deal with CALD people in your advocacy or do you try to refer them to a specialist organisation if you can?**

That is a thing that I think would be useful to understand as kind of a background to what we're talking about, if anybody wants to leap in on that one.

[VIC Advocate 1]:

I am based in Victoria ... I am an advocate who works with whoever connects with us, we don't specialise in that way. I actually was attending today, maybe I misread, because I am really interested in learning more - how to be better at connecting and engaging, and how do we make our service something that is accessible to people, because I am very conscious that it is a very mainstream, I guess the classic middle-class service provider. It is very one-dimensional in many ways.

We are linking in with the local multicultural service and wanting and requesting that we can do some sessions, information sessions, with their paid staff and their large volunteer contingent to share about our service in terms of its advocacy, general issues, NDIS and also the Disability Royal Commission.

We are really aware of our lack of reach into other communities. We have made some gains in the local Sudanese community, but COVID-19 made that enormously difficult to maintain supports in accessing... I can see some nodding in the background.... in terms of accessing interpreters in a timely way.

Because we are very aware that different community groups have different ways of working, so it will often be a drop-in session rather than a set appointment. We tried that, and it did not work, so it was a bit more responsive but also extremely difficult off the back of that to get an appropriate interpreter who spoke that specific regional language.

When hearing was an issue as well, we obviously could not use a telephone interpreter though those are the ones that are the quickest to get.

So those are some of the complexities of it, and why we are looking at trying to engage with this multicultural service, which does have that reach, and we'll hopefully be doing some shared training and upskilling of our staff to become more responsive and aware of how we can meet people's needs.

[DANA Policy Officer, Siobhan]:

Insights like that are definitely welcome... everyone is welcome to talk around whether or not you feel like an expert in these issues. I think it is about sharing experiences today and hopefully in future we can facilitate some more of that kind of online skilling up or other resource sharing. Does anyone else want to jump in...?

[VIC Advocate 2]:

Yes, I can say something. Our part of our organisation in Victoria just focuses on NDIS appeals, and the demand for advocacy in our area, means it is not always realistic to refer people from a CALD background to the more specific advocacy agencies, because I know they are inundated as well, and if we have capacity we feel that sometimes we would like to keep them, so it is really just... I am just trying to get some ideas on how we can maybe improve some of our services that we do offer to those people.

We have had a range of people from CALD backgrounds, it has been more successful with some than others, and I think a lot of it is based on whether you can establish trust pretty quickly with them. We have used interpreters in some situations, and we've not had a problem with accessing interpreters, but maybe our clients have had a better grasp of English or a parent, particularly for ones who are deaf, their parents might be the conduit for discussions.

I'm not sure that I will be able to contribute an awful lot but I would just like to have some more skills to be able to assist when I know it is just not fair to try to refer them when they will just be sitting on a waiting list for so long.

[Systemic Advocate]:

I'm going to present some ideas - those that are CALD... [VIC Advocate 1], you said you are in [Victorian town]? I am wondering whether the different communities themselves tend to have their own association group. Then there is the faith based CALD aspect...the local Buddhist or Hindu temple and that sort of thing. And then you've got the multicultural organisations across many groups and many aspects of that.

...our member organisation in South Australia ... they stated to us they are getting lots of interest from Australians with disabilities, to make a submission into the Royal commission, but they're not getting anyone from CALD backgrounds, and the flipside of that is... a lot of CALD people with disabilities are having problems with access.

I think we tend to forget that in some ways Royal commissions in the past have often been about historical grievances. Of course, the Australian disability community has additional baggage around the way that they have been treated, in institutions, schools, and so forth. But for CALD

communities, particularly newly arrived, their grievances are contemporary, it's about DES [Disability Employment Services], it's about Centrelink. It is about the network provider. It is about the local organisation, it is about the school.

