



## WELCOME TO THE CALD CHILD HEALTH AND DISABILITY NEWSLETTER.

*CALD stands for Culturally and Linguistically Diverse. The CALD Child Health and Disability Programme is funded by the Ministry of Health through the NRA Asian, Refugee and Migrant Health Action Programme.*

## NEW VIDEO RESOURCE FOR NAVIGATING THE NEW ZEALAND DISABILITY SECTOR

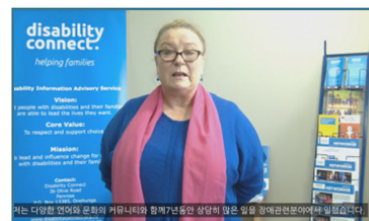
On 16 November, Disability Connect hosted the launch of a new video resource to help parents navigate the disability sector. The outcome of a collaboration between Disability Connect, the Korean Community Wellness Society, Waitemata DHB Child Development Service, the local office of the Ministry of Education and the Northern Regional Alliance, the videos are based on Disability Connect's immensely popular Disability Support Guide with additional information about Special Education.

There are seven short videos (around 10 minutes each) to introduce parents to the New Zealand disability sector. They are presented by Lisa Martin, CEO of Disability Connect and Sue Hutton, District Manager, Additional Learning Support, Ministry of Education.

The videos have been recorded in English and produced in three versions. One has English subtitles, one has Korean subtitles and one has simplified Chinese subtitles. They follow an age-related, progressive format, so you can watch them individually or one after another. They cover a variety of topics on health and disability, education and social supports which families may be eligible for. The videos include power point slides with basic explanations and links to useful websites.

Im Soo Kim, Cultural Caseworker from Waitemata DHB CALD Child Health Team led the project to develop the videos. Creating the videos has been a vision of his for many years, and he was dedicated to making it happen. Im Soo commented, "The collaboration worked really well, and everyone worked so hard. I am so pleased, as this will make the information so much easier for parents to access. And having the English video with English subtitles will be helpful for CALD parents who are not Korean or Chinese."

The filming, editing and production of the videos was done by Chiwoo Lee from Studio CL ([www.studiocl.co.nz](http://www.studiocl.co.nz)). Chiwoo was a huge asset to the project, managing the ever increasing amount of content and number of



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videos with grace and humour, and when finally finished declared, "I started out knowing nothing about the disability sector and now I am an expert!"

Chinese subtitles were written by Disability Connect Cultural Advisors Sanny Chan and Ting Ting Zhang. Korean subtitles were written by Grace Kim and Waitemata DHB Cultural Caseworkers Im Soo Kim and Angela Shin.

The videos are available now on YouTube and will soon be available on Vimeo as well. The YouTube version can be accessed through the Disability Connect website [disabilityconnect.org.nz](http://disabilityconnect.org.nz) and on the Chinese website [www.skykiwi.com](http://www.skykiwi.com).





## ANNETTE MORTENSEN TAKES ON A NEW ROLE




It is with mixed feelings that we announce that, after leading the Asian, Refugee, and Migrant Health Programme for the NRA since 2007, Dr Annette Mortensen has accepted the position of eCALD® National Coordination and Project Manager. eCALD® is the national CALD training programme developed for the health workforce in New Zealand.

In her role as the Programme Manager Asian, Migrant and Refugee Health Action Plan, Annette developed and oversaw the implementation of strategic approaches to improving healthcare responsiveness for Asian/MELAA groups in the Auckland region. These approaches included the development of Primary Health Interpreting services, CALD cultural competency training, the cultural caseworker model in DHB Child Development Services, and many research and evaluation studies. She has brought key stakeholders and communities together to implement the NRA migrant health programme for Auckland region DHBs, PHOs and Health and Disability NGOs.

It was Annette who researched and developed the CALD cultural caseworker model that has been implemented with such success across the Auckland region. These cultural caseworker roles now support CALD families to enable them to use disability supports and services, support health professionals to work with CALD families and provide education

and information to CALD families and communities. Annette's support, advice and encouragement has been critical to the success of this programme.

We wish Annette well in her new role, and we know that, as the eCALD® National Coordination and Project Manager, her extensive cross-cultural research and development skills and in-depth knowledge of the Asian, migrant and refugee health sector will be put to good use; and will ensure the continued success of the national eCALD® programme.

Fortunately, Annette will continue part time in her role as the Asian, Refugee, and Migrant Health Programme Manager with the NRA until the end of the financial year, so her expertise, advice and support will still be available to those working with CALD families with children who have disabilities. 


