

**321 544 Building a Better Life For Chinese Australians with Disabilities (关怀多元文化社群, 为残障华人发声, 共建美好生活)**

TOTAL DURATION: 00:19:43

Time in	Time out	Transcription	Translation
00:00:15	00:01:58	James: 大家好, 欢迎收听 Speak My Language 用我的母语讲故事节目。在这里, 您将收听到来自多元文化社区的人们分享和讨论同残障人士一起过上美好生活的故事。我是 Huaijian, 就职于澳大利亚新南威尔士州民族社区理事会 Ethnic Communities' Council of NSW。在我们的采访中, 我们将向来自多元文化社区的残障人士了解和学习他们是怎样利用自身的技能和社区资源来过上美好的生活。我们会分享他们的真实故事、生活的小秘诀和想法。我们还会邀请社区嘉宾为各位介绍社区的无障碍场所、活动项目和机遇。由于语言和文化上的差异, 对于一些来自多元文化背景的人士来说, 融入澳洲社会并不是一件很容易的事, 特别是对于残障人士而言。他们可能会在生活上和社交上遇到一些障碍需要帮助。在澳洲有一个机构叫多元文化残疾倡导协会, 英文的名字叫 The Multicultural Disability Advocacy Association of NSW。它们的宗旨是保障残障人士的权益, 帮助他们解决困难, 更好地融入澳洲社会。今天我们很高兴请到了来自新南威尔士州多元文化残疾倡导协会的能力建设支持干事 Natalie 来给我们介绍他们这个协会为残障人士提供了哪些服务和帮助。Natalie 你好, 欢迎来到我们的节目。	James: Hello everyone, welcome to the Speak My Language program. Here you will hear people from diverse cultural communities share and discuss their stories of living well with disability. My name is Huaijian and I work for the Ethnic Communities' Council of NSW, Australia. In our interviews, we will hear from people with disability from multicultural communities and learn how they use their own skills and community resources to live a good life. We share their personal experiences, practical tips and thoughts. We will also invite community guests to introduce accessible places, activities and opportunities in the community. Due to language and cultural differences, it is not easy for some people from multicultural backgrounds to fit into Australian society, especially for people with disability. They may encounter some barriers in life and social interactions that require assistance. There is an organisation in Australia called the Multicultural Disability Advocacy Association of NSW. Its aim is to protect the rights and interests of people with disability, help them solve their problems and better integrate into Australian society. We are delighted to have Natalie here with us today. She works as a Capacity Building Support Officer with the Multicultural Disability Advocacy Association of NSW. She's here to introduce for us the services and support their association provides for people with disability. Hello Natalie, welcome to our program.
00:01:58	00:02:03	Natalie: 谢谢 James, 很高兴能够跟这个节目说话。	Natalie: Thank you James, I'm very happy to speak on this program.

00:02:03	00:02:10	James: 您能先给我们介绍一下新南威尔士州多元文化残疾倡导协会这个机构吗?	James: Could you first tell us a bit more about the Multicultural Disability Advocacy Association of NSW?
00:02:10	00:03:25	Natalie: 好的。我是在新南威尔士多元文化残疾人倡导协会工作。这个倡导协会主要是一个倡导团体, 它是为残疾人还有他们的家庭、他们的照顾者。我们主要关注来自不同文化背景和语言背景的人们。我们这个组织已经存在了 26 年。我们非常努力地工作, 让所有的残疾人和来自不同的语言文化背景能够公平地接触到政府和非政府的各种服务。我们的倡导服务主要有能力建设、赋予残疾人在行使权利和参加社区活动方面的能力。我们的主要工作是以人为本。我们擅长倾听残疾人、理解他们的需求。我们努力建设个人能力。我们制定出计划能够反映出个人的目标。	Natalie: Sure. I work for the Multicultural Disability Advocacy Association of NSW. It is a peak body that primarily serves people with disabilities, as well as their families and carers. We mainly focus on people from diverse cultural and linguistic backgrounds. Our organisation has been in existence for 26 years. We are committed to making sure that people with disabilities and those from diverse linguistic and cultural backgrounds have fair access to both government and non-government services. Our advocacy services focus on capacity building and empowering people with disabilities to exercise their rights and engage in communities. Our work is people-centred. We excel at listening to people with disabilities and understanding their needs. We are committed to building their personal capacity. We develop plans that reflect individual goals.