It is these sort of things and in some ways we need to work on, we have got another year to work on this, but this organisation works with a multicultural organisation to also inform what services are available because many people from CALD backgrounds, I know you probably all know this, they do not know what is available for them. They also do not know how to access, or how to advocate. Sometimes they get mistaken, or misaligned.

I noticed, coming from Melbourne; NDIS appeals, now many organisations are doing that. They do not provide translating materials in languages other than English about these NDIS appeals. I think I will leave it there, thank you.

[VIC Advocate 1]:

Just to respond to that, that is something that we are actively working to do much better.

[NSW Advocate 1]:

I thought I'd follow up on [Systemic Advocate]'s point, I think another aspect of that is CALD people not having access to supports and services, and that understanding needs to be built in. I know here at our organisation we have had services that haven't been accessed by many CALD clients and that has to do with language obviously but also with cultural values.

Particularly for newly arrived migrants - they do not have the best experience with services, with formal supports and sometimes they do not know that the support exists. So that's just to clarify that understanding some of those cultural values behind why a person does not want to access supports and services needs to be at the centre of how to design and adapt them to CALD voices.

The second point I wanted to add is around the point you made, around parents and families, discussion of access and supports need to be shared amongst multiple decision makers within the family unit.

Even though the person with disability is the one advocates will mostly be working with, the conversations with supporters and how to involve supporters in a way that benefits and contributes to... supported decision making of the person, is really important. There is a very fine line to be drawn around supporting someone with CALD background to participate, and supporting the supporters, as you want to maintain the capability of the person with disability to participate in the process.

So, that fine line is... a lot of training. It is worth noting that at the high level, the decision-making within the family unit does very much carry forward to affect how well someone can engage with these services.

[DANA Policy Officer, Siobhan]:

Would anyone else like to comment before we move onto the next question?

[DANA CEO, Mary]:

To add to the discussion with [Systemic Advocate] and what other people are saying, with the sort of help that your organisations are looking for in this regard, and making lots of notes, we will talk to NEDA about whether DANA or NEDA can coordinate together to bring together links and connections to access some of the information.

That particular point, though, we probably need to think about it a bit more. [NSW Advocate 1] 's point about involving the family, it kind of... slightly goes against the way that the individual advocacy is done. It is about the person and exactly what they want and need, and sometimes family are involved in that, but quite a lot of times they are not.

It is just reminding me that a specific advocacy issue from some years ago, it was a Vietnamese family and it was a young woman who had an intellectual disability, she was part of the family and the family were marrying her off to a young man from Vietnam and bringing him into help with the family business. It was all arranged without her having much to say about it.

Anyway, the advocate worked with the young woman and her family over quite a long period of time, and I was a manager that was helping do the debrief and the talking through. The thing that became completely clear to me and is probably common, is that the family worked as a family unit. You could not separate out that young woman in a way that we might sometimes in other circumstances. Everybody in that family, the mother was the matriarch of that family, no matter what their source of income or where they earned it, it was pooled to improve the whole family circumstances and their situation.

It was a different cultural way of being. That is just one example from one advocacy issue, but it challenges us in the way we might do advocacy. We all need to have opportunities to reflect and get information from people who are closer to the various cultures than we are. I think there are things that we can do about that.

There is a relatively small number of CALD advocacy organisations, and they have many years of experience of doing that. Some of them are not on today, but we will do something to maybe bring those organisations together and see what we can do to expand out some of their specific knowledge to help everybody else.

[DANA Policy Officer, Siobhan]:

That leads on quite well to the next question - other examples of good practice for CALD people, either in advocacy, or do we need to make sure that the Royal commission is making strong recommendations on important reforms for diverse communities? [VIC Advocate 3]?

[VIC Advocate 3]:

Hi! I am from [VIC Advocacy Organisation]. I have stayed relatively quiet in these discussions so far up until this week, because I have just started in the role as an individual advocate. I just had a thought then, and it ties this one and the last one together in my mind and linked on some of the comments from before.

