10 November 2021

To Whom It May Concern

**Letter of Support: Improving access to the hearing services program for people from culturally and linguistically diverse backgrounds**

I write on behalf of Migrant and Refugee Health Partnership (the Partnership) to extend the Partnership’s full support for the project Improving access to the hearing services program for people from culturally and linguistically diverse backgrounds.

The Partnership is Australia’s peak body on multicultural health and a unique body that combines health and community expertise on migrant and refugee health. The Partnership brings representation from health practitioner bodies and the community networks together to address systemic barriers to health access for migrant and refugee communities. The Partnership is auspiced by Migration Council Australia.

We recognise that it is a timely project addressing the vital need of people with migrant and refugee background to access, and engage with, hearing services program. Further, this project strongly aligns with the Partnership’s mission, which is to improve the health and wellbeing of migrant and refugee communities by consolidating cross-sector knowledge and expertise, fostering good policy and supporting culturally responsive practice.

The project draws on the Partnership’s Competency Standards Framework Culturally responsive clinical practice: Working with people from migrant and refugee backgrounds. The Framework (published in 2019) is Australia’s (and internationally) first comprehensive set of competencies for health practitioners that establish optimal cultural responsiveness standards across all healthcare settings. The standards have been adapted by WHO to develop global competency standards for health workers on refugee and migrant health (to be published in December 2021). The standards have been widely endorsed by Australia’s peak professional bodies for health practitioners, including Audiology Australia. We are keen to support this project’s efforts to foster implementation of these standards in audiology settings.

We commit to supporting this project via i) facilitating contacts with local migrant and refugee communities in Melbourne, Sydney and Brisbane in relation to the recruitment of research participants and ii) attending regular project steering panel meetings to provide expert feedback on the conduct of the study.

If you have any questions about this proposal, please don’t hesitate to contact me at gulnara.abbasova@culturaldiversityhealth.org.au

Yours sincerely

Gulnara Abbasova
Executive Officer, Migrant and Refugee Health Partnership
12 November 2021

Professor Piers Dawes  
School of Health and Rehabilitation Sciences  
The University of Queensland  
Brisbane QLD 4072

Dear Professor Dawes  

Re: Letter of Support

I write to confirm NAATI’s full support for the project, “Improving access to the hearing services program for people from culturally and linguistically diverse backgrounds”.

NAATI is the national certifying authority for translation and interpreting, and is responsible for setting, maintaining and promoting high professional standards for the translating and interpreting industry. NAATI represents over 13,100 practitioners, holding 17,950 credentials in 185 languages.

NAATI recognises the critical role of translation and interpreting in provision of accessible hearing services that meet the needs of local communities. We support this project’s efforts to foster links to translation and interpreting services for audiology clinics and improve access to Hearing Services Program for people from culturally and linguistically diverse backgrounds.

We are happy to participate on the project steering committee to provide expert advice in relation to translation and interpreting services and share our experiences about working with people from culturally and linguistically diverse backgrounds with the project’s researchers.

We wish the researchers the best of luck with this important project.

Your sincerely,

Mark Painting  
CEO
17 November 2021

To Whom it may concern,

Letter of support

On behalf of the refugee health network Qld I would like to offer our support to the project: “Improving access to the hearing services program for people from culturally and linguistically diverse backgrounds”.

Refugee Health Network Queensland is aware of the importance of this timely project that addresses the need of people with Culturally and Linguistically Diverse background to access and use hearing services program. The Refugee Health Network Queensland supports the delivery of key activities identified in the Qld Refugee Health and Wellbeing Policy and Action Plan (2017-2020), is a central point of reference for refugee health matters to facilitate information sharing and partnerships across Queensland, provides strategic advice to State Government departments including the development of formal submissions to Government to aid policy development to affect systemic change, supports regional networks, working and advisory groups, and support and develop research relevant to refugee health across Queensland. This project closely aligns with our work.

The Refugee Health Network Queensland would be in a position to help with facilitating contacts with local refugee health and settlement services within Queensland along with Mater Refugee Advisory Group (the G11) via these contacts we can reach people from a refugee background living in Queensland. We will also share our experiences about working with people from CALD backgrounds and provide feedback on the project.

Yours sincerely

Vicky Jacobson

Network Coordinator
29 November 2021

To Whom It May Concern:

Re: Letter of Support for ‘Improving access to the hearing services program for people from culturally and linguistically diverse backgrounds’

The Multicultural Disability Advocacy Association of NSW (MDAA) is the peak body for people from a culturally and linguistically diverse background (CALD) with disability and their family and carers in NSW. We aim to promote, protect and secure the rights and interests of people from a CALD background with disability, and those of their families and carers. MDAA works towards a NSW where the diversity of disability and culture is anticipated, supported and celebrated. This is done by empowering individuals to access services, understand their rights and by providing individual and systemic advocacy.

We would like to express our full support for the project: “Improving access to the hearing services program for people from culturally and linguistically diverse backgrounds”.

We recognise the importance of this project that is going to address the need of people with CALD background to access and use hearing services program in Australia. This project strongly aligns with our goals as an organisation.

The Multicultural Disability Advocacy Association is happy to be on the project steering committee to facilitate contacts with local migrant and refugee communities in NSW and share our experiences about working with people from CALD backgrounds.

Yours sincerely

Susan Laguna
Executive Director