1 May 2019

The NDIA is improving the experience participants from Culturally and Linguistically Diverse (CALD) backgrounds have when accessing and engaging with the NDIS.

The NDIA has partnered with Translating and Interpreting Services (TIS) National to provide language interpreting services for participants with CALD backgrounds. Participants from CALD backgrounds will not be charged for language interpreting services when they are using the services/supports of NDIS registered providers under this new arrangement.

TIS National has more than 3,000 National Accreditation Authority for Translators and Interpreters (NAATI) certified/recognised interpreters, providing services in 160 languages.

The NDIA wants to promote and ensure meaningful conversations with participants and their carers. As such, it is the responsibility of the NDIS registered provider or NDIA staff and partners to organise language interpreting services on behalf of a participant.

Where possible, on-site interpreters will be booked to join NDIS face-to-face meetings, while phone based interpreting services will be used for shorter, simple conversations.

Information on language interpreting services for participants is available in English and also in 12 languages other than English. There is also information on accessing language interpreting services for providers.

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