I just feel like there is sometimes a propensity for people from an Anglo background, particularly in a service provision role to kind of understand these communities' experiences as one kind of giant conglomerate of people. When it comes to needs and issues around access, I was just thinking about the person from a couple of weeks ago when we were having discussion around First Nations people. The best practice, I'm not quite sure how that relates to best practice, but that is just keeping at the forefront of my mind that I am thinking about that kind of work. Thanks.

[DANA Policy Officer, Siobhan]:

I think that is a very good observation of the idea that there is... one set of learnings that we can impart and when it comes to a very diverse population with very culturally varied understanding... it is hard to come down to having a set of wisdom. Does anyone else have any comments on how advocacy organisations, or indeed systems generally, can actually make themselves responsive to various and diverse needs, across disability, across ethnicity and cultural identity... that is so varied and will have so many different needs?

[VIC Advocate 4]:

I am from [VIC Advocacy Organisation], and I also just started in the role. We do mostly individual family advocacy, I have only been here very shortly in this position, but I am finding out very quickly how complex advocacy is in that it is so heavily specialised. The skill sets that we need, it is so different from social work, and case management, for example. You do not just refer clients onto one service provider.

You really have to support and empower your client through the issue that they come to you with. I think for me it is really important for us to be aware, because even though ...yes it is problematic, putting everyone in one basket, I guess... I think cultural training and understanding cultural sensitivity are so important for this kind of work. We look at disability and those with disability, the disadvantages are so vast. We have people who do not have any understanding of this culture and this land, and have added multiple levels... so they are kind of starting from a really disadvantaged place, I think we have to be really aware and careful, I guess, when we are working with clients not to make assumptions based on various regions that they come from.

Also clients who are presenting certain issues, whether it is refugees on uncertain visas, what have you, rather than coming from a more knowledgeable and education background where people tend to assume that we know what they mean, we actually open ourselves to possibilities of just listening to the client and working closely with the families in order to actively listen and allow them to inform us in what options we can provide them and empower them in that decision-making process.

It is quite challenging, it is not easy all the time, because of the pressures and everything, but if we could, I am just thinking with my position, I've had to let go of social work and all the others, because otherwise I'm not going to do my job if I think like that. Just with these communities, I am sensing that there is a lack of resources and even communication with support workers and NDIS, it is so complex.

If I'm feeling overwhelmed with my experience and background, I cannot imagine what my clients who have a disability, or major issues, or barriers... you just have to be really mindful of what options can we present, how we can advocate for better resources, cross-cultural training and face-to-face, as well. When you go to certain homes, for us it can be minor or trivial but for that culture and family... this is just one example, but just offerings of... whether it is tea or coffee, things like that make such a big difference in opening that trust and establishing a rapport from the very beginning is very important...

[DANA Policy Officer, Siobhan]:

Thank you so much.

[VIC Advocate 1]:

I was going to say, probably not quite as articulately, but similarly, I feel very strongly, and I guess working in the disability sector for many years, that clear message is that... I mean, I will never be an expert in understanding all the cultures that exist, because within each cultural group there are more groups.

As a response, at the very least, I think a quarter of any of our work is making no assumptions and actually learning from the expert, using the person in front of us that we are providing a service for, and being prepared to be challenged in our views, and being open to deeply listening to whatever it is that they are seeking from us, from me as a worker, and how do I respond to that.

I think it is important to remind ourselves, myself, especially, that it is OK to make mistakes. It is about acknowledging that and checking in with that person if you are not sure. They are the expert, so we're learning from them.

[DANA Policy Officer, Siobhan]:

I think a similar point came up speaking about advocacy for First Nations people last week. It is about listening - and hesitating because we don't want to do it wrong is not really going to help anyone. We have already kind of talked about question four. Does anyone else want to jump in at this point in the conversation?

We have been talking about **what can be done to strengthen advocacy for CALD people.**

[DANA CEO, Mary]:

[NSW Advocate 2], you had your hand up?

