NEDA

NATIONAL ETHNIC DISABILITY ALLIANCE

Submission into "A New System for Better Employment and Social Outcomes"

National Ethnic Disability Alliance (NEDA) Submission into the Review of Australia's Welfare System © 2014

Prepared for the Department of Social Services

Submission into "A New System for Better Employment and Social Outcomes"

Review of Australia's Welfare System

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About Us

The National Ethnic Disability Alliance Inc. (NEDA) is the only national peak organisation representing the rights and interests of people from culturally and linguistically diverse backgrounds (CaLD) and/or non-English speaking backgrounds (NESB) with a disability, their families and carers throughout Australia.

NEDA advocates at the Federal level for the rights and interests of people from CaLD and/or NESB communities with a disability, their families and carers so that they are able to participate fully in all aspects of social, economic, political and cultural life; and provide policy advice to the Government and other relevant agencies to secure equitable outcomes for people from CaLD and/or NESB communities with a disability, their families and carers.

More than 1 million people with disability are from CaLD and/or NESB communities and NEDA believes that this data strongly reflects the need to address the multiple disadvantages that these individuals continue to face in securing meaningful employment, as well as the need for a national strategic plan in responding the complex needs of these individuals in entering the labour force market.

Executive Summary

NEDA believes that it is time for the Federal Government to consider targeted strategies and implement a stronger employment focus in increasing employment opportunities for people with disabilities, especially those from CaLD and/or NESB communities.

Recent data show that workforce participation for people with disabilities in Australia have dropped to 53% and when compared with other OECD countries, Australia ranks 21st out of 29 in employment participation rates for people with a disability.[1]

Despite improvements in legislation and policies to increase equal opportunity in the open workplace for people with disabilities, it is clear that our ranking of 21 out of 29 is unacceptable.

In addition, even if people with disabilities want to engage in work and make valuable contribution, they continue to face barriers to entering the workforce both from employers and from the community as a whole.

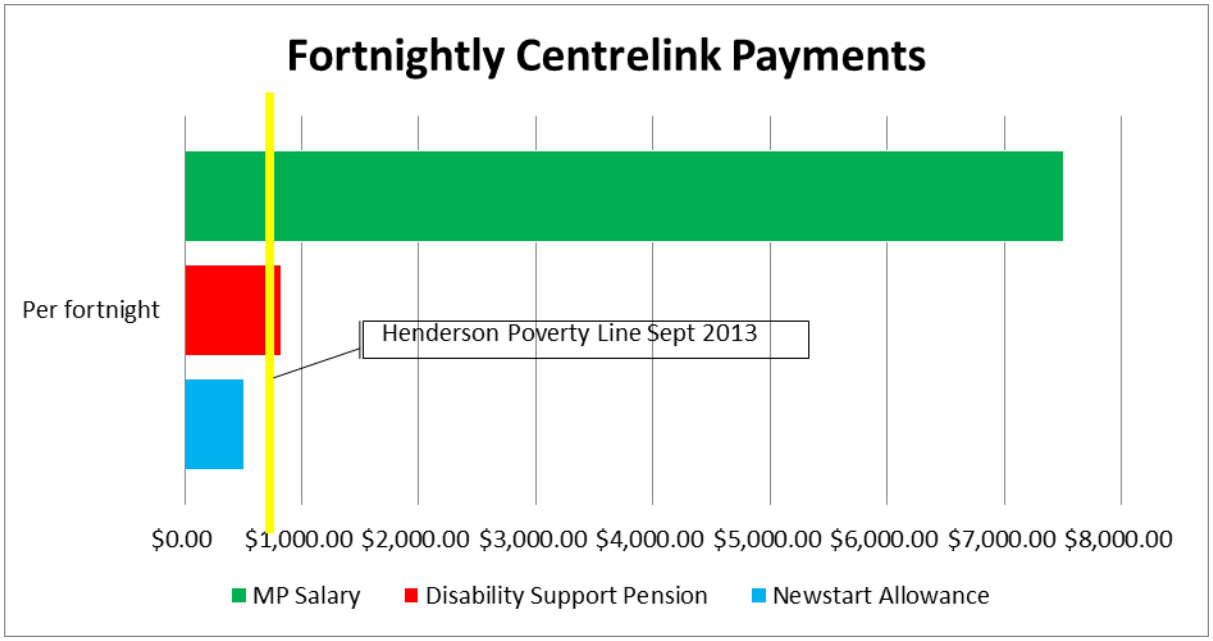
Arguably, a major long-term reform in Australia's income support system is overdue and more adequate supports need to be made available to increase employment pathways for people with disabilities and to support them in working to their capacity.

