



MDAA Plan 2008 - 2010

Making it happen: a community where everyone, regardless of background or disability, feels welcome, included and supported



Multicultural Disability Advocacy Association of NSW

Foreword

MDAA has been a strong voice for people from non-English speaking backgrounds (NESB) with disability, their families and carers in NSW over the past eleven years. We are working very hard to get a community where everyone, regardless of background or disability, feels welcome, included and supported. To make this happen it is important that we have a plan.

In developing the new plan for 2008 – 2010 we looked at the past plan to see what we had done well and what we still have to do. We asked MDAA members, Committee, workers, consumers and colleagues outside MDAA for feedback on our work and their ideas for the future. People were very open and helpful in giving us ideas about what we should do and how we can do things better.

This plan sets out MDAA's direction for the next three years in our four main areas of work. In each work area we set out what we want, how we will get it and how we will know we've got it.

We believe the most important things for MDAA in the next three years are:

- to give the best support possible to people from NESB with disability and their families, wherever they live in NSW;
- to support people from NESB with disability and their families to know and stand up for their rights;
- to make strong links with different communities, including communities in regional and rural areas;
- to make MDAA stronger, to be a stronger voice for people from NESB with disability and their families.

We thank everyone who helped us to make this plan and hope you will continue to support MDAA in building a community we all want to live in.

MDAA Committee

November 2007

What is MDAA

The Multicultural Disability Advocacy Association of NSW (MDAA) is the peak body for people from non-English speaking backgrounds (NESB) with disability and their families and carers in NSW.

MDAA is the only advocacy service in NSW specifically for people from NESB with disability, their families and carers.

Our Goals

MDAA works to:

- Promote the rights of people from NESB with disability, their families and carers in NSW and make sure their rights are safe and protected.
- Get fair access to, and good results from, government and non-government services for people from NESB with disability and their families and carers in NSW.
- Improve the quality of life for people from NESB with disability and their families and carers.
- Increase the participation of people from NESB with disability and their families and carers in community activities.

Our Beliefs

MDAA believes people from NESB with disability have the right:

- To respect
- To live in the community
- To be an individual
- To services and support
- To information
- To choose
- To make decisions
- To be safe

- To make complaints
- To advocacy
- To be independent
- To be treated the same as other people

Our main areas of work

- **Individual Advocacy and Advocacy Development:** we support people with disability and their families to stand up for their rights and we work to change community attitudes
- **Systemic Advocacy and Research:** we work to improve policies and services for people with disability and their families
- **Industry Development and cultural abilities:** we provide training in cultural diversity and disability and work with services to increase their knowledge and understanding
- **Organisational Development:** we work to make MDAA an organisation with strong community links and partnerships

1. Individual Advocacy and Advocacy Development

Supporting people from diverse backgrounds with disability and their families to get what they need

Supporting people to increase their knowledge and skills to protect their rights and get what they need

What we want	How will we get what we want	How will we know we've got it
<p>1.1 People from diverse backgrounds with disability and their families get the best support possible from MDAA, no matter where they live in NSW.</p>	<p>Learn from what other services do and work out better ways we can support people.</p> <p>Use the Rickter Scale to measure how happy people are with MDAA's support.</p> <p>Make it easier for people to use MDAA services.</p> <p>Check our numbers regularly to make sure particular groups of people are not missing out on MDAA services. Do more work with any groups that are missing out, e.g. people from particular communities or with particular types of disability.</p>	<p>People tell us we provided good support.</p> <p>We have consumers from all over NSW.</p> <p>Our consumers have a range of disability types, cultural backgrounds, and ages.</p>
<p>1.2 People from diverse backgrounds with disability and families know their rights and have the skills to advocate for themselves.</p>	<p>Organise bi-monthly consumer forums on rights and information about government policies and services available in NSW.</p> <p>Run three community information days</p>	<p>People tell us they know their rights and know how to stand up for their rights.</p> <p>Consumer forums are very popular and</p>

