



Cultural and Linguistic Diversity Strategy 2025 annual progress report

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2. Acknowledgement of Country

The National Disability Insurance Agency (NDIA) acknowledges the Aboriginal and Torres Strait Islander peoples of this nation and the Traditional Custodians of the lands across which our Agency conducts our business. We pay our respects to the custodians of the land on which we work as well as their ancestors and Elders, past, present and emerging.

The NDIA is committed to honouring Aboriginal and Torres Strait Islander peoples' unique cultural and spiritual relationships to the land, waters, seas and their rich contribution to society.

3. Introduction

3.1 About this report

On 30 April 2024 the NDIA released the [Cultural and Linguistic Diversity Strategy 2024–2028](#).

This annual progress report has been prepared to meet our commitment in the strategy to provide regular updates. It gives an overview of our progress towards delivering the short-term outcomes specified in the strategy and associated [action plan](#) for the year 30 April 2024 to 30 April 2025.

3.2 The CALD Strategy

Culturally and linguistically diverse (CALD) communities are an integral part of Australian society and identity. The NDIA recognises that people with disability from CALD communities experience unique challenges and barriers in learning about, accessing and using the National Disability Insurance Scheme (NDIS).

The CALD strategy and action plan outline our commitment to working alongside people with disability from CALD communities to help them achieve outcomes from the NDIS equal to other people with disability.

The aims of the strategy are to:

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

The strategy includes 6 priority areas:

- 1. Infrastructure:** Improving our systems and processes to support the needs of CALD participants.
- 2. Staff capability:** Improving staff skills to better respond to the cultural needs of participants.
- 3. Accessible communications:** Sharing information in the preferred way for CALD communities.
- 4. Markets:** Supporting NDIS providers to offer services that will meet the cultural needs of CALD participants and their families and carers.
- 5. Data:** Better use of data to improve services for CALD participants.
- 6. Outreach:** Providing supports and services to connect with and educate CALD communities who have not accessed the NDIS.

4. Highlights of the year

4.1 NDIA CALD Inclusion Plan 2024–27

In May 2024, we released the [NDIA CALD Inclusion Plan 2024–27](#). The inclusion plan aligns with our commitment to create a workplace where everyone feels valued and able to bring their true selves to work. This is one of the main ways we're improving staff capability as part of the strategy priorities.

The inclusion plan lists 28 actions that will be implemented between 2024 and 2027.

These actions align to 4 focus areas:

- cultural competence and leadership
- inclusive culture
- inclusive policy and practice
- career development and advancement.

A number of important actions from the inclusion plan have already been delivered, and the remaining actions are being implemented.

4.2 CALD Internal and External Advisory Groups

Following the release of the CALD Strategy, we established an External Advisory Group to ensure the voices and perspectives of people with disability from CALD backgrounds are heard and recognised throughout the implementation of the Strategy. The members of this group include people with lived experience or specialist knowledge of the needs of people with disability from CALD backgrounds. The group currently meets bi-monthly.

In November 2024, we established the CALD Internal Advisory Group to provide guidance and sponsorship for implementing the strategy actions. The members of the advisory group include the NDIA CALD Champion, Senior Executive Service staff, and directors responsible for designing and delivering Scheme reforms.

4.3 Community engagement activities

In the 12 months to 30 April 2025, the NDIA delivered 192 engagement activities with community organisations and mainstream services, reaching approximately 2,200 stakeholders.

These engagement activities aimed to improve the information CALD communities have about the NDIS with the aim of helping people with disability from CALD backgrounds access the NDIS and use disability supports. For example, we engaged with the Refugee Health Network of Australia to plan capacity building sessions on NDIS processes and the intersection of the NDIS with the health system. These sessions aimed to enable health professionals to help people access the NDIS, and also ensure that culturally appropriate information and support is delivered to people with disability from CALD backgrounds.

