



Australian Government

Department of Health, Disability and Ageing

Attitudes about disability from different cultures and languages

Summary Report





Australian Government

**Department of Health,
Disability and Ageing**

The Australian Government Department of Health Disability and Ageing wrote this.

We say **DHDA** for short.

When you see the word **we** it means DHDA.



We wrote this in an easy to read way.

We use pictures to explain some ideas.

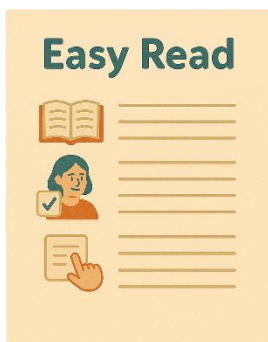
Bold

Not bold

We have some words in **bold**.

This means the letters are thicker and darker.

These are important words.



This is an Easy Read summary of another document.

This means it has the most important ideas.



We can answer any questions by email.

Email us

ADSDDataReporting@health.gov.au



You can ask for help to read this document.

You can ask

- A friend
- Family members
- A support person.



We recognise Aboriginal and Torres Strait Islander people as the **Traditional Owners** of the land we live on.



They were the **first people** to live on and use the

- Land
- Waters.

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What we did



- Australian National University
- JFA Purple Orange

Did **research** for DHDA.

Research means

- Finding out what people think about things
- Using the information to **help others**.



The research was about how people

- Who speak different languages
- From different cultures

Think about disability in Australia.



The research was done with a small number of



- People with disability
 - Who speak different languages
 - From different cultures



- Family members of people with disability
 - Who speak different languages
 - From different cultures.

What we heard



People said they had experiences that were



- Good
- Bad.



The experiences could be with people

- In the community



- Doing services for them.

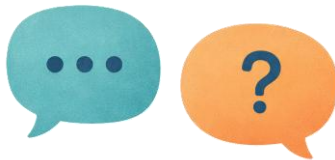


They had **good** experiences when they were

- Given information about services



- Given time to understand them



- Able to ask questions.



They had **bad** experiences when

- Their **rights** were **not** respected

Rights are **rules** about treating everyone

- Fair
- Equal.



- People decided to do something **without** asking them first



- There was yelling



- They were ignored



- Their **accessibility needs** were **not** met.



Accessibility needs are things that support people to take part.

Community attitudes



Some groups of people have more **bad** experiences in the community.



They had **bad** experiences with

- People from their culture



- Other people in the community.



They could be treated unfairly.

This happens when people from different cultures do **not** know a lot about disability.



Some people think bad behaviour from a child is from parents **not** doing a good job.

People in some cultures



- Do **not** see people with disability as individuals



- Have strong ideas about how people should behave



- Do **not** understand disability.



People from different communities can have bad **attitudes** about disability.

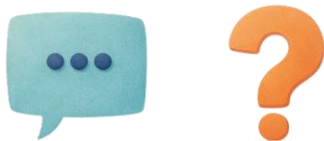


Attitudes are what people

- Think
- Feel
- Believe.



This can make people feel like they are being treated unfairly.



Things that can make these feelings worse could be

- **Not understanding accents**

Accents are the way people talk in different countries or areas.

The way they say words might be different to you.



- How well you speak and understand English



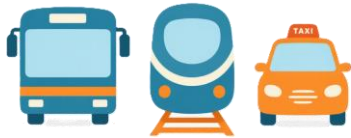
- Ways to help you communicate

This can be called **communication needs**.



- People thinking they know what you need **without** asking you.

Experiences with services



People talked about their experiences with

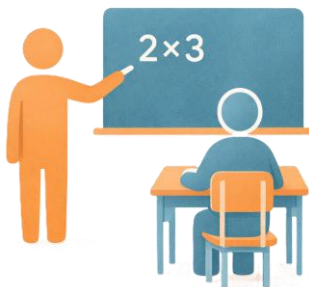
- **Public transport**

Public transport is

- Buses
- Trains
- Taxis.



- **Community services**



- **Education**



- Healthcare.



