National Disability Insurance Agency

Cultural and Linguistic Diversity Strategy 2018

Our approach to working with people from culturally and linguistically diverse backgrounds as we deliver the National Disability Insurance Scheme

ndis

Contents

1. Introduction

The National Disability Insurance Agency (NDIA) is committed to delivering the National Disability Insurance Scheme (NDIS or 'the Scheme') in a way that is sustainable and responsive to the needs of our richly diverse and multicultural nation. Australia is a nation of peoples with many languages, ethnic backgrounds, traditions and religions where:

- more than a quarter of Australians (26 per cent) were born overseas.
- more than 300 different languages are spoken by people from culturally and linguistically diverse (CALD) backgrounds in addition to the hundreds of languages spoken by Aboriginal and Torres Strait Islander peoples.
- Australians identify with around 300 different ancestries.

Source: Australian Bureau of Statistics, 2016 Census

We know there are many reasons why people may identify as CALD. They may speak a language other than English at home, or were born outside of Australia. They may connect with a particular language, culture or community because of their family background. We also know people from CALD backgrounds are not a homogenous group - they are not all the same - and that there is diversity within diversity.

This Strategy focuses on ensuring that the NDIS is delivered in a manner that respects and takes into account the language and cultural needs of individuals needed to achieve full participation in the NDIS.

NDIS

The NDIS is a once-in-a-generation social and economic reform that will:

- transform the lives of hundreds and thousands of Australians for the better by improving the participation of people with disability in the community and the workforce; and
- provide peace of mind for all Australians in the event they are impacted by a significant and permanent disability.

The NDIA's core purpose is to help all existing and future NDIS participants achieve better outcomes in life by improving their participation in the community and the workforce. Increased participation is not only good for Australians with disability, their families and carers, it also realises a broader benefit for the Australian community and economy.

A review of the Participant and Provider Pathway (conducted during 2017) emphasised the need to re-orientate the Scheme to three Principles to ensure that the diversity of our participant groups could access the Scheme effectively and efficiently. The review emphasised that, in shaping our interactions with all communities, it is important that the NDIA and our stakeholders maintain:

1. A commitment to outcomes

This means that the NDIA will work with participants to help them live an 'ordinary' life[1] supported by the wider ecosystem of other government services like health, education and public transport and non-government community and peer groups and informal supports, along with reasonable and necessary supports funded by the NDIS. We will work hard to ensure that participant plans are of a high quality and enable them to invest in their goals and aspirations to build their capability and independence over time. In doing so, the NDIA acknowledges:

- information must be clear, consistent and available in accessible formats, such as multiple languages, plain English and braille.
- a consistent point of contact for participants provides the opportunity to build trust, deep understanding of their culture, needs and a longer term strategy for investment by a participant in their goals.
- simplified processes for common tasks will be of value to all participants and should reflect the feedback from participants.

2. Strong and respectful engagement with communities

We know that the success of the Scheme for participants partially depends on community responses to the ideas and goals that a participant has for their life. We are committed to working closely with the broader disability sector with all governments and with CALD communities to ensure a deep understanding of the Scheme and to identify opportunities for contribution and partnership.

3. The sustainability of the NDIS

We recognise that each and every person and stakeholder is a custodian of the future of the Scheme and we will work in partnership with all communities to design processes and solutions for individuals that are at all times value for money and offer effective solutions.

Purpose

This Strategy sets out the NDIA's approach to working with people from CALD backgrounds as we deliver the NDIS. It is our public commitment to give people with disability from CALD backgrounds the opportunity to benefit from the NDIS on an equal basis with the broader population.

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[1] An 'ordinary' life – is a life where people with disability can achieve seemingly simple outcomes that others take for granted like getting involved in the community, going to work, or choosing where to live and who to live with.

The primary purpose of this Strategy is to support the work of the NDIA, our Partners in the Community (PITC) delivering Early Childhood Early Intervention Services (ECEI) and Local Area Coordination (LAC) as well as organisations delivering Information, Linkages and Capacity Building (ILC) activities.

This Strategy is also an opportunity for us to foster the cultural responsiveness of disability service providers and the wider community. We want cultural and language needs always to be considered when engaging with people with disability.