5. Implementing the strategy

5.1 NDIS reforms

In October 2024, after the CALD strategy and action plan were published, new NDIS laws (the *National Disability Insurance Scheme Amendment [Getting the NDIS Back on Track No. 1] Act*) came into effect. The new laws mean there will be significant reforms to the NDIS over the next 5 years. The co-design and implementation of these reforms is the priority for the NDIA over this period.

While the NDIS reforms create some challenges for implementing the CALD strategy actions, they also provide an opportunity to include the needs of CALD participants when designing how the NDIS will operate in the future. We want to ensure the reforms consider the needs of participants and people with disability from CALD communities, and that changes to the NDIS are designed and implemented consistent with the vision of the CALD strategy.

Considering this, we are reviewing our approach to implementing strategy actions. We may also refine some of the actions based on our experience implementing the CALD strategy and action plan over the past 12 months.

We will work with the CALD External Advisory Group and Internal Advisory Group to undertake this review and will communicate the outcomes once complete.

5.2 Collaborating across government

To fulfil some of the strategy actions, we have collaborated with government departments and agencies, including the NDIS Quality and Safeguards Commission (NDIS Commission), Department of Social Services and Department of Home Affairs. Because of their varied work plans and resource allocation, some actions have started later than identified in the action plan.

We have also met with Services Australia to learn from their experience working with CALD communities and across government.

We will continue working with other government bodies to identify opportunities to progress actions.

5.3 Workforce and market shortages

Addressing the shortage of nationally accredited interpreters for several languages, including Auslan, was identified for action in the CALD strategy. We acknowledge the impact shortages have in creating barriers to NDIS access and use of NDIS plans.

The NDIA has limited ability to influence the size of the interpreting workforce and market. However, we will continue to explore how the NDIA can support the existing interpreter workforce understand the NDIS.

6. Progress against action plan

This report provides a status update on progress against the short-term outcomes outlined in the CALD strategy and action plan as at 30 April 2025. Short-term outcomes are those we want to deliver in the first 2 years of the strategy.

As at 30 April 2025, of the short-term outcomes for the 28 actions in the CALD action plan:

- 1 was completed
- 15 were in progress
- 12 were not yet started.

The following section provides further detail of the progress for each action across the 6 priority areas.

6.1 Priority area 1: Infrastructure

6.1.1 Action 1

Work with CALD disability communities, partners, providers and the NDIS Commission to define 'cultural safety' and 'culturally appropriate and responsive service'.

Short-term outcome

- A definition of 'cultural safety' and of 'culturally appropriate and responsive service' is agreed with CALD disability communities, partners and providers.

Progress measure

- Definitions of 'cultural safety' and 'culturally appropriate and responsive service' have been endorsed by the sector.

Status: Action on track

- We are working on how cultural safety is defined and understanding how NDIA staff and partners can be responsive. We are consulting with community stakeholders to make sure definitions and practices are correct.

- We collaborated with the CALD External Advisory Group to understand reflective practice and the need to include reflective practice in future training modules.

6.1.2 Action 2

Review and update NDIS Operational Guidelines to make sure they are inclusive, are culturally safe and recognise the cultural and language needs of participants (based on outcomes of Action 1).

Short-term outcome

- NDIS Operational Guidelines are reviewed and updated to ensure they are inclusive, are culturally safe and recognise the cultural needs of participants.

Progress measure

- Number and percentage of guidelines identified, reviewed, and updated to recognise the cultural and language needs of participants.

Status: Action not started

- We will review the guidelines once cultural safety at the NDIA is defined and Action 1 is complete.

6.1.3 Action 3

Develop and provide guidance to planners to improve their understanding of the supports needed by CALD participants.

This should include:

- support for CALD participants with plan implementation if language or culture is identified as a barrier
- availability of in-language resources for CALD participants
- funding for greater social and community participation for CALD participants
- increased use of communication methods that are culturally and linguistically accessible.

Short-term outcome

- Planners have knowledge of and access to resources and guidance to improve their understanding of the supports required by CALD participants.

Progress measure

- Appropriate resources and guidance for planners have been developed and published.
- Planners demonstrate increased understanding of how to access and use the resources and guidance.

