



UNSW
SYDNEY

SPRC

Social Policy Research Centre

Disability support for people from culturally and linguistically diverse (CALD) backgrounds



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Report by Qian Fang, Karen R Fisher, and Kimberly Zhou



NDIS and Local Area Coordination (LAC)



The National Disability Insurance Scheme or **NDIS** is a way to get the disability support you need.



LAC or Local Area Coordinators are part of the **NDIS**.



LAC tells people with disability about their **NDIS** plan and services they can use.



St Vincent de Paul was one **LAC** in Sydney.

Community Access Network (CAN)



The **LAC** ran groups for people with disability and families from diverse cultural or **CALD** backgrounds.



The **LAC** called these groups Community Access Network or **CAN**.



CAN groups were Arabic, Mandarin, Cantonese and Vietnamese.



CAN met every month.

What people do in CAN



The **LAC** talk about the **NDIS** with people in the **CAN**.



People talk with each other over morning tea.



People can ask questions with a **LAC** one at a time.

About the research



People from the Social Policy Research Centre or **SPRC** did research.



The research found out how the **CAN** worked with Australian Chinese people.



The researchers talked to

- Australian Chinese participants
- **CAN** staff
- Other people who came to **CAN**.

What CAN did well



CAN helped Australian Chinese people with disability and their families to understand the **NDIS**.



The Australian Chinese participants met each other and spoke with **LAC** about disability support.



CAN helped **LAC** better understand what Australian Chinese people with disability and their families need.

What people liked about CAN



Having a place with language and culture people know.



They listen to what Australian Chinese people with disability and their families need.



They follow up their needs with action.

What people liked about good disability support staff



Staff speaking the same language and culture is important.



Staff care about people with disabilities.



Staff know about disability services.



Staff build trust with people with disability and their families.

More Information



More information about the research is on the SPRC website.

www.arts.unsw.edu.au/sprc



You can click here

[Culturally responsive disability support with Chinese clients in Sydney | Arts, Design & Architecture - UNSW Sydney](#)



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