By 2019, the NDIS will provide around 460,000 people with a permanent and significant disability (under the age of 65) with the reasonable and necessary supports they need to live an 'ordinary' life. It is expected that around 20 per cent of full Scheme participants across all regions will be from a CALD background.[2] By specifically focusing on the needs of people from CALD backgrounds, we will strengthen opportunities for people to genuinely exercise choice and control, in order to receive the best outcomes from their NDIS supports. We have developed other strategies to support the delivery of the NDIS with diverse groups, including Aboriginal and Torres Strait Islander peoples. These strategies can be accessed from our website at www.ndis.gov.au. We will continue to refine these processes through the Participant and Provider Pathway work with specific cohorts of needs or backgrounds.

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[2] For the purpose of Scheme estimates, 'culturally and linguistically diverse' is defined as: country of birth is not Australia, New Zealand, the United Kingdom, the United States of America, Canada or South Africa; or primary language spoken at home is not English.

2. Overview

CULTURAL AND LINGUISTIC DIVERSITY STRATEGY

OUR VISION

People with disability from Culturally and Linguistically Diverse backgrounds participate socially and economically in their communities and experience wellbeing on an equal basis with others in our community.

OUR GOAL

By 2019, the NDIA is:

⇒ continuing to build its understanding of the interests and needs of people with disability from Culturally and Linguistically Diverse backgrounds when exercising choice and control;

⇒ embedding this understanding in the design, planning and development and administration of the NDIS, while ensuring the financial sustainability of the Scheme; and

⇒ continuing to enhance the quality of the NDIS experience for participants and providers in a way which supports cultural and language needs.

PRIORITY AREAS

1. Engage with communities

2. Make information about the NDIS accessible

3. Increase community capacity and broaden consumer choice

4. Improve our approach to monitoring and evaluation

5. Enhance cultural competency within the NDIA and its Partners

3. Authorising context

Our work is guided by international obligations and national legislation and policy. The *National Disability Insurance Scheme Act 2013* (NDIS Act) is the primary legislation governing the delivery of the NDIS. Other elements of this context that are particularly relevant to this Strategy are outlined below.

International obligations

In conjunction with other laws, the NDIS Act gives effect to Australia's obligations under the following United Nations international human rights conventions:

- the *Convention on the Rights of Persons with Disabilities*
- the *International Convention on the Elimination of All Forms of Racial Discrimination*
- the *International Covenant on Civil and Political Rights*
- the *International Covenant on Economic, Social and Cultural Rights.*

Legislation

The NDIS Act provides for key objects and principles which guide actions under the Act. In addition, the Act states that regard is to be had to the following considerations, policies and legislation:

> '(3) In giving effect to the objects of the Act, regard is to be had to:
>
> (a) the progressive implementation of the National Disability Insurance Scheme; and
>
> (b) the need to ensure the financial sustainability of the National Disability Insurance Scheme; and
>
> (c) the broad context of disability reform provided for in:
>
> > (i) the *National Disability Strategy 2010-2020* as endorsed by COAG on 13 February 2011; and
> >
> > (ii) the *Carer Recognition Act 2010*; and
>
> (d) the provision of services by other agencies, Departments or organisations and the need for interaction between the provision of mainstream services and the provision of supports under the National Disability Insurance Scheme.'

(NDIS Act, Part 2, Paragraph 3(3))

The NDIS Act operates in the context of other national legislation, including the *Carer Recognition Act 2010* (noted above) and the *Disability Discrimination Act 1992.* The rights of people from CALD backgrounds and their access to supports are outlined in and protected by the *Racial Discrimination Act 1975*.

Policy

The *National Disability Strategy 2010–2020* sets out a ten-year national plan for improving life for Australians with disability, their families and carers. The Commonwealth, State and Territory Governments have developed the National Disability Strategy through the Council of Australian Governments (COAG).

The Australian Government's multicultural statement, *Multicultural Australia: United, Strong, Successful*, sets out Australia's vision for harnessing diversity and encouraging the social and economic participation of new arrivals. Government departments have a responsibility to provide access to language services for people from CALD backgrounds under the *Multicultural Language Services Guidelines for Australian Government Departments*.

NDIA Corporate Plan 2017–2021

The Corporate Plan outlines the vision, mission and goals for the NDIA to ensure we build and manage a world-leading NDIS. The Plan reinforces our commitment to respond to the needs of Australia's diverse communities, including through the development and implementation of this Strategy.

Bilateral agreements and operational plans

These are agreements between the Commonwealth, State and Territory Governments and the NDIA that set out the details of the implementation of the Scheme. These agreements ensure the experience and expertise of people currently delivering disability supports are used and built on in the delivery of the NDIS.

