31 October 2022

The NDIA is developing a new Cultural and Linguistic Diversity (CALD) Strategy 2023-2027. To do this, we are co-designing the Strategy and action plan with participants, nominees, families and carers from CALD backgrounds.

We have released the Discover Report details what we heard and learned about the experiences of participants from CALD backgrounds when accessing and using the NDIS. This Report is the first of three phases in the co-design of the Strategy.

Five key themes emerged from our consultations:

- Infrastructure - Cultural and linguistic considerations should be consistently embedded into NDIA policies and procedures as well as our partner systems.
- Staff capability - NDIA staff and partners should have the understanding and capability to provide a culturally safe and responsive service to participants and their families.
- Accessible communications - Disability concepts and NDIS communications should appropriately reflect cultural contexts to meet CALD participants' communication and language needs.
- Markets - Improved availability and provision of culturally and linguistically appropriate NDIS services is needed in the marketplace.
- Data - Improved availability and currency of data is required to support the understanding of CALD participants and their needs to improve services.

These discussions provided the foundation for us to develop agreed goals for a new CALD Strategy. They also support the development of Strategy action plans that reflect the contemporary needs of people with disability from CALD backgrounds.

The next phase of co-designing the Strategy will advance these themes into solutions that we will explore, build and test with CALD participants, families and carers, and the sector.

We are committed to addressing challenges and improving the experience and outcomes of participants with disability from CALD backgrounds.

The final Strategy will be delivered in early 2023.

You can view and download the Summary of Discover Phase Report on the Cultural and Linguistic Diversity Strategy page.

Related articles

Category

- News

Cultural and Linguistic Diversity (CALD) Strategy and Action Plan 2024-2028 released

Date
30 April 2024
Category

- CALD Expert Advisory Group communique

Cultural and Linguistic Diversity Expert Advisory Group meeting summary September 2026

Date
1 September 2026
Category

- CALD Expert Advisory Group communique

Cultural and Linguistic Diversity Expert Advisory Group meeting summary July 2026

Date
8 July 2026
Read more news