



## Waitemata DHB Child Disability CALD Project

Issue 13, September 2012

Welcome to the Waitemata DHB CALD Child Health and Disability newsletter. CALD stands for **Culturally and Linguistically Diverse**. We're one of several programmes funded by the Ministry of Health to help Auckland's three DHBs implement the Auckland Regional Settlement Strategy Migrant Health Action Plan.

### Parents praise Waitemata DHB child health services



*Feedback from families: Participants at a feedback session held at Wilson Centre.*

**In July we hosted a series of feedback groups for CALD families whose children use Waitemata DHB services.** We wanted to hear from clients about their experience of using our services. Consumer Advisor for Child Disability Services, Gabrielle Noble-Campbell, facilitated the groups, which were held in both the north and the west. The participating families came from diverse backgrounds including Chinese (from China and Malaysia), Korean, Japanese, Kurdish, Eritrean and Congolese.

Overall, families were happy with the services provided. They also appreciated that, in New Zealand, people are more accepting of disability than in their home countries.

We had conducted feedback groups with families two years ago, when our CALD cultural caseworker service was just getting started and were interested to know what had changed. The key change was that in 2010, our CALD families all spoke of being lost in the health system and not knowing where to go for help. This time, none of our families reported being lost or confused. Instead they spoke of how helpful the CALD cultural workers were in explaining how the system worked and what to expect. Families also expressed appreciation that the CALD caseworkers did not just focus on their disabled child, but considered the needs of other members of the family and the family as a whole.

### Asian community conversations

**We have been working with The Asian Network Inc. (TANI), Parent to Parent and Imagine Better to offer a series of three workshops to parents from CALD communities.** The series, devised by Imagine Better, is designed to help families develop a broader vision of what is possible in the lives of their sons and daughters who have a disability. The objectives are to:

- § support parents to recognise there is more to life than services and programmes
- § increase families' options and skills in seeking better lives for their sons and daughters
- § encourage families to take up individualised funding and be self-determining about the support they receive, and
- § identify potential community leaders and develop support networks for families.



*All together: Workshop leaders and participants come together.*

The first workshop was held on August 7, with the conversation topic 'Creating a vision of the good life'. The second session was held on September 25 and the topic was 'The gifts we bring, the contributions we make'. The final session will be held on 24 October.



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### Disability issues highlighted in new Asian health report

**The most comprehensive report to date examining the health status and health service use of Chinese, Indian and Other Asian communities in the Auckland region has been released.**

Written by Dr Suneela Mehta, *The Health Needs Assessment of Asian people living in the Auckland Region*, was commissioned by the Northern DHB Support Agency (NDSA) on behalf of Auckland's three District Health Boards.

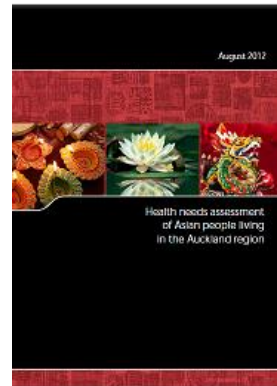
The report includes analyses of health issues that have not previously been addressed in detail for Asian communities.

Health service provider interviews revealed that issues such as disability are generally highly stigmatised in Asian communities and that this, combined with a lack of awareness of available services, are barriers to access. The fragmentation of disability service delivery in Auckland also makes services hard for Asian families to negotiate.

The report recommends more culturally appropriate respite services and further recruitment of language-matched carer-support workers for non-English speaking families.

Currently, however, disability data is only available for the Asian population as a whole. Dr Mehta says: "We need data regarding disability among Asian sub-groups in Auckland. Knowing more about the prevalence of disability and associated patterns of service access among Chinese, Indian and Other Asian populations will help inform service planning and provision for these communities."