The main form of Federal Government income support for people with disability is the Disability Support Pension (DSP). This benefit has been paid to people aged between 16 and 64 who, because of illness, injury or disability, have been unable to work, or to be retrained to work, at least 30 hours per week in open employment within 2 years.

Research shows that a person living on the DSP without any additional expenses with regard to their disability will fall below the poverty line within 9 years given the new linkage to the CPI.

NEDA did some research showing that most people who are in receipt of the DSP are already living at or below poverty levels. Refer to the table below:

[1] http://www.abc.net.au/rampup/articles/2014/01/13/3922428.htm



In 2012, among people with disability who receive the DSP and were born overseas, those born in non-English speaking countries had the lowest rate (4.4%) of reporting earnings—less than half the rate for people born in Australia (9.6%).[2]

Evidently, the restrictions faced by people from CaLD and/or NESB communities in receiving DSP highlights the need for better strategies and employment pathways to gain entry into the labour market for economic security and empowerment.

NEDA suggests for the Federal Government to adequately address and overcome the problem of ongoing disadvantage faced by people who live with disabilities in mainstream employment by adopting a radical strategy aimed at changing employer attitudes, as well as attitudes within civil society.

It is time for the Government to take a new approach and design of a system that enhances the workforce participation rate of people with disabilities, especially those from CaLD and/or NESB communities as these people face significant disadvantage. More importantly, it is crucial for the Federal Government to lead by example of increasing the employment participation rate of people with a disability, by showing increased targets for its Departments, as well as state and/or territory Governments, to achieve the employability of people with a disability.

NEDA calls for a holistic approach and for this review of Australia's welfare system to eventually lead to reforms that will result in better quality life and opportunities for people with disabilities, especially for those from CaLD and/or NESB communities.

This submission has been endorsed by the following organisations:

- Multicultural Advocacy Association (MDAA) of NSW Inc.
- Ethnic Disability Advocacy Centre (EDAC);
- Diversitat Settlement and Community Program
- Multicultural Council of Northern Territory (MCNT); and

[2] National Disability Strategy Report 2010-2020 Report to COAG, Department of Social Services, p. 17 accessed at http://www.dss.gov.au/sites/default/files/documents/01_2013/nds_first_year_final_-_20_12_12_2.pdf

- Multicultural Council of Tasmania (MCOT)

Pillar One: Simpler and sustainable income support system

Simpler architecture

- *Should people with a permanent impairment and no capacity to work receive a separate payment from other working age recipients?*

NEDA strongly believes that there needs to be a shift from the focus on how a person's disability affects their capacity to work, and for the Government to move towards factors such as:

- Are there real opportunities for people with disabilities to enter the workforce;
- How do we encourage more people to find work in the new welfare system, will employers have the capacity or attitude to support people with disabilities; and
- Are there appropriate supports available for people with disabilities to be trained?

It is crucial for the welfare system to consider these factors in determining people's payments. As such, people on permanent impairment should not be reviewed further and for clearer definition of 'permanent impairment' and 'capacity to work' in determining who is eligible for DSP.

Recommendation 1.1: To consider a disability allowance for short-term/temporary disability (mental health conditions and/or injury) based on a person's capacity that can vary on a day-to-day basis, or even hourly basis; and long-term disability (permanent impairment) coverage within the DSP; and for the welfare system to take into account practicalities and have a structure which allows planning to return to work.

