



Australian Government

Recommendations about managing and reporting problems

The Australian Government response to
the Disability Royal Commission

Easy Read version



How to use this document



The Australian Government wrote this document.

When you read the word 'we', it means the Australian Government.



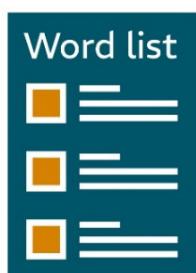
We wrote this document in an easy to read way.

We use pictures to explain some ideas.

Bold
Not bold

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

This means the letters are thicker and darker.



We explain what these words mean.

There is a list of these words on page **28**.



This is an Easy Read summary of another document.

This means it only includes the most important ideas.



You can find the other document on our website.

www.dss.gov.au/DRC-Aus-Gov-Response



You can ask for help to read this document.

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



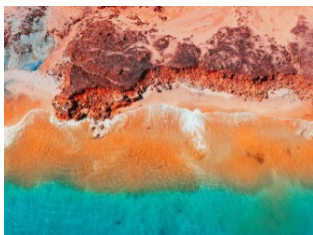
This document is quite long.

You don't need to read it all at once.

You can take your time.



We recognise Aboriginal and Torres Strait Islander peoples as the traditional owners of the land we live on – Australia.



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

- land
- waters.

What's in this document?

About the Disability Royal Commission	5
About the recommendations	6
Our response to the recommendations	9
What we will pay for	21
Important actions and plans	24
Word list	28
Contact us	32

About the Disability Royal Commission



We created a **royal commission** to find out how to make our community safer for people with disability.



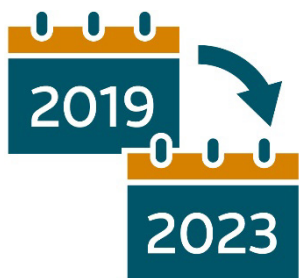
A royal commission is an official way of looking into a big problem.

It helps us work out what:

- has gone wrong
- we need to improve.



We call it the Disability Royal Commission.



The Disability Royal Commission ran from 2019 to 2023.

About the recommendations

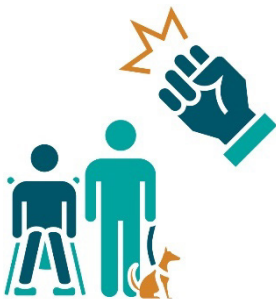


The Disability Royal Commission shared ideas about what governments and services should change.

These ideas are called **recommendations**.



This document explains our response to Part 11 of the Disability Royal Commission's final report.



This document explains our response to recommendations about reporting **violence** against people with disability.



Violence is when someone:

- hurts you
- scares you
- controls you.



This document explains our response to recommendations about making **complaints**.



When you make a complaint, you tell someone that something:

- has gone wrong
- isn't working well.



This document explains our response to recommendations about checking that people with disability are safe.



This includes recommendations about **Community Visitors**.



Community Visitors are people who check how well services:

- protect the **rights** of people with disability
- support the wellbeing of people with disability.



Rights are rules about how people must treat you:

- fairly
- equally.



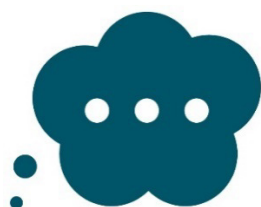
This document also explains our response to recommendations about supporting people with disability to live longer.

Our response to the recommendations

On the following pages, we explain the recommendations we:



- mostly agree with



- need to think more about.

Recommendations about reporting problems and making complaints

A new complaints and reporting service



The Disability Royal Commission shared a recommendation about a new complaints and reporting service.



This service should:

- bring different services together
- share information and advice
- make it easier to report violence against people with disability.



The recommendation says governments should support the new service with:

- a phone number people can call for free
- a website
- **accessible** ways to report violence.



When something is accessible, it is easy to:

- find and use
- understand.



We mostly agree with the goals in this recommendation.

Guidelines for organisations that manage complaints



The Disability Royal Commission shared a recommendation to create guidelines for organisations that manage complaints.



