



**Royal Commission**  
into Violence, Abuse, Neglect and Exploitation  
of People with Disability

# Research Report

**Services for culturally and linguistically diverse  
people with disability**

**Making these services best practice**

**Easy Read version**



## How to use this report

2 organisations:



- did some research



- wrote a report for the Disability Royal Commission (the Royal Commission).

The 2 organisations were:



- the Social Policy Research Centre (SPRC)



- the National Ethnic Disability Alliance (NEDA).



The report is called *Towards best practice access to services for culturally and linguistically diverse people with a disability*.



You can find the report on the **Royal Commission website**.



This Easy Read report is a **summary** of that report.  
A summary only includes the most important ideas.



When you see the word 'we' in this report, it means the Royal Commission.



We wrote this report in an easy to read way.

We use pictures to explain some ideas.



We wrote some important words in **bold**.

This means the letters are thicker and darker.



We explain what these bold words mean.

There is a list of these words on page 26.



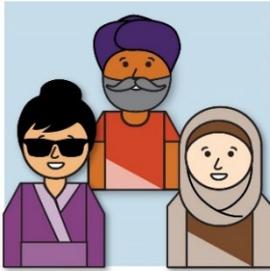
You can ask for help to read this report.

A friend, family member or support person may be able to help you.

## What's in this report?

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## What is this report about?



Some people with disability are **culturally and linguistically diverse (CaLD)**.

CaLD people:



- come from different **cultures** and backgrounds



- speak languages other than English.

Your culture is:



- your way of life
- how you think or act now because of how you grew up
- your beliefs
- what is important to you.



We know that CaLD people with disability can experience **intersectionality**.



Intersectionality happens when people treat people with disability differently because of both:

- their disability
- other things about them that they cannot change, like their background or culture.



This report is about the best ways to provide services for CaLD people with disability.

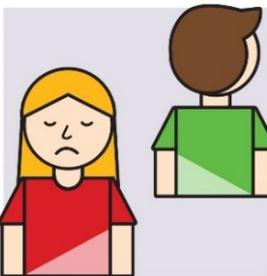
It is also about finding ways to keep CaLD people with disability safe from:



- **violence** – when someone hurts you physically



- **abuse** – when someone treats you badly



- **neglect** – when someone is not helping you the way they are supposed to help you



- **exploitation** – when someone takes advantage of you.

## Why is this research important?



The Australian Government has agreed to follow the **United Nations Convention on the Rights of Persons with Disabilities**.

In this report we call it the UN Convention.



The UN Convention is an agreement between different countries.

It says people with disability should have the same **rights** as everybody else.



Rights are rules about how other people must treat you.



We want to make sure we support the rights of CaLD people with disability.



This includes making sure services are **inclusive**.

When services are inclusive, everyone feels:

- included
- like they belong.

## What did the researchers do?

The researchers wanted to focus on 4 main types of services:

### 1. The **justice system**



The justice system includes:

- police
- the courts
- the law
- prisons.



### 2. Disability services

This includes all disability services.

Not just the National Disability Insurance Scheme (NDIS).



### 3. Education

For example:

- schools
- university and TAFE.



### 4. **Settlement services**

Settlement services help people from other countries start a new life in Australia.



The researchers looked at what rules services have now about supporting CaLD people with disability.

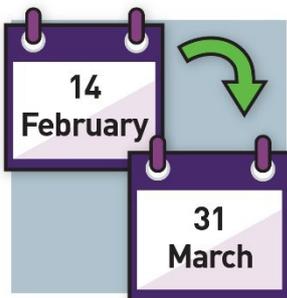


They also looked at other research:

- from around the world
- about the best ways to support CaLD people with disability.



The researchers used what they learned to write questions for experts about the 4 types of services.



They talked to experts from 14 February to 31 March 2022.



The researchers asked 84 people to tell them about how services support CaLD people with disability.



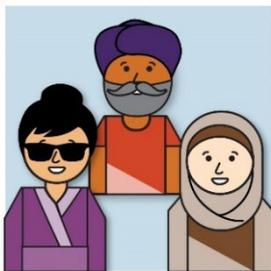
They heard from 31 people.

## What did the researchers find out?

The researchers learned that many organisations have plans about how to support:



- people with disability



- CaLD people.



But their plans often don't include both groups at the same time.



The researchers also learned that staff often don't follow the plans.

