# FAQs

General information about the site is presented in a Q&A format. If you have any questions that you think would be important to include in this section, please contact info@miaccess.com.au

## What is MiAccess?

MiAccess, short for 'Multilingual Information Access' is a purpose-built website to increase the amount of information about disability, CALD communities and the NDIS in an accessible and language supported platform.

## Who is MiAccess for?

MiAccess has been developed to increase the availability of translated information for people with disability from CALD backgrounds, their carers and a range of intermediaries who interact with them. As such the site will have multiple audiences but its main focus is on providing high quality and well translated materials for people with disability themselves.

## Who manages MiAccess?

MiAccess has been developed by Cultural Perspectives with funding under the ILC (Information, Linkages and Capacity Building) Program of the NDIS which is currently managed by the Department of Social Services. Cultural Perspectives also has the role of ensuring that information is kept current and relevant to the needs of people disability from CALD backgrounds and their carers.

## What does 'CALD' mean?

The term 'CALD' stands for 'Culturally and Linguistically Diverse'. It is used as a collective term for people whose first language and cultural background is not English.

## What does the NDIS stand for?

NDIS stands for the 'National Disability Insurance Scheme'. The NDIS is an Australian Government Scheme that funds costs associated with disability. People with disability are assessed against their needs and if they meet the criteria, they are issued a funded NDIS Plan.

## Where can I find more information on accessing NDIS services?

For more information on accessing an NDIS service please visit the 'About the NDIS' page: https://www.ndis.gov.au/about-us

## How do I use this website?

MiAccess is an online platform where you can find the translated resources on disability and the NDIS. You can use search functions on this website to find the resources you need. For more information and instructions, go to: Using MiAccess

## Is the website screen reader compatible?

Yes, the MiAccess website has been designed to be compatible with screen readers. The website has been developed in accordance with the Web Content Accessibility Guidelines (WCAG) 2.0AA.

## How are the resources translated?

MiAccess features translated resources that have been supplied by the organisations that created them. Some resources were translated and checked by Cultural Perspectives for MiAccess by appropriately credentialed translators.

New resources have been co-designed with people with disability from CALD backgrounds prior to undergoing the same translation process.

## How does the mobile web application work?

Our mobile web APP is designed in a way that you don't need to download it from Apple Store or Google Play. You can click the "Download the mobile web application" button and follow the steps to install it on your mobile phone.

## Do I have to pay for the resources if I download them?

No. MiAccess provides free to download and free to share resources in multiple languages.

## Can I use this website on my iPad, mobile, or computer?

Yes, MiAccess is designed to be compatible with all devices.

## How do I register translated information that I think is relevant to MiAccess?

Cultural Perspectives is interested in identifying high quality translated information that is suitable to both the structure and intent of the MiAccess, which is to increase access. If you want to discuss your resources with us, please use the contact form to advise us of the resources or email info@miaccess.com.au with the details.

## Can’t find the information you are looking for?

Please contact us via our contact form: Contact