



Using the Getting NDIS ready to deliver CALD disability services Resources Toolkit

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The Resources Toolkit has been developed for people and organisations working in the generalist disability or community services sector, multicultural or ethno-specific organisations and smaller ethno-specific groups. The tools are a first step in shifting mindsets, generating ideas for consideration within your organisation and providing you with some direction to seek external resources and links. The aim is to develop your capacity around delivering disability support services that respond to the needs of people from culturally and linguistically diverse backgrounds (CALD) backgrounds, their carers, and families under the NDIS.

Below is a list of the resources included in the Toolkit. The Resources Toolkit has been built on the results of a Queensland-wide survey of organisations that asked what supports were most needed to support the delivery of CALD disability services under the NDIS.

The resources in the Toolkit will be applicable to you and your organisation based on where you currently are on the diversity engagement journey.

Organisational Planning

Organisational Capacity

- Cultural Competency Training
- Recruitment and Retention for a diverse workforce
- Volunteering

Engagement & Participation

Existing Resources

The Resources Toolkit is based on principles that will build on your organisation's existing values and ethos by detailing the elements that will help strengthen the commitment to embedding diversity within disability. This includes adopting a strengths-based approach that enables and empowers culture to improve outcomes for people from CALD backgrounds, their families and carers. The key guiding principles are:

Understanding and valuing diversity: Your organisation values cultural diversity on every level of its organisational structure, and will pave the way for the development of an organisation that will meaningfully build 'strong lives, and inclusive communities' for all clients of the organisation.

Valuing the talent and strengths of staff: Your organisation values the array of skill and knowledge within its staff base, and will draw and build on the vast talent and diversity present within the organisation. A culture of sharing knowledge, and drawing on each other's strengths will be valued.

Fostering accountability: On every level and across all programs within your organisation, there is an inherent responsibility for staff to champion cultural responsiveness, and be accountable in working towards common goals and priorities. Everyone will be responsible for working towards the same goal, with senior leadership providing a strong strategic support to local staff, with local staff voices and approaches being fed back into your organisation's strategic and programmatic direction.

Utilising forward thinking and innovative approaches: Both seeking and adopting innovative and proactive approaches to culturally competent service delivery will be enhanced. Your organisation will develop approaches to service delivery from a strong evidence base built on robust research and data collection.

Being Client focused: The client voice will be incorporated into all aspects of program planning and design, where client input is viewed as an invaluable asset to your organisation.

The importance of focussing on cultural diversity should not only be relevant to your organisation's vision and principles, it should also be specifically geared to the business imperative that faces the community sector under the NDIS. The implications of policy and program changes such as Consumer Directed Care (CDC) and client directed packages for the disability and community sectors require

organisations to be responsive to and capable of meeting the needs of a wider set of clients. Being ready to deliver disability services to CALD communities must be a business development necessity and one which will guide your organisation to deepen its relationship with people from CALD backgrounds and ensure that services can meet their needs.

How the Resources Toolkit works

The Toolkit offers guidance on positive organisational approaches for internal structures. The resources and tools you will find here identify and enhance areas in which your organisation is doing well in the first instance, and will explore areas that have been identified as needing some or even substantial improvement. The approach is also action orientated, with a focus on what can be done immediately, while also looking ahead to longer term actions that can lead to sustained change. It is essential that responsibility is assigned across business areas and management levels to enhance both internal cohesion and an organisation wide response.