People said some services were

- Stressful



- Hard to use.



There needs to be more information about services.

People said they found about services from



- Friends



- Their cultural community



- Other people with disability.



People talked about things they do **not** have in their home country like

- Lots of services
- Disability supports.

They are happy there are services in Australia.



Some people said the NDIS has made their life easier.



It helped to have a support worker from the same

- Language
- Culture.



It made it easier to get the support they needed.

Experiences with healthcare services



Healthcare services can be

- Hard to understand when you speak a different language.

Healthcare services are places you go to make sure you are healthy like

- Your local doctor
- Hospitals.



Medical words can be hard for people who speak English too.



People said that healthcare services can have barriers.

This could be

- Long wait times



- Staff with bad attitudes



- Family members needing to help to make sure they get good care.

Experiences with education



Attitudes in schools were mostly good.



Having a good education can help people with

- Being able to learn



- Have good **wellbeing**

Wellbeing is about your mental **and physical** health.

Physical health is about your body.



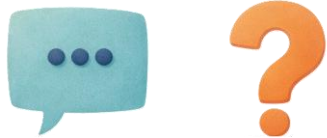
Bullying was a problem in schools.

This is when a person or people tries to

- Hurt
- Upset
- Scare

Someone more than 1 time.

Experiences with work



Work can be hard when English is **not** your first language.

It can be hard to talk to people you work with.
This can make work stressful.



It can be hard for older people with disability to get work.



Some people with disability can **not** get work.

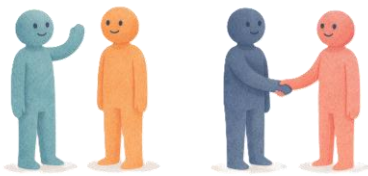
This can make people in the community think they are **not** trying to get work.

Working is **not** just about making money.



It is also about

- Having a good life
- Being able to work if they want to.



For people who are new to Australia work can help them

- Meet people
- Build community.

Better attitudes



People had ideas for helping communities have better attitudes.



Ideas to help have better communication are having

- Information that is easy to understand

This can be things like

- Having short documents
- Writing in plain language
- Using big font.



- Information in different languages



- Information that can be used by **screen readers**

Screen readers change words that are written down to being spoken.



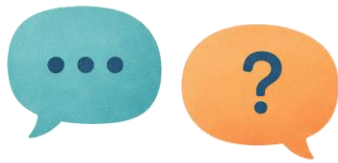
- Speakers or microphones in meetings

This supports people with low hearing.



- **Interpreters**

Interpreters are people who change what someone is saying into the words of another language.



Ideas for asking questions are

- Finding out about where people come from

This also includes the language they speak.



- Asking what their support needs are

They might need to know what support they can get.



- Giving them extra time to
 - Understand questions
 - Say their answer.



Ideas for communities being included are

- Being able to use **technology**

Technology is things like computers.



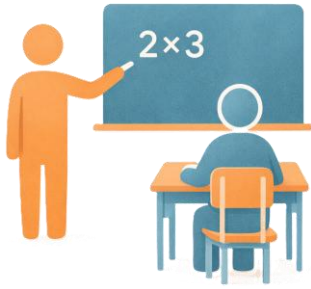
- Knowing what services there are



- Joining groups with people from the same background as them



- Learning skills to help speak up for themselves.



People learning more about disability and including people in

- Schools



- Workplaces



- Healthcare services



- Community supports



- Transport



- **Media.**



Media is

- TV
- Radio
- Newspapers
- Websites
- Social media.

Recommendations



The research came up with **recommendations**.

Recommendations are ideas to do things better.



1. Having better information for people from different cultural communities



2. Using interpreters



3. Services must have better attitudes about people with disability

- Who speak different languages
- From different cultures



Like

- Healthcare services



- Public transport



- People who work in shops.



4. Communities having better attitudes about disability.

Children need to learn about disability when they are young.



5. Include people with disability from different cultures in community activities.



6. Community leaders treating people with disability well who
 - Speak different languages
 - Come from different cultures.

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August 2026.