



CALD Strategy 2023–2027

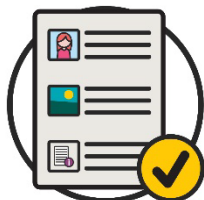
What we have already done

Easy Read summary

How to use this report



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



We wrote this report in an easy to read way.

We use pictures to explain some ideas.

Bold

We wrote some important words in **bold**.

Not bold

This means the letters are thicker and darker.



We explain what these words mean.

There is a list of these words on page 30.



This Easy Read report is a summary of another report. This means it only includes the most important ideas.



You can find the other report on our website.

www.ndis.gov.au



You can ask for help to read this report.

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

What's in this report?

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What is this report about?



We wrote the Cultural and Linguistic Diversity Strategy.

We call it the Strategy.



Culturally and linguistically diverse (CALD) people:

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



And **participants** are people with disability who take part in the NDIS.



The Strategy explains how CALD participants can get the supports and services they need.



The Strategy will finish in 2022.



We are making a new Strategy.

It will start in 2023.



We want to work with the community to make sure the new Strategy works well for CALD participants.



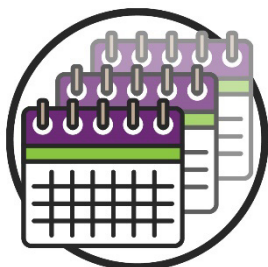
This report explains how we will work with the community to:

- make our new Strategy
- plan how to work towards our goals.

This includes what we:



- have already done



- plan to do next.

Using co-design



Co-design is when people work together to plan something new.

We want to use co-design to make the new Strategy.

We want to find out about:



- what challenges CALD participants face



- how the new Strategy can help fix these problems.



We also want to work with the community to:

- share the new Strategy
- make sure it works well.



This report is about the challenges that CALD people face.

How have we worked with the community?



From October to December 2021, we worked with the community to find out what challenges CALD participants face.

We worked with:



- CALD participants



- their families and carers



- organisations that work with CALD people



- disability organisations.

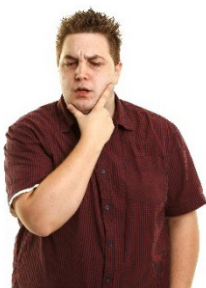


We ran groups where people could talk about their ideas.



And we talked to people one-on-one.

What did the community tell us?



People shared that it can be hard to understand how the NDIS works.



And they told us information in other languages isn't always easy for CALD participants to use.



They told us the way the NDIS works isn't **inclusive** for CALD participants.

When something is inclusive, everyone can:

- find and use information
- take part in making decisions.



People shared that NDIS staff don't always understand how to support CALD participants.



They also told us it's hard to find and use services that suit what CALD participants need.



People shared that the way we explain 'CALD' doesn't include everyone from CALD backgrounds.



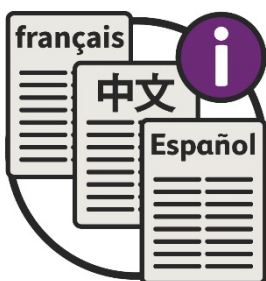
And they told us it's hard to find information from the NDIS about CALD participants.

What we should focus on

People told us we need to focus on understanding how:



- CALD participants want us to communicate with them



- information in other languages work well.

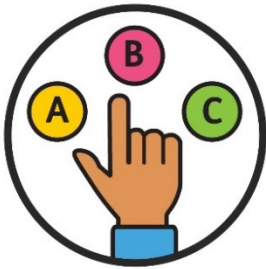
They shared that we need to think about what CALD participants need when we:



- run the NDIS
- write plans
- make decisions.



People told us we need to support our staff to keep learning about how to work with CALD participants.



They shared we need to give CALD participants more choice and control.



And we need to share more information about:

- CALD participants
- what support they need.

Our themes and goals



We held a **roundtable** in February 2022.

A roundtable is a group of people who talk about one topic.

Each person has a say about the topic.



Over 30 people took part in the roundtable.

And they talked about what the community told us.



The roundtable used these ideas to create **themes** and goals for our new Strategy.

Themes are important ideas that come up in different areas of our work and lives.



On 24 May 2022 we held another roundtable.

At the roundtable, everyone agreed on the themes and goals that we should work towards.

What are our themes?



The roundtable decided on 5 themes.