00:03:25	00:03:34	James: 您能具体地给我们介绍一下你们这个协会为残障人士提供了哪些活动和服务?	James: Could you tell us more about the specific activities and services your association offers to people with disabilities?
00:03:34	00:05:19	Natalie: 我们这个协会提供了很多种服务, 还有一些项目。主要的项目是聚焦在建设个人的独立性、发展个人的能力。我们的主要项目有社区之声, 这是由志愿者做的项目。他们也主要来自于各种文化背景, 有残疾, 他们的家庭和照顾者都愿意参加这个项目。我们主要培养他们的公开演讲能力, 提高他们的自信和自尊。他们通过分享经验来提升人们对残疾人多元文化的认识。我们还有残疾人妇女互助网。他们主要是提供一个空间给广大的残疾人妇女, 她们能够互相联系、建立友谊, 并且她们可以互相支持。我们还有一个老年人互联项目, 主要是帮助老年人熟悉现代的信息技术, 比如如何使用他们的 iPad、如	Natalie: Our association provides a wide range of services and programs. Our main projects focus on building personal independence and developing capability. One of our key projects is Community Voices, which is a project run by volunteers. They come from diverse cultural backgrounds and are living with disabilities, and their families and carers are willing to participate in the project. We primarily train them in public speaking skills to boost their confidence and self-esteem. They share their experiences to raise awareness of the cultural diversities of people with disability. We also have the Network of Women with Disability. The network provides a space for women with disability to connect, build friendships and support each other. We also have the Seniors Staying Connected program, which helps the elderly become familiar

		何使用手机、如何使用一些社交媒体能够保持联系、互相沟通，并且能够使用一些网站，使用 myGov 的网站和 Service NSW，对于他们平常的生活其实也有帮助，他们可以通过使用这些先进的 IT 技术进行购物和个人的交流等等。	with modern information technology, such as how to use iPads, mobile phones and social media to stay connected, communicate and navigate websites like myGov and Service NSW. It actually helps them with their daily lives too. They can use these advanced IT technologies for shopping, personal communication, and more.
00:05:19	00:05:26	James: 你们通过什么方式帮助他们建立独立性?	James: How do you help them build independence?
00:05:26	00:06:21	Natalie: 我们的协会帮助这些残疾人，主要是支持他们的权利。我们希望他们能够为自己的需求和想要的东西以及权利而大胆地发声。我们倾听人们的一些心声和问题，跟他们合作，一起来解决他们的问题。我们鼓励他们做出自己的决定。我们主要是支持他们做出决定，而不是为他们做出决定。我们还近期提供信息分享会。通过这种会议组织大家在一起，第一个，促进他们的交流，第二个，我们也是希望通过这种会议分享，能够邀请到一些专家来自政府和非政府机构，做出有意义的讨论并分享一些经验。	Natalie: Our association helps people with disability by supporting their rights. We encourage them to speak up for their needs, desires and rights. We listen to their concerns and issues and work with them to solve their problems. We encourage them to make their own decisions. We support them in decision-making, rather than deciding for them. We'll also offer information sessions in the near future. By bringing everyone together through this kind of sessions, we facilitate their communication. We also hope to invite experts from government and non-governmental organisations to come to these sessions and engage in meaningful discussions and share experiences.
00:06:21	00:06:27	James: 那很好。客户对你们的活动和项目有什么评价?	James: That's great. What do clients say about your activities and projects?
