

Cultural and linguistic diversity profile: *Townsville, Hinchinbrook, Burdekin, west to Mount Isa, and up to the gulf*

The NDIS in Queensland

The National Disability Insurance Scheme (NDIS) will be fully implemented in Queensland by July 2019. This fact sheet highlights the cultural diversity of the region's population and supports implementation of the Queensland NDIS Workforce Strategy.

Currently, 2.6% of disability services clients in Queensland were born in non-English speaking countries¹ compared with the Australian Bureau of Statistics data which shows that 12.1% of Queenslanders with disability were born in Non-English speaking countries.² The NDIS is an opportunity to improve accessibility of services for all people with disability, including those from culturally and linguistically diverse backgrounds.

Key demographic information

From the Australian Bureau of Statistics 2016 Census of Population and Housing³, Townsville, Hinchinbrook, Burdekin, west to Mount Isa & up to the gulf area has⁴:

- 32,398 people born overseas (12.5% of the total population). The top five non-English speaking countries of birth were Philippines, India, South Africa, Papua New Guinea and Italy

- 17,345 people speak a language other than English at home; the top five non-English languages are Italian, Tagalog, Filipino, Mandarin and German.

Townsville (C) Local Government Area has:

- 25,526 people born overseas (13.7% of the total population)
- 13,120 people speak a language other than English at home; the top five non-English languages are Italian, Tagalog, Mandarin, Malayalam, German.

Contacts in Townsville

The Multicultural Resource Directory lists organisations from across Queensland which support people from culturally and linguistically diverse backgrounds, including key contacts for the Townsville area.

The directory can be accessed here:
<https://www.communities.qld.gov.au/multicultural/multicultural-communities/queensland-multicultural-resource-directory>

¹ Australian Institute of Health and Welfare, 2017, *Disability support services: services provided under the National Disability Agreement 2015-16*.

<http://www.aihw.gov.au/publication-detail/?id=60129559747&tab=2>

² Australian Bureau of Statistics, 2016, *4430.0 - Disability, Ageing and Carers, Australia: Summary of Findings, 2015*, www.abs.gov.au/ausstats/abs@.nsf/mf/4430.0

³ Australian Bureau of Statistics, 2016, *Dataset: 2016 Census - Cultural Diversity*, Tablebuilder. Findings based on use of ABS TableBuilder data.

⁴ Includes Townsville, Boulia, Burdekin, Burke, Carpentaria, Charters Towers, Cloncurry, Doomadgee, Flinders, Hinchinbrook, McKinlay, Mornington, Mount Isa, Palm Island, and Richmond

Useful links and information

List of organisations receiving government funding to provide training to job seekers e.g. Cert III in disability.	Skilling Queenslanders for Work	https://training.qld.gov.au/community-orgs/funded/sqw/community-work-skills
Diversity fact sheet for disability service providers	Fact sheet: Cultural diversity and the NDIS – making it work for my business	www.communities.qld.gov.au/ndis
Census data	Australian Bureau of Statistics	www.abs.gov.au
	Multicultural Diversity Figures	www.communities.qld.gov.au/multicultural/multicultural-communities/multicultural-diversity-figures
Country profiles	Community Information Summaries	www.dss.gov.au/our-responsibilities/settlement-and-multicultural-affairs/programs-policy/a-multicultural-australia/programs-and-publications/community-information-summaries
Migration data	Australia's migration program statistics	http://www.border.gov.au/about/reports-publications/research-statistics/statistics/live-in-australia/migration-programme
Supporting people with a disability from culturally and linguistically diverse (CALD) backgrounds	Multicultural Resource Book for Disability Service Providers	www.qcross.org.au/multicultural-resource-book-disability-service-providers
	Translated Fact Sheets	http://www.amparo.org.au/
Appropriate service delivery to people with disability from CALD backgrounds	Language and Culture Matter: Remove the barriers now	http://www.amparo.org.au/systemic-advocacy/
	Federation of Ethnic Communities' Councils of Australia Disability Policy	www.fecca.org.au/images/stories/pdfs/policies_2007041.pdf
Language services	Everyone counts: Why Language Services Matter	www.idfnsw.org.au/images/files/people-capability/Everyone_counts-Why_language_services_matter.pdf
Lessons from the Barwon Trial site – including case studies.	Diversitat Disability Findings Report	www.diversitat.org.au/documents/Diversitat_disability_findings_report_1.pdf