

**Office of the Public Advocate
South Australia**



Report

Culturally and Linguistically Diverse people and the National Disability Insurance Scheme

**Anne Gale
Public Advocate**

**David Caudrey
Disability Advocate**

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Author and Contact Person for this report:

Diane Holty
Office of the Public Advocate for South Australia
GPO Box 464
Adelaide SA 5001
Phone: 08 8342 8200
Fax: 08 8429 6120
Email: diane.holty3@sa.gov.au

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1. ISSUE

The experience of people with disability from culturally and linguistically diverse (CALD) backgrounds with the National Disability Insurance Scheme (NDIS).

2. BACKGROUND

This paper intends to explore the key issues and challenges faced by people with disability from culturally and linguistically diverse backgrounds in interacting and navigating the NDIS.

The NDIS is Australia's first national scheme for people with disability.

There are about 4.3 million Australians who have a disability. Within the next five years, the NDIS will provide more than \$22 billion in funding a year to an estimated 500,000 Australians who have permanent and significant disability.

To be eligible for the NDIS you must:

- be under the age of 65 years
- have Australian residency
- have a permanent disability which impacts on your functional capacity.

The National Disability Insurance Agency (NDIA) has recognised that there are additional challenges face by certain groups of people with disability in accessing the scheme. These challenges are acknowledged for people with disability from CALD background in the *National Disability Insurance Agency – Cultural and Linguistic Diversity Strategy 2018* (the Strategy)ⁱ. At the time, the Strategy expected that around 20 percent of full scheme participants across all regions would be from a CALD background.ⁱⁱ It is interesting to note that in the Q1 2020/21 NDIS Report that there has only been an uptake of the scheme of 9.3% nationally and 7.5% in South Australia. This would support the understanding that there are significant and multiple barriers for people with disability from CALD communities even entering the scheme.

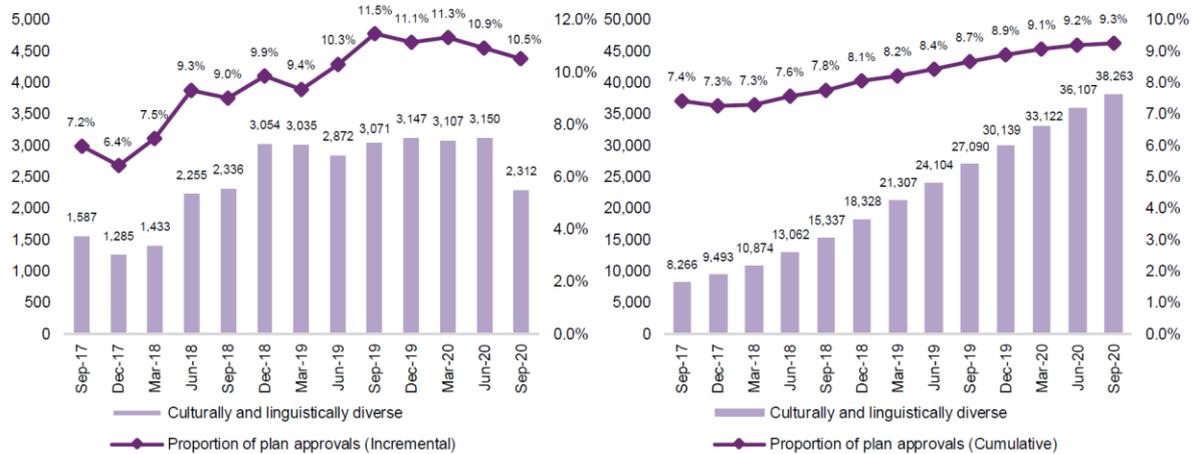
3. STATISTICS

The 30 September 2020 NDIS Quarter 1 data shows that nationally there is a total of 38,263 participants who identify as CALD. This equates to 9.3% of total participants nationally.

Table E.9 Participant profile per quarter by culturally and linguistically diverse (CALD) status – National

Participant profile	Prior Quarters		2020-21 Q1		Total	
	N	%	N	%	N	%
Culturally and linguistically diverse	35,951	9.2%	2,312	10.5%	38,263	9.3%
Not culturally and linguistically diverse	348,525	89.2%	19,647	89.5%	368,172	89.2%
Not stated	6,106	1.6%	<11		6,108	1.5%
Total	390,582	100%	21,961	100%	412,543	100%

Figure E.2 Number and proportion of culturally and linguistically diverse participants over time incrementally (left) and cumulatively (right) – National ¹⁷



In South Australia there is a total of 37,049 participants Q1. Of these 2,737 identify as CALD which is 7.5% of South Australian participants. This is an increase from 2,593 in the previous quarter.