Each theme has a list of goals.



We will use co-design to make sure our themes and goals will work well for CALD participants.



This will help CALD participants:

- have a better experience with the NDIS
- get the support they need.



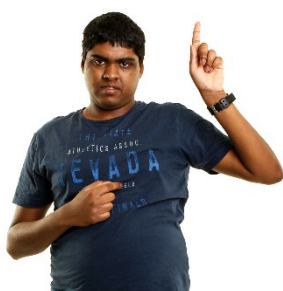
We explain each theme in more detail on the following pages.

1. Focusing on CALD participants when we work



We must make sure that we think about what CALD participants need when we:

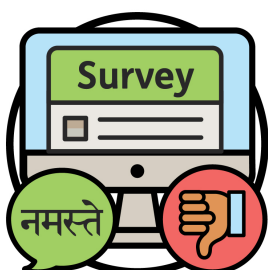
- run the NDIS
- write plans
- make decisions.



We need to focus on what each person needs.



And we need to make sure the way we do things works well for people from different CALD backgrounds.



For example, the website we use to do surveys doesn't work for different languages.



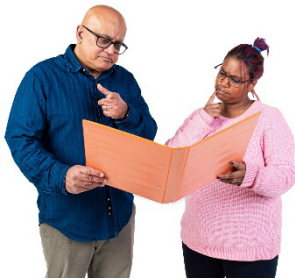
We also need a plan to make sure services and supports are safe for every **culture**.



Your culture is:

- your way of life
- what's important to you.

What are our goals?



We want to make sure every CALD participant can take part in decisions about their supports.

This includes when they:



- join the NDIS
- plan their supports
- use their supports.



This means we must think about how to support CALD participants when they do this.



We want to make our services safe and welcoming.



We want to work with the community to understand how services can be safe for all cultures.



This includes agreeing on what it means for a service to be safe.

2. Making sure our staff have the right skills



Our staff should understand:

- how to work with CALD participants
- what support they need.

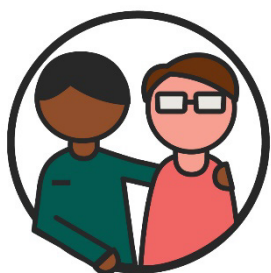
They should also know how to deliver services that are:



- inclusive



- safe for all cultures.



When we talk about our staff, this includes people who work with participants.

Our staff also includes people who:



- work in our offices



- run the NDIS.

What are our goals?



We want our staff to understand what CALD participants need.

And we want our staff to support them.



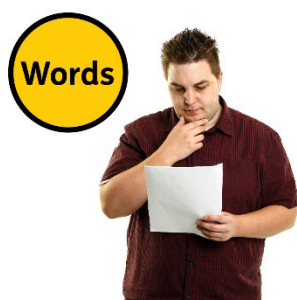
We also want our work to be safe for all cultures.

3. How we share information



The information we share should be easy to understand.

This includes when we share it in different languages.



We should think about:

- what words we use
- how different cultures understand them.



We should work out how to share more information:

- that is easy to understand
- in different languages.

We should have more **interpreters**.

And we should support them.



An interpreter is someone who:

- speaks your language
- helps you understand what someone says.



We should make sure CALD communities can find and use the information we share.



We should think about how to share information with communities that are hard to reach.

For example, sharing information in different ways, like in person.

What are our goals?



We want to find better ways to connect with CALD communities and participants.



We want more CALD participants to know about the free interpreter services we have.

And we want more CALD participants to use these services.



We want to share more information:

- that is easy to understand
- in different languages.

4. Choice and control



There should be more supports and services that meet the needs of CALD participants.



CALD participants should get support to find and use **providers** that suit their needs.

Providers support other people by delivering a service.



Providers should also get more support to learn how to deliver services to CALD participants.



And more providers should offer services that focus on people from CALD backgrounds.

What are our goals?



We want to support CALD participants to find and use services that are safe for their culture.

We also want more providers to offer good services that:



- respect all cultures
- work well for CALD participants
- are safe for all cultures.

5. Data about CALD participants

When we talk about **data**, we mean:



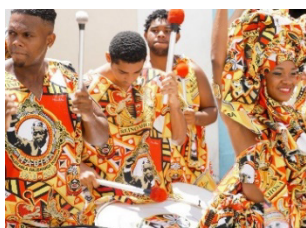
- facts
- information
- records.



