



Cultural and Linguistic Diversity Strategy

Our work from 2024 to 2025

Easy Read version



ndis

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

How to use this report



We are the National Disability Insurance Agency (NDIA).

We wrote this report.



We wrote some words in **bold**.

We explain what these words mean.

There is also a list of these words on page 25.



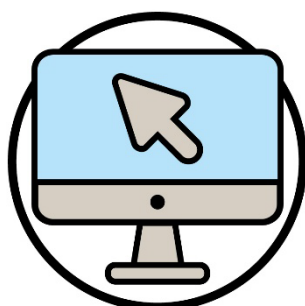
You can ask someone you trust for support to:

- read this report
- find more information.



This is an Easy Read summary of another report.

It only includes the most important ideas.



You can find the other report on our website.

www.ndis.gov.au/strategies/cultural-and-linguistic-diversity-strategy

What's in this report?

About our strategy 4

Actions in our strategy 8

What we did from 2024 to 2025 9

How we are making sure our strategy works 18

Contact us 23

Word list 25

About our strategy



This report is about our Cultural and Linguistic Diversity Strategy 2024–2028.

We call it our strategy.



Culturally and linguistically diverse (CALD) people are people who:

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

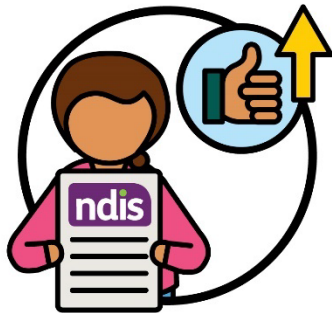


Our strategy is about how we support CALD **participants**.



Participants are people with disability who take part in the National Disability Insurance Scheme (NDIS).

Goals in our strategy



Our strategy aims to:

- make it easier for CALD communities to take part in the NDIS
- improve the experiences that CALD participants have with the NDIS.



Our strategy also aims to improve how **NDIS plans** support the needs of CALD participants.



An NDIS plan has information about:

- a participant and their goals
- what supports a participant needs
- what the NDIS will pay for.



Our strategy has **6 areas** we will focus on to achieve our goals.



1. Improve the way we work to better support CALD participants.



2. Make sure our staff have the right skills.



3. Share information in ways that CALD communities need.



4. Help **providers** offer services that support what CALD participants need.

Providers support people with disability by delivering a service.

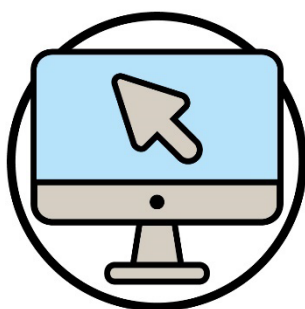


5. Create services that connect and teach CALD communities about the NDIS.



6. Use better **data** to help us improve services for CALD participants.

Data includes information and facts we collect to help us learn about something.



You can read more about our strategy on our website.

www.ndis.gov.au/strategies/cultural-and-linguistic-diversity-strategy#cald-strategy-and-action-plan-documents

Actions in our strategy



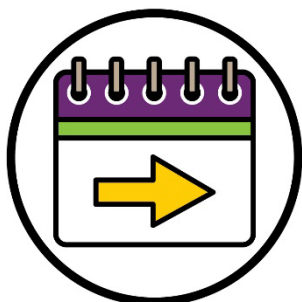
Our strategy includes an Action Plan.



The Action Plan has **28 actions** to achieve the goals in our strategy.



We started working on these actions in **2024**.

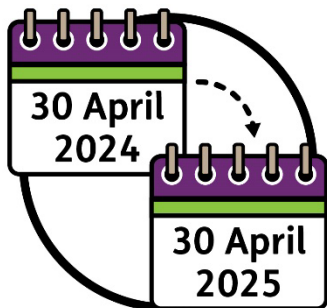


We will keep working on these actions **until 2028**.

What we did from 2024 to 2025



We will write a report every year to share the work we have done to achieve the goals in our strategy.