The guidelines should help organisations understand how they can support people with disability to:

- make complaints
- speak up about problems.



We mostly agree with the goals in this recommendation.

Recommendations about keeping people with disability safe

Laws and plans to keep people with disability safe



The Disability Royal Commission shared recommendations about laws and plans to keep people with disability safe.



The recommendations say governments should make sure their laws to protect people with disability are the same.



The recommendations also say governments should have a plan they all follow to keep people with disability safe.

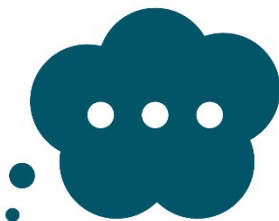


This plan would be called the
National Adult Safeguarding Framework.



The recommendations say the
Australian Government should make this
plan part of Australia's Disability Strategy.

Australia's Disability Strategy is a plan about
supporting people with disability in all areas
of their lives.



We need to think more about
these recommendations.

Safety in detention settings



The Disability Royal Commission shared recommendations about keeping people with disability safe in **detention settings**.

Detention settings are places where people have to stay if they:



- broke the law
- are waiting for a court to decide if they broke the law.

For example:



- prisons



- youth justice centres.



The recommendations say we should support a **National Preventive Mechanism (NPM)**.



An NPM is a group of people who:

- are not part of the government
- check that detention settings protect people's rights.



The recommendations say we should improve the way detention settings are checked to make sure people are safe.



This includes making sure people are not experiencing cruel punishments.



We mostly agree with the goals in these recommendations.

A plan for Community Visitors



The Disability Royal Commission shared recommendations about Community Visitors.



The recommendations say governments should make sure there are programs that support more Community Visitors.



The recommendations say the rules for Community Visitors should be the same in every state and territory.



The recommendations also say Community Visitors should be part of the National Disability Insurance Scheme (NDIS).



We mostly agree with the goals in these recommendations.

Recommendations about checking why people with disability died



The Disability Royal Commission shared a recommendation about **reviewable deaths**.



Reviewable deaths are when we need to check why a person died.

We might need to check this to find out:



- if someone could have done something to stop the death



- what we could do in the future to keep people safe.

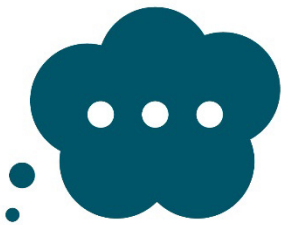


The recommendation says governments should create programs to:

- check reviewable deaths
- record and share information about reviewable deaths.



The recommendation also says all governments should work together and agree on how these programs will work.



We need to think more about this recommendation.

Recommendations about organisations that break the law

Reportable Conduct Scheme and the NDIS Commission



The Disability Royal Commission shared a recommendation about a **Reportable Conduct Scheme (RCS)**.

An RCS is a way for governments to make sure organisations report people who:



- don't follow the rules and laws



- treat children badly.



NDIS Quality
and Safeguards
Commission

The recommendation is about the RCS working with the **NDIS Quality and Safeguards Commission** to make new guidelines.

We call it the NDIS Commission.



The NDIS Commission makes sure people with disability who take part in the NDIS:

- are safe
- get good services.



These guidelines should explain how to manage reports about organisations that treat children badly.



The recommendation also says the RCS should share information with organisations about the right way to manage reports.



We mostly agree with the goals in this recommendation.

What we will pay for



We will pay to improve or create:

- programs
- supports
- services.



We will pay **\$15.6 million** to create plans to check that people with disability are safe across Australia.



These plans include the:

- National Adult Safeguarding Framework
- Disability Support Ecosystem Safeguarding Strategy.



We will pay **\$2.6 million** to keep running services that people can contact to:

- report violence
- make complaints.



These services include the:

- National Disability Abuse and Neglect Hotline
- Complaints Resolution and Referral Service.



We will pay **\$1.2 million** to create plans with the NDIS and governments about **restrictive practices**.