Effective rent assistance

- *How could Rent Assistance be better targeted to meet the needs of people in public or private rental housing?*

Due to the eligibility criteria of Rent Assistance (ie. receiving a pension/receive an allowance or benefit) and the proposed changes to the DSP, NEDA is concerned of how this may impact people with disabilities, who already face financial distress, especially for newly arrived migrants who must wait for ten years to access DSP, or may lose Rent Assistance if they do not suffer from permanent impairment but have limited capacity to work.

In 2009–10, households in Sydney, Canberra, and Darwin had the highest average weekly housing costs – $291, $304 and $307 respectively and in each of these cities, housing costs averaged more than $370 per week for private renters and $125 per week for public renters; and at $175 per week, average housing costs in Hobart were just 60% of the Sydney average, and the lowest of all the capital cities. [3]

[3] http://www.abs.gov.au/ausstats/abs@.nsf/Lookup/by%20Subject/1301.0~2012~Main%20Features~Housing%20Costs~130

Arguably, the issue of affordable housing in private rental sector, alongside the lack of rental assistance and/or supplement place serious constraints for newly arrived migrants with a disability as they are at a greater risk of financial distress, and in some extreme cases poverty.

Case study:
Nina has mental illness and lives with her son who is her carer. Both are unable to work due to Nina's disability as she requires constant support. Nina receives a Disability Support Pension and her son receives a Carer Payment. The family have difficulties in managing the practical aspects of their life and there are significant financial problems.

Housing NSW believes they can afford $547 for rent per week which is 50% of their combined weekly income. Housing NSW works out their affordability -50% of the combined weekly income of $858.43 = $429.21 plus 100% of Commonwealth Rent Assistance they receive which is $122.57(this is added in), less their medical expenses $4.36. Housing NSW state "The total household income is sufficient to secure a property with a rental of up to $547 per week."

They currently pay $340 per week for the private rental of a unit and unless a client is paying more than $547 per week for rent, they will not consider their financial situation in relation to priority housing. This client is facing financial distress as both she and her son are disadvantaged. Even though there are only two of them, they still have to pay for utilities, food, clothing, petrol, transport and other miscellaneous costs. They use a payment plan to pay their bills because they are not able afford to pay them.

Source: Multicultural Disability Advocacy Association of NSW

As such, it is suggested that people on low incomes (ie. who pay up more than 30 to 40 per cent of their income in rent) should be given a rental supplement to assist them in expenditure such as education, health and other costs of living.

Recent statistics show that 105,237 people experience homelessness in Australia, 25% are Aboriginal or Torres Strait Islander people and 30% were born overseas.[4] As such, NEDA believes that Rent Assistance needs to take into consideration the difficulties newly arrived migrants and/or refugees have in securing both public and private housing (ie. due to lack of rental history, attitudes of rental agents).

As raised by the Multicultural Disability Advocacy Association (MDAA), a major issue is how rental affordability is calculated as housing providers will consider rent as affordable if it does not exceed 50% of the household's total gross weekly income, plus 100% of Commonwealth Rent Assistance entitlement.

However, Housing NSW does not consider day to day expenses, such as: electricity/water, school related expenses, food, etc. This calculation sets unrealistic affordability expectations and disadvantages in successful applications for priority assistance.

[4] Homelessness Statistics, at Homelessness Australia website: http://www.homelessnessaustralia.org.au/index.php/about-homelessness/homeless-statistics

Recommendation 1.2: NEDA recommends for the Government to consider a rental support scheme in addressing the need for lower cost rental housing and for Rent Assistance to consider the cost of housing in varying towns and/or regions, and how the cost of private rental varies accordingly.

Pillar Two: Strengthening individual and family capability

Education and Training

- *What can be done to improve access to literacy, numeracy and job relevant training for young people at risk of unemployment?*

The acquisition of literacy skills and relevant training are important aspects to assist people from CaLD and/or NESB communities with a disability to fully participate and be included in the broader Australian society; but more importantly to increase their employability in the labour market. Better access to literacy, numeracy and relevant job training will not only provide skills development, but to allow individuals to be able to realise their full potential.

It is crucial for the Government to provide resources to improve access to literacy, numeracy and job relevant training for young people from CaLD and/or NESB communities with disabilities, as they often face multiple barriers in securing employment, even more so for those from newly emerging communities.

