



# Cultural and Linguistic Diversity Strategy Action Plan

2024-2028





## Acknowledgement of Country

The 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.

Artwork 'Belonging' by Charmaine Mumbulla.

# Cultural and Linguistic Diversity Strategy

## Action Plan 2024-2028

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Cover photo: Melbourne teenager and NDIS participant Eshan may be a great drummer, but when it comes to empowering people with a disability, he wants to be the frontman.  
[Read Eshan's full story](#) on the NDIS website.

# Introduction

The National Disability Insurance Agency (NDIA) is committed to improving outcomes for people with disability from culturally and linguistically diverse (CALD) backgrounds.

These outcomes include:

- increased access to and participation in the National Disability Insurance Scheme (NDIS)
- increased utilisation of NDIS plans
- improved experience with the NDIS, including its processes, systems and staff.

The new Cultural and Linguistic Diversity Strategy 2024-2028 (the Strategy) and Action Plan were developed through co-design with people with disability from CALD backgrounds including NDIS participants, their families and their carers, peak bodies, disability representative organisations and service providers.

This Action Plan supports the implementation, reporting, monitoring and evaluation of the [Strategy](#).

# Action Plan

This Action Plan has been developed with the NDIA's External Advisory Group (EAG). It guides the NDIA on how to achieve the goals of the Strategy across the 6 priority areas.



Priority area 1:  
**Infrastructure**



Priority area 4:  
**Markets**



Priority area 2:  
**Staff Capability**



Priority area 5:  
**Data**



Priority area 3:  
**Accessible  
Communications**



Priority area 6:  
**Outreach**

The purpose of the Action Plan is to:

- **guide the NDIA's implementation of the actions** developed during the co-design of the Strategy
- **provide a clear framework** for monitoring, learning and evaluation activities relating to the Strategy
- **promote accountability and transparency** for the NDIA to deliver on the actions in the Strategy.

The Strategy and Action Plan will contribute to the objective of building an inclusive and culturally responsive NDIS in line with the objectives of Australia's Disability Strategy 2021-2031.

## Action Plan

The NDIA will provide regular updates to the EAG, the CALD sector and communities to demonstrate progress. These include:

- **annual progress reports** that outline progress towards the Strategy's actions and outcomes. These reports will provide updates on the progress measures in the Action Plan and relevant commentary.
- **mid-year progress updates** that provide a high-level overview of progress against each action.

Information on how the Action Plan will be governed, reported on and monitored is provided in the [Strategy document](#).

The Strategy and Action Plan will be supported by a Monitoring, Evaluation and Learning Framework. This is an internal document that provides a detailed approach to NDIA implementation and reporting.



# Overview

The Action Plan uses the following terms:



**Goal:**

The long-term outcome the NDIA wants to achieve.



**Action:**

What the NDIS will do to achieve the goal.

## Outcome:

The result or impact that is expected to happen from the action. The progress measures in the Action Plan use the following timeframes:

➤ **Short term:**  
0-2 years.

➤ **Medium term:**  
3-4 years.

➤ **Long term:**  
5+ years.

## Progress measure:

How the NDIA will measure success and progress. There are 3 types of progress measures.

**1. Quality measures:**  
for example, feedback on participant experience.

**2. Performance measures:**  
for example, increased number of CALD participants.

**3. Milestone activities:**  
for example, publication of guidelines.

As the Strategy is implemented, progress measures will be refined and updated. These changes will reflect new insights to better track and communicate progress. Progress measures should be relevant and meaningful to CALD communities and participants.

Benchmarks (or baselines) for progress measures will be published in the first annual progress report. Ongoing reporting will then occur with reference to these benchmarks. Where data for progress measures is collected, this will be established over the first year of the Strategy's implementation.



# 1. Infrastructure



## Goal 1

The NDIA uses co-designed and agreed definitions of ‘cultural safety’ and ‘culturally appropriate and responsive service’.



## 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.



### Medium term

#### Outcomes

- NDIS guidelines, procedures and services reflect culturally safe, appropriate and responsive approaches.
- NDIS staff and partners have an increased understanding of ‘cultural safety’ and ‘culturally appropriate and responsive service’.