This report looks at our work from:

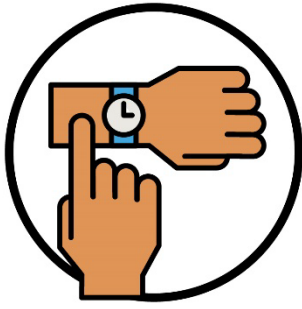
- **30 April 2024**
- to
- **30 April 2025.**



We have completed **1 action** from the Action Plan.



We have started **15 actions** from the Action Plan.



We still need to start **12 actions** from the Action Plan.

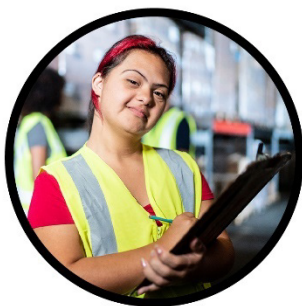


On the following pages we share examples of some of the work we did in **2024 to 2025**.

CALD Inclusion Plan 2024–27



In **May 2024**, we shared our plan to create more **inclusive** workplaces for CALD people.



When workplaces are inclusive, everyone:

- can take part
- feels like they belong.



Our plan is called the CALD Inclusion Plan 2024–27.



It has **28 actions** that we will work on **between 2024 and 2027**.



We have already completed some of these actions.



For example, one action we completed was to have an NDIA CALD **Champion**.

A champion is one of our leaders who knows a lot about being inclusive.

New CALD advisory groups



We created **2** new **advisory groups**.



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

- is working well
- needs to work better.



One advisory group doesn't include people from the NDIA.



This advisory group helps us hear from CALD people with disability in the community.



Members of this advisory group include people who:

- understand CALD experiences
- know what CALD people with disability need.



One advisory group includes people from the NDIA.

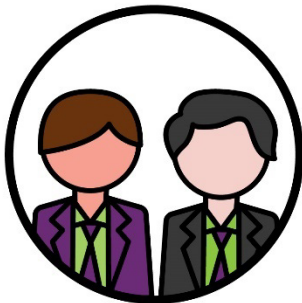


This advisory group helps us work on the actions from the Action Plan.

Members of this advisory group include:



- the NDIA CALD Champion



- NDIA leaders



- people who work on changes to the NDIS.

Community activities we ran

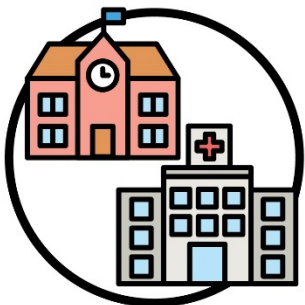


We ran **192 community activities** since **30 April 2024**.

We ran these activities with:



- community organisations



- services that everyone in the community can use.



Around **2,200 people** took part in these activities.



The activities helped us share information with CALD communities about the NDIS.

This includes information about how to:



- join the NDIS



- use disability supports.

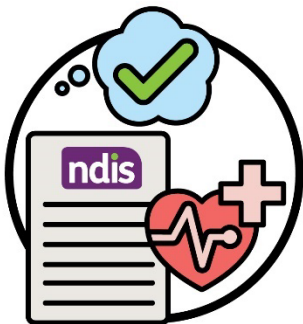


One organisation we ran an activity with is called the Refugee Health Network.



A **refugee** is someone who has to leave their home country because it's not safe.

A refugee is looking for safety in another country.



The activity with the Refugee Health Network helped people understand how the NDIS works with healthcare services.



This includes how healthcare workers provide **culturally safe** services.



When something is culturally safe, people feel:

- respected and heard
- safe to be who they are.

How we are making sure our strategy works

Changes to NDIS laws



Some changes to NDIS laws started in **October 2024.**



This happened after we created our strategy.



This also means there will be a lot of changes to the NDIS over the **next 5 years.**



We want changes to the NDIS to include the needs of CALD people with disability.



We will make sure changes to the NDIS follow our strategy.

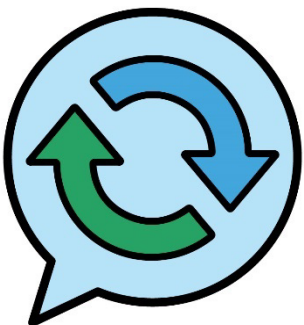


Some changes might mean we need to:

- update our actions
- change when we will do our actions.