Status: Action on track

- We are currently developing and updating guidance for NDIA staff. This includes updates to guidance about changes to the NDIS Act.
- Currently, NDIA resources are published on the [NDIS website](#) in 18 different languages.
- In February 2025, we published the NDIS supports lists in 17 languages other than English. The NDIS supports lists explain what participants can and cannot spend NDIS funding on.

6.1.4 Action 4

Develop and publish guidance that helps NDIS staff and partners better support refugees and newly arrived migrants through the NDIS application process in a culturally appropriate and timely way.

Short-term outcome

- NDIS staff and partners have increased access to guidance that enables them to better support refugees and newly arrived migrants through the NDIS application process in a culturally appropriate and timely way.

Progress measure

- Appropriate guidance for NDIS staff and partners is developed and published.

Status: Action not started

- We will review existing guidance for NDIA staff and partners once a streamlined approach to access is confirmed and Action 5 is complete.

6.1.5 Action 5

Work with government agencies to better support refugees and newly arrived migrants to access the NDIS. This may include using information from health assessments and supporting documents completed before arrival to help identify people with disability more effectively.

Short-term outcome

- Relevant government agencies and stakeholders work together to improve NDIS access for refugees and newly arrived migrants.
- There is an updated approach that improves access to the NDIS for refugees and newly arrived migrants.

Progress measure

- An engagement plan that includes activities with relevant government agencies and other stakeholders is completed and underway.

Status: Action on track

- We have consulted with the Home Affairs Humanitarian Settlement Program to understand how we can improve NDIS access processes for refugees and newly arrived migrants.
- We are continuing to consult with government agencies on how we can streamline pathways for first plan meetings for refugees and newly arrived migrants.
- To support fast-tracked access decisions for refugees and newly arrived migrants, we have provided guidance about priority access decisions to NDIA partners.

6.1.6 Action 6

Work with the NDIS Commission to develop and implement processes and guidelines. These will help people with disability from CALD backgrounds provide feedback and appeal NDIS decisions in culturally safe and accessible ways.

Short-term outcome

- High quality research informs the development of guidance on appropriate feedback mechanisms and processes for appeal of decisions for people with disability from CALD backgrounds.

Progress measure

- Appropriate feedback and appeal processes for people with disability from CALD backgrounds are identified, developed and implemented.

Status: Action not started

- We will collaborate with the NDIS Commission on guidelines.

6.2 Priority area 2: Staff capability

6.2.1 Action 7

Work with CALD communities, government agencies (including the NDIS Commission) and non-government organisations to deliver an ongoing education program to NDIS staff and partners. The program will work to improve cultural and language awareness (including d/Deaf, Deafblind, and hard of hearing), and ability to provide safe, effective, meaningful and appropriate interactions with people from CALD backgrounds.

Short-term outcome

- Relevant CALD communities, the NDIS Commission, government agencies and non-government organisations work together and develop an ongoing education program.

Progress measure

- Relevant communities and other stakeholders are identified, listed and engaged.
- An education program is developed and delivered to NDIS staff and partners.

Status: Action not started

- We will collaborate with CALD communities, government agencies, including the NDIS Commission, and non-government organisations to develop and test an education program.

6.2.2 Action 8

Support employment opportunities for people from CALD backgrounds (including those with disability) at the NDIA to improve representation at all levels.

Short-term outcome

- Employment opportunities (including progression) for CALD staff are identified and explored.

Progress measure

- Development and implementation of an employment plan for CALD staff.

Status: Action on track

- The NDIS website was updated to include information about inclusive employment and recruitment practices for [Culturally and linguistically diverse \(CALD\) candidates](#), including the NDIA's internal 2024–27 CALD Inclusion Plan.
- We are reviewing inclusive recruitment practices for CALD applicants as part of a recruitment policy. The recruitment policy will provide formal and procedural guidance for employees involved in recruitment with the NDIA.
- NDIA recruitment panel members must complete inclusive recruitment training to learn inclusive approaches to recruitment. The training includes sessions on cultural sensitivity and inclusion, unconscious bias, and making sure adequate support is provided to CALD candidates through an equitable process.