ILC Policy Framework

Governments around Australia have agreed to the Information, Linkages and Capacity Building (ILC) Policy Framework, which describes the types of activities to be funded through ILC in the future. The NDIA has developed the ILC Commissioning Framework to translate this high-level policy into action. The Commissioning Framework explains: the role of ILC in the NDIS; the expected outcomes for ILC; and how ILC activities will be funded and managed.

4. Background

This Strategy is informed by what we have learnt about the experiences of people with disability from CALD backgrounds. We have developed this Strategy by working closely with our Cultural and Linguistic Diversity Stakeholder Advisory Group. The group comprises members from organisations representing people with disability from CALD backgrounds and other key interest and advisory groups. We have also incorporated learnings from our work in the NDIS trial and transition sites across the country, including feedback from participants and carers. Equally important are our learnings from the Participant and Provider Pathway reviews in 2017. These emphasised the need for accessible, quality information that is connected to and developed with communities and that it was important to have nuanced and tailored pathways for connections. Work to tailor the pathways for people from CALD backgrounds will now be developed during early 2018 guided by this Strategy and ongoing consultations.

We know some people from CALD backgrounds, their families and carers face a combination of significant barriers in accessing disability supports and government services. They also may experience barriers engaging with their local communities. Such barriers span individual, community and organisational levels and impact on service access and experiences.

Through this Strategy, we will consider barriers often faced by people with disability from CALD backgrounds when accessing supports and services. Our response to these barriers will shape the design, implementation and evaluation of the NDIS.

Understanding of disability

An individual's knowledge and understanding of their right to access disability supports can influence whether or not they seek assistance from disability support providers and the NDIS. The various ways different CALD communities understand and approach disability can influence whether or not individuals access, or see the need for, formal disability supports. It is therefore important that this Strategy helps break down any barriers to accessing the NDIS for people from CALD backgrounds.

Location, language and length of settlement

Factors such as language, duration of time in Australia and geographic location can affect a person's confidence and ability to access disability supports. The NDIA has also developed a *Rural and Remote Strategy 2016–2019* to ensure we are responsive to the needs of people with disability in rural and remote areas of Australia, including people of CALD backgrounds.

Access to information

The availability of easily understood information about disability and disability services in a person's preferred language, medium and format can have an impact on their use of formal disability supports. Translated information must be culturally appropriate. Some people may not use, or have a good understanding of information technology, which may limit access to and engagement with information published online.

Cultural responsiveness of organisations

Organisations providing supports to people from CALD backgrounds need to consider factors such as language, culture, gender and religion in the context of the person's support needs. A culturally competent and responsive approach to working with individuals, their families and communities helps to reduce discrimination and builds trust and effective relationships. Lack of cultural competency can have an impact on how people from CALD backgrounds engage with organisations. If a person knows a particular organisation is welcoming of people from CALD backgrounds, they may be more likely to engage with that organisation.

Evidence and understanding

In the past there have not been nationally consistent tools and processes to collect meaningful data to tell us whether, how and why people from CALD backgrounds are accessing disability supports, or broader opportunities in communities. Improved information collection will enable a better understanding of the needs and experiences of people from CALD backgrounds with disability.

5. Our commitment

The NDIA's commitment to supporting people with disability from CALD backgrounds is guided by the following Vision and Goal:

Vision

People with disability from Culturally and Linguistically Diverse backgrounds participate socially and economically in their communities and experience wellbeing on an equal basis with others in our community.

Goal

By 2019, the NDIA is:

   a) **continuing to build its understanding of the interests and needs of people with disability from Culturally and Linguistically Diverse backgrounds when exercising choice and control;**

   b) **embedding this understanding in the design, planning, development and administration of the NDIS, while ensuring the financial sustainability of the Scheme; and**

   c) **continuing to enhance the quality of the NDIS experience for participants and providers in a way which supports cultural and language needs.**

At the core of this Strategy is the recognition all people have a right to equal access to services irrespective of their cultural background or language. The Strategy acknowledges that historical inequities continue to impact on how people exercise these rights. People have the right to live in communities that are welcoming and inclusive. The NDIA aims to foster these rights through its work with community organisations, governments and our PITC.

We know that building and nurturing ongoing relationships between the NDIA and people from CALD backgrounds is critical to the success of the NDIS. We are committed to engaging with individuals and communities to further tailor our processes and practices to best meet needs.

Effective engagement and relationship building takes time and plays a large role in how services connect with people and build trust. It is critical that the NDIA, our PITC and the organisations we fund through ILC engage with people in a way that is genuine and based on mutual respect and equality. It is also important that CALD communities provide guidance to us about which engagement activities will deliver the best outcomes for people with disability from CALD backgrounds. By working with our stakeholders and listening to their feedback we will revise and improve this Strategy over time.