00:06:27	00:07:41	Natalie: 他们通常对我们的项目和活动都非常感兴趣，评价都很好。因为我们主要是集中精力做好提供的这些信息跟他们的生活息息相关。第二个，我们也收到了很多邮件、短信以及电话。他们也回馈给我们说，他们非常高兴我们的服务帮助他们克服了生活上的一些困难。比如说，我们有一个同事帮助一个客户很快得到了残疾支持经济津贴的批准，并且分到了一个公房，这对这个人来说，在生活上起了很大的帮助。还有在卧龙岗，有一个亚美尼亚人来到我们 MDAA	Natalie: They are usually very interested in our projects and activities and give us very good feedback. This is because we focus on providing information that is closely related to their lives. Secondly, we also received a lot of emails, text messages and phone calls. They told us that they were very happy that our services helped them overcome challenges in life. For example, one of our colleagues assisted a client in quickly obtaining approval for disability support pension and securing public housing, which was a significant help to their life. In Wollongong, someone from Armenia came our organisation MDAA for help. They were very happy with our help

		寻求帮助。他非常高兴我们的帮助，因为有了我们的帮助，他可以更加自信地去处理自己的问题。我们还有很多相似的事情和故事。通常我们收到的反馈都是非常积极的和正面的。	because it enabled them to deal with their problems more confidently. We have many more similar stories. Usually the feedback we receive is very positive.
00:07:41	00:07:50	James: 你能分享其他一些残障人士通过你们的服务和帮助而受益的故事吗?	James: Could you share more stories of people with disability who have benefited from your services and support?
00:07:50	00:11:00	Natalie: 可以。我想说，我们之所以能够帮助残障人士，不仅仅是因为我们有一颗热心的心灵，而且是因为我们是一个行业的领导者。我们都经过了认真的文化培训以及专业培训，所以我们能够提供专业的服务。比如对于我们华人来说，NDIS 这种残障保障基金是一个非常新的话题，因为这个在我们本身的中国系统里是没有这一项服务的，所以对于很多人来说是一个很陌生的未知的领域。有一些客户找到我们，就想问我们如何帮助他们获得 NDIS，因为他们不知道他们是否符合要求。我们做的事情就是帮助他们分析他们现在的状况，帮助他们去收集各种材料，从医生、治疗师那边，比如说语言治疗师，获取一些他们的证据以及医疗历史。这样我们再支持他们把这些证据提交给 NDIS 这个政府机构。然后政府机构根据所有的这些证据进行评估，最后有些人就会获得 NDIS 的资金。因为有了资金，它们就能够帮助这些残疾人更好地进行他们的生活、进行治疗，因为他们知道有一笔钱在那儿，他们可以使用。还有，比如说一些华人认为 Centrelink 非常难打交道，比如有语言、文化上的一些障碍。他们总是觉得对于跟权威者说话有障碍。他们也可以来找我们，我们会帮助他们向 Centrelink 诉说他们的诉求、摆出他们的证据。在很多时候，我们的	Natalie: Sure. I'd like to say that the reason why we are able to help people with disability isn't just because of our compassion but also because we are industry leaders. We have all undergone thorough cultural training as well as professional training, enabling us to provide professional services. For example, for our Chinese community, the National Disability Insurance Scheme (NDIS) is a new topic. This kind of service doesn't exist within China's system, so it is a foreign concept to many. Some clients come to us and ask how we can help them access the NDIS because they are unsure of their eligibility. What we do is to help them analyse their current situation, help them collect evidence and medical history from doctors and therapists, such as speech therapists. We will then support them in submitting the evidence to the NDIS, the government agency. NDIS then make an assessment based on the evidence, and some people eventually receive NDIS funding. With this funding, they can better manage their lives and treatments, knowing that they have financial support. Also, for example, some people in the Chinese community find it difficult to deal with Centrelink because of language and cultural barriers. They always feel that they have difficulties speaking to authority figures. In this case, they can come to us and we will help communicate their needs and present evidence to Centrelink. Frequently, our cases are successful and they manage to claim Centrelink benefits and disability pensions, among others. There are countless examples. But, it's important for everyone to know