- In 2024, we made accessibility and inclusion improvements to NDIA recruitment processes, including updates to candidate packages and position descriptions, and giving interview questions ahead of interviews.

6.2.3 Action 9

Work with CALD communities, government agencies (including the NDIS Commission) and non-government organisations to build education and training on cultural safety, anti-racism and trauma-informed practice into the NDIA's training packages.

Short-term outcome

- CALD communities and government agencies work together and deliver training on cultural safety, anti-racism and trauma-informed practice.

Progress measure

- Development and implementation of relevant training programs for NDIS staff and partners.

Status: Action not started

- We will review and develop training packages once Action 8 is complete. This includes a review of existing mandatory multicultural training to make sure it aligns with best practice for CALD inclusion.

6.2.4 Action 10

Develop and deliver training and resources to NDIS staff and partners on the use of interpreters and other language supports to improve the experience of people with disability from CALD backgrounds when interacting with the NDIS.

Short-term outcome

- NDIS staff and partners improve their capacity to effectively engage with interpreters and other language supports, including increased awareness of how to access and improve experience with these supports.

Progress measure

- Development and implementation of relevant training programs and resources.

Status: Action on track

- We are designing an accessible communications learning module, to be completed in 2025.

6.2.5 Action 11

Develop a CALD inclusion plan and program that continues to develop and progress a culturally safe and inclusive workplace for NDIS staff.

Short-term outcome

- A CALD inclusion plan and program is developed through meaningful consultation and robust research.

Progress measure

- Development and implementation of a CALD inclusion plan and program.

Status: Action completed

- In the second half of 2024, we published the CALD Inclusion Plan 2024–27, which is available on the [NDIS website](#).
- As part of implementing the plan, we have:
 - appointed a Senior Executive Service CALD Champion
 - established a staff network (Harmony Hub).
- We are reviewing existing mandatory multicultural training to make sure it aligns with best practice for CALD inclusion.
- NDIA staff have access to the [SBS Cultural Atlas](#) educational resource about the cultural background of Australia's migrant populations.
- NDIA leaders have access to resources to better manage and support CALD staff. This includes an expanded leaders toolkit, induction training packages, and a corporate induction learner workbook.

- NDIA peer support contact officers received targeted cultural sensitivity training. The training included access to the [APS MOSAIC Magazine training package](#), a digital learning resource aimed at enhancing multicultural awareness and culturally inclusive practices across the APS.
- The NDIA intranet was updated to make sure inclusion and diversity awareness days include cultural and religious dates from the [Home Affairs Calendar of cultural and religious dates](#).
- The NDIS website was updated to include information about inclusive employment and recruitment practices for [CALD candidates](#).
- The NDIA's Employee Assistance Program provider demonstrates expertise in cultural competence and trauma-informed practice and care in supporting CALD staff, including CALD-specific services.
- An awareness campaign to empower CALD staff to join the CALD Staff Network is in development.
- We have explored options for safe spaces at each NDIA office or site to allow staff, partners and visitors to practice prayer and reflection.
- We have promoted information available on cultural leave entitlements.

6.2.6 Action 12

Establish a community of practice which shares learnings to help staff improve their skills so they can better support the d/Deaf, Deafblind and hard of hearing communities. This team will include NDIS staff and partners who are skilled in using Auslan. It will promote accessibility through guidelines, processes and support for engagement opportunities.

Short-term outcome

- Cultural capabilities of NDIS staff and partners are strengthened, creating culturally appropriate and safe engagement with the d/Deaf, Deafblind and hard of hearing communities.

Progress measure

- Establishment of a community of practice.

- Number and percentage of NDIS staff and partners who have completed capability-building initiatives on cultural capabilities related to the d/Deaf, Deafblind, and hard of hearing communities.
- Feedback from d/Deaf, Deafblind, and hard of hearing communities on the appropriateness of NDIS staff and partner interactions, accessibility of resources and use of the NDIS.

