

Multilingual Disability Hub - new service to access information in language

Settlement Services International's (SSI) FutureAbility Project has launched the [National Multilingual Disability Hub](#), a multilingual hotline and website that provide relevant and easily accessible information on disability and the National Disability Insurance Scheme (NDIS) in 14 languages.

Through its expertise working with Culturally and Linguistically Diverse (CALD) communities, SSI leads the way on how best to inform and support these communities to better understand disability and how to access the NDIS.

Access to information enables people from CALD backgrounds living with disabilities to become active players in the disability space, improve the quality of their referrals to mainstream services and empower them to live the life they choose. Suitable, timely and accessible information in language will help build confidence, bring people with disabilities, their families and carers closer to their communities, and provide opportunities to enhance their economic and social participation.

The Multilingual Disability Hub uses two very accessible and suitable channels to meet the different information needs of CALD communities:

Phone-based channels are generally more accessible by the older generation of CALD people with disability, their family members and CALD carers, as well as the new and emerging groups with limited English language skills. The hotline is operated by bilingual staff.

Web-based formats are usually accessed by a younger and IT savvy generation, and by the CALD service sector. The website contains in-language information about disability and disability supports as well as the NDIS. It includes links to in-language fact sheets and FAQs, with media articles, human interest stories, webinars and podcasts to follow in the future.

You can visit disabilityinlanguage.info or call the line on the following numbers and days between 9am and 5pm AEST.

Language	Day	Number
Arabic	Monday	1800 960 972
Assyrian	Wednesday	1800 960 976
Bengali	Monday	1800 961 059
Cantonese	Tuesday	1800 960 981
Farsi	Thursday	1800 961 056
Greek	Monday	1800 960 975
Italian	Friday	1800 960 973
Macedonian	Thursday	1800 960 978
Mandarin	Wednesday	1800 960 982
Nepali	Friday	1800 961 060
Spanish	Tuesday	1800 960 979

Tamil	Wednesday	1800 961 057
Urdu	Thursday	1800 961 058
Vietnamese	Tuesday	1800 960 980

The National Multilingual Disability Hub is an initiative of SSI FutureAbility, a program that has gone beyond the regular ways of communicating and delivering information to CALD communities, and looks at alternative methods and channels that are a better fit for specific groups.

The National Multilingual Disability Hub is funded by the NDIA's Information, Linkages and Capacity Building (ILC) Readiness Grants.