	<p>each year.</p> <p>Conduct regular follow up surveys with consumers.</p> <p>Write up 10 consumer success stories every year in consumer newsletters.</p> <p>Individual Advocates support people to know their rights and stand up for their rights.</p>	<p>people tell us they are useful.</p>
<p>1.3 People with disability who live in regional and rural NSW have the skills and confidence to support each other and be active in getting changes in local and state-wide issues.</p>	<p>Continue the Advocacy in Action project for people with disability in rural and regional NSW.</p> <p>Continue to support the NSW Network of Women with Disability.</p> <p>Explore other state-wide network programs and link into them where relevant.</p> <p>Work with other agencies to find partners and extra funds to develop the skills of people with disability across rural and regional NSW, e.g. develop awareness of disability and self-advocacy skills in refugee communities.</p>	<p>People with disability form strong local networks with each other and with local resources (e.g. councils, businesses) and supporters.</p> <p>People know about state-wide resources (e.g. information about funding sources, statistics, programs run by different agencies and departments) and use them to get what they want.</p> <p>Local networks are active in their communities.</p> <p>Local networks continue to grow in new areas and existing areas.</p> <p>People with disability form networks across NSW and are asked for their views about things that are important in</p>

		their local community and in NSW generally.
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2: Social Change and Research

Finding out what is happening for people with disability here and overseas and promoting the best policies and practices to governments and services

Getting fair access to services and good results for people from NESB

What we want	How will we get what we want	How will we know we've got it
2.1 MDAA is a strong voice for people from NESB with disability, so government and non-government agencies know what the problems are and how people want to resolve them.	<p>Consult people from NESB with disability regularly to identify the most important issues for MDAA to work on.</p> <p>Make submissions and organise meetings with government ministers, other politicians, senior public servants in relevant departments, and non-government services about the main problem areas, e.g. housing and support, education, health and employment.</p>	<p>Submissions are made and meetings are held on the most important problems.</p> <p>MDAA is invited to be part of government and non-government committees, networks, debates and discussions.</p>
2.2 MDAA is a leader in knowing and understanding what is important for people from diverse backgrounds with disability here and overseas.	<p>Keep up with relevant national and international research projects.</p> <p>Check relevant websites regularly for information about new policies, proposals, issues and service</p>	<p>MDAA knows about up to date research on important issues for people from diverse backgrounds with disability and their families.</p> <p>MDAA has done research on important</p>

	<p>developments.</p> <p>Involve people from NESB with disability throughout the research.</p> <p>Look for relevant funding and partnerships to do more work on issues that are important to people from NESB with disability.</p> <p>Find out about new and better ways to support people from NESB with disability and suggest how they can be put into practice in NSW.</p> <p>Write a summary of every research project we do and use the report to get the changes people with disability want.</p>	<p>current issues for people from NESB with disability.</p> <p>Organisations ask MDAA to be a partner in their research about things that matter to people with disability.</p>
<p>2.3 People from NESB with disability and their families have more skills to lobby politicians to get what they want.</p>	<p>Develop a lobbying resource kit and hold regular training sessions for MDAA members and consumers on how to get their voices heard in the political process.</p> <p>Hold 'Make Your Vote Count' consumer forums before state and federal elections.</p> <p>Organise regular visits to local members of parliament with MDAA members and consumers.</p>	<p>People from NESB with disability and their families know how to lobby politicians.</p> <p>MDAA members and consumers make regular visits to local members of parliament.</p> <p>MDAA members and consumers understand how to vote in local council, NSW and federal elections.</p>

3. Industry Development and cultural abilities

Supporting services to respect and respond better to people from diverse backgrounds with disability and their families

What we want	How will we get what we want	How will we know we've got it
<p>3.1 Government and non-government services provide good service to people from diverse backgrounds with disability and their families.</p>	<p>Work with a wide range of government and non-government agencies to improve their cultural competence through different methods, e.g. cultural competence audits, training, joint projects.</p> <p>Consult government and non-government services and develop resources to improve their skills and knowledge about working with people from diverse backgrounds with disability.</p> <p>Continue working with government agencies to include cultural competence in tenders for government funded programs and in monitoring the program results.</p> <p>Work with government agencies and funded services to include cultural competence in the existing frameworks for accreditation, monitoring and quality improvement.</p>	<p>More people from diverse backgrounds with disability and families are using services.</p> <p>Positive survey results from service users from diverse backgrounds.</p> <p>More people from diverse backgrounds with disability and families are involved with services, e.g. on management committees, being consulted about service planning.</p>

