



Cultural and Linguistic Diversity Strategy **Summary**

2024-2028



Cultural and Linguistic Diversity Strategy 2024-2028 Summary

Culturally and linguistically diverse (CALD) communities face many challenges and barriers when learning about, accessing and using the National Disability Insurance Scheme (NDIS).

To improve outcomes for CALD participants, the National Disability Insurance Agency (NDIA) developed a Cultural and Linguistic Diversity Strategy 2024-2028 (the Strategy) and Action Plan.

The Strategy aims to:

- increase access to and participation in the NDIS for CALD communities
- increase the utilisation of NDIS plans for CALD participants
- improve the experience with the NDIS for CALD communities and participants.

An Action Plan has also been developed to ensure that the progress of the Strategy is tracked, measured and reported on. The full version of the Strategy and Action Plan can be found on the [NDIS website](#).

Cover photo: Born 10 weeks early and now living with hearing loss and significant developmental delays, Melbourne toddler Willow has become an expert at non-verbal communication with the support from NDIS-funded therapies. [Read Willow's story](#) on the NDIS website.

How the Strategy was made

The Strategy has been developed through co-design. Co-design involved collaboration with over 800 people with disability from CALD backgrounds (including CALD participants), their families and their carers, peak bodies, disability representative organisations and service providers.

These stakeholders and groups outlined the problems facing CALD participants, and worked together to develop solutions to address these issues.

The NDIA undertook engagement through focus groups, conversations with community, public information sessions, online surveys and written submissions.

Providing many different engagement events and activities ensured people with disability from CALD backgrounds were supported to share their experiences and ideas to improve the NDIS.

To develop the Strategy and Action Plan, support, advice and guidance has been provided by:

1. National Ethnic Disability Alliance (NEDA), a national Disabled People's Organisation that support people with disability from CALD and non-English speaking backgrounds.
2. An External Advisory Group (EAG) of representatives who work with and represent people with disability from CALD backgrounds.

Working with NEDA and the EAG helped ensure lived-experience and CALD perspectives informed every stage of the co-design process.

What the Strategy means for you

Reasons for change

At the beginning of co-design a series of focus groups, group discussions and one-to-one discussions were held with CALD participants, their families and their carers.

From these discussions we learnt that many CALD communities face barriers when accessing and learning about the NDIS. We also learnt that it is harder for CALD participants to access information and supports and to use their NDIS plans. The challenges that were heard most often can be found in the full version of the [Cultural and Linguistic Diversity Strategy 2024-2028 on the NDIS website](#).

How the NDIA will improve

The NDIA has developed goals which have been grouped into 6 priority areas. These goals aim to support CALD communities to learn about, access and use the NDIS.

An Action Plan has been developed to ensure these goals are carried out and measured by the NDIA. See the full version of the [Cultural and Linguistic Diversity Strategy 2024-2028 Action Plan on the NDIS website](#).

The 6 priority areas that the Strategy will address are:

1. Infrastructure

NDIS and partner systems, policies and procedures reflect the cultural and language needs of CALD communities.



What this might look like for you:

You are well supported in applying for the NDIS, requesting a review or providing feedback to NDIS. You can do these activities in a way that meets your cultural and language needs.

2. Staff capability

NDIS and partner staff provide culturally safe and responsive service to people with disabilities and their families.



What this might look like for you:

NDIS and partner staff support you to share your cultural and language needs, and respond appropriately to your needs.

What the Strategy means for you

3. Accessible communications

Information shared by the NDIS meet the cultural and communication needs of people with disability from CALD backgrounds, their families and their carers.



What this might look like for you:

The NDIS will contact you in your preferred way and support you with accessing high quality interpreting support if you need it.

4. Markets

NDIS services are available and meet the cultural and language needs of CALD participants, families and carers.



What this might look like for you:

You can find and access culturally safe and appropriate NDIS supports and services.

5. Data

Data is used to understand the needs of CALD participants to improve services and understand the impact of the NDIS.



What this might look like for you:

A definition of CALD is created that better reflects your identity.

6. Outreach

Supports and services are provided to educate and connect with people and communities that the NDIA has not previously engaged well with.



What this might look like for you:

Your community has greater understanding of the NDIS and disability and you feel more confident talking about or applying for the NDIS.

What happens next

The NDIA is now working to implement the actions outlined in the Strategy. As this work progresses regular updates will be provided to measure and track progress of the Strategy.

A progress report will be published in late 2024. It will show if the Strategy is on track to meet its goals.

The NDIA will continue to work with people with disability from CALD backgrounds, the EAG and the CALD sector to make sure the Strategy is carried out and reflects the changing needs of the community.

How to find out more

If you have:

 questions about the CALD Strategy

 need support to apply or use the NDIS

You can contact the NDIS phone **1800 800 110**, email enquiries@ndis.gov.au or webchat, or attend your closest NDIS office. Office locations can be found on the [NDIS website](#).

The full version of the NDIS Cultural and Linguistic Diversity Strategy 2024-2028 and Action Plan is available in 17 languages including Easy Read, on the [NDIS website](#).



National Disability Insurance Scheme

 Website: [ndis.gov.au](https://www.ndis.gov.au)

 Telephone: 1800 800 110

 Webchat: [ndis.gov.au](https://www.ndis.gov.au)

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