



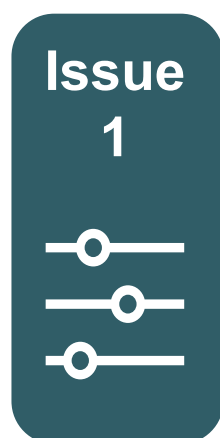
COMMON BARRIERS FOR DEAF & HARD OF HEARING PEOPLE

*Advocacy Tips: where
to go, what to do*

These resources were developed in consultation with deaf and hard of hearing Victorians as part of the National Disability Insurance Agency ILC Program. Deaf Victoria is funded by the Victorian Department of Health and Human Services to provide individual advocacy services for deaf and hard of hearing people.



Funded by the National Disability
Insurance Agency ILC Program.



MILD HEARING LOSS - CONFUSED WHERE TO GET SUPPORT AND WHICH TECHNOLOGY



COMMUNITY OR PUBLIC EVENTS - NOT ACCESSIBLE



SPORTS TRAINING OR COMPETITIONS - NOT ACCESSIBLE OR HARD TO PARTICIPATE



AGED CARE (NURSING HOMES) - NOT PROVIDING APPROPRIATE SUPPORTS OR ACCESS FOR DEAF OR HARD OF HEARING RESIDENTS



FACE MASKS CREATING A BARRIER TO COMMUNICATION (COVID-19)



SCHOOL, TAFE OR UNIVERSITY - NOT AWARE OR ACCESSIBLE



HOSPITAL OR HEALTHCARE - NO INTERPRETERS OR ACCESS PROVISION



AFTER HOURS EMERGENCY SERVICES - NOT ACCESSIBLE



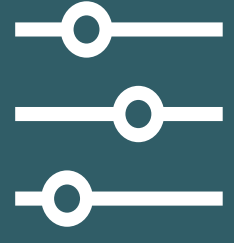
WORKPLACE - NOT AWARE OR ACCESSIBLE



SOCIAL EVENTS OR AT HOME WITH FAMILY AND FRIENDS - NOT INCLUSIVE OR AWARE OF AUSLAN AND DEAF CULTURE



SUPPORT SERVICES I.E. MENTAL HEALTH OR COUNSELLING - NOT ACCESSIBLE OR AWARE OF AUSLAN AND DEAF CULTURE

Issue**1*****MILD HEARING LOSS - CONFUSED WHERE TO GET SUPPORT AND WHICH TECHNOLOGY***

- Make an appointment with your local hearing service provider for consultation and advice

  <https://tinyurl.com/y3vnbvar>

- Apply for NDIS or Hearing Service program to purchase hearing assistive technology e.g. hearing aids, flashing doorbell, smoke alarm, baby cry monitor

  <https://tinyurl.com/yxm9x82v>

- Check DeafNav for more information about deafness and hearing loss

  <https://deafnav.com.au/understand/deafness-and-hearing-loss>

Issue
2



COMMUNITY OR PUBLIC EVENTS - NOT ACCESSIBLE

- Use your NDIS Plan to book access services or assistive technology at community events
- Contact the event organiser to request Auslan interpreters at the event
- Check DeafNav for a list of access services you can use

 <https://deafnav.com.au/access/services/interpreting>

Deaf Victoria can provide advocacy support if there is discrimination about deafness such as refusal to provide necessary accommodations so Deaf and hard of hearing people can participate in community events e.g. email event organisers or writing a letter of complaint.

Issue
3



SPORTS TRAINING OR COMPETITIONS - NOT ACCESSIBLE OR HARD TO PARTICIPATE

- Use your NDIS Plan to book access services e.g. interpreting or support worker, assistive technology, or to provide Deaf Awareness Training
- Check out Deaf Sports Australia for resources about deafness and sport
 - o 'Building and strengthening participation' for all resource

  <https://deafsports.org.au/resources/downloadable-resources/>

- o 'Communication Tips' resources

  <https://tinyurl.com/y45jpd24>

Issue**4****AGED CARE (NURSING HOMES) - NOT PROVIDING APPROPRIATE SUPPORTS OR ACCESS FOR DEAF OR HARD OF HEARING RESIDENTS**

- Apply for the Hearing Services Program to access subsidised hearing services and products

 <https://tinyurl.com/yxm9x82v>

- Apply for supports from “My Aged Care” and include interpreters

 <https://tinyurl.com/yxd3h8a1>

- Look at Deafness Forum for training resources in aged care and hospitals
- Check DeafNav for information about communication with Deaf and hard of hearing people

 <https://deafnav.com.au/understand/communication>

Deaf Victoria can provide a statement of support to assist an application for the Hearing Service Program and support aged care facilities to include Deaf and hard of hearing people.