We will work with our advisory groups on the changes to our actions.



We will share what these changes are when we decide.

Working with other parts of the government



We have worked on some actions from the Action Plan with other parts of the government.

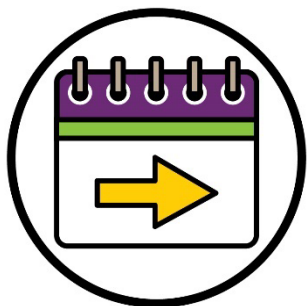


For example, the **NDIS Quality and Safeguards Commission (NDIS Commission)**.

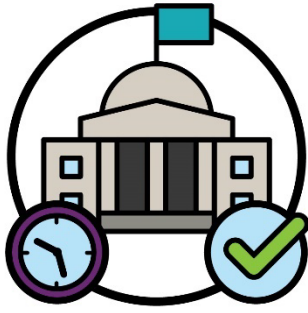


The NDIS Commission makes sure people with disability who take part in the NDIS:

- are safe
- get good services.



We started working on some of these actions later than we planned.

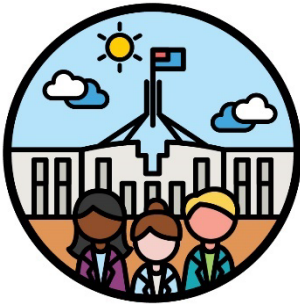


This is because we had to wait for some government organisations to be ready.

We also met with Services Australia to learn from their experiences working with:



- CALD communities



- other parts of the government.



We will keep working with other parts of the government on actions in the Action Plan.

Looking into more interpreters



We know that there aren't enough **interpreters** for different languages.

This includes Auslan.



An interpreter is someone who:

- uses your language
- helps you understand what someone is saying.



We know not having enough interpreters can make it harder for people to:

- take part in the NDIS
- use their NDIS plan.

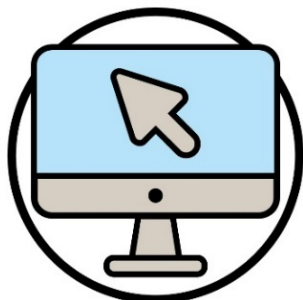


There isn't a lot we can do to make sure there are more interpreters.



But we will try and help the interpreters we have now understand the NDIS.

Contact us



You can visit our website.

www.ndis.gov.au



You can call us.

1800 800 110



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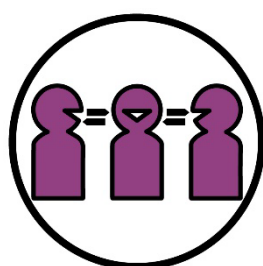
Support to talk to us



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 National)

131 450

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



TTY (Speak and Read)

1800 555 677



Speak and Listen

1800 555 727



National Relay Service

133 677

www.accesshub.gov.au/about-the-nrs

Word list

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



Advisory group

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

- is working well
- needs to work better.



Champion

A champion is one of our leaders who knows a lot about being inclusive.



Culturally and linguistically diverse (CALD)

CALD people are people who:

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



Culturally safe

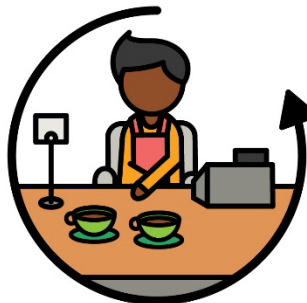
When something is culturally safe, people feel:

- respected and heard
- safe to be who they are.



Data

Data includes information and facts we collect to help us learn about something.



Inclusive

When workplaces are inclusive, everyone:

- can take part
- feels like they belong.



Interpreter

An interpreter is someone who:

- uses your language
- helps you understand what someone is saying.

NDIS plans



An NDIS plan has information about:

- a participant and their goals
- what supports a participant needs
- what the NDIS will pay for.

NDIS Quality and Safeguards Commission (NDIS Commission)



The NDIS Commission makes sure people with disability who take part in the NDIS:

- are safe
- get good services.



Participants

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



Providers

Providers support people with disability by delivering a service.



Refugee

A refugee is someone who has to leave their home country because it's not safe.

A refugee is looking for safety in another country.



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