



Australian Government

Recommendations about disability services

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 32.



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.



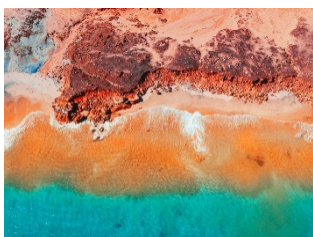
This document is quite long.

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.

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About the Disability Royal Commission



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



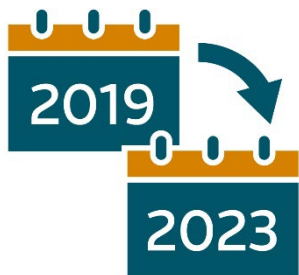
A royal commission is an official way of looking into a big problem.

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 10 of the Disability Royal Commission's final report.



This document explains our response to recommendations about **providers**.

Providers support people by with disability delivering a service.



Many providers are part of the National Disability Insurance Scheme.

We call it the NDIS.



This includes providers that are **registered**.

When a provider is registered, it means they:

- can provide services for people who take part in the NDIS
- must follow certain rules the NDIS set.



Participants are people with disability who take part in the NDIS.

Our response to the recommendations

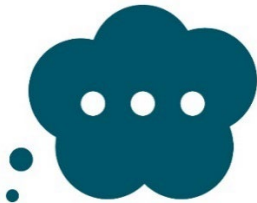
On the following pages, we explain the recommendations we:



- agree with



- mostly agree with



- need to think more about.

Recommendations about providers and workers

How providers should support people with disability



The Disability Royal Commission shared a recommendation for providers to focus on the **rights** of people with disability.



Rights are rules about how people must treat you:

- fairly
- equally.



NDIS Quality and Safeguards Commission

The recommendation is about the **NDIS Quality and Safeguards Commission**.

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.



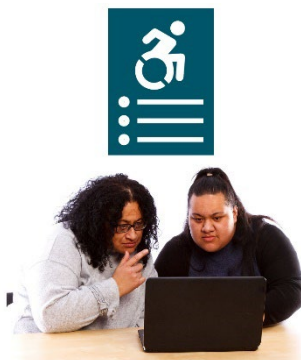
The recommendation says the NDIS Commission should create a program to make sure providers focus on rights.



We mostly agree with the goals in this recommendation.



The Disability Royal Commission shared a recommendation to make sure participants get enough support from a **support coordinator**.



A support coordinator is someone who helps people with disability plan and use their NDIS supports.



We agree with this recommendation.



The Disability Royal Commission shared recommendations to teach providers how to:

- deliver good supports
- keep people safe
- handle issues that people report.



We mostly agree with the goals in these recommendations.



The Disability Royal Commission shared a recommendation for a group of people to support the work of the NDIS Commission.



This group would make sure providers deliver supports to participants that:

- meet their needs
- keep them safe
- support their rights.



We mostly agree with the goals in this recommendation.

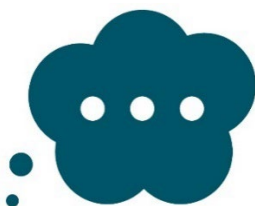


The Disability Royal Commission shared a recommendation for all support workers to be registered if they want to support participants.



A registered worker will have to show they:

- have the right skills
- will follow the rules.



We need to think more about this recommendation.

How support workers get paid



The Disability Royal Commission shared a recommendation to change the law about how much support workers get paid.



An organisation called the Fair Work Commission is in charge of responding to this recommendation.

The Fair Work Commission supports people's rights at work.

Support participants to make decisions



The Disability Royal Commission shared a recommendation to create a guide for providers.

This guide would explain how to support participants to make decisions about their lives.



We mostly agree with the goals in this recommendation.



The Disability Royal Commission shared a recommendation to change some of the NDIS rules.



These changes would make it easier for participants to make decisions about their supports and services.



We mostly agree with the goals in this recommendation.

Support to find providers



The Disability Royal Commission shared a recommendation about making it easier for all people with disability to find the services they need.



We mostly agree with the goals in this recommendation.



The Disability Royal Commission shared a recommendation to make it easier for participants to get support from a **behaviour support practitioner**.



A behaviour support practitioner is a person who helps people learn ways to manage their behaviour.



We mostly agree with the goals in this recommendation.

Providers who can manage their own problems



The Disability Royal Commission shared a recommendation to let some registered providers manage less serious problems.



We mostly agree with the goals in this recommendation.

Recommendations about rules for providers

Rules about redress

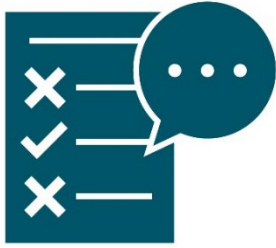


The Disability Royal Commission shared a recommendation to change the NDIS rules about **redress**.



Redress is what a provider can do to try to make things right after they have done something wrong.

For example, to give an apology.



The recommendation says the rules should explain redress and what NDIS providers must do.



We mostly agree with the goals in this recommendation.

Rules about support coordinators



The Disability Royal Commission shared a recommendation to change the NDIS rules about support coordinators.



For example, support coordinators should not be able to provide other supports.