		<p>案子是能够成功的，他们可以成功地申请到 Centrelink 的补助，以及残疾人津贴等等。这种案子我们举不胜举。但是希望大家知道，我们这个组织叫新南威尔士多元文化残疾人倡导协会，帮助了很多华人，不仅仅是政府部门、非政府部门，我们也可以帮助——比如说你在一个地方受到了不公平的待遇、受到了歧视，你可以找到我们，我们可以帮你做投诉；我们可以帮你去跟人家说理；我们可以帮助你一起和他们去开会，你可以说出你自己的心声，你可以说出为什么他们这样对待你是不公平的。我们知道，往往一个人自己在说一件事情的时候，可能不觉得很自信。当有另外一个人，像我们这些专业人士站在你身边支持你，你就会自信很多。你就会跟他们据理力争，争取你自己的权利。这就是我们的核心所在——保护大家的权利。</p>	<p>that our organisation, the Multicultural Disability Advocacy Association of NSW, has assisted many in the Chinese community, not only in cases regarding government and non-government departments. We can also help if you are treated unfairly or discriminated against somewhere. You can come to us, and we can assist you with lodging complaints, advocate on your behalf, and support you during meetings. You will be able to express your feelings and explain why such treatment is unfair. We know that people may not feel confident when speaking up alone. With the support of a professional like us by your side, you will feel much more confident. You'll be able to firmly stand up for your rights. This is our core mission - protecting everyone's rights.</p>
00:11:00	00:11:30	<p>James: 很好。我想补充一下刚才 Natalie 提到的 NDIS, 中文的名字是国家残障保险计划。Centrelink 是澳大利亚社会福利联络中心。</p> <p>Natalie, 我知道你们是一个非营利的公益组织，在跟残障人士沟通和合作上面，你们有什么经验和建议可以与其他公益组织和客户分享？</p>	<p>James: Excellent. I'd like to add to what Natalie mentioned about NDIS, the National Disability Insurance Scheme. Centrelink is Australia's social welfare contact centre. Natalie, I know that you are a non-profit charity organisation. Do you have any experiences or suggestions in terms of communicating and working with people with disability that you can share with other charities and clients?</p>
00:11:31	00:13:00	<p>Natalie: James 是这样，我们开始跟客户往来的时候，会认真倾听他们的问题，通过倾听他们的问题，我们定位问题出现在什么地方。然后我们再和客户一起进行分析，最后我们支持这个客户做出决定，他们想如何去执行。我们在做这些的时候，会考虑到客户的语言、客户的文化背景和一些社会偏见，有针对性地支持这个客户。这个客户会感觉到是在一个安</p>	<p>Natalie: When we start interacting with clients, James, we listen carefully to their concerns and identify where the problems lie through listening. Then we analyse it with the client, and finally we support them in deciding how they want to proceed. While doing this, we consider the client's language, cultural background, and societal biases to provide tailored support. The client will feel safe and respected during communication, which helps them achieve their goals. We acknowledge that there is no one-size-fits-all solution.</p>

		<p>全、被尊敬的情况下沟通，帮助他们实现目标。我们承认没有一个简单的方法所有人都适用。所以，根据这一点，我们剪裁我们的服务，对于不同的人。比如说一个客户需要华语的帮助，我们会派一个会华语的人去帮助他。比如说一个客户来自伊斯兰背景，作为一个伊斯兰背景的女客户，她们更希望有一个女的倡导员去帮助她们。在这种情况下，我们就会派一个女的倡导员去帮助她们。这样给客户一定的权利选择，就更能够满足他。</p>	<p>Therefore, we tailor our services based on individual needs. For example, if a client needs help in Chinese, we will send a Chinese-speaking staff to help them. If a client comes from an Islamic background, and especially if it's a female client who prefers help from a female advocate, we will arrange for a female advocate to help her. By giving clients the right to choose in this way, we can better fulfill their needs.</p>