Restrictive practices are actions that stop people from:

- moving
- doing what they want.



These plans will look at how to:

- use less restrictive practices
- stop using restrictive practices.



We will pay **\$4.4 million** to make sure there are programs that support more Community Visitors.



We will pay **\$160.7 million** to improve the way the NDIS Commission works to:

- protect people with disability
- stop people who work with people with disability from breaking the law.



We will pay **\$142.6 million** to support the NDIS Commission to make people with disability safe.

Important actions and plans



Governments have already agreed to start working together on some important actions and plans with the disability community.



These actions and plans will support the recommendations about managing and reporting problems.



We are working to improve the safety of people with disability across Australia.



We are also working to improve the way the NDIS Commission manages complaints.

We are working with:



- state and territory governments
- the NDIS Commission
- the Disability Reform Ministerial Council (DRMC).



The DRMC is a group of **ministers** who meet to talk about ideas to:

- support people with disability
- make government plans better.



A minister leads an area of the government.



We will keep running the National Disability Abuse and Neglect Hotline.



We will also work with state and territory governments to create new services.

We want these services to support people with disability when they need it the most.

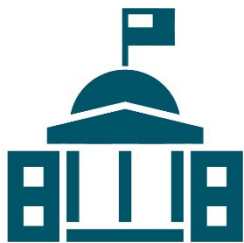


We will continue to make a law that protects people from experiencing cruel punishments in the justice system.



Part of this work includes supporting a National Preventive Mechanism that works for people with disability.

To do this, we will work with:



- state and territory governments



- people from the disability community.

We will work with governments to make:



- programs that support more Community Visitors



- a national agreement on reviewable deaths.



We are also working to improve how people report accidents.

Word list

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



Accessible

When something is accessible, it is easy to:

- find and use
- understand.



Community Visitors

Community Visitors are people who check how well services:

- protect the rights of people with disability
- support the wellbeing of people with disability.



Complaint

When you make a complaint, you tell someone that something:

- has gone wrong
- isn't working well.

Detention settings



Detention settings are places where people have to stay if they:

- broke the law
- are waiting for a court to decide if they broke the law.



Minister

A minister leads an area of the government.

NDIS Quality and Safeguards Commission



NDIS Quality
and Safeguards
Commission

The NDIS Commission makes sure people with disability who take part in the NDIS:

- are safe
- get good services.



National Preventive Mechanism (NPM)

An NPM is a group of people who:

- are not part of the government
- check that detention settings protect people's rights.



Recommendations

The Disability Royal Commission shared ideas about what governments and services should change.

These ideas are called recommendations.



Reportable Conduct Scheme (RCS)

An RCS is a way for governments to make sure organisations report people who:

- don't follow the rules and laws
- treat children badly.



Restrictive practices

Restrictive practices are actions that stop people from:

- moving
- doing what they want.



Reviewable deaths

Reviewable deaths are when we need to check why a person died.



Rights

Rights are rules about how people must treat you:

- fairly
- equally.



Royal commission

A royal commission is an official way of looking into a big problem.

It helps us work out what:

- has gone wrong
- we need to improve.



Violence

Violence is when someone:

- hurts you
- scares you
- controls you.

Contact us



You can send us an email.

DRCResponseConsultation@dss.gov.au



You can write to us.

GPO Box 9820

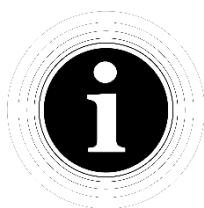
Canberra

ACT 2601



You can visit our website.

www.dss.gov.au/DRC-Aus-Gov-Response



The Information Access Group created this Easy Read document using stock photography and custom images.

The images may not be reused without permission.

For any enquiries about the images, please visit

www.informationaccessgroup.com.

Quote job number 5881-K.

Helen Butcher created the art on the front cover of this document.

She is an artist. Her picture is called 'Belonging'.

It is about inclusion.

She made this art for the Australian Government Response to the Disability Royal Commission.

We thank Helen for sharing her art with us.