Issue**5****FACE MASKS CREATING A BARRIER TO COMMUNICATION (COVID-19)**

- Check Deaf Victoria's COVID-19 mask information page

  <https://www.deafvictoria.org.au/resources/coronavirus-advocacy-graphics/>

- See Expression Australia for COVID-19 information in Auslan and for their free video relay interpreting service for COVID-19 related appointments

  <https://tinyurl.com/y2r8r9dz>

  <https://tinyurl.com/y47cvgr7>

- Have a look at the following resources and information

  <https://www.dhhs.vic.gov.au/coronavirus>

  <https://tinyurl.com/y2bq6tcz>

  <https://tinyurl.com/yxzw6gn9>

  <https://tinyurl.com/y4tw3dnx>

  <https://tinyurl.com/y6kut6ve>

Deaf Victoria can provide advocacy support if there is discrimination about deafness such as refusal to remove masks or provide reasonable adjustments for communication.

Issue**6****SCHOOL, TAFE OR UNIVERSITY - NOT AWARE OR ACCESSIBLE**

- Contact your student union or disability/accessibility department for access requirements
- See deafConnectEd for accessibility provisions in tertiary education

  <http://www.deafconnected.com.au/>

- Have a look at the following resources about accessibility in education
 - o Student checklist for meeting TAFE/University DLO

  <https://tinyurl.com/y25sxwen>

- o Disability Discrimination Act 1992 (Education – pg. 25)

  <https://www.legislation.gov.au/Details/C2018C00125>

- o Disability Standards of Education (2005)

  <https://www.legislation.gov.au/Details/F2005L00767>

Deaf Victoria can provide advocacy support if there is discrimination about deafness such as refusal to provide access requirements e.g. writing a letter of complaint. They can also write a statement of support to assist in applications for access requirements or reasonable adjustments.

Issue**7*****HOSPITAL OR HEALTHCARE - NO INTERPRETERS OR ACCESS PROVISION***

- Request Auslan Interpreters onsite or via video relay interpreting (VRI)
- Have a look at the following resources or show to medical staff

 <https://sfh.toffy.com.au/>

Deaf Victoria can advocate for patient care accessibility e.g. access to interpreters. They can also provide advocacy support for discrimination about deafness such as poor attitudes or refusal to provide access requirements e.g. writing a letter of complaint.

Issue
8



AFTER HOURS EMERGENCY SERVICES - NOT ACCESSIBLE

- All emergency services can book interpreters 24/7 onsite or VRI
- Police and hospitals can access Auslan Connections after hours service

 <http://auslanconnections.com.au/services/after-hours-emergency-interpreting/>

*Deaf Victoria can advocate for patient care accessibility by providing feedback or making a complaint.
Please note Deaf Victoria only operates during business hours.

Issue**9****WORKPLACE - NOT AWARE OR ACCESSIBLE**

- Apply for Employment Assistive Fund (EAF) to use access services, assistive technology or Deaf Awareness Training to support workplace inclusion

 <https://www.jobaccess.gov.au/employment-assistance-fund-eaf>

- See DeafNav for services that can support Deaf/hoh seek or keep employment

 <https://deafnav.com.au/access/services/find-a-service-provider-near-me>

Deaf Victoria can provide a statement of support in application for Employment Assistance Package and support workplace accessibility by raising Deaf or hard of hearing employee's concerns, support provision of reasonable adjustments as per employer's obligations and provide further access to information.

**Issue
10*****SOCIAL EVENTS OR AT HOME WITH FAMILY AND FRIENDS - NOT INCLUSIVE OR AWARE OF AUSLAN AND DEAF CULTURE***

- Look at DeafNav information and tips about deafness and communication for refer to communication resources and encourage them to learn Auslan

 <https://deafnav.com.au/understand/communication/auslan/learn-auslan>

- Use your NDIS Plan to get Auslan or Deaf Awareness training, access services or assistive technology

Deaf Victoria can support you to raise issues of lack of communication.

Issue
11



SUPPORT SERVICES I.E. MENTAL HEALTH OR COUNSELLING - NOT ACCESSIBLE OR AWARE OF AUSLAN AND DEAF CULTURE

- See DeafNav for accessible support services, click on the relevant categories you are seeking services:

 <https://deafnav.com.au/access/services>

- Remind staff of your right to have full access to services i.e. Auslan Interpreters

Deaf Victoria can advocate for patient care accessibility e.g. access to interpreters. They can also provide advocacy support for discrimination about deafness such as poor attitudes or refusal to provide access requirements e.g. writing a letter of complaint.