00:13:00	00:13:15	<p>James: 很好。如果我们的听众想了解更多地了解关于多元文化残疾倡导协会相关的信息，他们可以通过哪些渠道获取这些信息？你们的服务要收费吗？</p>	<p>James: Excellent. If our listeners want to learn more about the Multicultural Disability Advocacy Association, how can they access this information? Do you charge for your services?</p>
00:13:15	00:16:06	<p>Natalie: 这是一个很好的问题。有很多方式可以接触到我们的服务。第一个就是到我们的网站上去搜索。网站是 <a href="http://www.mdaa.org.au">www.mdaa.org.au</a>。我们理解，一些人比较喜欢使用社交媒体，我们的 MDAA 有社交媒体的账号，一个在 Facebook 上，一个在 Instagram 上面。如果你要搜索的话，@ (就是 a 上面一个圈) mdaaofficial。你就会在 Facebook 和 Instagram 上发现我们。还有一个方法，如果你是聋哑人，你可以要求使用国家转接服务以及电信书写服务等等这些来跟我们进行沟通。最直接的一个方法是直接打我们的电话。我们在悉尼有一个直接的电话；如果通过其他的州打电话，前头加一个 02。我们的电话是 9891 6400。如果您是固定电话，可以打免费电话 1800 629 072。如果你需要翻译，你可以先打翻译电话，然后要求打 9891 6400，这样也可以接触到我</p>	<p>Natalie: That's a great question. There are many ways to access our services. The first is to visit our website: <a href="http://www.mdaa.org.au">www.mdaa.org.au</a>. We understand that some people might prefer to use social media, and MDAA has social media accounts on Facebook and Instagram. The account name is @mdaaofficial. You can find us on Facebook and Instagram. There is another way. For people who are hard of hearing or speech, they can use the National Relay Service and Telecommunication Typewriter (TTY) services to contact us. The most direct way is to call us. Our Sydney number is 9891 6400; or if you're calling from other states, prefix it with 02. For landlines, there's a toll-free number: 1800 629 072. If you need an interpreter, you can call the interpreting service first and ask to connect to 9891 6400. Our services are free because we are funded by the Australian government to help people with disability from multicultural backgrounds advocate and protect their rights. You can use our services multiple times. Whenever you face issues in life, you can contact us and tell us what the</p>

		<p>们。我们的服务是免费的，因为我们是由国家出资来帮助残疾人（来自多元文化背景）能够主张他们的权利、保护他们的权利，所以我们的服务是免费的。你可以使用多次。你只要在生活中遇到了问题，可以联系我们，跟我们是什么样的问题，因为我们更理解整个政府系统以及澳大利亚的环境。我们会指导你一步一步走到你想要的目标。如果你的问题我们解决不了，比如说你有一个法务问题，我们认为这个我们是不能够、这是一个专业问题，我们不会拒绝你在门外，我们会把你推荐到相关的法律援助部门、社区法律中心去解决你的问题。您可能还不知道有这些服务的存在，你就是通过我们知道有很多服务，我们会把你联系到很多服务上去，这样我们努力帮助你实现你的目标。</p>	<p>problem is, because we have a better understanding of the entire government system and the social environment in Australia. We will guide you step by step towards your goal. If we cannot solve your problem, say it's a legal matter that's beyond our scope, we will not turn you away; we will refer you to the appropriate legal aid services or community legal centres to resolve your problem. You may not know that these services exist, and it's through us that you'd learn about and get connected to many services that can support you in achieving your goals.</p>
00:16:06	00:16:24	<p>James: 我们的听众有些是住在其他州和领地的，如果他们想在当地寻找像你们这样的多元文化残疾倡导协会组织，您会向他们推荐什么吗？</p>	<p>James: Some of our listeners live in other states and territories. If they want to find a multicultural disability advocacy association like yours in their local area, what would you recommend to them?</p>