*The study is available in hard copy from [annette.mortensen@ndsa.co.nz](mailto:annette.mortensen@ndsa.co.nz) (please include mailing address) and can be downloaded on <http://www.caldresources.org.nz/info/ResourceLanding.php>.*



### ChangeMakers Refugee Forum and Human Rights Commission tackle disability issues

**We were delighted to learn that Wellington's ChangeMakers Refugee Forum recently partnered with the Human Rights Commission to host a forum for people of refugee background who had a disability or were caring for someone with a disability.** The Human Rights Commission gave a presentation on the United Nations Convention on the Rights of Persons with Disabilities to give participants a better understanding of their human rights. Participants reported this was the first time they had been given an opportunity to come together and it was good to feel supported and listened to. Many of the issues identified by participants were the same as those identified by parents at our seminar for parents of disabled children of refugee background last year. These included difficulty obtaining information and accessing services, language and culture barriers, the lack of opportunity for disabled young people and the stigma surrounding disability that forces them to keep the disability hidden from their own community. Following the forum, ChangeMakers initiated a series of interviews with people living with disability to inform policy development and service delivery.

### Did you know.....?

The Ministry of Health has begun consulting on options for a new policy for delivering Ministry of Health-funded home and community support to disabled adults that do not discriminate on the basis of family status. Further information, including the consultation document (*Consultation on Paying Family Carers to Provide Disability Support*), a submission form, questions and answers, and the dates and locations for public workshops are available at [www.health.govt.nz/familycarersconsult](http://www.health.govt.nz/familycarersconsult). Submissions close at 5pm on Tuesday 6 November 2012..



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### Upcoming seminar for South Asian and Other Families Parent Support Group



**Brainstorming solutions:** *The support group works with social worker Won Kon Bong.*

**On September 4, Auckland DHB hosted the South Asian and Other Families Parent Support Group's second meeting.** The main focus was a talk by Auckland DHB Social Worker Won Kon Bong about the role of the social worker. Won Kon then led a discussion about the families' challenges and the group brainstormed solutions and ways the support group could help. A key issue was that disability is highly stigmatised in the South Asian community and parents are blamed for the disability of their child. Disability education is needed in the community and the group will consider organising a forum for this. Behavioural and sibling parenting issues were also identified by many parents and these will be on the agenda of future meetings.

In October the support group will attend a parent seminar being offered by the Auckland DHB Child Development Team. This free seminar will be held on 30 October at the Fickling Centre. Auckland DHB Child Development Team Leader Madeleine Sands says: "The purpose of the seminar is to help parents and community members understand how disability is viewed in New Zealand and how to access services. There are many services available but often families do not know there is help available, and sometimes they do not want to use services because they have been taught to keep disability hidden."

For more information about the support group or the free parent seminar contact:

- Hyma Danthala: [Hymavathi.Danthala@adhb.govt.nz](mailto:Hymavathi.Danthala@adhb.govt.nz). Ph: 639-0200 ext. 27507.
- Madeleine Sands: [Madeleine.Sands@adhb.govt.nz](mailto:Madeleine.Sands@adhb.govt.nz). Ph: 639-0200 ext. 27406.

### CALD 8 training module prompts discussion at Counties Manukau DHB

**A CALD 8 Working with CALD families – Disability Awareness face-to-face training course was held for Counties Manukau DHB staff on August 28.**

Because those who attended were of different ethnicities, there was a lot of discussion about how disability is perceived in different cultures. Participants reported they had experienced similar situations to those in the course videos, resulting in unsatisfactory outcomes for family and client. Discussion revolved around the importance of working with the key decision maker of the family, working with the family caregiver and understanding the family's goals and expectations.

The group noted that a useful question to ask is: Tell me how this would work if you were back home/in your culture? The answer tells the practitioner more about the differences between countries and cultures, making it easier to bridge the gap between family and practitioner expectations.

The CALD 8 training module is also available as both a face-to-face and an E-learning course. Prerequisites are CALD 1 Cultural and Cultural Competency and CALD 2 Working with migrant patients. Go to [www.caldresources.org](http://www.caldresources.org) to register.



*Participants at the CALD 8 training course discuss the New Zealand Disability Strategy 2001*

#### For more information contact the team:

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#### Next issue:

Learn about the Auckland DHB parent seminar