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Cultural and Linguistic Diversity (CALD) Strategy 2024-2028

We are committed to meeting the cultural and language needs of all our participants.

The NDIS Cultural and Linguistic Diversity (CALD) Strategy 2024-2028 sets out this commitment.

We co-designed the CALD Strategy (the Strategy) with over 800 people from CALD backgrounds.

This includes:

- participants, friends, family, carers
- peak bodies and sector representatives
- NDIS staff.

Co-design means working with the disability community to make the NDIS better.

The Strategy aims to:

- make it easier for CALD communities to participate in the NDIS
- improve how NDIS plans reflect the needs of CALD participants
- improve the overall NDIS experience for CALD participants.

Our priorities

The Strategy has 6 key priorities:

Infrastructure

Improving our systems and processes to support the needs of CALD participants.

Staff capability

Helping staff improve their skills to better respond to the cultural needs of participants.

Accessible communications

Ensuring information we share supports the way CALD communities prefer to communicate.

Markets

Helping NDIS providers to offer services that will meet the cultural needs of CALD participants, families, and carers.

Data

Better use of data to improve services for CALD participants.

Outreach

Providing supports and services to educate and connect with CALD communities, who have not accessed the NDIS.

The Action Plan 2024 - 2028

We co-designed the Action Plan to help us deliver the Strategy.

The Action Plan includes 28 actions and sits side-by side the Strategy.

Each action is linked to one of our 6 priorities.

The Action Plan:

- outlines the steps we need to take to carry out the Strategy
- helps us deliver co-designed actions
- provides clear goals and responsibility for checking and evaluating activities
- shows transparency and our commitment to deliver on the Strategy's actions.

We will provide regular updates so you can track how things are going. This includes annual progress reports.

Download the CALD Strategy Summary:

- [CALD Strategy Summary \(PDF 312KB\)](#)
- [CALD Strategy Summary \(DOCX 555KB\)](#)

- [Easy Read CALD Strategy \(PDF 9.8MB\)](#)
- [Easy Read CALD Strategy \(DOCX 11.3MB\)](#)
- [Easy Read CALD Action Plan \(PDF 12.8MB\)](#)
- [Easy Read CALD Action Plan \(DOCX 12.5MB\)](#)

- [CALD Strategy full version \(PDF 2.6MB\)](#)
- [CALD Strategy full version \(DOCX 861KB\)](#)
- [CALD Strategy Action Plan full version \(PDF 1.1MB\)](#)
- [CALD Strategy Action Plan full version \(DOCX 530KB\)](#)

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Discover Phase Report

The NDIA released the Discover Report which details what we heard and learned from the experiences of NDIS participants from cultural and linguistically diverse (CALD) backgrounds.

- [Summary of Discover Phase Report \(DOCX 97KB\)](#)
- [Summary of Discover Phase Report \(PDF 279KB\)](#)
- [Easy Read Summary of Discover Phase Report \(PDF 7MB\)](#)
- [Easy Read \(text only\) Summary of Discover Phase Report \(DOCX 71KB\)](#)

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National relay service

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