#### Progress measure

Number of improvements made to NDIS guidelines, procedures and services to incorporate ‘cultural safety’ and ‘culturally appropriate and responsive service’.



## 1. Infrastructure

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### Goal 2

NDIS policies, procedures and systems enable equitable access to the NDIS and use of plans for people with disability from CALD backgrounds.



#### 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.

##### > Medium term

###### Outcome

NDIS operational guidelines are inclusive, are culturally safe and recognise the cultural needs of participants.

###### Progress measure

Number and percentage of guidelines that are inclusive, are culturally safe and recognise the cultural needs of participants.



### 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 measures

- 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.

#### > Medium term

##### Outcomes

- CALD participants access in-language resources (including at the pre-access stage, before planning meetings and in-language participant plans).
- CALD participants access support with plan implementation when language is identified as a barrier (including support coordination).
- CALD participants access increased funding for social and community participation.
- Communication content and channels are culturally and linguistically accessible.

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➤ **Medium term**

**Progress measures**

- Number and percentage of CALD participants:
  - Who access in-language information during their NDIS journey (including before planning meetings, after planning meetings and in-language NDIS plans).
  - With identified language barriers (including non-spoken) who access support with plan implementation, including support coordination.
  - With funding for social and community participation, and number of funded hours.
  - Who report a positive experience with how planners communicate and engage (whether it is culturally and linguistically accessible).
- Increased plan utilisation for CALD participants.



### 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.

#### ➤ Medium term

##### Outcomes

- Refugees and newly arrived migrants have an increased understanding of, and ability to access the NDIS.
- Relevant government agencies have increased understanding of how to support refugees and newly arrived migrants to access the NDIS.

##### Progress measure

- Number and percentage of refugees and newly arrived migrants:
  - who apply for the NDIS
  - who meet access to the NDIS
  - who report a positive experience with the NDIS application process.

### **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**

##### Outcomes

- 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.

#### **Medium term**

##### Outcomes

- Refugees and newly arrived migrants have assessments completed pre-arrival and supporting documents recognised when applying to access the NDIS.
- Relevant government agencies have increased understanding of how to support refugees and newly arrived migrants to access the NDIS.

##### Progress measure

Number and percentage of refugees and newly arrived migrants who apply for and successfully access the NDIS.

## 1. Infrastructure

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### Goal 3

NDIS communication processes with CALD communities and participants are culturally appropriate, are effective and transparent, and promote trust.



### 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.

#### ➤ Medium term

##### Outcome

Feedback processes are culturally safe and accessible for people with disability from CALD backgrounds.

##### Progress measure

People with disability from CALD backgrounds report improved experience with the process for feedback and appeals that relate to cultural safety and accessibility.



## 2. Staff capability



### Goal 4

NDIS staff and partners understand and respond to the cultural and language needs of participants and how these needs may affect their disability supports.



### 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 measures

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

#### > Medium term

##### Outcome

Number and percentage of NDIS staff reporting improved cultural and language awareness, understanding and ability to interact in a culturally safe, effective and appropriate way.

##### Progress measures

- Number and percentage of NDIS staff and partners that:
  - have completed the education program
  - report increased cultural and language awareness, understanding and ability to interact in a culturally safe, effective, meaningful and appropriate way.
- CALD participants report experiencing increased cultural and language awareness in interactions with NDIS staff.





### 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.

#### > Medium term

##### Outcome

The NDIA reflects the diversity of the community through an increase in the number and percentage of staff from CALD backgrounds.

##### Progress measure

Increased number and percentage of staff from CALD backgrounds employed at the NDIA (including those with disability), by level and CALD background.

## 2. Staff capability

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### Goal 5

NDIS staff and partners use cultural safety and trauma-informed practice in all engagements.



#### 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.



#### Medium term

##### Outcome

NDIS staff and partners have greater knowledge of cultural competency around anti-racism and trauma-informed practice in CALD settings.