## AUCKLAND DHB PARENT SUPPORT GROUP CELEBRATES A GOOD YEAR

The Support Group for South Asian and Other Families of Children with Special Needs/Disabilities, which is sponsored by Auckland DHB Child Development Team, celebrated a successful year with a programme and a shared lunch in November. The programme was organised and MC'd by parents, and there were several speakers, including the new Child Development Team Leader Denise Janes, who met the group for the first time, Annette Mortensen from NRA and previous Team Leader Madeleine Sands. The annual report of the group was presented, there was a dance display, some Bollywood dancing for the audience (with instruction!) and a closing song and prayer.

The main achievement of the group this year were the very successful holiday programmes that were organised by parents in the term breaks. These were well attended by all the families and enjoyed by everyone. It was very heartening to see children who can be quite isolated making friends and organising play dates with other children.

The celebration concluded with a shared lunch with an amazing array of ethnic dishes prepared by the parents, followed by henna painting for anyone who wanted it done. There was much positive feedback both for the event itself and for the group more generally. Members expressed their

appreciation for the support they receive from Hyma and others on the Child Development Team and the support, encouragement and enjoyment they receive from belonging to the group.

For more information about this parent support group contact Auckland DHB Community Health Worker Hyma Danthala on 639-0200, ext 27507 or email [hymavathid@adhb.govt.nz](mailto:hymavathid@adhb.govt.nz). 







## MATERNAL HEALTH SERVICE SEMINAR FOR WOMEN FROM REFUGEE BACKGROUND

On November 17 Abdi Musse and Hanan Omeradin, Cultural Caseworkers on the Waitemata DHB CALD Child Health Team,



partnered with The Umma Trust to offer a seminar to provide women from refugee background with information about maternal health services in the Auckland region.

Women from refugee backgrounds encounter difficulties accessing information about our Lead Maternity Carer (LMC) services including language appropriate childbirth education, getting to appointments and cultural differences in the expectations of care provided. Many have poor access to antenatal care and to childbirth education.

In addition, many women from refugee and migrant communities do not have the traditional support of mothers, grandmothers and other older family members which is usual during this time. Women may feel isolated and alone and may be vulnerable to perinatal depression.


The seminar was an opportunity for women to hear information in their own languages, to ask questions and to discuss issues such as maternal mental health in a safe environment.

The seminar was well supported by the refugee communities with 110 women attending from the Afghani, Iraqi, Somali, Eritrean and Ethiopian populations. Interpreters were available for Afghani, Arabic and Somali languages. Importantly, grandmothers and older women in refugee communities attended and gained information about New Zealand maternal health services. In Asian, Middle Eastern and African communities, older women are highly respected and play an essential role in women's decisions about pregnancy and childbirth.

The seminar topics included services for pregnancy and childbirth, maternal mental health and the services for women and families provided by The Umma Trust. Speakers included Shaqaiak Masomi, a midwife from Auckland DHB and the first Afghan midwife to qualify in Auckland, Kelly Konsten from Waitemata DHB Maternal Mental Health Team and Anne Lee from The Umma Trust.

Many women travelled distances to come to the seminar. The assistance with transport provided by The Umma Trust and DHB Refugee Community Workers meant that many women who could not have attended were able to be there. For example, many Afghan women came in a van from Manurewa to attend the seminar. The fact that Shaqaiak Masomi was a

speaker was a draw card for Afghan and other refugee background women.

The organisers offered activities for children making it easier for women to attend and to focus on the session. 

## DIFFICULTY ACCESSING THE CHILD DISABILITY ALLOWANCE IDENTIFIED

A recent research report, Barriers to Support: Uptake of the Child Disability Allowance in Otara, by the Child Poverty Action Group has identified that access to the Child Disability Allowance (CDA) is poor and that 82% of families in the study were unaware that the allowance exists. Non-English speaking families had a particularly low uptake. The experience of those who had applied demonstrated that there were barriers which make the CDA difficult to access particularly in regard to the Work and Income application procedure. Recommendations to improve access to the CDA include: increase promotion of the CDA to families and doctors; simplify the application procedure; and improve funding for culturally appropriate advocacy services by the Ministry of Health and DHBs.

The report is available on the Child Poverty Action group website [www.cpag.org.nz](http://www.cpag.org.nz) as is an earlier report relating to child disability, "It shouldn't be this hard: children, poverty and disability." 



**FOR MORE INFORMATION, CONTACT**  
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Individuals pictured in newsletter header are models and are used for illustrative purposes only.



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## CALD TRAINING FOR AUCKLAND AHB AUDIOLOGISTS


In November, twenty-seven audiologists and therapists from Auckland DHB and the Hearing House undertook a CALD training course which had been tailored for them by Sue Lim, the eCALD® National Programme Manager. The eCALD® Service develops and offers training courses to support the health workforce to develop CALD cultural competence for working with clients, families and colleagues.



