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# Cultural and Linguistic Diversity (CALD) Strategy 2024-2028

We are committed to meeting the cultural and language needs of all our participants.

The NDIS Cultural and Linguistic Diversity (CALD) Strategy 2024-2028 sets out this commitment.

We co-designed the CALD Strategy (the Strategy) with over 800 people from CALD backgrounds.

This includes:

- participants, friends, family, carers
- peak bodies and sector representatives
- NDIS staff.

Co-design means working with the disability community to make the NDIS better.

The Strategy aims to:

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

## Our priorities

The Strategy has 6 key priorities:

### Infrastructure

Improving our systems and processes to support the needs of CALD participants.

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## Staff capability

Helping staff improve their skills to better respond to the cultural needs of participants.

## Accessible communications

Ensuring information we share supports the way CALD communities prefer to communicate.

## Markets

Helping NDIS providers to offer services that will meet the cultural needs of CALD participants, families, and carers.

## Data

Better use of data to improve services for CALD participants.

## Outreach

Providing supports and services to educate and connect with CALD communities, who have not accessed the NDIS.

## The Action Plan 2024 - 2028

We co-designed the Action Plan to help us deliver the Strategy.

The Action Plan includes 28 actions and sits side-by-side the Strategy.

Each action is linked to one of our 6 priorities.

The Action Plan:

- outlines the steps we need to take to carry out the Strategy
- helps us deliver co-designed actions
- provides clear goals and responsibility for checking and evaluating activities
- shows transparency and our commitment to deliver on the Strategy's actions.

We will provide regular updates so you can track how things are going. This includes annual progress reports.

## CALD Strategy and Action Plan documents

Download the CALD Strategy Summary:

- [CALD Strategy Summary \(PDF 312KB\)](#)
- [CALD Strategy Summary \(DOCX 555KB\)](#)

Download the CALD Strategy and Action Plan Easy Read:

- [Easy Read CALD Strategy \(PDF 9.8MB\)](#)
- [Easy Read CALD Strategy \(DOCX 11.3MB\)](#)
- [Easy Read CALD Action Plan \(PDF 12.8MB\)](#)
- [Easy Read CALD Action Plan \(DOCX 12.5MB\)](#)

Download the full CALD Strategy and Action Plan:

- [CALD Strategy full version \(PDF 2.6MB\)](#)
- [CALD Strategy full version \(DOCX 861KB\)](#)
- [CALD Strategy Action Plan full version \(PDF 1.1MB\)](#)
- [CALD Strategy Action Plan full version \(DOCX 530KB\)](#)

## View the Strategy in your language

- [Find out more about the CALD Strategy in Auslan](#)
- [ةببرعلا ةغللاب CALD ةيجتارتسا لوح ديزملا ىلع فرعت](#)
- [CALD Strategy Summary \(PDF 312KB\)](#)
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- [CALD Strategy Action Plan full version \(DOCX 530KB\)](#)
- [دینادب رتشیب یرد هب CALD یجتارتسا هرابرد](#)
- [Yök käjuēc nē biäk Ajuεεr Loi de CALD nē Thuɔŋjäŋ yic](#)
- [دی زوم ای ب رتشیب یسراف نابز هب CALD یجتارتسا هرابرد](#)
- [CALD Tũahtonak kong tamdeuh ah Laiholh in kawl](#)
- [دی ک ادیپ یگرازه د CALD یجتارتسا هرابرد هر رتدایز تامولام](#)
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- [CALD Strategy Action Plan full version \(DOCX 530KB\)](#)
- [Tìm hiểu thêm về Chiến lược CALD trong tiếng Việt](#)

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## Discover Phase Report

The NDIA released the Discover Report which details what we heard and learned from the experiences of NDIS participants from cultural and linguistically diverse (CALD) backgrounds.

- [Summary of Discover Phase Report \(DOCX 97KB\)](#)
- [Summary of Discover Phase Report \(PDF 279KB\)](#)
- [Easy Read Summary of Discover Phase Report \(PDF 7MB\)](#)
- [Easy Read \(text only\) Summary of Discover Phase Report \(DOCX 71KB\)](#)

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### National relay service

Visit the [National Relay Service](#) website.

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