##### Progress measures

- Participation and frequency of participation in training by NDIS staff and partners (by position).
- NDIS staff and partners report increased knowledge, awareness, and understanding of CALD communities' cultural and language needs.
- CALD participants report experiencing increased cultural and language awareness in interactions with NDIS staff and partners.



### 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 improved experience with these supports.

##### Progress measure

Development and implementation of relevant training programs and resources.

#### ➤ Medium term

##### Outcome

NDIS staff, partners and interpreters communicate more effectively with each other and with participants.

##### Progress measures

- Number and percentage of NDIS staff and partners who complete interpreter education programs and access relevant resources.
- Number and percentage of CALD participants who access interpreting services (by language, meeting type (for example, planning) and method (for example, onsite)).
- CALD participants report an improved experience with accessing and using interpreting services (by CALD community).



### 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.

#### > Medium term

##### Outcome

The NDIA is a culturally safe and inclusive workplace.

##### Progress measure

Increased retention rates and career progression opportunities for NDIS staff from CALD backgrounds.

### **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 measures**

- 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.

#### **Medium term**

##### **Outcome**

NDIS staff and partners have improved capability to appropriately engage with d/Deaf, Deafblind, and hard of hearing communities.

##### **Progress measures**

- Number and percentage of capability building initiatives completed 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.



## 3. Accessible communications



### Goal 6

Effective communication channels for CALD communities and participants are identified and used by the NDIS.



### 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.



#### Medium term

##### Outcome

The NDIS has increased engagement with CALD communities and participants.

##### Progress measure

Feedback from CALD participants, providers and the sector on the effectiveness of updates, communication and channels used.

#### **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.

##### **Medium term**

###### **Outcome**

CALD participants and communities have improved access to and use of the NDIS website, myplace portal, My NDIS application, Provider finder tool, myplace provider portal and National Contact Centre.

###### **Progress measure**

Increased use of the NDIS website, myplace portal, My NDIS application, Provider finder tool, myplace provider portal and National Contact Centre by CALD communities.



#### **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 measures**

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

##### **Medium term**

###### **Outcome**

CALD participants and applicants have a greater understanding of the NDIS through information available in appropriate languages.

###### **Progress measure**

Participants and applicants from CALD backgrounds report increased ability to access information about the NDIS in their preferred language.

### 3. Accessible communications

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#### Goal 7

CALD communities and providers are made aware of, and can access, interpreting services, and have improved experience with these services.



#### Action 16

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



##### Medium term

###### Outcome

TIS interpreters have increased understanding of and can communicate about NDIS-specific terms in different languages and cultural settings.

###### Progress measure

Number and percentage of NDIS and disability-specific training completed and resources accessed by TIS interpreters.

#### **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.

##### **Medium term**

###### **Outcome**

CALD participants, NDIS staff, partners and providers access (and appropriately use) interpreting services.

###### **Progress measures**

- Increased use of interpreting services by CALD participants, NDIS staff, partners and providers.
- Improved experience of CALD participants, NDIS staff, partners and providers with accessing interpreting services.

#### **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 measures**

- 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.

##### **Medium term**

###### **Outcome**

Planning and plan review meetings that involve interpreters (including Auslan interpreters) appropriately capture the needs and preferences of CALD participants.

###### **Progress measures**

- CALD participants report improved experiences with interpreting services in NDIS meetings.
- 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.



## 4. Markets



### Goal 8

Information about using the NDIS and accessing culturally safe and appropriate services is effectively communicated to CALD communities and participants.



### 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.



#### Medium term

##### Outcome

Service providers have increased understanding of, and ability to deliver, culturally safe and appropriate supports and services for CALD communities.

##### Progress measure

Feedback from service providers on the effectiveness of information and engagement to increase their understanding of culturally safe and appropriate supports.



### 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.



#### Medium term

##### Outcome

CALD participants have improved awareness of their right to choice and control and improved capacity when assessing NDIS providers.

##### Progress measure

CALD participants report increased understanding of their rights, how to change providers, risks of potential exploitation and how to make complaints.



### 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.

#### > Medium term

##### Outcome

Providers have the capability to deliver culturally sensitive, trauma-informed, and safe services.