Table J.9 Participant profile per quarter by culturally and linguistically diverse (CALD) status – South Australia

Participant profile	Prior Quarters		2020-21 Q1		Total	
	N	%	N	%	N	%
Culturally and linguistically diverse	2,593	7.4%	144	8.8%	2,737	7.5%
Not culturally and linguistically diverse	32,397	92.3%	1,484	91.2%	33,881	92.3%
Not stated	94	0.3%	<11		94	0.3%
Total	35,084	100%	1,628	100%	36,712	100%

Figure J.2 Number and proportion of culturally and linguistically diverse participants over time incrementally (left) and cumulatively (right) – South Australia ³⁷⁷



4. MEETINGS

To inform this paper I have met with as many people as I can to discuss NDIS issues for people from CALD backgrounds. Some of the people we met with were from, or affiliated with:

- Multicultural Communities of South Australia
- Uniting Communities Ethnic Link Services
- Community Access and Services South Australia (CAASSA)
- Australian Refugee Association
- KDG Partnerships
- Disability Rights Advocacy Service (DRAS)

These people and groups have been generous with their time and in sharing resources and information. I have included a list of some of the resources we found on our journey below. A number of these have been the result of funding through the Department of Social Services (DSS) Information Linkages and Capacity Building (ILC) grants process. Appendix B contains a table of all ILC grants received to fund projects in South Australia to support CALD communities.

5. ISSUES IDENTIFIED

I have provided a summarised list of the key issues/solutions identified by those we spoke to. A more comprehensive list of responses and issues can be found in Appendix A.

- There remains a poor uptake of the NDIS within CALD communities.
- The stigma around disability needs to be addressed for the NDIS to be considered.
- The NDIS is not the first priority for new migrants (who are looking for jobs, schooling and accommodation).
- Information about the NDIS needs to be provided in a range of accessible formats.
- Better education and information about the NDIS is required for CALD communities and mainstream services.
- NDIS staff and LAC partners need to be culturally aware.
- There is a need for someone to bring the person along the journey or have wrap-around services.
- Interpreters need to be engaged at all stages of the NDIS process including appointments with a GP.
- The NDIS process is not always culturally appropriate e.g. the information not being in own language, NDIA staff not having cultural competence and questionnaires asking inappropriate questions.
- The NDIA should work with national peak bodies such as National Ethnic Disability Alliance (NEDA) and Federation of Ethnic Communities' Council of Australia (FECCA) to assist in engaging people from CALD communities.

6. DISCUSSION

The NDIS has demonstrated an awareness of the additional challenges for people from a CALD background through the development of the Strategy which details the Agency's approach to working with people from CALD backgrounds. The Strategy focusses 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 NDISⁱⁱⁱ. In 2018 the priority areas for the Strategy were:

- 1) engage with the community
- 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 LAC Partners^{iv}

When we review the feedback, we heard the priority areas for the Strategy remain current today. The *Review of the National Disability Insurance Scheme Act 2013 Removing Red Tape and Implementing the NDIS Participant Service Guarantee* David Tune AO PSM December 2019^v also heard many of the same issues raised about the challenges for people from CALD communities accessing and engaging with the NDIS. In an effort to address this the government has committed \$20 million to expand the NDIS National Community Connectors Program (NCCP) to assist hard to reach communities to navigate the NDIS and assist them in access, planning and implementation processes^{vi}.

The NCCP will target four identified communities. These are Aboriginal and Torres Strait Islander communities, culturally and linguistically diverse communities, people experiencing psychosocial disabilities and ageing parents or carers of people with disability.

To support the NCCP the NDIS has developed the *Community Connector Framework* June 2020^{vii}. The framework provides a common understanding of how Community Connectors enhance people's experience with the NDIS and improve efficiencies in access, planning and plan utilisation^{viii}.