Status: Action not started

- The NDIA will use information learnt from the Deaf community to inform the approach to a community of practice.

6.3 Priority area 3: Accessible communications

6.3.1 Action 13

Work with CALD communities, the NDIS Commission and the sector to develop and implement guidelines about how to effectively communicate and engage with people with disability from CALD backgrounds. This includes information in-language, and through different channels, such as video, audio and print.

Short-term outcome

- Guidelines are developed and include best practice approaches to communication and engagement with CALD communities and participants.

Progress measure

- Best practice guidelines are developed and implemented.

Status: Action on track

- We collaborated with the NDIS Quality and Safeguards Commission to finalise an awareness strategy and awareness campaigns in targeted CALD communities. This includes utilising We are using multiple engagement channels, such as videos, workshops, and social media, with materials translated into languages to ensure accessibility.

6.3.2 Action 14

Review and update the NDIS website, myplace portal, my NDIS application, provider finder tool, myplace provider portal and National Contact Centre to improve accessibility and navigation for CALD communities and participants. This includes using information in-language and accessing help when in-language information is not available.

Short-term outcome

- The NDIS website, myplace portal, my NDIS application, provider finder tool, myplace provider portal and National Contact Centre have improved accessibility and navigation for CALD communities and participants.

Progress measure

- Completion of identified updates to the NDIS website, myplace portal, my NDIS application, provider finder tool, myplace provider portal and National Contact Centre.

Status: Action on track

- The NDIA's language translation policy was developed in consultation with National Ethnic Disability Alliance (NEDA), Deaf Australia and Deafblind Australia. The policy outlines 18 languages that the NDIA translates information into, available on the [NDIS Languages webpage](#).
- The NDIS website is being redeveloped in 2025 to make sure information is current and accessible. This includes updates in line with changes to the NDIS Act.
- Updating the provider finder tool to include CALD providers is out of scope. To capture this information in the tool would require providers need to report their CALD competencies to a consistent and agreed benchmark. This is out of scope for the NDIA, as provider registration and reporting obligations are set by the NDIS Commission.

6.3.3 Action 15

Work with CALD communities, the NDIS Commission and the sector to develop, publish and implement language guidelines. The guidelines should outline which languages information about the NDIS should be translated into, as to meet the needs of CALD communities and participants.

Short-term outcome

- CALD applicants and participants are able to review and understand NDIS information in-language.

Progress measure

- Appropriate language translation guidelines are developed, published and implemented.
- Number and percentage of documents and other communications appropriately translated into languages identified in guidelines.

Status: Action on track

- We have published information about the NDIS in 18 languages on our website. This is available on the [NDIS Languages webpage](#).
- We have developed and implemented a language policy and guide for effective language translations. It was developed in consultation with National Ethnic Disability Alliance, Deaf Australia and Deafblind Australia.
- The language policy was launched internally in January 2024. It is available to all NDIA staff and partners.
- We will continue to increase the amount of information we translate into other languages.

6.3.4 Action 16

Develop and publish clear definitions of NDIS-specific terms in-language to support CALD participants, providers and Translating and Interpreting Services (TIS) to better understand and communicate NDIS-specific terms.

Short-term outcome

- NDIS-specific terms are translated in-language, and this helps CALD participants, providers and the TIS to better understand and communicate NDIS -specific terms.

Progress measure

- Increase in NDIS- and disability-specific resources accessed by TIS interpreters.

Status: Action not started

- We have started planning the approach to review and development of NDIS-specific terms and concepts in-language. This includes alignment with language used in the amended NDIS Act.

6.3.5 Action 17

Develop and communicate accessible information to CALD communities, CALD participants and providers about how to access and use TIS and alternative interpreters when TIS interpreters are unavailable.

Short-term outcome

- CALD communities, participants and providers have access to appropriate information about how to access and use TIS and alternative interpreters when TIS interpreters are unavailable.

Progress measure

- Development and implementation of information about how to access and use TIS and how to access alternative interpreters when TIS interpreters are unavailable.

