



Royal Commission
into Violence, Abuse, Neglect and Exploitation
of People with Disability

Disability services

Easy Read version



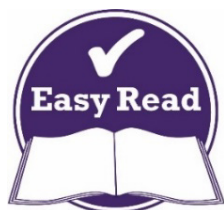
Final Report
Volume 10

How to use this report



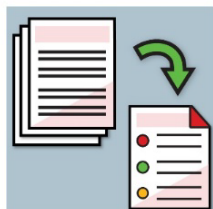
The Disability Royal Commission
(the Royal Commission) wrote this report.

When you see the word 'we', it means
the Royal Commission.



We wrote this report in an easy to read way.

We use pictures to explain some ideas.



This report is a **summary** of Part 10 of our *Final report*.

A summary only includes the most important ideas.



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

This means the letters are thicker and darker.



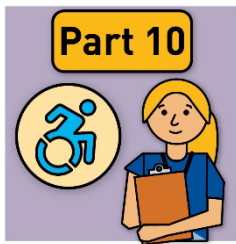
We explain what these bold words mean.

There is a list of these words on page 26.



You can ask for help to read this report.

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



Our *Final report* is in 12 parts.

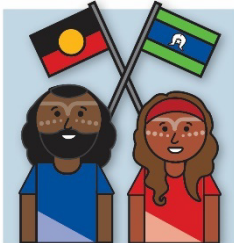
This is Part 10 – Disability service providers.



You can find the rest of the *Final report* on our website.

www.disability.royalcommission.gov.au

Acknowledgement of Country



We recognise First Nations 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 Part 10?

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What's the Disability Royal Commission?

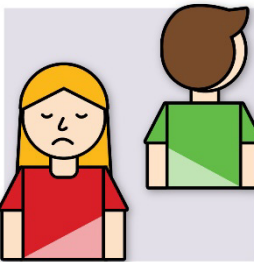
We wanted to work out the best ways to stop people with disability from experiencing:



- **violence** – when someone hurts you physically



- **abuse** – when someone treats you badly



- **neglect** – when someone is not helping you the way they are supposed to help you



- **exploitation** – when someone takes advantage of you.



People with disability should have the same **rights** as everybody else.

Rights are rules that say you can choose how you live your own life.

And they explain how other people must treat you.



On 5 April 2019, the Australian Government created the Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability.

We call it the **Royal Commission**.



A Royal Commission is an official way of looking into a big problem.

It helps us to work out what went wrong and what we need to improve.



The Royal Commission finished on 29 September 2023.



We have shared what we learned.



The last thing we need to do is share what we **recommend**.



When we recommend something, we share an idea about how to make things better for people with disability.

What's Part 10 about?

Part 10 is about what disability service **providers** do to:



- keep people with disability safe

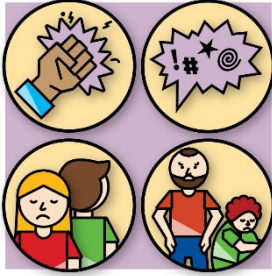


- respond when something bad happens.



Providers support people by delivering a service.

We heard that providers often fail to stop:



- violence
- abuse
- neglect
- exploitation.



And don't do enough to support people with disability after these experiences.



Many disability service providers are part of the National Disability Insurance Scheme.

We call it the NDIS.



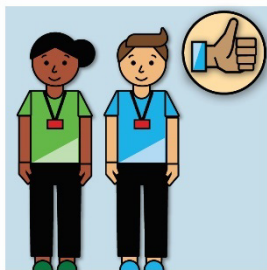
Part 10 is also about the **NDIS Quality and Safeguards Commission**.

We call it the NDIS Commission.

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



- are safe



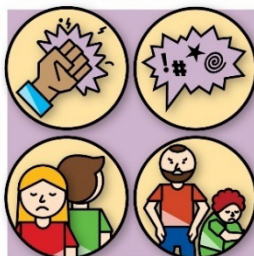
- get good services.



We look at how the NDIS Commission can help make sure providers are safe for people with disability.

Experiences with disability service providers

We heard how disability service providers can put people with disability at risk of:

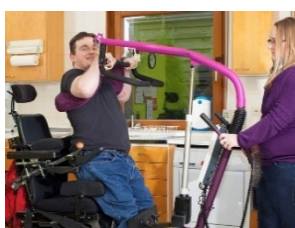


- violence
- abuse
- neglect
- exploitation.