All NDIA and Partner staff members, at every level, have a role in delivering this Strategy. In all areas of our work, how we do business and conduct ourselves reflects on the cultural responsiveness of the NDIA and the value we place on diversity.

Senior leaders are responsible for modelling cultural capability and for ensuring staff members are supported in developing their cultural competency. Senior leaders will be accountable for implementing specific initiatives to support this Strategy (see Implementation).

6. Key Principles

The NDIA's commitment to people with disability from CALD backgrounds is underpinned by the following Principles.

Human rights

People from CALD backgrounds and people with disability should be afforded the same rights as other Australians. These includes the rights enshrined in the international human rights conventions highlighted above (see Authorising Context).

Culture and community are central

People from CALD backgrounds and their representatives have emphasised culture and community must be considered when developing and implementing policy that affects them. People from CALD backgrounds may have particular needs in relation to language and culture that require additional supports to achieve equity of access and opportunity through the NDIS and ILC and PITC approaches.

Inclusion in mainstream services

People with disability need to be included in mainstream services and this is just as important as is access to disability specific services. The NDIS fosters opportunities for specialist providers to cater for the unique needs of people from CALD backgrounds, while improving access to mainstream and community based activities. The NDIS will promote service provision that is culturally appropriate within the mainstream and local communities.

Universal consideration of disability

Considerations relating to the social impact of disability should be addressed as a matter of course by organisations working with people from CALD backgrounds.

Dignity of risk

People with disability have a right to autonomy and self-determination in making choices that affect their life, even if others consider these choices to be contrary to that individual's best interests.

Meaningful engagement

The views of people from CALD backgrounds are key to the design, delivery and evaluation of policies and services that affect them. There must be respect for the diversity of cultural knowledge and the lived experience of disability. The involvement of community leaders, trusted sources of information and representative organisations is necessary for strengthening engagement with the NDIS.

Improving the evidence base

Improvements in data collection are required to help build our capacity to track and measure outcomes, improve support options and capture the impact of approaches to improving community inclusion. Organisations representing CALD communities have a role in assuring the cultural relevance of research and outcomes on behalf of their communities.

7. Priority Areas

The Vision and Goal are underpinned by five Priority Areas for action. Each Priority Area contains a number of statements about the NDIA's approach and the desired outcomes. These Priority Areas will be developed further, accompanied by milestones, timelines and responsibilities, as part of the development of tailored pathways for people with a disability from CALD backgrounds, and will guide the Strategy's implementation (see Implementation).

The five Priority Areas are:

1. Engage with communities
2. Make information about the NDIS accessible
3. Increase community capacity and broaden consumer choice
4. Improve our approach to monitoring and evaluation
5. Enhance cultural competency within the NDIA and its Partners in the Community.

Priority Area One: Engage with communities

This Priority Area focuses on the process of engagement—how the NDIA and our PITC work with people with disability from CALD backgrounds to understand and respond to issues affecting their access to the NDIS and their experience of the Scheme.

Engagement underpins all the other Priority Areas. Strategies for this and our overall approach will be refined through the development of a tailored pathway for people from CALD backgrounds to ensure that each step of the pathway is clearly understood and effective communication materials and approaches are jointly developed. By engaging effectively with individuals, families, carers and communities we will better understand the needs of people from CALD backgrounds with disability and will be able to direct our activities in the other Priority Areas accordingly. In particular, it is important our engagement is supported by accessible information about the NDIS in languages other than English.

The NDIA and its PITC will collaborate with local CALD organisations, leaders and role models and the wider community. We will do this early, to make sure people with disability know about the NDIS before it is time for them to transition to the Scheme.

The NDIA recognises the Australian community has a varying level of understanding of disability and the rights of people with disability. We want to help service providers and communities to gain the knowledge and capacity to be inclusive and responsive to people with disability. We will increase the understanding of disability and the rights of people with disability from CALD backgrounds at the individual, family and community level.

Being connected to a community is a rich and important part of life. For people with disability from CALD backgrounds there may be many facets to these connections, whether based on language, culture, religious beliefs or common interests. We also know some people from CALD backgrounds may not be connected with a particular cultural community, sometimes by choice. Often there are barriers to community inclusion that need to be addressed, so that

people with disability from CALD backgrounds can access the same opportunities as their peers.