Status: Action not started

- We have started planning the development of information about obligations in TIS contracts, terms of service provision and the use of alternative interpreters.

6.3.6 Action 18

Review and update processes for NDIS meetings with interpreters (including Auslan) to improve communication approaches, including options for longer meetings, required or preferred interpreters with the skills, knowledge and experience needed, and in-person interpreting services.

Short-term outcome

- NDIS staff and partners have access to and understanding of updated processes for planning meetings with interpreters to improve communication with CALD participants.

Progress measure

- Processes for NDIS meetings with interpreters are reviewed and updated to improve effective communication.
- Number and percentage of interpreters booked for NDIS meetings, including the number and percentage of extended meetings (when using interpreters), meetings where required or preferred interpreters are used and meetings in-person.

Status: Action not started

- We will collaborate with the CALD External Advisory Group and community stakeholders to review and update processes for NDIS meetings with interpreters.

6.4 Priority area 4: Markets

6.4.1 Action 19

Work with the NDIS Commission to develop and share information with NDIS providers. Engage with providers to increase their understanding of their local community. Explain the expectation for them to deliver culturally safe and appropriate supports and services to CALD communities.

Short-term outcome

- Focused market information enables NDIS providers to increase their understanding about how to deliver culturally safe and appropriate supports and services to CALD communities.

Progress measure

- Information sharing and engagement activities with NDIS providers are developed and implemented to improve cultural safety and service.

Status: Action not started

- We will collaborate with the NDIS Commission on managing compliance.

6.4.2 Action 20

Work with the NDIS Commission to develop a marketing campaign and ongoing communication to raise awareness about choice and control. This includes how CALD participants can choose providers, change providers, build safeguards and make complaints.

Short-term outcome

- An appropriate marketing campaign raises awareness of choice and control and increases the capacity of CALD participants when selecting NDIS providers, including guidance on switching providers, safeguarding and making complaints.

Progress measure

- Development and implementation of an appropriate marketing campaign.

Status: Action on track

- We collaborated with the NDIS Commission to finalise an awareness strategy and awareness campaigns in targeted CALD communities. We are using multiple engagement channels, such as videos, workshops and social media, with materials translated into languages to ensure accessibility.

6.4.3 Action 21

Engage with the NDIS Commission to develop minimum practice standards that providers are required to follow, as well as quality measures that outline what culturally appropriate services look like. The practice standards and quality measures are then clearly communicated to CALD participants and providers.

Short-term outcome

- The practice standards and quality measures engage providers to offer culturally sensitive, trauma-informed and safe services.

Progress measure

- Development, implementation and communication of practice standards and quality measures to providers and CALD participants.

Status: Action not started

- We will collaborate with the NDIS Commission on practice standards.

6.4.4 Action 22

- Identify the challenges and barriers CALD community organisations face in delivering disability supports (including support coordination and direct care). Work with government agencies and the sector to address these barriers.

Short-term outcome

- CALD community organisations have greater opportunities and support to deliver disability supports (including support coordination and direct care).

Progress measure

- Identification and communication of barriers impacting CALD community organisations' delivery of disability supports.

Status: Action not started

- We will investigate government agencies and sector stakeholders delivering disability support to CALD communities.

6.4.5 Action 23

Work with government agencies and other stakeholders on how to increase the number of interpreters certified by the National Accreditation Authority for Translators and Interpreters (NAATI) who understand the NDIS and disability rights.

Short-term outcome

- Government agencies and other relevant stakeholders collaborate on and advocate for initiatives to increase the number of quality interpreters who understand the NDIS and disability rights.

Progress measure

- Number and percentage of relevant engagement activities developed and completed with government agencies and stakeholders.

Status: Action on track

We are leading the development of a market stewardship framework, to be launched in January 2026. The framework has 3 objectives:

- Participant outcomes – participants across Australia are empowered to achieve their desired outcomes.
- Appropriate quality and effective providers – providers consistently and efficiently deliver safe, appropriate-quality supports across Australia.
- Sustainable NDIS costs – NDIS markets support the sustainability of the NDIS.