The training session had been requested by Professional Leader Andrea Kelly to support audiologists and therapists to address and manage issues identified by staff in providing services to their clients from Asian and Middle Eastern backgrounds. Issues included how to engage with families in a culturally appropriate way, how to support parents to accept that their child has a disability, and addressing the difficulty of social stigma for some parents when their child needed to wear hearing aids, making the disability visible. In addition, terminology could be an issue when communicating at the appointment. Participants also noted that administrative processes created challenges. For example, some families found the appointment letter difficult to understand and families were sometimes reluctant to accept an appointment with the service because of uncertainty about what the service offered. This could also lead to families not showing up for appointments. Providing a culturally responsive service to the CALD population requires ensuring extra time is allocated and culturally appropriate resources are available.

The course was a combination of CALD 1 Culture and Cultural Competency and CALD 8 Working with CALD Families - Disability Awareness and was packed with content. Trainer Tanya Wolstencroft reported that there many questions and much lively discussion of the material and everyone was engaged and worked hard to get through the course in the allotted time.

The course evaluation showed that the session was well received by the audiologists with the value of the information, the value of the learning process and the learning experience overall all being rated at 4.6 out of 5. One audiologist commented, "Great, answered questions I have always found difficult to answer!"

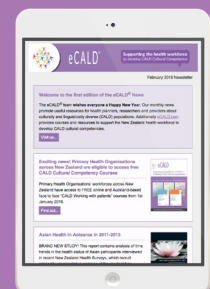
Discussions are now underway regarding similar CALD training for other audiology staff at Auckland DHB. For more information about CALD training go to <http://www.ecald.com>. 



**eCALD®**  
Culturally And Linguistically Diverse

eCALD® news provides useful resources for health planners, researchers and providers about culturally and linguistically diverse (CALD) populations.

If you wish to subscribe to our newsletter or you wish to send us CALD related information for us to promote please email [cald@waitemataadhb.govt.nz](mailto:cald@waitemataadhb.govt.nz)



*CALD refers to culturally and linguistically diverse groups who are migrants and refugees from Asian, Middle Eastern, Latin American and African (MELAA) backgrounds.*



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## AN UPDATE ON THE DISABILITY CONNECT PARENT SUPPORT GROUPS

There is lots of news to report about the parent support groups sponsored by Disability Connect. The Chinese Families Autism Support Group continues to meet monthly in Pakuranga. At its October meeting Robin Barnaby and Abi Raymond from IDEA Services presented on the topic of playdates and how playdates can provide children with a supported environment to develop their play, social and friendship skills. In November Francesca Bierens, a Speech Language Therapist (SLT), discussed several aspects of SLT with a focus on school aged children and intervention for this age group.



All Chinese and Asian families are welcome to attend these meetings. At its next meeting on the 6th December the group is having its Christmas party. Phone 09 526 1298 (DDI) or 09 636 0351 or [sanny@disabilityconnect.org.nz](mailto:sanny@disabilityconnect.org.nz) for more information or to book.

The Indian and South Asian support group that meets monthly at Richmond School has broadened its focus and extended an invitation to families of all ethnicities who are caring for a person with a disability. The group has been renamed the Culturally Diverse Parents Disability Support Group. At its October meeting the topic was the 'ABC approach of understanding challenging behaviour' led by Pineio Diamanti from Explore, the specialist Behaviour Support Services funded by the Ministry of Health. Specialists such as Pineio assist and support in managing challenging behaviours by working with the disabled person and their family, whanau and support network.

At the November meeting the speaker was Lawrence Chok of Families Action Support Team Inc. Lawrence spoke about establishing family collectives, an innovative model of living for people with a disability. Lawrence's inventive and enterprising ideas have led his own son and many other young people with a disability to lead productive and independent lives.

The next meeting of this group will be held on the 8th December at Mt Richmond School, 5.30-8pm. All families with special needs are welcome to join this group – from any culture and any disability. Please contact Asoka at Disability Connect for more information or bookings – phone 09 636 0351 or 027 457 8571 or email [asoka@disabilityconnect.org.nz](mailto:asoka@disabilityconnect.org.nz).

And we're delighted to announce that Disability Connect has started a new parent support group, its third, further south. The Indian and South Asian Families Support Group for families raising a child or supporting a person with a disability has begun meeting monthly at Clover Park Community House. The group has met twice now, and follows an informal conversational format – a chance to meet and make new friends and gain valuable support and connections from similar families, while enjoying a complimentary light supper. At 8pm Lisa Martin or other Disability Connect staff give a short talk or answer questions.

The next meeting of this hugely successful group is on the 12th December at Clover Park Community House. Indian and South Asian families raising a child or supporting a person with a disability are very welcome to this meeting. Please email [admin@disabilityconnect.org.nz](mailto:admin@disabilityconnect.org.nz) or [asoka@disabilityconnect.org.nz](mailto:asoka@disabilityconnect.org.nz) or phone 09 636 0351 or text/phone 027 457 8571 to book.