People with disability who use disability services are more likely to have these experiences when:



- they don't have friends and family to help them



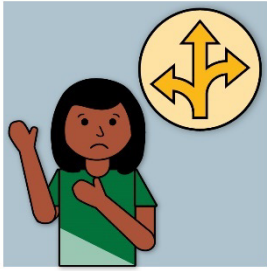
- they need support in their day-to-day life



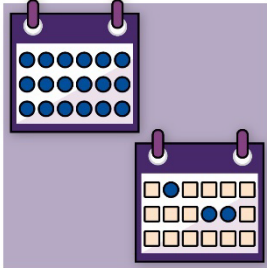
- other people make decisions for them



- their disability makes it hard for them to speak up.



These experiences can happen in many ways.



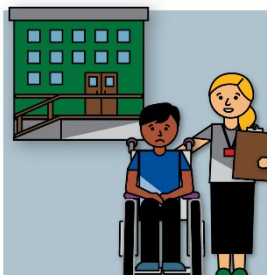
Some people have these experiences every day.

Other people have them only once in a while.

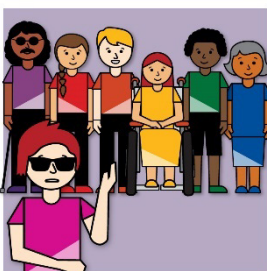
People can have these experiences:



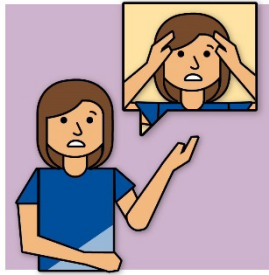
- in their home



- at a disability service



- in the community.



These experiences can cause **trauma**.



Trauma is the way you feel about something bad that happened to you.

For example, you might feel scared or stressed.

Trauma can affect you for a long time.



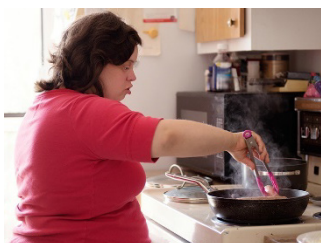
It can also be hard for people who have these experiences to trust disability service providers again.

Problems with disability service providers

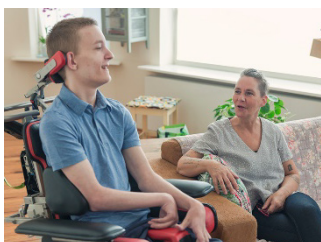


We heard that some disability service providers don't support people the way they should.

For example, they might not support people with disability to:



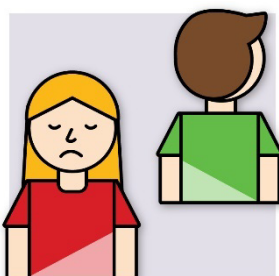
- learn the skills they need in day-to-day life



- build relationships



- take part in the community.

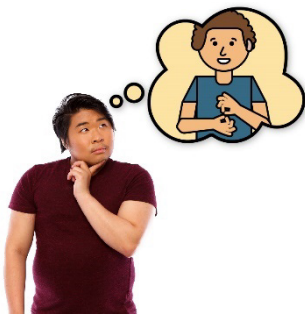


This is a type of neglect.

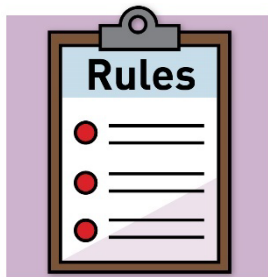


There are also problems with the way people run some disability services.

These problems can include:



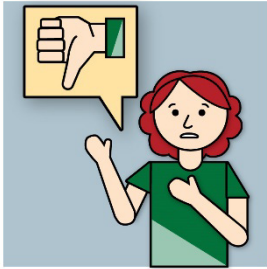
- how their staff feel about the people who use their services



- the rules they follow



- how they manage information.



Disability service providers can also make it hard for people to make a **complaint**.

When you make a complaint, you tell someone that:

- something has gone wrong
- someone has treated you badly.



We also heard that some disability service providers don't do enough to support people after they:

- have these experiences
- make a complaint.



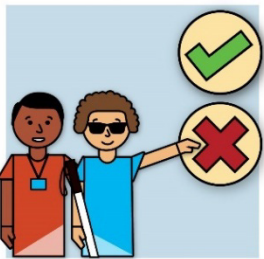
This includes thinking about any trauma they might have.