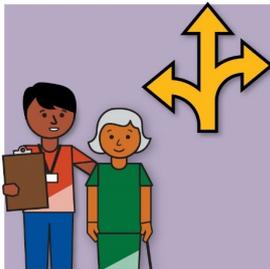


They also found out that many organisations don't check if:

- staff follow their plan
- their plan works.



The researchers also learned that organisations that provide disability supports often don't work together.

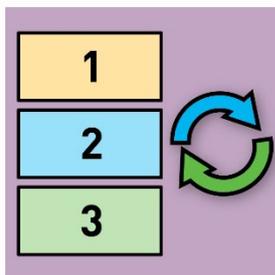


And they provide support in different ways.

## What do the researchers recommend?



When researchers **recommend** something, they say how to make things better.



The researchers recommend changing things at 3 levels.

## Governments



The researchers shared some ideas about what governments should do.

And how the Australian Government should support this.



Governments should make **policies** about how to plan supports for CaLD people with disability.

Policies are government plans for how to do things.

The policies should:



- include rules about how to plan disability supports



- make sure services respect CaLD people.



Governments should think about intersectionality when they write policies.

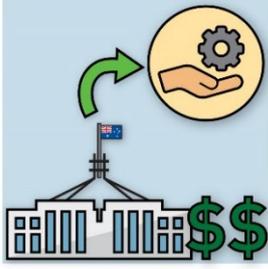
This might include:



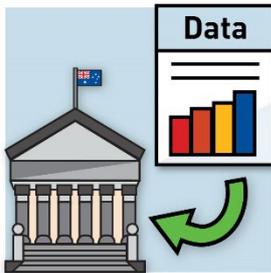
- language services



- how **funding** works.



Funding is money from the government to pay for services.



Governments should make rules about collecting **data** about CaLD people with disability.



When we talk about data, we mean:

- facts
- information
- records.



The rules should help services use data to learn about what CaLD people with disability need.



Governments should make sure CaLD people with disability can report things that put them at risk.

This includes checking that:

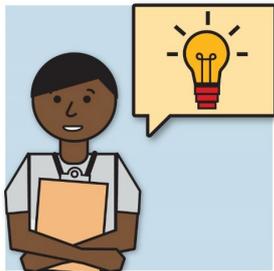


- each step works well



- CaLD people with disability can use these steps to report a problem.

## Organisations



The researchers shared some ideas about what organisations should do.



This includes organisations that work with:

- people with disability
- CaLD people.



Organisations should make sure they are inclusive.



They should make sure they include CaLD people with disability when they:

- plan services
- provide services
- check their services.



They should also think about how intersectionality affects the way people find and use services.

These plans should help to keep CaLD people with disability safe.

Organisations should work with their community to make sure their services:



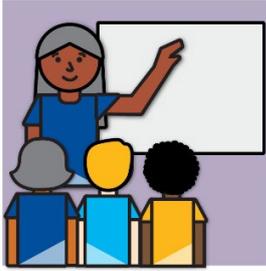
- respect people from different cultures and backgrounds



- keep CaLD people with disability safe



- support CaLD people with disability to report problems.



This includes making sure their staff have the right training.



Organisations should support CaLD people with disability to find and use their services.

This includes providing information in:



- other languages



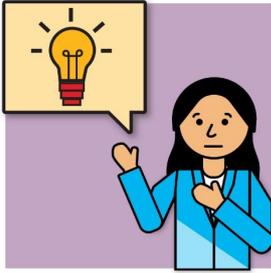
- **accessible** ways.



When information is accessible, it is easy to:

- find and use
- understand.

## Professionals



Professionals are skilled people who provide services.

The researchers shared some ideas about what professionals should do.

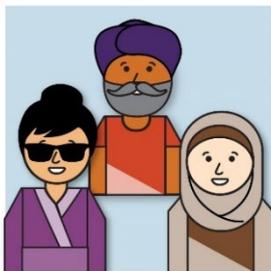


Professionals should learn more about how to support people from different cultures and backgrounds.

This includes learning from:



- experiences



- CaLD people with disability.



Professionals should also share ideas that work well.



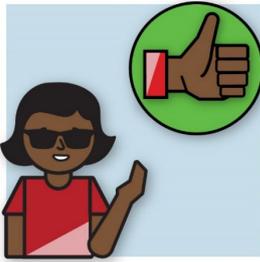
Professionals should provide **interpreters** for CaLD people who speak a language other than English.