The NDIA has selected peak organisations to assist in this important work^{ix}: These agencies specialise in understanding issues and supporting the defined population groups - Federation of Ethnic Communities Councils of Australia (FECCA) and National Ethnic Disability Alliance (NEDA) have been selected to work with CALD communities nationally. FECCA and NEDA tendered out the Community Connector programs in each state. Multicultural Communities SA will provide the two community connectors located in the LGA or City of Port Adelaide Enfield and City of Salisbury. The submissions for the Community Connector program closed in late July 2020 with positions commencing August 2020. As this program has only recently commenced it is too soon to see the impacts it will have.

There have also been a number of ILC grants to fund projects to support the education and engagement of CALD communities with the NDIS. Some of the feedback received was that the ILC projects produced good outcomes whilst they were funded but once the funding finished all that good work was lost. It was also noted that some communities took time to come on board and were just starting to warm up to the projects and then the funding ended. This resulted in *pro bono* work at times being undertaken by individuals and consultants. With this experience of the ILC grants I am left to wonder whether the Community Connectors program will see the same fate as the funding is for one year until 30 June 2021.

Appendix B contains a list of the ILC grants to support CALD people with disability in SA.

7. RECOMMENDATIONS

There are only a few recommendations I have made which may be worth some consideration as the NCCP shows promise in assisting to address a range of issues.

1. A review of the ILC grants process be undertaken to consider grant extensions including additional funding pending an evaluation and review of project outcomes and deliverables.
2. The Community Connector position as of 30 June 2021 be moved to an ongoing role within the partner in the community.
3. A continued investment to engage CALD people with disabilities is required. This includes a sustained and multi-pronged approach working with community organisations who specialise in CALD groups.

8. CONCLUSION

Whilst a significant amount of funding has been put into ensuring that CALD people with disability are engaged with the NDIS, further work is required. There is an assumption that people from CALD communities will readily identify that they have a need for the NDIS and will engage. A more nuanced approach is required for each specific group/ community/ individual to engage. There needs to be recognition that for many CALD communities significant work is required around the stigma related to disability and building trust and a safe place. This foundation work needs to occur before the NDIS can even be contemplated.

The Community Connectors is a positive step forward, engaging groups who specialise in supporting CALD communities. This is a positive step to bringing people from CALD communities along on the NDIS journey, although it is too early yet to determine how successful this will be. As the NCCP is a one-year project there are concerns about sustainment of any successes. The work and effort in this area needs to be sustained and ongoing using a range of targeted approaches unique to each community and individual. New migrant populations are always arriving and will need support to understand and engage with the system and the ageing carers from established communities will need a different but individualised response again.

I am optimistic about the direction the NDIS is taking and look forward to hearing of successes as the Community Connectors program matures and will watch this with interest.

9. RESOURCES

CAASSA My NDIS Planning Booklet (English, Vietnamese, Nepali, Kirundi, Arabic, Dari, Swahili) <http://www.caassa.org.au/ndis/>

CAASSA in partnership with Feros Care Who is your Local Area Coordinator (LAC) videos (English, Arabic, Bahasa Indonesia, Creole, Croatian, French, Hindi, Local South Sudanese Arabic, Nepali, Portuguese, Punjabi, Shona, Vietnamese, Zande)

<http://www.caassa.org.au/ndis/> <http://www.caassa.org.au/ndis/>

Uniting SA Pathways Project: Connect and Navigate Model Maria Eliadis KDG Partnerships 17 July 2019 <https://unitingsa.com.au/wp-content/uploads/2019/09/FINAL-Pathways-Project-Connect-and-Navigate-Model-as-at-12-September-2019.pdf>

Uniting SA Pathways Project: Connect and Navigate Model Maria Eliadis KDG Partnerships Evaluation Report 17 July 2019 <https://unitingsa.com.au/wp-content/uploads/2019/08/FINAL-Pathways-Project-Evaluation-Report-as-at-7-August-2019.pdf>

10. GLOSSARY

ACRONYM	FULL TITLE
CAASSA	Community Access and Services South Australia
CALD	Culturally and Linguistically Diverse
DRAS	Disability Rights Advocacy Service
FECCA	Federation of Ethnic Communities' Council of Australia
ILC	Information, Linkages and Capacity
LAC	Local Area Coordinator
LGA	Local Government Area
NCCP	National Community Connectors Program
NEDA	National Ethnic Disability Alliance
NDIA	National Disability Insurance Agency
NDIS	National Disability Insurance Scheme

11. APPENDIX A – LIST OF ISSUES RAISED

The following list is a comprehensive list of key issues raised during meetings.