	<p>Organise one forum every year to inspire and challenge people to create a community where everyone can participate.</p> <p>Promote and improve the Community Voices project to raise awareness and understanding about disability and ethnicity.</p>	
<p>3.2 MDAA has stronger links with ethnic communities, including new refugee communities in NSW.</p>	<p>Get funding for MDAA's Community Links project to develop community understanding of disability and how to support and involve people with disability and their families in their communities.</p> <p>Look for opportunities to work with communities on particular projects and develop resources in community languages, e.g. 'What is disability?' DVD and information kits.</p>	<p>Communities use MDAA's resources and skills.</p> <p>MDAA has partnerships with a range of communities and organisations.</p> <p>People from NESB with disability are more involved in their communities.</p> <p>Refugee communities know about MDAA services.</p>
<p>3.3 MDAA provides high quality relevant training, advice and resources.</p>	<p>Provide opportunities and support for MDAA workers to develop their training skills.</p> <p>Publish an annual training calendar and provide tailor-made training to a wide range of agencies.</p> <p>Get feedback from participants in all</p>	<p>MDAA has a pool of skilled trainers and consultants.</p> <p>People say MDAA's training, advice and resources improved their skills in working with people from diverse backgrounds.</p>

	<p>training courses to improve our training.</p> <p>Develop a way to check whether MDAA's training and support services have made a difference for services and the people who use them.</p> <p>Keep resources up to date, e.g. website, factsheets and Ethnicity + Disability Factbooks.</p> <p>Develop new resources for services to improve the way they work with people from diverse backgrounds with disability.</p>	
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4: Making MDAA Strong

Making MDAA a strong organisation with strong community links and partnerships

What we want	How will we get what we want	How will we know we've got it
<p>4.1 MDAA is the best at working with people from diverse backgrounds in NSW.</p>	<p>Make strong links with people from diverse backgrounds with disability and their families in cities, regions and country areas and with new communities in NSW, so we know what is important in people's lives, what the problems are and how people want to solve them.</p>	<p>People tell us we are a leader in working with people from all cultural backgrounds.</p> <p>People respect MDAA and ask us for advice regularly.</p> <p>MDAA has more members from rural and regional NSW.</p>

	<p>Change MDAA services if they are not meeting the needs of particular people or communities.</p> <p>Make sure MDAA workers are culturally competent, through regular training and supervision.</p> <p>Develop a volunteer advocacy program and run it once a year.</p> <p>Attract people from a wide range of backgrounds and skills to be on MDAA's Committee.</p> <p>Provide training and support to develop Committee members' skills.</p> <p>Create ongoing opportunities for members, consumers, workers, volunteers and colleagues outside MDAA to have a say in planning, delivering and evaluating MDAA's services.</p> <p>Make sure MDAA offices are safe, welcoming, and friendly to the environment.</p> <p>Make sure MDAA manages its money well and does what the law says.</p>	<p>MDAA consumers and members reflect the diverse population of NSW.</p> <p>MDAA is invited regularly to mainstream and disability forums, events, advisory bodies, consultations.</p> <p>One volunteer advocate completes the training program successfully every year.</p>
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<p>4.2 MDAA is well known to people from NESB with disability, ethnic communities, government and non-government agencies.</p>	<p>Develop better ways to get information to people from NESB with disability and their families.</p> <p>Make MDAA information available in print, audio, by email, or on the website.</p> <p>Make a plan for MDAA workers to have regular contact with ethnic communities, people with disability and services in all areas of NSW.</p> <p>Use Community Voices to promote MDAA's services.</p>	<p>People tell us they can get our information easily and that the information is useful.</p> <p>People tell us they get information about MDAA in ways that suit their needs.</p> <p>More people from NESB with disability and their families contact MDAA for information and advocacy support.</p>
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