

National Disability Insurance Agency

Cultural and Linguistic Diversity Strategy 2018

Easy English version



This document includes photos of Aboriginal and Torres Strait Islander peoples. It may contain images of people who have passed away.

How to use this document

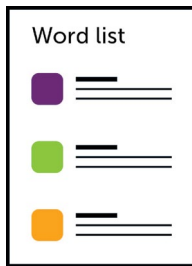


This information is written in an easy to read way. We use pictures to explain some ideas.



This document has been written by the National Disability Insurance Agency (NDIA).

When you see the word 'we', it means NDIA.



Some words are written in **bold**. We explain what these words mean. There is a list of these words on page 32.



This Easy Read document is a summary of another document.



You can find the other document on our website at www.ndis.gov.au



You can ask for help to read this document.

A friend, family member or support person may be able to help you.

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About the NDIS



The NDIA was created to run the National Disability Insurance Scheme (NDIS).



The NDIS is a new way of helping people with disability and their families get the supports and services they need.



In this document we call it the Scheme.

The Scheme aims to make the lives of people with disability better by:

- helping them take part in the:

- community



- workforce



- giving them peace of mind about their disability support.



Why do we need this Strategy?



This document is about the *NDIA Cultural and Linguistic Diversity Strategy 2018*.



In this document we call it the Strategy.

Australia is a country with many different:



- languages
- cultures
- traditions
- religions.



More than 26% of Australians were born overseas.



People in Australia speak more than 300 languages.

Umpugarla
Giimbiyu Djeragan
Greater Pama–Nyungan
Tiwi Bunaban Laragiya
Daly Limilngan
Wororan Yirram Nyulnyulan
Yiwaidjan Garawa
West Barkly
Gunwinyguan

Aboriginal and Torres Strait Islander people speak hundreds of different languages as well.



This means Australia is Culturally and Linguistically Diverse (**CALD**).



By 2019, about 20% of people who take part in the Scheme will be from CALD backgrounds.

The Strategy makes sure:



- the Scheme meets the culture and language needs of Australian people



- CALD people with disability can fully take part in the Scheme.

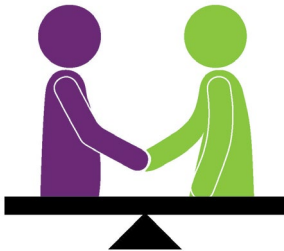


This is an important part of making the Scheme a success.

The Strategy explains how:



- we will work with people from CALD backgrounds



- people with disability from CALD backgrounds will be treated the same as everyone else



- service providers and the wider community can learn about working with people from CALD backgrounds.

The Strategy also supports the work done by:



- the NDIA



- our Partners in the Community who deliver:



- Early Childhood Early Intervention (ECEI) services – support for children who have a disability or developmental delay early, while they are still very young.



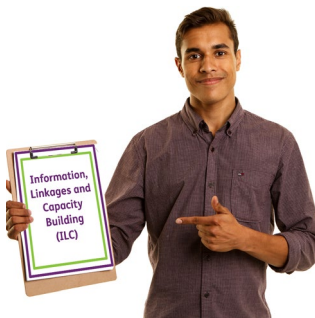
They might be babies, toddlers or young children who have not started school yet.



- Local Area Coordination (LAC) – help for people with disability to set goals, write plans, find information and make decisions about their support.



LAC can also help build informal supports – supports people with disability get through friends, family or connections in the community.



- organisations who deliver Information, Linkages and Capacity Building (ILC) activities.

ILC is an important part of the Scheme that makes sure people with disability:



- are connected and included in the community



- can achieve their goals.

How did we develop this Strategy?



We have learned a lot about what life is like for people with disability from CALD backgrounds.



CALD communities have helped us understand how to support people with disability in their community.

We want to make sure people with disability can take part in their community by:



- connecting with other people



- working, studying or learning new skills to help them find jobs.



We also want to make sure they have good health and wellbeing, just like other people in the community.



This is our **vision** – what we think the future should be like.

Everyone has the right to:



- find and use the services they need



- live in communities that are:
 - welcoming
 - inclusive.



Their rights shouldn't change because of their:

- cultural background
- the language they speak.

We aim to protect these rights by working with:



- community organisations
- governments
- Partners in the Community.

Barriers people face



Sometimes people with disability from CALD backgrounds face barriers when they try to

- access the Scheme
- find and use supports and services
- take part in their local community.

Those barriers can include:



- disability



- knowing which services to use



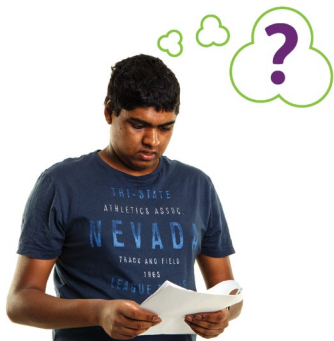
- language



- religious or personal beliefs



- the part of Australia they live in



- information that doesn't suit their needs



- service providers that can't help or don't know how to help



- not enough information about the supports people need.



This Strategy explains what we plan to do about these barriers.

Our goals



We want to support people with disability from CALD backgrounds.



The goals we want to achieve by 2019 are:



- to understand what people with disability from CALD backgrounds need



- to offer people with disability from CALD backgrounds what they need



- the Scheme works well and will keep working well for a long time

- people have a good experience using the Scheme, including:



- **participants** – people with disability who take part in the Scheme



- service providers.