- There is a concern that there has not been a shift from 7% uptake of NDIS services by CALD communities whilst many people have transitioned there are still barriers to accessing the NDIS as the system is very complex.
- The first step is creating a safe space to discuss and de-stigmatise disability. This takes time and building a relationship of trust. This needs to happen well before the NDIS is even considered.
- The NDIS is not the first priority for new migrants. Their primary concern is generally about finding a place to live and a job. The NDIS comes later after those basic needs are met.
- Information about the NDIS should be provided in a more generic manner such as being included in an information session about health rather than purely about NDIS. There may be a perception that the NDIS is 'not for us' so people will not attend information sessions that only focus on the NDIS. When presented with other information at the same time the uptake may be better.
- There is a need for better education for new arrivals in relation to services, understanding the systems and especially about de-stigmatisation of disability.
- There is a lack of awareness within the CALD community about the role and function of the NDIS and what it can provide to people with disability.
- There is a need for better support around the family unit to support around specific life stages for aging parents, transitioning into supported accommodation or when they.
- Wrap around support for new migrants can be an opportunity to identify a need and connect them to the NDIS.
- People from CALD communities need someone to bring them along the whole journey including support for attendance at doctors' appointments, planning meetings, gathering and providing evidence, access request processes.
- Plan development is very rigid supermarket way of doing things – I will grab this cereal box and this jam and this is what will make up their package from here and there is not enough acknowledgement about the family.
- There is a need for compulsory training in the sector and the NDIS and there should be culturally specific roles in agencies. Once off training is insufficient to develop cultural competence. This competence needs to be imbedded at all levels within the NDIS. The NDIS and partners in the community and planners currently lack cultural awareness/competence.
- Support Coordinators and the NDIS should have a list of trained, skilled agencies who have strength and capabilities in CALD communities.
- Whilst there has been success in engaging with the NDIS there has been no feedback- There are insufficient systems to be able to raise concerns. – "The silence is deafening"
- There should be a sustainment strategy to integrate, continue or further develop the learnings from various ILC and NDIS Readiness projects.
- There is still a high turnover of NDIS staff and though well intentioned they do not understand CALD communities.

- Many hours of support may be needed to explain the complexities of the plan to some CALD participants.
- Coming from a country where systems are very different, there are challenges to understanding why they need supportive evidence and the time it takes to gather this evidence.
- There are challenges with general practitioners engaging with the NDIA. In particular GP's may not use the correct language that the NDIS requires.
- There is generally a lack of knowledge about the NDIS within those mainstream services who may refer a person to the NDIS.
- There is reportedly no funding available for the LAC to employ an interpreter until after the person becomes a participant.
- Language assistance is not provided in all circumstances where required
- The use of interpreters by various stakeholders in the NDIS process is inconsistent
- Information conveyed/ translated by interpreters is sometimes not correct
- Information about the NDIS should be provided in a range of languages and formats e.g. languages over radio, TV, print etc. This is not always the case currently.
- It is difficult to get evidence and a diagnosis to support an NDIS application especially if you do not have a regular GP that knows you.
- The NDIS language is nuanced and sometimes people say the right thing, but not in the right way.
- Once a person has their application for the NDIS knocked back they are less likely to try again and question their eligibility/ entitlement to the NDIS.
- Goal setting linked to funding outcomes is an abstract concept. Setting goals is challenging.
- Linking functional capacity to funding is also a challenge to understand.
- CALD participants not utilising their plans, up to 9 months later as no one has explained to them how to use their plan.
- There may be a distrust of government for those that have come for particular countries so they are less likely to engage with the NDIS and their partners.
- Plans are rigid and not nuanced to incorporate the whole family.
- Some people have a plan but do not want people coming into their homes.
- NDIA has a constant turnover of staff so if there are staff who were culturally competent they moved on.
- The former Disability SA did not record whether a person was from a CALD background so little information and only a small cohort transferred over as Section 55 participants.
- The questions in the surveys are not culturally appropriate. For example one question asks if you are going to harm yourself. This is not appropriate in my culture.
- People do not realise that they need to follow up if they have not hear back from the NDIA which leaves them waiting without support or an outcome.
- There was one example of a person being knocked back as they had the wrong visa and were waiting for the correct one. In the interim they had no support.
- There is not enough thought around how to reach aging CALD parents of people with disability.
- It is an overly complex system to navigate like aged care.
- ILC projects are only short term and there is no ongoing sustainment for the ongoing need. Good work is often lost at the end of a project.
- CALD communities may not be willing to apply for grants if they have been knocked back in the past.

