Workbook 2.1

**Person Centred Practice Across Cultures**

Terminology and Data –

A guide to understanding cultural diversity and disability

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**About National Disability Services**

**National Disability Services** is the peak body for non-government disability services. Its purpose is to promote quality service provision and life opportunities for people with disability. NDS’s Australia-wide membership includes more than 1000 non-government organisations, which support people with all forms of disability. NDS provides information and networking opportunities to its members and policy advice to state, territory and federal governments.

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# Preface

This workbook is part of a series of resources for the disability services sector designed by futures Upfront for NDS with funding provided by the NSW Department of Family and Community Services; Ageing, Disability and Home Care.

The workbooks in this series are:

**1. Individual Practices – working with people from CALD backgrounds with disability**

1.1 Empathy – a practice to connect across cultures

1.2 Active listening – unconditional positive regard across cultures

1.3 Choice making – cross-cultural differences and what can we learn from them

1.4 Reflective Practice – why different points of view matter

1.5 Working effectively with interpreters

**2. Organisational Practices – building a culturally responsive organisation**

2.1 Terminology and data – a guide to understanding cultural diversity and disability

2.2 Making the business case – why diversity is good for business

2.3 A culturally responsive person centred organisation – key elements

2.4 Leading towards cultural responsiveness – a practical guide for managers, team leaders and coaches

2.5 Building a diverse workforce – practical strategies

2.6 Valuing bilingual workers – strategies to recruit, train and retain

**3. Community Engagement – working alongside diverse communities**

3.1 1 Community @ a time – culturally responsive community engagement principles and elements

3.2 Making Links – networking with CALD Communities

3.3 Cross cultural story based marketing – 1 story @a time

This workbook is part of ‘Organisational Practices – building a culturally responsive organisation’.

## How to use this workbook?

This workbook can be used in many different ways, including:

* As a self-paced learning program by an individual
* As a self-paced learning program for a group
* As part of formal training organised by an organisation
* As part of coaching and mentoring

This workbook includes exercises and opportunities for reflections (when working by yourself) or discussions (when working with others).

There is plenty of room in your workbook to take notes and make comments.

## What is this workbook about?

This workbook is the first step in helping you understand the different words used to describe people from CALD backgrounds with disability and how the available data on cultural diversity is gathered and constructed. It is the foundation for **Workbook 2.2 Making the business case**

## Outcomes

## At the end of the workbook you will:

* Be able to identify the different terms and what they mean in relation to people from CALD backgrounds with disability
* Understand why language as well as culture matter when ‘counting’ people from CALD backgrounds with disability

## Who is this workbook for?

* People interested in understanding more about people from CALD backgrounds with disability
* People in the organisation interested in looking for business opportunities
* People who want to convince their organisation to do more for people from CALD backgrounds with disability
* Anyone interested in making their organisation more responsive to the local community.

## How long will it take to complete?

This workbook should take about 30 minutes to complete.

# The Workbook

## Introduction

Below we will show that between 20-25% of all people with disability are from culturally and linguistically diverse (CALD) backgrounds. In other words, across NSW between 1 in 5 to 1 in 4 people accessing disability services are from a CALD background.

However, limited data available suggests that currently the rate of people from CALD backgrounds with disability accessing disability services is only between 5-10%. This means that between 50-80% of people from CALD backgrounds with disability are missing out on services.

While the data is limited and relies on some approximations, it nevertheless clear that there is a large untapped market among people from CALD backgrounds with disability. Service providers that are able to meet the cultural and linguistic needs of individuals from CALD communities will be well placed to.

The geographic distribution of people from CALD backgrounds with disability is uneven across NSW, with the Sydney region being home to the largest number of people. However, with the diversity of Australia’s population increasing, the proportion of people from CALD backgrounds settling in rural and regional areas of NSW is also increasing.

**Reflection:**

Thinking about the people supported by the organisation you work for. What do you think is the percentage of people from CALD backgrounds with disability? Do you think this reflects the diversity of the geographic area you work in?

## Who are we talking about?

Before starting to work with the data in Workbook 2.2 Making the Business Case, it is important to understand what the words and the data actually means.

****Disability Data and the NDIS****

The Australian Bureau of Statistics (ABS) Survey on Disability, Ageing and Carers identifies that 18.5% people have disability (or approx. 4.2 million nationally)[[1]](#footnote-1). The Productivity Commission Report[[2]](#footnote-2) identified that about 10% of all people with disability will be eligible for funded supports under the National Disability Insurance Scheme (or 410,000 people nationally).

**About 1 in 5 people in Australia have disability. About 10% of these will be eligible for the NDIS.**

****CALD Data****

When looking at CALD it is generally agreed that the term CALD is made up of at least two groups of people:

* People who were born overseas in a non- English speaking country. (about 1.2 million people in NSW), generally referred to as first generation migrants or refuges; and
* The children of the people who were born to first generation migrants or refuges, generally referred to as second-generation migrants or refugees. (an additional 1.2 million people in NSW).