The NDIA and our PITC will:

- continue to develop and maintain engagement with people from CALD backgrounds built on mutual trust, cultural awareness and respect.
- continue to engage early with—and work alongside—local CALD organisations, CALD communities, mainstream and specialist service providers to share information on the NDIS.
- foster empowerment so people with disability from CALD backgrounds are supported to have increased choice and control.
- deliver a capacity building return to organisations and local communities, so they are better able to respond to the needs of people with disability.

Level of community participation

The NDIA will adopt a collaborative approach when engaging with CALD communities. This includes development of different approaches to engagement and finding unique solutions to facilitate participation in a meaningful way. We will communicate with individuals and communities on how their input has influenced our work.

What will this achieve?

We know that when the NDIA and our PITC engage well with individuals and communities the NDIS is better able to better meet needs and become increasingly more accessible for people with disability from CALD backgrounds.

Priority Area Two: Make information about the NDIS accessible

All people with disability need to access information about the NDIS in their preferred language, media and format. We will communicate in languages other than English and in preferred formats and media, so information about the supports and services provided through the NDIS are accessible to people from CALD backgrounds.

Accessible and in-language information enables people to access information, communicate their needs and make informed decisions. We are committed to ensuring our feedback, review and complaints mechanisms are accessible and that people from CALD backgrounds are aware of their rights. We want people to know they can ask us to engage an interpreter on their behalf when they want to communicate with us.

Our communication should reflect Australia's cultural diversity in both written and visual formats. Culturally appropriate information about the NDIS will be available in a variety of formats (including verbal, visual, multimedia, written, audio) that will be accessible to a range of literacy and ability levels.

Level of community participation

We acknowledge the importance of working with CALD communities in order to identify how best to make information accessible, meaningful and culturally appropriate. We will work with

local communities and organisations to produce information about the NDIS that is culturally relevant and will help build understanding of the NDIS.

What will this achieve?

By providing accessible information about the supports, services and activities offered through the NDIS we can reduce the barriers to understanding eligibility and improve access to the Scheme. Accessible information will provide an improved pathway into the NDIS enabling people to better navigate and gain maximum value from the Scheme. This will also help to increase the participation and representation of people from CALD backgrounds in the NDIS.

Priority Area Three: Increase community capacity and broaden consumer choice

We know a large proportion of people with disability from CALD backgrounds do not access formal disability supports. Some reasons for this may include: services with inadequate consideration of cultural factors; multicultural and ethno-specific providers with a service offering that does not include disability; and barriers within the broader community that impact on an individual's ability to engage with opportunities in their area.

The NDIA has an opportunity to foster, model and lead improvements in areas relating to service and practice development. Our PITC are required to comply with our policies and demonstrate cultural responsiveness consistent with this Strategy. These PITC also have a commitment to support capacity building within community-based organisations.

We can use the ILC program to prioritise funding for activities focused on particular cohorts of people, such as people from CALD backgrounds. Through our market stewardship role, we can improve the functioning of the NDIS marketplace to better support people from CALD backgrounds. This may involve influencing the behaviour of organisations registered to provide services under the NDIS by showcasing best practice approaches, or by providing information about market opportunities. By building capacity for cultural responsiveness in these areas we can better support people from CALD backgrounds to exercise choice.

Risks to people with disability from CALD backgrounds accessing the NDIS will be addressed through the new national *NDIS Quality and Safeguarding Framework*, which will be in place for the full Scheme roll-out.

Level of community participation

The NDIA will work directly with the community to ensure that concerns about and aspirations for culturally responsive services are consistently understood and considered.

What will this achieve?

By influencing the development of the disability provider network at a community level, the NDIA can help:

- the disability support market to deliver supports and activities which respond to the needs of people from CALD backgrounds, their families and carers.
- PITC, organisations delivering ILC activities and registered service providers to be innovative, while demonstrating best practice in working with people from CALD backgrounds.
- PITC and organisations delivering ILC activities to develop workforce development strategies aimed at ensuring that relationships are built on trust and mutual respect with people from CALD backgrounds.

Priority Area Four: Improve our approach to monitoring and evaluation

We know we need to continuously improve our systems and processes to collect, monitor and evaluate information. This will allow us to track the progress (and report to our stakeholders) of how the NDIS is supporting people with disability from CALD backgrounds, including through the work of our PITC and ILC activities. The NDIA will endeavor to understand the engagement of people from CALD backgrounds in activities funded through ILC, using the *ILC Outcomes Framework*. We also know we need to capture the support needs of people with disability from CALD backgrounds and the needs of their families and carers to understand if appropriate support options are available.