- Anecdotally new migrant populations may access the scheme more readily than those who have been settled in Australia for a number of years. One could surmise that this is due to new migrants being supported to access other services and support systems as they come into the country and NDIS may be just another system that their social worker assists them to connect with.
- Meaningful intent to engage by making sure that interpreters are engaged etc.
- Life expectancy of people from other people from other countries can be a lot less than that of people in Australia
- A list of culturally competent agencies for people from CALD communities to use
- Aged care funded 7.4M for a national navigator system a similar program would be beneficial for people accessing the NDIS

The NDIA should work with national peak bodies such as NEDA and FECA. NEDA has released research on report on how systemic issues can be improved.

12. APPENDIX B: INFORMATION LINKAGES AND CAPACITY BUILDING (ILC) GRANTS

2019 – 2022 – National Information Program 2019 – 2022						
ENTITY NAME	STATE	TITLE		DESCRIPTION	FUNDING	COVERAGE
Cultural Perspectives Pty Ltd	New South Wales	National CALD Disability Information Program	Other Various disability types	<p>The National CALD Disability Information Program will provide translated and easy English information products on disability to people with disability, their carers, families and communities from culturally and linguistically diverse (CALD) backgrounds.</p> <p>The project will also provide information products to mainstream organisations so that they can better include people from CALD backgrounds.</p> <p>The project includes the development of translated disability and NDIS information that is not currently available, CALD readiness materials for mainstream service providers, and a Virtual Reality (VR) learning experience. Information resources will be disseminated via the VR experience in partnership with the CALD sector, direct marketing for information products into the CALD communities/sector and mainstream sector, and disability conferences.</p>	\$2,049,304.40	Australia
Ethnic Communities Council of NSW Incorporated	New South Wales	Speak My Language - On Air Radio Conversations about living well with disabilities in Australia	All people with disability	<p>The Ethnic Communities Council of NSW Incorporated (ECC NSW) received funding to deliver Speak My Language (SML), a ten week program broadcast in over 27 languages on ethnic and Indigenous radio that will reach approximately five million listeners.</p> <p>ECC NSW is the lead organisation in a consortium of organisations, including a number of state-based Ethnic Communities Councils and Multicultural Councils.</p> <p>Speak my Language involves CALD and Indigenous people with disabilities and their supporters sharing real stories and experiences, and providing practical tips on how they accessed mainstream and specialist supports to improve their lives. Additional guest speakers will provide accurate and up-to-date information so that listeners can make informed choices about their individual circumstances and feel empowered to seek solutions regardless of whether or not they have an NDIS Plan.</p> <p>Information products will include multi-lingual broadcasts, podcasts and web videos, distributed via radio and social media. Content will be maintained by ECCs and offered free to TAFEs and other Registered Training Organisations, Local Area Coordination and Early Childhood Early Intervention Partners in the Community, as well as mainstream and specialist services.</p>	\$4,224,000.00	Australia

2020-2021 – ICB Individual Capacity Building Grants			
STATE	LEGAL ENTITY NAME	TOTAL FUNDING (GST EXCL.)	PROJECT
South Australia	Australian Refugee Association Incorporated	\$299,811.00	Young and Strong
South Australia	Multicultural Communities Council of SA Incorporated	\$772,581.00	'Cultural Connections' -Multicultural Peer Support Model - Individual Capacity Building and Empowerment in Disability

ORGANISATION	STATE	PROJECT	DESCRIPTION	FUNDING	COVERAGE
Vietnamese Community in Australia/South Australia Chapter Incorporated	SA	Enhance capacity and opportunities for CALD people with disabilities to participate in the workforce and contribute to their community	<p>The project aims to enhance the capacity and opportunities for culturally and linguistically diverse (CALD) people with disability to participate in the workforce and contribute to their community. The project goals are to improve the employment opportunities for people with disability by motivating business organisations to realise the potential of this untapped resource.</p> <p>This project will do this by delivering three key activities:</p> <ol style="list-style-type: none"> 1. Improving their own organisation's capacity so that it can better motivate and manage the employment of people with disability. 2. Developing (through consultation with CALD communities) appropriate community education programs that address stigma issues related to disabilities and the cultural beliefs that could prevent a person with disability to enter the employment market. It is hoped that attitudinal change occurs, encouraging individuals, families and the community to be more open-minded on the capacity of people with disability to engage in the workforce and contribute to economic growth. 3. Developing a placement training program for CALD people with disability where they can develop the skills and knowledge that would enhance their employment opportunities. This activity entails networking with local businesses and services, developing and expanding the VCASA's social enterprise projects which offer work experience opportunities for participants, and developing the buddy/mentor system to assist participants in enhancing learning skills. 	\$258,894.90	South Australia