00:16:24	00:18:12	<p>Natalie: 如果你住在不同的州，使用我们的这个服务可能会有一定困难，因为我们是为 New South Wales 的人提供服务的。但是有一个方法，在任何一个州都有相似的或者类似的、性质非常相同的服务。你通过网站搜索就可以找到。这个网站就是 Disability Advocacy Finder，残疾人倡导发现者。它的具体网址是 <a href="http://disabilityadvocacyfinder.dss.gov.au/disability/ndap/">disabilityadvocacyfinder.dss.gov.au/disability/ndap/</a>。它是一个残疾人入门的服务，通过这个，你就会找到很多服务。你也可以找到你所居住的州相似的服务，如果你觉得上网很有困难，因为你可能由于种种原因不能够接触到 Internet（网络）或者说你没有电脑，你可以打电话 1800 643</p>	<p>Natalie: If you live in a different state, it may be difficult to use our service because they are for people in New South Wales. However, similar services of the same nature are available in every state. You can find them through a website search. This website is the Disability Advocacy Finder, at <a href="http://disabilityadvocacyfinder.dss.gov.au/disability/ndap/">disabilityadvocacyfinder.dss.gov.au/disability/ndap/</a>. It's a disability gateway service through which you can find many services. You can also find similar services in the state you live in. If you find it difficult to go online, perhaps due to lack of internet access or not having a computer, you can call 1800 643 787. Another way is to call us. We will search online to identify the most suitable services and recommend three options for you, so that you will have more confidence. If you feel that using the internet or making calls in English is challenging, you can call us, as we</p>

		787。另外一个方法，就是你可以打电话给我们。我们会去网上查这些服务，寻找最适合的服务推荐三个给你，这样你就更有信心了。如果你觉得光是上网或者打电话需要用英语，你可以打电话给我们，我们会说中文。我们会提供你相关的信息、电话号码、网站，这样会节约你很多的时间。	speak Chinese. We will provide you with relevant information, phone numbers, and websites, which will save you a lot of time.
00:18:12	00:18:28	James: 好的，很感谢 Natalie 今天给我们分享的这些信息。我相信很多的残障人士如果需要帮助的话，会直接地跟 MDAA 多元文化残疾倡导协会联系。谢谢。	James: Thank you Natalie for sharing the information with us today. I believe that many people with disability will contact MDAA directly if they need help. Thanks.
00:18:28	00:18:31	Natalie: 谢谢 James。	Natalie: Thank you, James.
00:18:32	00:19:40	James: 如果您喜欢我们的采访，请登录我们的网站 <a href="http://speakmylanguage.com.au">speakmylanguage.com.au</a> 。在那里，您将可以获得更多的信息。并且，请把我们的节目介绍给其他的朋友。您也可以在 Facebook、Twitter、Instagram 或 LinkedIn 上找到我们。希望各位能帮助我们一起，把这个有意义的对话扩展到澳大利亚乃至世界各地。Ethnic Communities Council of NSW 新南威尔士州民族社区理事会非常荣幸在新州 New South Wales 同各位分享 Speak My Language。Speak My Language 是由澳大利亚 Department of Social Services 资助，并通过澳大利亚各地和领地的 Ethnic and Multicultural Communities' Councils 和 Multicultural Councils 共同合作，在澳大利亚各地实施。我们的全国广播合作伙伴是 SBS 和 NEMBC。	James: If you have enjoyed our program, please visit our website at <a href="http://speakmylanguage.com.au">speakmylanguage.com.au</a> . You will be able to get more information there. Please also recommend our program to your friends. You can find us on Facebook, Twitter, Instagram and LinkedIn. We hope you can help us continue this meaningful conversation across Australia and even around the world. Ethnic Communities' Council of NSW is proud to deliver the Speak My Language program in New South Wales. Speak My Language is funded by the Australian Department of Social Services and delivered nationally through a partnership of the Ethnic and Multicultural Communities' Councils and Multicultural Councils in all states and territories around Australia. Our national broadcast partners are SBS and NEMBC.