Unless there are no other options.



We mostly agree with the goals in this recommendation.

Rules that affect providers



The Disability Royal Commission shared recommendations to change rules that affect providers that want to be registered.

These recommendations say these changes would improve how the NDIS Commission:



- checks that providers are safe



- shares information about providers.



We mostly agree with the goals in these recommendations.

Recommendations about complaints

Rules about how to manage complaints

The Disability Royal Commission shared recommendations to create better ways for providers to manage:



- accidents



- **complaints.**



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

- has gone wrong
- isn't working well.



This includes that providers should manage complaints in ways that are **accessible**.



When something is accessible, it is easy to:

- find and use
- understand.



We mostly agree with the goals in these recommendations.



The Disability Royal Commission shared recommendations to improve how:

- the NDIS manages complaints
- the NDIS Commission manages complaints.



We mostly agree with the goals in these recommendations.



The Disability Royal Commission shared a recommendation to make sure the ways people can make a complaint to the NDIS Commission are accessible.



We agree with this recommendation.



The Disability Royal Commission shared a recommendation about how providers should report complaints.



We mostly agree with the goals in this recommendation.

Get support to speak up



The Disability Royal Commission shared a recommendation to create a program to connect participants to **advocacy organisations**.



Advocacy organisations are groups that speak up for people with disability.

They can:

- help you have your say
- give you information and advice.



We mostly agree with the goals in this recommendation.

Recommendations about collecting and sharing information

Information about providers



The Disability Royal Commission shared recommendations to collect more information about how well providers deliver services.



This includes information about how well support coordinators deliver services.



We mostly agree with the goals in these recommendations.



The Disability Royal Commission shared a recommendation to collect and share more information about providers that are not registered.



We agree with this recommendation.

Information about risks for people with disability



The Disability Royal Commission shared recommendations to collect and share more information about risks for participants.



We mostly agree with the goals in these recommendations.



The Disability Royal Commission shared a recommendation to create a group called the First Nations Unit.



This group would work with First Nations participants and share their issues with the NDIS Commission.



We mostly agree with the goals in this recommendation.

Information about support workers



The Disability Royal Commission shared recommendations about support workers.

The recommendations say governments should change the rules to better explain:



- what police should do when support workers do the wrong thing



- how governments should share information about support workers



- how organisations can use information about support workers to make decisions.



We mostly agree with the goals in these recommendations.

The Disability Royal Commission shared a recommendation for governments to:



- check how organisations share information about support workers



- make sure organisations share information in the right way.



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 **\$120.3 million** to support the NDIS Commission to do more work over the next 2 years.



We will pay **\$160 million** for a new program to support the NDIS Commission.

This program will collect information about the:

- NDIS
- safety of participants.

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 disability services.



The NDIS Commission will create a program to support providers to:

- build their skills
- deliver safe supports.



This new program will help providers learn how to support the rights of people with disability.



We will find ways to make sure there are no **conflicts of interest** with support coordinators.

Conflicts of interest are when someone could affect a decision so the result is better for them.



We will keep working to:

- make participants safe
- make sure participants can get support to have their say.



We made the NDIS Provider and Worker Registration Taskforce.

This is a group that will give advice to the Australian Government about ways to improve NDIS registered providers.



We will keep working to increase the number of jobs in health care and support services.



The NDIS Commission will work with state and territory governments to improve the way they manage complaints.



This includes making sure people can make complaints in an accessible way.



The NDIS Commission has already done work to improve the way the NDIS manages complaints.



The NDIS Commission will collect and share more information about providers that are not registered.



We will teach the police what they should do when support workers do the wrong thing.



We will improve the way we check people who work in health care and support services.

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.



Advocacy organisations

Advocacy organisations are groups that speak up for people with disability.

They can:

- help you have your say
- give you information and advice.



Behaviour support practitioner

A behaviour support practitioner is a person who helps people learn ways to manage their behaviour.



Complaint

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

- has gone wrong
- isn't working well.



Conflicts of interest

Conflicts of interest are when someone could affect a decision so the result is better for them.



NDIS Quality and Safeguards Commission

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- are safe
- get good services.



Participants

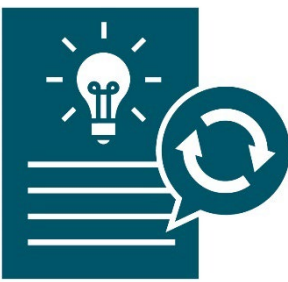
Participants are people with disability who take part in the NDIS.





Providers

Providers support people with disability by delivering a service.



Recommendations

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These ideas are called recommendations.



Redress

Redress is what a provider can do to try to make things right after they have done something wrong.



Registered

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Rights

Rights are rules about how people must treat you:

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Royal commission

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

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- we need to improve.



Support coordinator

A support coordinator is someone who helps people with disability plan and use their NDIS supports.

Contact us



You can send us an email.

DRCResponseConsultation@dss.gov.au



You can write to us.

GPO Box 9820

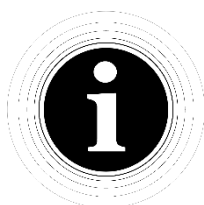
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Quote job number 5881-J.

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.