[NSW Advocate 2]:

I had one about best practice, and an organisation here in [NSW town] - they provide support to people with psychosocial disability, and their contract from the government basically said that you needed to have a diagnosis to be able to get support. What they recognised was that in our local population, because we are a refugee settlement area here... a lot of those people, the countries where they came from would not have recognised a mental health diagnosis.

A lot of people did not have one. So they pushed back to the government and said that they wanted people to be accepted to the program without that diagnosis if they were from that kind of background. That got approved, so I just thought that was a really good example of how you can change it from the ground up to get better outcomes of people and get more support. They also recognise that people might not come forward.

So, reaching out to people through soccer was what they did to help people get that support. I just thought that was a good example.

[DANA Policy Officer, Siobhan]:

The international language of soccer, or sport, whatever that may be. And I think that example really shows how... that is something that is grassroots, as you say, that could possibly go broader. The need for flexibility in the strict rules around eligibility for different programs. Is that something... does anyone else have any comments on that idea?

[Systemic Advocate]:

I have a question for everyone. Because the Royal Commission is now doing, like what we're doing here, looking at ways of engaging, particularly around the public hearing, do you believe, people with CALD backgrounds would find this platform more accessible to tell their stories? Thank you.

[DANA Policy Officer, Siobhan]:

Does anyone have any views on that? I think COVID has necessitated a lot of adjustment with how engagement has been happening. Things might be getting closer, back to normal, yet it still seems like face-to-face engagement is still a bit impractical in some areas. Does anyone see that there could be benefits for people from CALD backgrounds in terms of more access? In terms of online engagement?

[VIC Advocate 1]:

From my understanding, you were asking if working remotely, is that creating better access? Or more access?

[Systemic Advocate]:

Thank you. I was asking, because we are doing working through zoom, this online communication platform, and the Royal Commission is similarly doing the same thing with the public hearing, do you think it will make it easier for people from CALD backgrounds, regardless of whether they are urban, remote or rural, to tell their stories to the Royal Commission, with the right support, of course.

[VIC Advocate 1]:

I think with the right supports, that is the key. Because we have found that in our organisation, that we have had... referrals have decreased and people have been less interested during this time, in terms of making submissions, because of everything else they are dealing with in life now. I think that if the right supports are available, it could create a better access, but it is that key of the right supports. That is from [VIC Advocacy Organisation's] perspective, anyway.

[VIC Advocate 4]:

I might make a quick suggestion, as I said, I started this role two months ago and I was inducted remotely. One challenge that the organisation had was whether this type of remote working with CALD families would work, because of the difficulty with meetings not being face-to-face and what have you, and forms that need to be sent, information that needs to be relayed, and using interpreters via phone and zoom and all of these issues and complexities.

What they are finding and what I am finding in my last two months is interesting. There are always pros and cons in every situation, but I think what I am finding personally is really fascinating... even though the families I am working with, that our clients and they might have carers, and they may have very little English, how generous and incredibly willing they are, even if it takes me three or four phone calls.

Phone calls might take a bit longer, but what I am noticing from this work at the moment is that when... we do reach that point of having that phone call or having that zoom meeting, it is almost like there is this kind of education empowerment they are gaining because prior to this they did not have some of these skills because they were not forced to use the Zoom or computers or things like that.

Now it feels like a lot of my clients have settled into the strange world that we are in, and it is interesting, with the right type of tools and the right type of sensitivity and communication skills and what have you, I think it is actually a real positive and strength in that... because they are walking away with more confidence as well.

So, coming back to the question, I guess having a platform for CALD families and clients to share their stories, I know from my experience so far with clients that they would be happy to... because there is this trust and rapport that we are establishing, and there is almost this kind of... Just a sense of more things are happening differently, and perhaps I do have more control than I think. Having stories, as we all know, with everything ... going on at the moment, the more stories that are told and shared by diverse communities, and it is not about understanding each particular culture, but understanding that each different cultures have complexities, and you don't need to get it all in one go.

