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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.

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.

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- [Tìm hiểu thêm về Chiến lược CALD trong tiếng Việt](#)

Discover Phase Report (2022)

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 \(DOCX 71KB\)](#)

CALD Strategy Annual Reports

The NDIA will publish annual reports on what we are doing to deliver the actions in the CALD Strategy and Action Plan.

Download the CALD Strategy Annual Report 2025 full version:

- [CALD Strategy Annual Report 2025 \(PDF 438KB\)](#)
- [CALD Strategy Annual Report 2025 \(DOCX 10.7MB\)](#)

Download the CALD Strategy Annual Report 2025 Easy Read:

- [Easy Read CALD Strategy Annual Report 2025 \(PDF 7.9MB\)](#)
- [Easy Read CALD Strategy Annual Report 2025 \(DOCX 49KB\)](#)

View the CALD Strategy Annual Report 2025 in Auslan:

[Transcript for 'Auslan Video - CALD Strategy Annual Report'](#)

CALD Strategy 2025 annual progress report summary

The summary shows progress of our short-term outcomes in the strategy and action plan from 30 April 2024 to 30 April 2025.

Find the summary report in your language.

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- [يوغل لاولي فاقث لال عونت لال ايجي تارت سال يون سال مدقت لال ريرقت صلخ لم ليزنتب مق \(DOCX 2.2MB\)](#)
- [CALD 2025 \(PDF 326KB\)](#)
- [CALD 2025 \(DOCX 2.2MB\)](#)
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- [Cald 2025 \(DOCX 2.3MB\)](#)
- [2025 CALD \(PDF 293KB\)](#)
- [2025 CALD \(DOCX 2.1MB\)](#)
- [Cald \(PDF 271KB\)](#)
- [Cald \(DOCX 4.1MB\)](#)
- [Soo dejiso Istaraatiijiyada CALD 2025 warbixinta horumarka sanadlaha ah oo kooban ayadoo Somali ku \(PDF 193KB\)](#)
- [Soo dejiso Istaraatiijiyada CALD 2025 warbixinta horumarka sanadlaha ah oo kooban ayadoo Somali ku \(DOCX 2MB\)](#)
- [Pakua muhtasari wa ripoti ya maendeleo ya mwaka ya Mkakati wa CALD 2025 katika Kiswahili \(PDF 194KB\)](#)
- [Pakua muhtasari wa ripoti ya maendeleo ya mwaka ya Mkakati wa CALD 2025 katika Kiswahili \(DOCX 1.9KB\)](#)
- [Tải xuống bản tóm tắt báo cáo tiến độ hàng năm của Chiến lược CALD 2025 bằng tiếng Việt \(PDF 229KB\)](#)
- [Tải xuống bản tóm tắt báo cáo tiến độ hàng năm của Chiến lược CALD 2025 bằng tiếng Việt \(DOCX 1.9MB\)](#)

Contact supports and services

Translating and interpreting

Find out about [language interpreting services](#) or phone **131 450**.

National relay service

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

Family violence support

Find [family violence and mental health](#) services.

This page current as of

3 May 2026