This will require an analytical approach to understand the experience of people from CALD backgrounds compared to the experience of the wider community. For example, we need to consider the quality of experience at different points in time including: when accessing the NDIS; during planning and plan implementation; and when using a particular support or service. One method to improve the collection of data includes completing an outcomes questionnaire with participants to better understand the links between outcomes and key factors (such as supports received, participant characteristics and risk factors).

Level of community participation

In improving our approach in this area we will be informed by input from the community, as well as other government and non-government stakeholders, regarding design, collection and reporting.

What will this achieve?

With improved data systems, the NDIA can:

- increase our ability to meet individual support needs through supports and services that are responsive and flexible.
- help individuals from CALD backgrounds to access—and participate in—the NDIS on an equal basis with others in the community.
- help individuals from CALD backgrounds to engage with ILC activities on an equal basis with others in the community.
- ensure the monitoring, evaluation and data collection of outcomes for people from CALD backgrounds contributes to the understanding of how the NDIS is helping people to achieve their individual goals.

Priority Area Five: Enhance cultural competency within the NDIA and our Partners in the Community

To design, build and implement a Scheme that is responsive to the needs of people from a diversity of backgrounds, we need to develop an organisation that understands and responds to the diversity that exists in Australia. This will be an ongoing task of continuous improvement.

We need to ensure our workforce reflects this diversity and that our staff have the skills, knowledge and awareness to understand and respond effectively to this diversity at a policy or practice level. The NDIA is committed to making sure we are recognised as an organisation that is culturally competent and responsive, so we may better meet the needs of all people with disability and deliver exceptional service to participants and providers.

Level of community participation

The NDIA will involve the community and representative organisations as we develop tools and approaches to enhance our cultural competency. We want to ensure, throughout this process, that the communities' concerns and aspirations are consistently understood and considered and that we are continually working towards best practice.

What will this achieve?

By improving our cultural responsiveness as an organisation we will provide a better quality service to people with disability and to others in the community who engage with us in a range of ways. We want to be recognised as an organisation that reflects the diversity of Australia and is respectful and responsive to the cultural and linguistic needs of people with disability, their carers, families and communities.

8. Implementation

In order to fulfil our commitment to people from CALD backgrounds this Strategy must become part of the everyday practice of the NDIA and our PITC.

To support and guide the implementation of the Strategy we are developing an Implementation Guide. The Implementation Guide will focus on the five Priority Areas discussed above.

The Implementation Guide will contain key activities to be delivered across the NDIA and our PITC, including in the areas of:

- media, communications and engagement
- Local Area Coordination and Early Childhood Early Intervention
- Information, Linkages and Capacity Building (ILC)
- participant access and planning processes
- market development activities
- quality and safeguards.

Responsibility for each activity will be assigned to the relevant business areas of the NDIA. The senior leaders managing these business areas will be accountable for taking action to ensure these activities are delivered.

All NDIA staff and PITC will be supported to implement the Strategy, as relevant to their roles. As part of an internal suite of documents, a range of work practice materials will be developed to guide staff in their daily activities. This suite will include guidance and strategies for staff working directly with people from CALD backgrounds, including participants, families, carers and communities.

Monitoring and reporting—tracking progress

Tracking progress through monitoring and reporting is critical to understanding how the NDIS is performing and in identifying areas for improvement.

We will undertake regular reporting on the Strategy. This will be centrally coordinated to capture data from our Regional Network, National Branches and Scheme Actuary. Reporting will be linked into existing internal governance mechanisms to ensure the Strategy is embedded into NDIA's delivery of the NDIS and implementation of the Corporate Plan.

We will monitor our progress on delivering against the commitments in this Strategy by tracking the completion of activities in the Implementation Guide. We will also monitor the NDIS experience of people from CALD backgrounds alongside the experience of others in the community, in particular other groups who may experience barriers to achieving equal access and participation. This will help us to understand how effectively the NDIS is responding to broader access and equity issues for people from diverse backgrounds.

We will capture what we learn through data collection on the NDIS experience and from the implementation of activities outlined in the Implementation Guide. We will share this information with organisations delivering ILC activities and other stakeholders to ensure all parties benefit from the lessons learned.

We will continue to work collaboratively with key stakeholders and CALD communities to build strong partnerships and establish ongoing external governance of the Strategy. We will work to achieve shared outcomes that contribute to sustainable and culturally responsive service approaches for people with disability from CALD backgrounds. Cross-agency collaboration will enable us to provide a more responsive service that has the capacity to address a range of inter-related issues.