**People who were born overseas in a non- English speaking country:**

This group is generally referred to as first generation migrants or refugees. Based on the 2011 ABS Census data there are 6.9 million people living in NSW. About **1.2 million people in NSW were born in a non-English speaking country** (approx. 18% of all people)

**People generally referred to as second-generation migrants or refugees**

This group is made up of children whose parent/s (either one or both) were born overseas in a non-English speaking country. The rate of children born to overseas – born mothers is about 2 children per woman. There are some notable exceptions with women from Chinese background having a lower birth rate (1.5 children per woman), while women from Lebanese background are having children at a significantly higher rate (3.3 children per woman).

Using the available data we could simply add another **1.2 million people who are identified as second generation migrants or refugees in NSW**.

There are others who identify as being from CALD background, whose grandparents, or even more distant family members, came to Australia from other non-English speaking countries. Census data collected on ancestry identifies that there are over 1.5 million people who say that either both or one of their parents are from a non-English speaking country.

People who are second generation migrants or refuges are important to consider, because, as you will see below in a few examples, culture (not just language) plays an important in how people connect to and interact with systems, services and people.

**Based on all the data above, it can be safely assumed that at least 25% of people living in NSW are from a CALD background (or 1 in 4 people).**

****Language data****

**1.5 million people in NSW speak a language other than English at home (LOTE), about 1 in 5 people in NSW**. This information does not say anything about whether the person who speaks LOTE at home speaks any English at all or how proficient they are in English. The Census captures that information as well in another question. 1.7 million people answered the question about their levels of English proficiency in the 2011 general Census. 218,000 or **about 4% of people in NSW said they do not speak English well or not at all.**

****Disability and CALD****

For our purposes here, we assume that the **incidence of disability among CALD communities in Australia is approximately the same as it is for the general population** (i.e. 1 in 5 people). However, it is important to note that the National Ethnic Disability Alliance (NEDA), using a range of data sets, argues that:

”There is a higher prevalence of impairment for people born in a non English speaking country aged over 45 years of age, especially for ‘first wave’ non English speaking migrants, up to 3 times that of the Australian born population.”

****Disability, CALD and the NDIS - a problem with the current definition****

The National Disability Insurance Agency (NDIA), in line with some ABS definitions, defines CALD as anyone whose country of birth is not Australia, the UK, the USA, Canada or South Africa or whose primary language spoken at home is not English.

However, focusing only on country of birth and language spoken at home denies the importance of culture and this limited definition essentially reduces the number of people with disability counted as being from CALD backgrounds by about 50%.

The Diversity and Disability Alliance (DDAlliance), is a user-led disability support organisation, run by and for people with disability from diverse backgrounds with the support of families and allies. It is striving for an inclusive, diverse and just society where people with disability have voice, choice and control over their lives. DDAlliance argue ( in line with many others) the importance of using culture, as well as the country of birth (COB) and languages spoken at home (LOTL) to create and provide culturally responsive systems and supports for people from CALD backgrounds with disability.

**Workbook Exercise:   
  
DDAlliance recommends that the data currently collected on ancestry should be combined with other data to provide a richer, more inclusive source to capture the diversity of people with disability.**

Thinking about the case studies above, and your own experiences, can you identify why culture might be important to an individual?

The following case studies aim to illustrate the point made by DDAlliance:

**Case Study 1:**Diana is a young woman from Chinese background with physical disability.  She was born in Australia and speaks fluent English and Mandarin and speaks both languages equally at home.  She lives with her mother who came to Australia as an adult and speaks little English.  Her father passed away a couple of years ago.

Diana made contact with a rehabilitation service to get some help with employment and specialist equipment.  The first meeting with the case manager occurred at Diana’s home.  The case manager spent some time gathering background information about Diana’s circumstances.  Then she started advising Diana about the need to be more independent and that she should start to plan towards moving out of home.  Throughout the conversation the case manager kept referring to Diana’s mum as ‘your carer’ and suggested that she would appreciate ‘having her own space’.  Diana found the advice to be judgmental.  She explained that taking care of one’s parents is very important in her upbringing and it is her duty to look after her mum, particularly when her father is no longer with them.  She also told the case manager that her mum sees herself as a mother, not a carer.

Diana didn’t tell her mum what the case manager said for fear of upsetting her.  She felt very negative about the meeting.  A couple of days later she called the case manager and told her that she no longer required any service.  This negative experience had a significant impact on her and made her cautious about asking for services.  
  
**Case Study 2:**

**Sabar** is 3 years old and has recently been diagnosed with developmental delay. Her professional parents migrated to Australia from Bangladesh 5 years ago. They decided to speak English with Sabar at home as they want to focus on helping her to talk. They feel this will help her language development, even though the speech pathologist said that maintaining her first language was important.  The speech pathologist also recommended that they take her to the local playgroup so that she can play and learn with other children. However the family are reluctant as they do not want other families in the community to know that Sabar has a developmental delay.

As Sabar was born in Australia and her parents indicate they speak English at home, Sabar would not be counted by the NDIA as being from a CALD background.

# Conclusion

This workbook aimed to assist you in understanding the different sets of data collected in relation to people from CALD backgrounds with disability and what the data means.

This workbook provides the basis for **Workbook 2.2: Making the business case.**

**What are some of the take away messages from this workbook? Are there things you disagree with? Was there something that surprised you?**

**Reflection:**

For the purposes here, how do you think culture impacts on individuals receiving services from an organisation such as the one you are working for?

1. [↑](#footnote-ref-1)
2. [↑](#footnote-ref-2)