The Government needs to provide targeted training that takes into account the diversity of people from CaLD and/or NESB communities who live with a disability and to ensure culturally-appropriate information on accessing the workforce (ie. the process of applying for a job, preparing for an interview, letter writing, emailing and accessing the internet); as well as navigating the Australian labour force market and taxation system.

Additionally, there needs to be stronger and more effective partnerships between the Government, employers and community sectors to avoid long-term unemployment of young people from CaLD and/or NESB communities with disability.

Recommendation 2.1: NEDA calls for the Government to reintroduce the Migrant Communities Employment Fund. As announced in the Mid-Year Economic and Fiscal Outlook 2012-2013 Economic Statement of 17 December 2013, the Coalition Government has decided not to proceed with the Migrant Communities Employment Fund. [5]

NEDA believes that access to such funds is essential in allowing new migrants, especially young people from migrant and/or refugee backgrounds, to receive training, English language skills, mentoring, work experience and assistance in accessing employment opportunities.

- *How can early intervention and prevention programmes more effectively improve skills for young people?*

The Government need to introduce early intervention programmes to provide assistance to newly arrived migrants and/or refugees with disabilities to have the opportunity to fully participate and be included in Australian society. This requires working with the whole family

[5] https://employment.gov.au/migrant-communities-employment-fund

to ensure everyone is able to communicate in English and to ensure that early intervention incorporates the family as a unit, rather than just the individual.

This is evident in the case study below:

Case Study:

Ti Mo is a 17-year-old Karenni refugee who, with her family, has been living in Geelong since 2010. Ti Mo has profound hearing loss and her speech is impaired. Ti Mo is not receiving adequate and necessary disability supports to communicate and feel safe in the community and this is increasing her social isolation. She grew up in a refugee camp in Thailand and her family developed their own sign language to communicate with her.

Since arriving in Geelong, Ti Mo has been learning English and Auslan at her mainstream high school. However, as her parents are not learning English or Auslan, Ti Mo still experiences some communication challenges and social isolation.

Ti Mo is emotionally not strong because she can't communicate with people around her," he adds. He believes the difficulty in communicating and the lack of support is impacting her mental health and resilience, and he describes her as becoming increasingly "mentally weak". Due to Ti Mo's anxieties about being able to communicate effectively and remaining safe when out in the community she is spending more time at home, which increases her social isolation.

Source: Diversitat Settlement and Community Programs

The case study above highlights the lack of availability of support services to help minimise the risk of young migrants with disabilities in being at risk of social isolation.

Early intervention programmes is necessary, especially for newly arrived migrants and/or refugees, to provide support for children and young people who are at risk of developing mental health problems due to their pre-migration experience.

The need for such programmes is important to enhance awareness of these barriers and/or issues to schools; to build better referral pathways to disability support services as well as to offer both individual and family intervention (as needed in Ti Mo's case and her family) and to avoid social isolation within their local community.

As suggested by MDAA, the early intervention programmes (primary to high school) would be more effective than later in schooling and for additional resources to be made available particularly for families from CaLD and/or NESB communities.

NEDA suggests for good practice in relation to assisting young migrants, especially those with mental illness, into employment. The Department needs to develop practical support services particularly for young migrants who have suffered trauma and torture and to have easy and accessible information to be made available for them upon arriving in Australia.

Recommendation 2.2: To establish Social Bonds Investment Scheme to encourage broader community involvement and to make sure supports are made available during early settlement to support and build the confidence of newly arrived migrants and/or refugees with disabilities as well as their families, in order to allow better inclusion and social involvement into Australian society.

Improving individual and family functioning

- *How can services enhance family functioning to improve employment outcomes?*

NEDA believes that it is important for services to enhance family functioning by increasing self-sufficiency amongst communities. While the Government is suggesting income management in welfare benefits, this approach needs to move towards developing the ability to effectively manage money and improve family functioning; rather than as a 'protective mechanism' against spending money on alcohol, gambling (as introduced previously by the Howard Government).

