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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.

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
- تعرف على المزيد حول استراتيجية CALD باللغة العربية
- [illegible]
- [illegible]
- [illegible] CALD
- [illegible]
- دربارہ استراتجی CALD بہ دری بیشتر بدانید
- Yök käjuëc në biäk Ajuɛɛr Loi de CALD në Thuɔŋjäŋ yic
- دربارہ استراتژی CALD بہ زبان فارسی بیشتر بیاموزید
- CALD Tuahtonak kong tamdeuh ah Laiholh in kawl
- مالومات زیادتر ره د باره استراتجی CALD د هازګی پیدا کیدی
- [illegible] CALD [illegible]
- [illegible] CALD Strategy [illegible]

- [illegible] CALD [illegible]
- CALD [illegible]
- CALD [illegible]
- 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.

- قم بتنزيل ملخص تقرير التقدم السنوي لاستراتيجية التنوع الثقافي واللغوي لعام 2025 باللغة العربية (PDF 266KB)

- قم بتنزيل ملخص تقرير التقدم السنوي لاستراتيجية التنوع الثقافي واللغوي لعام 2025 باللغة العربية (DOCX 2.2MB)
- [illegible] CALD 2025 [illegible] (PDF 326KB)
- [illegible] CALD 2025 [illegible] (DOCX 2.2MB)
- [illegible] (PDF 203KB)
- [illegible] (DOCX 3MB)
- [illegible] 2025 [illegible] CALD [illegible] (PDF 347KB)
- [illegible] 2025 [illegible] CALD [illegible] (DOCX 2.2MB)
- [illegible] 2025 [illegible] CALD [illegible] (PDF 374KB)
- [illegible] 2025 [illegible] CALD [illegible] (DOCX 2.3MB)
- .ر به دری دانلود کنیدCALD 2025 خلاصه گزارش پیشرفت سالانه استراتژی (PDF 262KB)
- .ر به دری دانلود کنیدCALD 2025 خلاصه گزارش پیشرفت سالانه استراتژی (DOCX 2.2MB)
- Miɛ̈ɛ̈të athöör de wël matnhïïm ke Rïpɔt guïïr kɔc lɔtueŋ de Ajuiɛɛr de CALD 2025 në ruɔ̈ɔ̈nic ëben ne Dinka (PDF 242KB)
- Miɛ̈ɛ̈të athöör de wël matnhïïm ke Rïpɔt guïïr kɔc lɔtueŋ de Ajuiɛɛr de CALD 2025 në ruɔ̈ɔ̈nic ëben ne Dinka (DOCX 2MB)
- خلاصه گزارش پیشرفت سالانه راهبرد CALD 2025.ر به فارسی دانلود کنید (PDF 262KB)
- خلاصه گزارش پیشرفت سالانه راهبرد CALD 2025.ر به فارسی دانلود کنید (DOCX 2.2MB)
- Hakha holh in CALD Tuahto ning 2025 kum fatin thanchonak a tawinak in tialmi kha download tuah (PDF 195KB)
- Hakha holh in CALD Tuahto ning 2025 kum fatin thanchonak a tawinak in tialmi kha download tuah (DOCX 1.9MB)
- خلاصه گزارش پیشرفت سالانه استراتجی تنوع فرهنگی و زبانی 2025 ره د زبان هزارگی دانلود کید (PDF 260KB)
- خلاصه گزارش پیشرفت سالانه استراتجی تنوع فرهنگی و زبانی 2025 ره د زبان هزارگی دانلود کید (DOCX 2.2MB)
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(PDF 233KB)

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- 2025 CALD □□ □□ □□ □□□ □□□□ □□□□ □□□□□□□□ (PDF 293KB)
- 2025 CALD □□ □□ □□ □□□ □□□□ □□□□ □□□□□□□□ (DOCX 2.1MB)
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- 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