

Engagement of Culturally and Linguistically Diverse People

FACT SHEET **7**

Throughout the 'Connections Project' we promoted the availability of interpreter or translation support for people from culturally and linguistically diverse backgrounds. It was disappointing therefore to reflect on our lack of success in attracting requests for this support and to interpret what this means.

It is our intention to identify some of the main barriers for people from culturally and linguistically diverse backgrounds connecting with our services with a view to improving our engagement of these people and community groups.

A fact

- Approximately 16% of the 317 State-wide survey respondents identified themselves as being of an ethnicity other than Australian.

It is important to note however, that this 16% of people from varying ethnic backgrounds included people from other English speaking countries. The survey did not clearly distinguish people who speak a language other than English therefore it is unclear what portion of this 16% come from a non-English speaking background.

What is clear is that people from culturally and linguistically diverse backgrounds were obviously under represented.

The Association has a strong commitment to supporting people well. This includes consideration of people's cultural differences and language needs. If you are a client of the Association and would prefer to talk with us in another language, we will organise interpreter support.

Similarly, if translation of correspondence or other Association information is required, this can be arranged.

Our priority is to ensure that each person we support receives the full value of our assistance, and 'understanding' is key! We cannot make assumptions of people's needs, so please, let us know!

Did you know?

We will be visiting a range of ethnic community groups over the coming months to introduce and explain our services. We hope that this will establish some new connections with people and community groups that will benefit people who are blind or vision impaired from non-English speaking backgrounds.

Would you or someone you know like to talk with us with the help of an interpreter? If so, please arrange for a friend or family member who speaks English to call us on (08) 9311 8202 and advise us of your language and contact details. Alternatively, you can call the Translating and Interpreting Services (TIS) on 131 450.

What we will do next

- The Association will conduct another round of Cultural Awareness Training for staff to educate and refresh our understanding of cultural differences and considerations.
- We will seek opportunities to promote the Association's services and opportunities for contact with interpreter support via ethnic radio (6EBA - 95.3FM).
- We will produce a series of brochures titled 'Eyesight Concerns' in six major languages. These languages aim to meet the needs of existing community and new migrant groups. The brochures will provide basic information about the Association's services, support and contact details, and will be available in Braille, audio and the following languages:
 - French & French Braille
 - Mandarin
 - Arabic
 - Swahili
 - Vietnamese
 - Mayama-Burmese
- We will introduce contact information onto the Association's website in the 6 key languages mentioned above.