6.5 Priority area 5: Data

6.5.1 Action 24

Work with CALD communities and government agencies to develop and publish a more inclusive definition of CALD that recognises cultural and linguistic intersections. Update NDIA data collection methods to align with this definition.

Short-term outcome

- A more inclusive definition of CALD that better recognises cultural and linguistic intersections is used by the NDIA.

Progress measure

- Development and publication of a new definition of CALD.
- Feedback from CALD communities and the sector on the inclusiveness and effectiveness of the new definition of CALD.

Status: Action on track

- We are collaborating with the community to develop an intersectionality framework, to be launched in 2025.

6.5.2 Action 25

Research, identify and publish new data on participants from CALD backgrounds to enable better evidence-based decision-making by NDIS staff, partners and the sector.

Short-term outcome

- An updated data system allows for appropriate data collection and insights from CALD participants.

Progress measure

- Development of an updated data system to collect relevant and appropriate data regarding CALD participants.

Status: Action on track

- We have developed a proof-of-concept dashboard, which has been shared with the CALD External Advisory Group for feedback. We are investigating the best format for releasing this information publicly so it can be easily understood and used appropriately.
- CALD participant datasets are regularly published on the [NDIS Website](#) to support evidence-based decision-making.

6.6 Priority area 6: Outreach

6.6.1 Action 26

Work with the NDIS Commission and CALD community to develop a strategy to raise awareness about the NDIS and disability rights in targeted CALD communities and address potential stigma around disability. It should use many different engagement channels, with information available in-language.

Short-term outcome

- An effective engagement strategy raises awareness of the NDIS and disability rights and reduces potential stigma around disability.

Progress measure

- Development and delivery of an engagement strategy, including culturally appropriate communication materials.

Status: Action on track

- We collaborated with the NDIS Quality and Safeguards Commission to finalise an awareness strategy and awareness campaigns in targeted CALD

communities. We are using multiple engagement channels, such as videos, workshops, and social media, with materials translated into languages to ensure accessibility.

6.6.2 Action 27

Identify, develop and support activities from community organisations that promote awareness of the NDIS (including eligibility) and reduce stigma around disability in targeted CALD communities. Develop clear communication to the sector to promote these activities and provide guidance on how NDIS staff and partners could be involved and supportive.

Short-term outcome

- The NDIS is involved in and supports initiatives delivered by community organisations that promote awareness of the NDIS (including eligibility) and reduce stigma around disability in CALD communities.

Progress measure

- Development of guidelines to identify and support appropriate initiatives.
- Number and percentage of appropriate initiatives identified and supported.

Status: Action on track

- We identified key CALD community organisations across VIC, NSW, QLD, SA, and WA, including:
- Centre for Culture, Ethnicity and Health (CEH) for – we consulted about the translated NDIS glossary.
- Settlement Services International – we consulted about the CALD peer support program, modelled after on the successful Multicultural Peer Network; we supported pilot program activities, collecting initial feedback indicating increased understanding and reduced stigma, with attendees reporting greater understanding of the NDIS.

6.6.3 Action 28

Work with organisations and peak bodies to build the skills of mainstream services (including health professionals, such as general practitioners, allied health professionals and specialists). Focusing on how to support people with disability from CALD backgrounds to access and use the NDIS.

Short-term outcome

- Relevant capacity building activities are identified and explored in collaboration with organisations and peak bodies to better support people with disability from CALD backgrounds to access and use the NDIS.

Progress measure

- Number of relevant capacity building initiatives identified and supported.

Status: Action on track

- We drafted a training framework for Services Australia's multicultural service officers, to enhance their ability to support CALD individuals to navigate the NDIS, focusing on cultural competency and communication.
- We engaged with the Refugee Health Network of Australia to plan capacity - building sessions on NDIS processes and their intersection with the health system, ensuring culturally appropriate support.

7. National Disability Insurance Agency

[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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