But having those stories on a platform is so important because that is the beginning of true grassroots education. Because it is coming from the clients themselves. We are only here to support them and guide them. So that type of advocacy and empowerment for clients to speak

about your own stories and share the neglect or abuse or discrimination or what have you, it is a grassroots way of entering the mainstream or the political debate.

The more voices we hear from our clients from CALD backgrounds, the more we all benefit, and the more we are able to do our jobs. Communities are becoming aware of these issues, so the barriers that they face, we would hope, in time, lessen or decrease. There is more information, there is more knowledge out there from the communities themselves.

[DANA Policy Officer, Siobhan]:

Thank you so much. That is so true. Does anyone else have any comments, particularly improving access for culturally appropriate and responsive advocacy for culturally and linguistically diverse people with disability? Or indeed, going back to the idea around what are people's experiences, are people being let down, and how can we make systems better? Are there particular systems that need strong recommendations? Sorry, did you have your hand up?

[NSW Advocate 1]:

The point I wanted to make was just around how [...]

[DANA Policy Officer, Siobhan]:

I think some people had trouble following that with the background noise, sorry.

[DANA CEO, Mary]:

Would you mind putting that point you are just making into the chat room because we could not quite hear it?

I was just struck, when [VIC Advocate 4] was speaking perhaps a minute ago, about the description ... the process of getting the trust for all forms of advocacy, that is when you can move forward and do some work with someone. Before you have got the trust, it is difficult to get anything happening.

What was striking me as you are saying that, is of course, the time. There is some additional time that is required there, when you are in the process of developing the trust or trying to overcome or work with those cultural barriers.

It has sparked off a train of thought in my mind that I'm going to talk to DSS about, because I do not think it is acknowledged really, in the way that advocacy is funded that for some people there is the additional time required. You... have to do it, otherwise you're not going to achieve for that client what they need. It is an area that needs further work, and I'm also making notes about your stories, they are talking about [VIC Advocate 4], because that is the point of trying to get some of these stories, the relevant stories to get them to the Royal commission. That is perhaps discussion for another day though.

[DANA Policy Officer, Siobhan]:

Anyone else want to... here we go, [NSW Advocate 1] was making the point about taking a step back, and how to design and support... *[see full comment included below]*

An excellent point, and I think people are saying that they agree with that.... often advocacy organisations are the ones that have led the way in a lot of ...support and programs around decision-making, supporting decision-making as well. Does anyone else have any ideas around good examples in that area? Or observations?

[VIC Advocate 3]:

Like I said, I have not been in the role very long, but we have a program called 'citizen advocacy'. The format is less about someone being a formal support for the person with a disability, and more about them being more like a peer and I actually do not know the extent to which those citizen advocates match with people from similar cultural backgrounds, but I imagine that that is something that is taken into consideration. I've got that down as a certain note to ask the folks, I work with.

That is a good model to me, taking away the potential power imbalance that comes from... that is inherent in nature of a service provider and a participant, for example.

[DANA CEO, Mary]:

I am not sure either, and I have made a note, as well [VIC Advocate 3], to follow-up ... it might have been something else someone said, about using things like soccer to get leverage or gain access to talk to people.

Organisations like ADEC is a good example and other multicultural organisations, tend to do a lot of programs and activities for different age groups, for different cultural groups. They might be craft activities, or sports stuff. All of those allow access, allow communities to access back-and-forth in different ways.

Advocacy is such a very specific thing, and advocacy organisations, unless they have got funding to do a specific project, other than that it is very linear. It is just this specific thing of doing advocacy and advocacy organisations tend to not have those other avenues. We have to work out how can the advocacy organisations use the links that other organisations have, like [VIC Advocate 1] I think you are talking about, because you have not got the time and you are not funded to do those kinds of other cultural outreach things that would allow a soft entry sort of thing.