Individual Capacity Building Program grant round 13 December 2019

LEGAL ENTITY NAME	STATE	PROJECT	FOCUS	FOCUS	DESCRIPTION	FUNDING	COVERAGE
Migrant Resource Centre of South Australia Incorporated	South Australia	Empowering People with Disability	Culturally and Linguistically Diverse Communities	Intellectual Disability	<p>Individual Capacity Building</p> <p>Deliver targeted training and support to culturally and linguistically diverse (CALD) people with disability so they can engage in areas of interest and enhance their skills where possible to increase confidence in participation in both community and mainstream activities.</p>	\$1,343,205.60	South Australia

ORGANISATION	STATE	PROJECT	FOCUS	FOCUS	DESCRIPTION	FUNDING	COVERAGE
DeafBlind Australia Inc (Auspicee: Australian Federation of Disability Organisations)	Victoria	Building Capacity in Deafblind Member Organisations	Culturally and Linguistically Diverse people Remote/Rural delivery	Visual Impairment and Hearing Impairment	<p>Organisational Capacity Building</p> <p>Provide governance training that is tailored to the complex communication needs of DBA members for current and potential Board members to build their capacity to engage and represent members. Develop unique communication guidelines that will support the development of skills to facilitate effective communication exchange between deafblind people, including internal communication and that can be used to develop foundations for Standards for Deafblind Interpreters.</p> <p>Individual Capacity Building</p> <p>Establish mentoring partnerships between leaders with single sensory impairments and leaders with deafblindness to enhance and support their understanding of the mentoring processes. The mentoring program will be supported by a Project Officer. DBA will support three emerging deafblind peer groups in Queensland, South Australia and Tasmania, and will continue to support established groups in Victoria, Western Australia and New South Wales</p>	\$118,000.00	New South Wales, Queensland, South Australia, Tasmania, Victoria & Western Australia.

2017 – 2018 Round 2 ILC Jurisdictional Grants ACT, NSW and South Australia

ORGANISATION	PROJECT TITLE	PROJECT DESCRIPTION	TOTAL FUNDING AMOUNT (GST excl.) and DURATION (1 or 2 years)	ILC ACTIVITY AREA	FOCUS AREA: DISABILITY TYPE or DEMOGRAPHIC GROUP	PROJECT PARTNERS
Anglicare SA Incorporated	In Our Own Words	A series of videos will be created to tackle the stigma that disability and mental health can hold in new and emerging Culturally and Linguistically Diverse (CALD) communities. Promotion of these will increase the awareness, understanding and acceptance of disability and mental health issues within these communities. The digital stories will be initially sourced from Swahili, Arabic and Vietnamese speakers with the purpose of helping people understand that disability affects everyone and that there are services available to help. Videos will be shared at over 12 engagement sessions with the local Playford community reaching about 240 people, while a complementary social media campaign is expected to reach thousands more.	\$10,000.00 (one year)	Information, Linkages and Referrals	Culturally and Linguistically Diverse communities	
City of Playford	CALD Connections Toolkit for Northern Adelaide	An information resource will be built that targets Culturally and Linguistically Diverse (CALD) communities, particularly newly arrived migrants and people from Aboriginal and Torres Strait Islander backgrounds. Focused within a highly disadvantaged area of northern Adelaide, the information toolkit developed will link people to available services and programs, while reducing stigma and improving community attitudes towards disability. The toolkit will be promoted via local ethnic media outlets, newsletters and the use of translated videos. The program also provides training to interpreters and translators, bi-cultural workers and community leaders on understanding and working with people with disability.	\$364,040.00 (two year)	Information, Linkages and Referrals	Culturally and Linguistically Diverse communities; Aboriginal and Torres Strait Islander communities.	Consortium: City of Salisbury, Department of Communities and Social Inclusion
Vietnamese Community in Australia/South Australia Chapter Incorporated	CALD communities ready for NDIS	This project supports people with disability from a variety of culturally and linguistically diverse backgrounds to make informed decisions in relation to accessing the NDIS and other services within the north and north western regions of Adelaide. Community consultations will inform the development of information and linkage strategies and actions. Bi-lingual and bi-cultural workers will be employed to work with individuals, especially newly arrived and refugees. Community education sessions, one-on-one case coordination and referral services will also be funded.	\$286,630.48 (two year)	Information, Linkages and Referrals	Culturally and Linguistically Diverse communities	Consortium: Bhutanese Australian Association of SA, The Association of Burundian Community of SA, Aweil Community Association of SA.
Migrant Resource Centre of South Australia Incorporated	Building Stronger Communities Together	Funding is directed to supporting people with disability from Culturally and Linguistically Diverse (CALD) backgrounds to access and better understand the information and supports available to them. This project will extend the cultural groups that the current activities of the Migrant Resource Centre of SA target to include Congolese, Liberian, Burundi, Tanzanian, Sudanese, Indian, Chinese and Filipino communities. The project aims to benefit over 1,000 people with disability and their families from a variety of backgrounds in Adelaide and regional SA.	\$316,160.00 (two year)	Community Awareness and Capacity Building	Culturally and Linguistically Diverse communities	