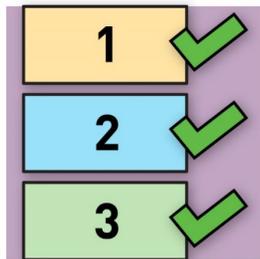
An interpreter is someone who:

- speaks your language
- helps you understand what someone is saying.

## What does good practice look like?



**Good practice** is a way of doing things that focuses on what has worked for people before.



The researchers shared parts of good practice that work at every level.

They explained people should:



- understand how intersectionality affects CaLD people with disability



- support CaLD people with disability who experience intersectionality.



People should include CaLD people with disability when they:

- plan services
- run services
- check their services.



People should check their services often to make sure they provide the support CaLD people with disability need.



And they should change their services if the community needs different things.



Researchers explained that clear rules about good practice can help CaLD people with disability feel:

- included
- safe.

## Word list

This list explains what the **bold** words in this report mean.



### **Abuse**

Abuse is when someone treats you badly.



### **Accessible**

When information is accessible, it is easy to:

- find and use
- understand.

### **Culturally and linguistically diverse (CaLD)**

CaLD people:

- come from different cultures and backgrounds
- speak languages other than English.



### **Culture**

Your culture is:

- your way of life
- how you think or act now because of how you grew up
- your beliefs
- what is important to you.





## Data

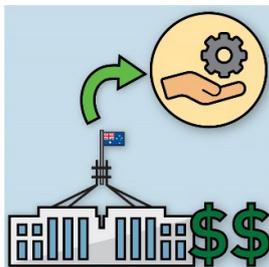
When we talk about data, we mean:

- facts
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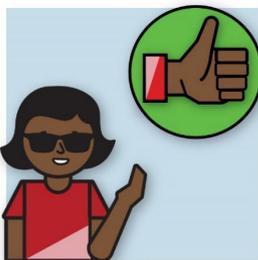
## Exploitation

Exploitation is when someone takes advantage of you.



## Funding

Funding is money from the government to pay for services.



## Good practice

Good practice is a way of doing things that focuses on what has worked for people before.



## Inclusive

When services are inclusive, everyone feels:

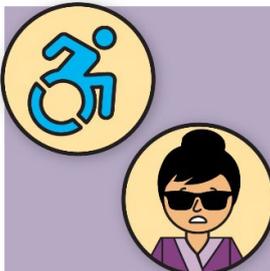
- included
- like they belong.



## Interpreter

An interpreter is someone who:

- speaks your language
- helps you understand what someone is saying.



## Intersectionality

Intersectionality happens when people treat people with disability differently because of both:

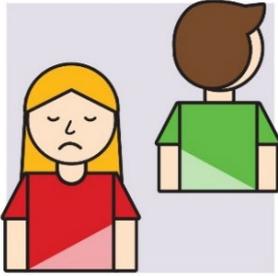
- their disability
- other things about them that they cannot change, like their background or culture.



## Justice system

The justice system includes:

- police
- the courts
- the law
- prisons.



## **Neglect**

Neglect is when someone is not helping you the way they are supposed to help you.



## **Policies**

Policies are government plans for how to do things.



## **Recommend**

When researchers recommend something, they say how to make things better.



## **Rights**

Rights are rules about how other people must treat you.



### **Settlement services**

Settlement services help people from other countries start a new life in Australia.



### **Summary**

A summary only includes the most important ideas.



### **United Nations Convention on the Rights of Persons with Disabilities (UN Convention)**

The UN Convention is an agreement between different countries.

It says people with disability should have the same rights as everybody else.



### **Violence**

Violence is when someone hurts you physically.

## Contact us



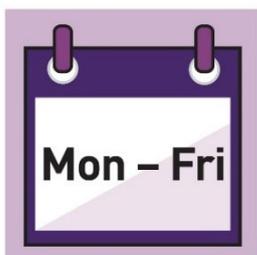
You can send us an email.

**[DRcenquiries@royalcommission.gov.au](mailto:DRcenquiries@royalcommission.gov.au)**



You can call us.

**1800 517 199**



We are available Monday to Friday.



You can also send us a text message.

**0459 906 629**



We are not available on public holidays.



You can also call the National Relay Service if you are deaf or hard of hearing.

**133 677**



You can write to us at:

GPO Box 1422

Brisbane

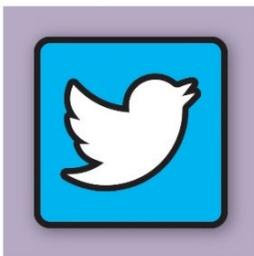
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