I am thinking that there was an email that came into me from DSS this morning about the ILC [Information, Linkages, and Capacity-building] program, and there are some things that could be done if we were able to access the kind of grants that would allow advocacy organisations to have a person doing some of that kind of work.

And this person is not on today but I think we'll repeat another way at some stage, when they come on, I know that they had specific Queensland government funding with a lot of bicultural workers from specific communities who they used to support people and bring them in, for advocacy particularly around the NDIS. [...]

I feel like a lot of us are at the same place of knowing that there is more to be done, thinking that we have not quite got time to do it and we don't know quite what to do, and we have to get past that. Some of the organisations that are on today, some of you in your own organisation are already doing this stuff, so we have to harvest some of that. [Systemic Advocate], we'll talk to you as well and Dwayne (CEO) at NEDA to see what we can do together.

[Systemic Advocate]:

...on the DRC ...it's onerous on one person to give a witness statement [...] maybe we should talk about how the Royal Commission can engage CALD communities to engage with the peer support - similar to a way that they have approached First Nations people with disabilities, with yarning. Because I know that my experience of different disability organisations, like men's support groups and other support groups and conversation. Often we're happy to tell our grievances about a systemic problem... surely a Commissioner could come in to a group on, say, public transport. I am making that up, but the Commissioner could come in and listen and talk to people who are members of [that organisation] to talk about their experiences with public transport and their values. I am just wondering whether that as a yarning-type [format]... was just wondering whether we could maybe collectively to work together and put pressure back on the Royal Commission, rather than it being up to us to get up and tell our story all the time. I'll leave it there, thank you.

[DANA Policy Officer, Siobhan]:

I think that is a great point, [Systemic Advocate], because of the problems of COVID, I think we can look at an example of where this is an existing online network...I think that there are organisations out there that will see that there are some things which help facilitate [...] I think you are right, there are existing networks and communities out there that should be given the chance to speak directly to Commissioners on these issues. It is a lot of... an onus to put onto people to say, "Oh, I am going to put in a submission and tell my story." Whereas, it is easy and informal to have your say in this kind of online, many voices discussion on issues.

We are pretty much out of time, but does anyone want to have any final input? I suppose we will wind up there than. Thank you all for coming and participating in this conversation, I think it is clear that there is more work to be done... but thank you so much for coming along and having this important conversation.

[DANA CEO, Mary]:

Thank you [QLD Advocate], I can see that you have put a lot of stuff into the chat there. We will get a transcript from the zoom sessions and then we will send you back out the notes from today's session. I think this is the beginning of some other work that we would like to do, you'll hear from us again about this. Thanks everyone.

[DANA Policy Officer, Siobhan]:

Those are some great points. We will include those in the notes, thank you.

Comments typed in Zoom chat function:

[NSW Advocate 1]:

Apologies about that. The point I was making was to take a step back and think about how to design an effective advocacy support. From my experience, self-advocacy and peer support are effective types of advocacy support. Peer support in particular also circumvents the need to be experts in all cultures,

[VIC Advocate 1]:

Yes!

[VIC Advocate 3]:

Absolutely agree

[VIC Advocate 1]:

Thank you for the opportunity presented today. So much appreciated!

[QLD Advocate]:

My apologies, I seem to be having audio problems. We have found that most CALD clients directly seek out specialist CALD advocacy groups. Despite outreach with these agencies (in QLD); and developing referral pathways we have yet to receive any requests for our services in the DRC engagement sphere. The specialist CALD groups are very good at what they do for the CALD community in QLD. I question why these groups were overlooked re the allocation of funding for DRC advocacy support. Surely they would be best placed to provide more effective and comprehensive wrap-around advocacy support for CALD clients.

[VIC Advocate 4]:

Thank you everyone, was great to listen, learn, share.

[SA Advocate]:

Thanks everyone!

[TAS Advocate]:

Thank you. Great to hear this is just the beginning.