We need better data to understand:

- CALD participants
- what support they need.

We need more data about CALD people who:



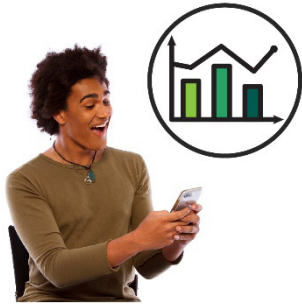
- come from different cultures



- speak different languages.



This means we must ask the right questions.



It should be easy for everyone to find and use data about CALD participants.



And people should get support to find and use this data.



We should also keep following rules about how we collect and share data.

These rules help keep people safe.

What are our goals?



We want to use one way to explain 'CALD' that includes all CALD people.

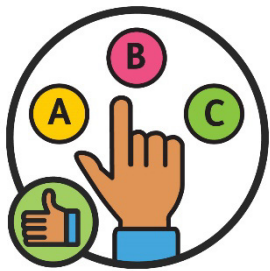


This can help us collect better data.

We want to use this data to:



- deliver better services for CALD participants



- make good decisions.



And we want more people to find and use data about CALD participants.

What will happen next?



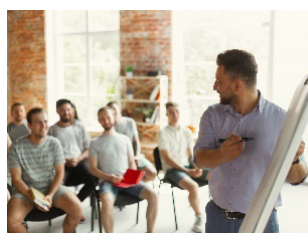
We will keep working with the community to find better ways to support CALD participants.

We will choose people for an **advisory group**.



An advisory group is a group of people who work with us to share what:

- works well
- needs to be better.



The advisory group will:

- help us work with CALD communities
- make sure the new Strategy works well.

We want the advisory group to include:



- CALD participants



- disability organisations



- CALD organisations.

We will also work with CALD participants and families who:



- speak languages other than English



- don't get to have a say.

More information

For more information about this report, please contact us.



You can visit our website.

www.ndis.gov.au



You can call us.

1800 800 110



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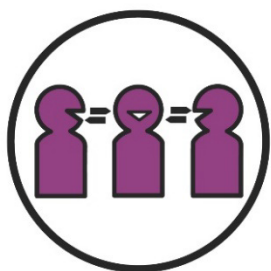
Support to talk to us



You can talk to us online using our webchat feature at the top of our website.

www.ndis.gov.au

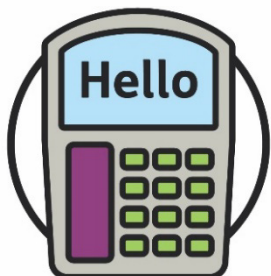
If you speak a language other than English, you can call:



Translating and Interpreting Service (TIS)

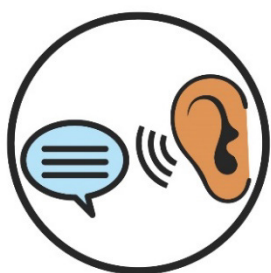
131 450

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

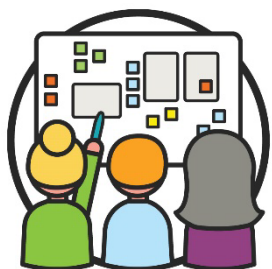
This list explains what the **bold** words in this document mean.



Advisory group

An advisory group is a group of people who work with us to share what:

- works well
- needs to be better.



Co-design

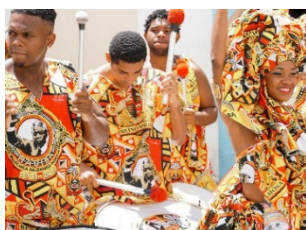
Co-design is when people work together to plan something new.



Culturally and linguistically diverse (CALD)

CALD people:

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



Culture

Your culture is:

- your way of life
- what's important to you.

Data



When we talk about data, we mean:

- facts
- information
- records.



Inclusive

When something is inclusive, everyone can:

- find and use information
- take part in making decisions.



Interpreter

An interpreter is someone who:

- speaks your language
- helps you understand what someone says.



Participant

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



Provider

Providers support other people by delivering a service.



Roundtable

A roundtable is a group of people who talk about one topic.

Each person has a say about the topic.



Themes

Themes are important ideas that come up in different areas of our work and lives.



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