##### Progress measures

- Number and percentage of service providers who align to practice standards and quality measures.
- Feedback from service providers and CALD participants on the effectiveness of practice standards and quality measures.
- Effectiveness of communication strategies used to promote practice standards and quality measures for service providers to CALD participants.





### Goal 9

There are more NDIS providers offering quality services that are culturally appropriate, responsive and safe.



#### 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 opportunity 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.



##### Medium term

###### Outcome

CALD community organisations have the capacity and capability to enter the NDIS market to deliver disability supports.

###### Progress measure

Actions taken (and the effectiveness of these actions) to reduce identified barriers impacting CALD community organisations' ability to provide disability supports.



### 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.

#### ➤ Medium term

##### Outcomes

- Increased availability of quality interpreters who support CALD participants and their engagement with the NDIS.
- Increased understanding of the NDIS and disability rights among new and existing interpreters.

##### Progress measures

- Number and percentage of appropriate initiatives collaborated on or advocated for (current and planned).
- Number and percentage of NAATI-certified interpreters available to support CALD participants in their engagement with the NDIS (by language).



## 5. Data



### Goal 10

The NDIA uses a co-designed and agreed definition of 'CALD' that supports the collection of accurate and useful data.



### 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 measures

- 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.

#### > Medium term

##### Outcome

CALD communities and participants are able to connect and identify with a more inclusive definition of CALD used by the NDIA.

##### Progress measure

Increased accuracy and quality of data collection and insights for CALD participants through use of a new definition of CALD.



### Goal 11

Data and evidence-based decision making are used by the NDIA and stakeholders to improve services, experiences and outcomes for CALD participants.



### 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.

#### ➤ Medium term

##### Outcome

New data and insights from participants from CALD backgrounds helps with evidence-based decision making by NDIS staff, partners and the sector.

##### Progress measures

- Feedback from NDIS staff, partners and the sector on their use and experience of published CALD participant data for evidence-based decision making.
- Increased quality and relevance of collected and published data on CALD participants.



## 6. Outreach



### Goal 12

There is greater awareness and understanding of the NDIS and disability in CALD communities. This includes NDIS eligibility, the application process and the potential stigma around disability as a barrier to accessing the NDIS.



### 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.



#### Medium term

##### Outcome

Targeted CALD communities have a greater understanding of the NDIS and disability rights.

##### Progress measures

- Increased access and participation of targeted CALD communities in the NDIS.
- Increased awareness and understanding of the NDIS, eligibility criteria, the application process, accessing support, and misconceptions of disability in targeted CALD communities.
- Feedback from CALD communities, stakeholders and experts on their experience of the communication strategy, specifically around cultural sensitivity.

### **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 measures**

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

#### **Medium term**

##### **Outcomes**

- CALD communities have a greater understanding of disability.
- There is less stigma around disability impacting access and participation in the NDIS.

##### **Progress measures**

- Number of CALD communities engaged through initiatives by the disability community, community organisations, NDIS partners and government agencies (with NDIA support).
- Increased access and participation of targeted CALD communities in the NDIS.
- CALD communities report increased awareness and understanding of the NDIS and disability.

### **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.

#### **Medium term**

##### **Outcome**

Mainstream supports (such as general practitioners, allied health professionals and specialists) have an increased understanding of and ability to support people with disability from CALD backgrounds to access and use the NDIS.


##### **Progress measures**


- Number and percentage of capacity-building activities (including training) delivered to mainstream supports.
- CALD communities' experience when receiving advice and support (where appropriate) from mainstream supports on access to and use of the NDIS.
- Feedback from mainstream supports on their experience of working on capacity-building initiatives, and their understanding of how CALD participants can access and use the NDIS.






### National Disability Insurance Scheme

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

 Telephone: 1800 800 110

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

### Follow us on our social channels



### For people who need help with English

 TIS: 131 450

### For people who are deaf or hard of hearing

 TTY: 1800 555 677

 Voice relay: 1800 555 727

 National Relay Service: [accesshub.gov.au](https://accesshub.gov.au)