Recommendation 2.3: To introduce financial education to family, especially newly arrived migrants and/or refugees receiving welfare payments in order to deliver better long-term financial outcomes which will enhance family functioning and allow them to achieve economic security.

- *How can services be improved to achieve employment and social participation for people with complex needs?*

With the proposed changes to the DSP, it is likely that people with complex needs (ie. people with psychosocial and/or mental health illnesses) will be most affected. It is hardly surprising that these individuals are rarely employed as employers try to 'minimise risk' and not employ people who may have to go on sick leave without enough notice, or may have a psychotic relapse in the workplace.

However, it is important for the Government to understand that people with complex needs would want to work, if they are able to find the right workplace environment and employer. For example, a young man with autism may be very good at repairing computers but is unable to deal with customers or even do not have the skills to negotiate the type of working environment which best suits his needs.

As such, there needs to be better training in ensuring that services are able to find work suited to an individual with complex needs, as well as to negotiate with employers to accommodate to their needs.

Recommendation 2.4: NEDA suggests for the Government to establish work cooperatives (not supported workshops) where people with complex needs can gradually return to work in a supportive environment where they can earn and income, or take time off work and return to DSP when necessary.

Pillar Three: Engaging with employers

Recently, under a small grant provided by the Department of Social Services to the national disability peak organisations, NEDA carried out a Disability Employment Services (DES) Consumer Engagement Project. As part of the project, NEDA engaged with our constituents in looking at ways to increase the delivery of DES.

From the focus groups conducted in states and territories where NEDA has an active membership, it was highlighted that there has been a shift in focus on people with disabilities and improving their capabilities, towards providing employment for people with disabilities.

According to recent Senate Estimates, Australia invests around $750 million annually in Disability Employment Services (DES), and this funding covers support for people with disabilities to find a job, and support to assist employers to hire people with disability. [6]

From this, it is crucial for the Government to take necessary steps to achieve real change in improving the employment participation rate of people with disabilities in Australia.

- *How can business-led covenants be developed to generate employment for people with disability and mental health conditions?*

One of the key issues raised from NEDA's DES Consumer Engagement Project was the lack of assistance from DES providers in assisting people with disabilities to maximise their potential and capacity in obtaining sustainable employment.

More often than not, they are given a job not based on their abilities, skills or aspirations. This is made worse by the lack of recognition for qualifications and/or training gained overseas.

It is suggested that a 'one-stop-shop' career centres could be beneficial in providing better collaboration between DES providers and employers and to provide a full range of assistance to job seekers 'within one roof.'

NEDA applauds the Asylum Seeker Resource Centre and the creation of an asylum seeker innovation hub which is a one-stop-shop hub focusing primarily on freeing asylum seekers from poverty, to allow them to realise their potential and to provide work opportunities for them too. The centre will expand its education, mentoring and training and build open its food bank support. [7]

NEDA urges the Government to consider providing resources to set up innovative hubs across the country. This will create a space where people from CaLD and/or NESB communities with a disability, especially newly arrived migrants and refugees are able to share their skills, profession and professional experience.

Recommendation 3.1: NEDA believes that such innovative hubs will allow individuals, especially people from migrant and/or refugee backgrounds with a disability, who are not eligible for DES or income payments to access support, connections and experience within their local community in order to form relationships and build awareness that they are not alone and supported by the community.

NEDA continues to call for the Government to adopt a national multicultural employment strategy which focuses on encouraging private and community sector to give work experience opportunities to people from CaLD and/or NESB communities with a disability; as well as to promote community education on the benefits of employing people from CaLD and/or NESB communities with a disability.

[6] http://www.abc.net.au/rampup/articles/2014/01/13/3922428.htm
[7] http://www.maribyrnong.starweekly.com.au/story/1801038/footscray-s-new-home-adds-to-hope-and-humanity-for-asylum-seekers/

- *How can transition pathways for disadvantaged job seekers, including young people, be enhanced?*

Young people with disabilities, especially newly arrived migrants and/or refugees, continue to face challenges and barriers in securing sustainable and meaningful employment in Australia. NEDA believes that reducing income supports for young people with a disability does not address the inequalities that these individuals continue to face in entering the workforce, or securing paid employment.

