

NDIS Commission

Culturally and Linguistically Diverse Engagement Principles



**NDIS Quality
and Safeguards
Commission**

Acknowledgment

In the spirit of reconciliation the NDIS Quality and Safeguards Commission acknowledges the Traditional Custodians of Country throughout Australia and their connections to land, sea and community. We pay our respect to their Elders past and present and extend that respect to all Aboriginal and Torres Strait Islander peoples today.

Artwork by Presten Warren



NDIS Commission Culturally and Linguistically Diverse Engagement Principles



If you are impacted by NDIS Commission policies and processes, you have the right to have a say about how those policies and processes are designed and implemented. This way, your lived experiences, advice, and ideas stay at the centre of all our work.

Our CaLD Engagement Principles are designed to help us build relationships, listen to and work with the broader Culturally and Linguistically Diverse (CaLD) community, which includes:

- ◆ People with disability (specifically NDIS participants from CaLD backgrounds), their families, friends and carers
- ◆ Advocates
- ◆ Providers and workers (including providers and workers from CaLD backgrounds and providers and workers supporting NDIS participants from CaLD backgrounds).

We are particularly interested in listening to, learning from, and getting advice from people in the CaLD disability community and their supports. This includes:

- ◆ New and emerging communities
- ◆ Recent arrivals (including refugees and asylum seekers)
- ◆ Women
- ◆ Children and young people
- ◆ LGBTIQ+ people
- ◆ People living in closed environments – this may include those living in supported disability accommodation, young people in residential aged care facilities, places of detention, including general and forensic mental health facilities)
- ◆ People living in remote and very remote locations.

We know that many people may identify as being part of more than one of the groups above, and we would like to learn more about your experiences and perspectives.

We have built these engagement principles on the IAP2 Spectrum of Public Participation.¹

1 IAP2 Spectrum of Public Participation [Spectrum 8.5x11 Print \(ymaws.com\)](https://www.ymaws.com)

Our engagement goals



To listen and build good relationships with NDIS participants, people with disability, their families, friends, carers, nominees and advocates.

To ensure the CaLD community understands what we do, how we can help when things go wrong and how people can talk to us when they need to.



To work with NDIS participants from CaLD backgrounds to design and deliver strategies, policies and processes that impact them.

To work with providers and workers to ensure they understand:

- ◆ NDIS participant rights,
- ◆ what good and quality supports and services look like,
- ◆ what their responsibilities are, and
- ◆ how these may differ when working with people from CaLD backgrounds.



To collect information which helps us identify when things are going wrong and how we can fix them.

Our engagement approach

When we work with the CaLD community we will:

Ask for your advice and ideas about the best ways to solve problems.

Work with you to make sure we understand what you are telling us and use it to find solutions to the problems we are trying to solve.



Keep you updated about the work we are doing, problems we are trying to solve and how we are trying to fix them.

Get your feedback about how we are doing our work and your suggestions about how we can do it better.

Whichever engagement method we use, we will ensure it is:



Culturally appropriate

We will use culturally appropriate tools to engage with CaLD communities, including engaging in multiple languages and methods, and will consider linguistic, cultural, religious and migration differences.



Respectful and transparent

We will create safe, trauma informed spaces which enable us to meet people where they are. We will share the outcomes of our work together and create feedback loops that help us to continually improve the way we engage across communities.



Listening focused

We prioritise earning your trust and will actively listen to the lived experiences, ideas and suggestions of the CaLD community. We will create spaces where all voices are heard and valued.



Collaborative

We will work with the CaLD communities (including community leaders and key stakeholders) to design targeted engagement activities that are fit for purpose and tailored to the needs of each group. We will respect autonomy and self-determination, allowing individuals and groups to decide their level of participation.

Our engagement methods

We will engage with the CaLD community in different ways. Sometimes we will share updates or information and sometimes we will work more closely with you to understand problems and find solutions. This may also involve seeking input from CaLD representatives through consultative forums, advisory groups, or other interactive engagement channels.



Co-Design

We may use co-design to work with you to develop solutions to the problems we are trying to solve. We will use the CaLD community's lived experience, professional expertise and research to:

- ◆ **Plan** how we will work together and what our shared work will look like
- ◆ **Explore** solutions to problems we are trying to solve and how they will work in the real world
- ◆ **Assess** the impacts of our work and how we can continue to improve.



Consult

We will share information with you in an accessible way and listen to your feedback. We will ask specific questions about a problem we are trying to solve or solution we are considering. We will keep you updated, acknowledge your concerns and explain how we used your contributions to find and implement a solution.

Consultations may include CaLD support workers, bilingual and bicultural workers and community groups (including leader and youth groups).



Inform

Sometimes our communication will be one-way – from us to you. We might do this to give you information about things that are happening (e.g. events), new ideas we are implementing or changes we are making. But we still want to hear from you about how these things impact you.

We will recognise your contribution to our work by paying you for your time, knowledge and expertise. We will make it clear when you are participating in a paid engagement activity and our Payment Policy explains when and how this will happen.