Key principles



There are important ideas behind what is in the Strategy.

We call them our **key principles**.



Human rights

People from CALD backgrounds with disability have the same rights as other Australians.



Culture and community are central

We think about culture and community when we make plans that affect people from CALD backgrounds.



Inclusion in mainstream services

Mainstream services are services for everybody in the community to use.



People with disability need to be included in mainstream services.



This is just as important as giving them disability services.



Mainstream services also need to treat people from CALD backgrounds in the right way.

How the world sees people with disability



We care about the attitudes people have towards people with disability.

Dignity of risk



Dignity of risk means you have the right to make your own choices and take risks if you want to.



Some people might not agree with the choices you make. This is ok.

Engaging in meaningful ways



People with disability from CALD backgrounds tell us what they think about the things we do that will affect them.



We will:

- understand that their lives are different
- show them respect.

Getting better information

We collect information that:



- helps us understand how things are going



- teaches us how we can do things better.

What we want to do

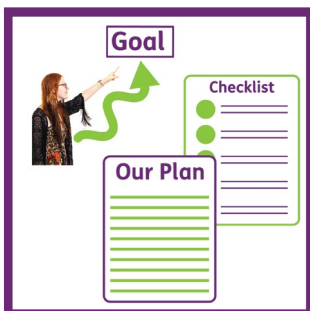
We want to:



1. Connect with communities



2. Make information about the Scheme accessible



3. Help communities do more on their own so people have more choice



4. Find better ways to make sure things are going well



5. Make sure we understand what life is like for people with disability from CALD backgrounds

We explain each of these areas on the following pages.



1. Connect with communities

We will connect with:



- people with disability from CALD backgrounds
- families
- carers
- communities
- local CALD organisations
- leaders and role models.



We want to connect with communities to learn more about them.



Strong relationships are important for building trust.



We will start doing this early so we can make sure people with disability are ready for the Scheme.

2. Make information about the Scheme accessible



The ways we communicate need to be right for the diverse Australian people.



All people with disability need information about the Scheme that is right for them.

This means the right:



- language
- media
- format.



We want to hear their views on information about the Scheme.

We need to:



- communicate in languages other than English



- share information in different formats



- share information through different media like TV, radio and on the internet



- think about how well people can read or understand the information

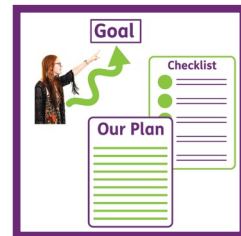


- work with CALD communities to find out the best ways to communicate



- connect people with **interpreters** – people who speak English and languages other than English.

3. Help communities do more on their own so people have more choice



We know that a lot of people with disability from CALD backgrounds don't get supports from service providers.

This could be because:



- services don't show enough respect for different cultures



- cultural organisations don't offer disability supports.



We have a chance to show service providers ways they can provide supports to people with disability from CALD backgrounds.

Our Partners in the Community also need to:



- follow what's in this Strategy



- do what they can to support community organisations to do more on their own.

4. Find better ways to make sure things are going well



We know we need to find better ways to make sure things are working well.



This will help us keep track of how the Scheme supports people with disability from CALD backgrounds.



We need to look closely at the things we learn from people with disability from CALD backgrounds.

5. Make sure we understand what life is like for people with disability from CALD backgrounds



The NDIA and its Partners in the Community need to know and understand what life is like for people with disability from CALD backgrounds.



This will make sure the Scheme can meet their needs.



It is something we need to keep:

- working on
- reflecting on
- getting better at.

We need to make sure our staff:



- are also diverse



- have the skills to meet the needs of people with disability from CALD backgrounds.

We want the NDIA to be seen as an organisation that:



- understands the community



- meets peoples' needs



- provides excellent service



- keeps trying to improve.

Making sure the Strategy is working well

It's important for us to keep track of:



- how well the Scheme is going



- things we could do better.



We will pay close attention to what type of experiences people with disability from CALD backgrounds have when they use the Scheme.



This will help us know if we are meeting their needs.



If we learn something, we will share what we learn so others can learn too.



We will work with CALD communities to build strong relationships.



We will support everyone to make the Strategy work well.



We will give our staff information to guide them in their job.



The Strategy will last until 30 June 2019.

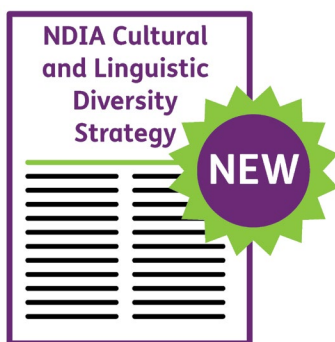
In 2019 we will look at:



- how well the Strategy has worked



- if the Strategy has achieved its goals.



When we've done that, we'll work on a new Strategy.

Word list



CALD

Culturally and Linguistically Diverse



Dignity of risk

You have the right to make your own choices and take risks if you want to.



Interpreters

People who speak English and languages other than English.



Key principles

Important ideas behind what is in the Strategy.



Mainstream services

Services for everybody in the community to use.



Participants

People with disability who take part in the Scheme.



Vision

What we think the future should be like.

Contact us



www.ndis.gov.au



1800 800 110



For people with hearing or speech loss

TTY – 1800 555 677



Speak and Listen – 1800 555 727



For people who need help with English

Telephone Interpreting Service

131 450



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