Further to this, it is important for the Government to ask if young people with disabilities, especially those from CaLD and/or NESB communities, are able to secure employment that meets their aspirations.

As a result, NEDA strongly suggests for the Department to consider a national strategic framework to fund specialist services, particularly in areas where there is significant settlement of young refugee and humanitarian entrants with a disability and/or mental health disorders; as well as to develop a national disability employment framework which addresses the issues and disadvantages faced by these individuals.

Recommendation 3.2: In improving transition pathways for job seekers, especially for people from CaLD and/or NESB communities with a disability, the Government needs to consider potential initiatives in increasing employers' awareness of workplace diversity and to promote recruitment practices that recognises qualifications, skills and training gained overseas.

- *How can an employment focus be embedded across all employment and support services?*

NEDA believes that it is important for the Government to be committed in removing structural and attitudinal barriers in order to increase employment participation rate for people with disabilities and to create a more inclusive community.

Our stakeholders involved in the consultation process of this submission believes that the Government needs to take lead in creating and promoting a positive culture of inclusion rather than a negative culture focused on risk-minimisation of employing people with disabilities. NEDA believes that such an approach can help to "mainstream" the employability and inclusion of people with disabilities; and to raise awareness around how employing a person with a disability will not affect an organisation's productivity.

Case Study:

A young man from a CaLD background with intellectual disability was employed in open employment at a fast food restaurant. Initially, the employer was supportive of his work and the young man performed his duties without much difficulty. Two years later, the restaurant manager was replaced and the new manager did not want the young man working due to his disability. The new manager did not believe that he was able to perform his duties and as a result, he had his working hours reduced and eventually stopped calling him to work.

Through EDAC's advocacy, this case was taken to the Equal Opportunity Commission. While the young man did not want to continue working in an environment where he was discriminated for his disability, he wanted an apology from the employer and for the restaurant to provide more opportunities for people with disability and for management staff to undertake disability awareness training.

Source: Ethnic Disability Advocacy Centre (EDAC)

As such, NEDA suggests for a National Awareness Campaign, similar to the *Every Australian Counts* campaign, to improve employer attitudes and to encourage the employment of people with disabilities.

Every Australian Counts campaign has been successful in demanding for the introduction of the National Disability Insurance Scheme (NDIS), but also to raise public awareness of how the NDIS will revolutionise people with disability, their families and carers. A similar nation-wide campaign is needed to engage our consumers, people from CaLD and/or NESB communities living with a disability, as well as refugees and those arriving on humanitarian grounds.

Recommendation 3.3*:* NEDA recommends the Government to create a collaboration effort of a National Campaign for Employing People with Disability in promoting positive employment outcomes for people with disabilities by encouraging employers and local businesses to recognise the value, talent and diversity these individuals bring to the workplace.

Pillar Four: Building community capacity

- *How can disadvantaged job seekers be encouraged to participate in their community to improve their employment outcomes?*

Social isolation may often increase the risk of long-term unemployment and in some cases, poverty and marginalisation. This is evident with disenfranchised young people, especially those from CaLD and/or NESB communities living with a disability, who highlighted their issues and concerns with regards to poverty, long-term unemployment, health and other social barriers.

NEDA believes that for people from CaLD and/NESB communities with a disability, especially newly arrived migrants and refugees, the negative effects of unemployment can result in increased isolation and alienation within their community, and in some cases even reduced social participation on a broader scale.

One way to build the capacity of people with disabilities and the community as a whole is to provide real opportunities for people with disabilities to be part of volunteering. This would allow them to: use their volunteer experience as a "training ground"; to increase employability in order to get paid employment.

Volunteering would also provide the opportunity to identify training gaps before the individual enters the workforce; to build on job-ready confidence; as well as to build the capacity of organisations to better support people with disabilities (who could be seen as potential employees).

