



Cultural and linguistic diversity strategy

What we've done so far

July 2021

Easy Read version

ndis

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

How to use this document



The National Disability Insurance Agency (NDIA) wrote this document. When you see the word 'we', it means the NDIA.



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

Bold
Not bold

We have written some words in **bold**. This means the letters are thicker and darker.



We explain what these words mean. There is a list of these words on page 24.



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.

What's in this document?

What is this document about?	4
What we know about CALD participants	6
What do we want to do?	11
What have we done so far?	14
Our goals	19
More information	22
Word list	24

What is this document about?



The National Disability Insurance Scheme (NDIS) supports people with disability across Australia.



We want to make sure people with disability from all backgrounds can get the same supports and services.



This includes people with disability from culturally and linguistically diverse (CALD) backgrounds.



This is why we made the *Cultural and Linguistic Diversity Strategy*.

We call it the Strategy.



We made the Strategy in 2018.

It explained how we would:



- work with people with disability from CALD backgrounds



- make sure the NDIS meets the needs of all Australians, including people from CALD backgrounds.

In this document we explain what we:



- have done over the past 3 years



- want to do over the next 18 months.

What we know about CALD participants



Culturally and linguistically diverse (CALD) people:

- come from different cultures and backgrounds
- speak languages other than English.



Participants are people with disability who take part in the NDIS.

In this document we call them CALD participants.



We have done some research about how many CALD participants take part in the NDIS.



At the end of March 2021 there were 42,265 CALD participants taking part in the NDIS.



The amount of CALD participants has almost tripled over the past 3 years.



CALD participants make up 9.4 per cent of all participants.



This is less than we expected.



We expected about 20 per cent of participants to be from CALD backgrounds.



We think this might be because some participants don't tell us they are from CALD backgrounds.



We also looked at how CALD participants take part in the community when they use the NDIS.



We found that more CALD participants take part in community activities after taking part in the NDIS for 3 years.



We also found that more CALD participants aged under 25 years have jobs after taking part in the NDIS for 3 years.



We also asked CALD participants if they had a good experience taking part in the NDIS.



In December 2020, 87 per cent of CALD participants said they had a good experience making their NDIS plan.



This is similar to what other participants have told us.



We're really pleased with this progress.



But we know there's still work to do.

That's why we're:



- looking at the Strategy
- telling you what we have done
- telling you what we will do next.



We are also planning to refresh the Strategy in 2022.



We will start talking to people from CALD backgrounds later this year about what should be in the new Strategy.

What do we want to do?



Our Strategy says that we want to connect with CALD communities around Australia.



We want to make information about the NDIS **accessible** for CALD participants.



When information is accessible, everyone can use it.

This could include information in:

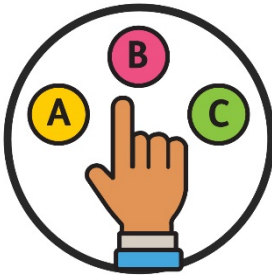


- languages other than English



- other formats, like Easy Read.

We want to help organisations to give people with disability more:



- choices



- opportunities to take part in the community



- opportunities to learn and develop skills.



We want to find better ways to make sure the NDIS is working well.

We want to make sure the people we work with know how to support CALD participants, including:



- NDIA staff



- our **Partners in the Community (PITC)**.



Partners in the Community are community organisations that we work with.



We explain the work we have done in each of these areas so far on the following pages.

What have we done so far?

We talked to:



- participants from CALD backgrounds



- families



- carers



- communities



- local CALD organisations



- leaders and role models.

We worked with CALD communities to build strong relationships that:



- respect everyone



- include everyone.



We met with people from CALD communities to learn more about the way people apply for and use the NDIS.



We supported a community program that helps tell people about the NDIS, including people from CALD backgrounds.



We also shared information about how to take part in the NDIS with CALD communities, such as on radio.



We created 3 different groups of people who tell us how we can make the NDIS work better.

This includes the:



- Independent Advisory Council



- Participant Reference Group



- Participant First Engagement Initiative.

Each of these groups includes people:



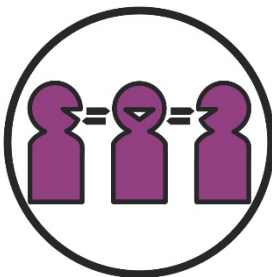
- from CALD backgrounds



- who speak up for CALD communities.



We have translated a lot of our documents into languages other than English.



We worked with the Translating and Interpreting Service (TIS) to provide free interpreter services for CALD participants to use.



We gave our staff training about how to work with CALD communities.



And we wrote a guide for people who work with CALD participants.



We have also worked with organisations on projects that help CALD communities learn about and take part in the NDIS.

Our goals



We have 8 new goals we want to achieve.

We want to do this:



- in the next 18 months



- while we develop a new Strategy.



These goals will help us make sure we think about CALD participants when we do our work.



1. We want to make a plan to improve how we talk and work with CALD communities.



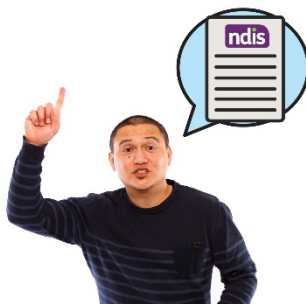
2. We want to make sure we listen to what CALD participants tell us.



3. We want to talk to CALD communities about the **Early Childhood Early Intervention (ECEI)** program.



ECEI is support for children with disability while they are still very young.



4. We want to listen to what CALD participants have to say about the NDIS, including people from harder to reach communities.



5. We want to work with CALD communities to make sure our documents work well for them.



This includes testing a new set of documents about the NDIS.



We also want to check that our rules include the needs of people from CALD communities.



6. We want to find out why fewer people with disability from CALD backgrounds take part in the NDIS that we thought.



7. We want to give our staff more information about the best way to work with people from CALD backgrounds.

More information

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please contact us.



www.ndis.gov.au



1800 800 110



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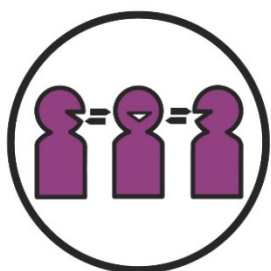
Support to talk to us



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www.ndis.gov.au/webchat/start

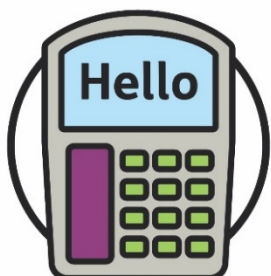
If you speak a language other than English, you can call:



Translating and Interpreting Service (TIS)

131 450

If you have a speech or hearing impairment, you can call:



TTY

1800 555 677



Speak and Listen

1800 555 727



National Relay Service

133 677

www.relayservice.gov.au

Word list

Accessible



When information is accessible, everyone can use it.

This could include information in:

- languages other than English
- other formats, like Easy Read.

Culturally and linguistically diverse (CALD)



CALD people:

- come from different cultures and backgrounds
- speak languages other than English.



Early Childhood Early Intervention (ECEI)

ECEI is support for children with disability while they are still very young.



Participants

Participants are people with disability who take part in the NDIS.



Partners in the Community

Partners in the Community are community organisations that we work with.



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