2017 – 2018 Round 2 ILC National Readiness Grants					
ORGANISATION	PROJECT TITLE	PROJECT DESCRIPTION			
UnitingCare Wesley Port Adelaide Incorporated	Pathways to Multicultural Access and Participation	<i>The Pathways to Multicultural Access and Participation</i> provides information and service linkages targeted to South Australians from Culturally and Linguistically Diverse (CALD) backgrounds living with a disability. A Communication Strategy will be trialled to deliver information about the National Disability Insurance Scheme (NDIS) in a linguistically and culturally appropriate manner, eroding the stigma that is often associated with disability within culturally diverse communities and reaching those who are socially and geographically isolated.	\$258,183.28 (one year)	South Australia	Culturally and Linguistically Diverse communities
Settlement Services International Limited	National Multilingual Information Hub	Over the two years of funding, <i>National Multilingual Information Hub</i> will establish an interpreter-supported 1800 hotline and website providing relevant, in-language information, advice and referrals for Culturally and Linguistically Diverse (CALD) communities on disability issues. Information regarding supports available to individuals - including the National Disability Insurance Scheme (NDIS) – will be made available to improve life opportunities and enhance community participation.	\$1,261,785.00 (two year)	National	Culturally and Linguistically Diverse communities

2016-17 Information, Linkages and Capacity Building (ILC) Grants – National Readiness			
ORGANISATION	STATE	PROJECT	TOTAL FUNDING AMOUNT (GST excl.)
Australian Migrant Resource Centre	SA	The Building Stronger Communities Together project helps shape refugee settlement success by strengthening inclusion and active participation of refugees with disability in community life.	\$298,700.00

13. REFERENCES

ⁱ National Disability Insurance Agency, *Cultural and Linguistic Diversity Strategy 2018* (2018)

ⁱⁱ Ibid 5.

ⁱⁱⁱ National Disability Insurance Agency, above n i.

^{iv} Ibid 6.

^v Tune, David *Review of the National Insurance Scheme Act 2013: Removing Red Tape And Implementing The NDIS Participant Service Guarantee* (December 2019) <https://www.dss.gov.au/sites/default/files/documents/01_2020/ndis-act-review-final-accessibility-and-prepared-publishing1.pdf>.

^{vi} Australian Government, *Australian Government response to the 2019 Review of the National Disability Insurance Scheme Act 2013 report* (August 2020) <https://www.dss.gov.au/sites/default/files/documents/08_2020/australian-government-response-tune-review-28-august-2020-release.pdf>

^{vii} National Disability Insurance Agency, *Community Connector Framework* (June 2020) <<https://fecca.org.au/wp-content/uploads/2020/06/Community-Connector-Framework.pdf>>.

^{viii} National Disability Insurance Scheme, *National Community Connectors* (30 September 2020) NDIS <<https://www.ndis.gov.au/understanding/what-ndis/whos-rolling-out-ndis/national-community-connectors>>.

^{ix} Ibid.