As such, NEDA believes that volunteering opportunities can help to promote sociability in promoting both employability and social inclusion. As stated in the *National Volunteering Strategy,* volunteering strengthens community connectedness and social cohesion; as well as to provide meaning, purpose and satisfaction in people's lives. [8]

[8] *National Volunteering Strategy*, Commonwealth of Australia, Department of Prime Minister and Cabinet, 2011, accessed at http://www.savolunteeringstrategy.org.au/wp-content/uploads/2013/12/National-Volunteering-Strategy.pdf

Recommendation 4.1: To introduce a strategic direction within the *National Volunteering Strategy*, which was introduced in 2011, to strengthen to address the barriers faced by job seekers with disabilities by increasing the number of people with disabilities engaged as volunteers (across community sectors, local Government and private companies); and for priority of online volunteering/virtual volunteers to be given to people with disabilities as it provides the flexibility of doing research, web design, writing, editing and other tasks at their own convenience.

Access to technology

- *How can disadvantaged job seekers' access to information and communication technology be improved?*

NEDA continues to advocate for better accessibility and provide information in a range of formats that are accessible to people with disability. In 2011, 98 per cent of websites failed to meet the W3C's international Web Content Accessibility Guidelines (WCAG 2.0). [9]

NEDA recommends for information available to job seekers (ie. Jobsearch, JobAccess, CRS Australia etc), especially for people with disability, to add translation, speech and reading support tools to online content to not only extend the reach of website for those who require reading support (due to learning, mild visual impairments and/or those with English as a second language).

Another important aspect for the Government to consider is the benefits of the National Broadband Network (NBN) for people with disabilities for which access to high speed broadband will provide the opportunity such as: increase efficiency, reduce environmental impacts and assist in delivering timely, high quality services to people with disability. [10]

As such, NEDA suggests for the current Government to consider the benefits of an infrastructure change such as the NBN and how it will hugely benefit people with disabilities, especially those who are blind, vision-impaired, deaf or hearing-impaired.

By enforcing such speech and/or reading support tools, NEDA is positive it will provide accessible information which will provide the potential to heighten the inclusion of people with disabilities, especially those from CaLD and/or NESB communities.

Stakeholders have suggested that community radio be better utilised and small funding to be made available to local ethnic communities to produce advertisements (ie. in the format of social service announcement).

This will also provide CaLD and/or NESB communities the opportunity to format the production and allow them to provide direction in how the message is being delivered.

Additionally, small, remote and emerging communities rely on community radio for news, music and cultural content using these people to get to convey the Government's message across in a process that will provide the consumer a voice and ownership.

[9] http://www.accessiq.org/learn/content/web-accessibility-infographic

[10] Department of Broadband, Communications and Digital Economy, "Submission to the Productivity Commission: Inquiry into Disability Care and Support Issues Paper," October 2010, p. 2 accessed at www.pc.gov.au/__data/assets/rtf_file/0015/103407/sub0598.rtf

Recommendation 4.2: NEDA calls for the Government to lead the way by ensuring that all Government Departments, state governments and/or local councils apply and meet the W3C's international web content accessibility guidelines.

Conclusion

NEDA argues that a welfare system should not only serve as a safety net for people from CaLD and/or NESB communities with a disability, but as a footing to achieve long-term and sustainable employment and economic security.

NEDA believes that the status of DSP recipients and proposed changes to the DSP need careful discussion with the sector, as well as individuals with disabilities, especially those from CaLD and/or NESB communities. As such, NEDA feel that six weeks was insufficient to provide feedback on the 170-page Interim Report.

While NEDA acknowledges the recent commitment by the Government to build a high quality DES program and that it is opening up the DES-DMS to full competition for the first time, it is important for the Government to consider new initiatives to stay in employment rather than an ad hoc fashion within DES providers to help people with disabilities to find job and not support them to achieve their career aspirations in working towards both meaningful and sustainable employment.

While this move is all about giving job-seekers with disability confidence that their DES-DMS provider has demonstrated their ability to achieve high quality employment outcomes and that they therefore have the best chance possible of finding and keeping a job, it is important that this is based on the aspirations and career goals of people with disabilities.

NEDA continues to advocate for a welfare system which supports the needs of people from CaLD and/or NESB communities (ie. newly arrived migrants, refugees and asylum seekers) who fall 'between the cracks' and are not able to access income payments and/or the NDIS.