What we recommend



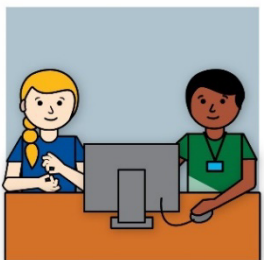
We recommend the NDIS Commission makes a guide about **supported decision-making**.

Supported decision-making is when someone helps you make important decisions about your life and how you want to live.

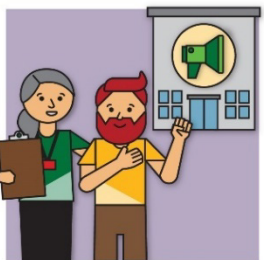


The guide should help providers understand how to support people to make their own decisions.

The NDIS Commission should make this guide by working with:



- people with disability



- organisations that support people with disability to have their say



- community organisations that First Nations peoples run.

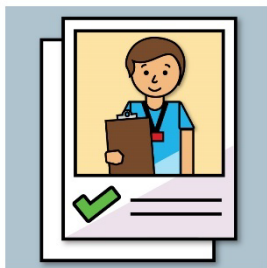


And the guide should have the same rules as the NDIS Supported Decision Making **Policy**.

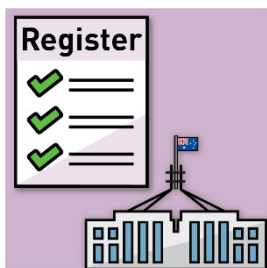


A policy is:

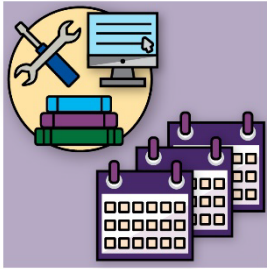
- a government plan for how to do things
- where rules come from.



We also recommend the Australian Government makes a plan to **register** disability support workers around Australia.



A register is a list that the Government would look after.



This plan will help make sure people who support people with disability:

- have the right skills
- can be a support worker for longer.



The Government should start using this plan before July 2028.

NDIS Quality and Safeguards Commission



There isn't an organisation that can help improve all disability service providers.



But many providers are part of the NDIS.

This means the NDIS Commission has the best chance to help disability service providers:



- improve the way they work



- improve the way they support people with disability.



The NDIS Commission can also find out how well providers are doing.

They can:



- share ideas that work well with other providers



- explain the risks to other providers.

The NDIS Commission should make sure they know about issues that:



- people who use the NDIS experience



- providers experience.

What we recommend



We recommend the NDIS Commission creates a group of **investigators**.

Investigators look into how bad things happen.



The investigators would look into what happened at the disability service provider.

And why something bad happened to a person with disability.

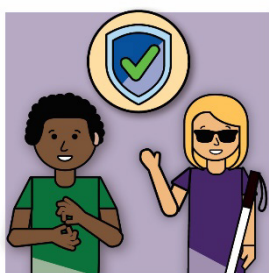
The investigators should know about:



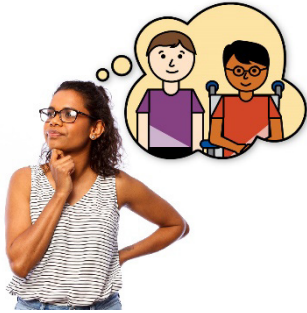
- how to look into these problems



- the rights of people with disability



- how to help keep people safe.



They should be **independent**.

When someone is independent, they just find out what happened.

They don't take sides.



The NDIS Commission should ask providers how well the group of investigators do their work.



We also recommend the NDIS Commission create examples of good ways to support people with disability.



Disability service providers will use these examples to improve the way they work.



The NDIS Commission should create examples that explain what problems support workers should report.

And how to report them.



The NDIS Commission should also create examples about how providers can improve the way they manage problems.

This includes:



- stopping problems from happening

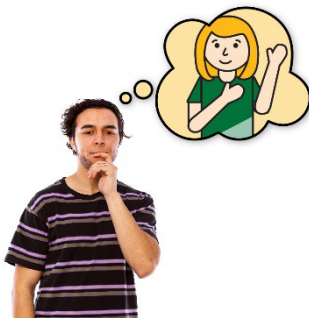


- looking into how problems happened.



The NDIS Commission should also create examples of how to manage complaints.

The examples should show providers how to:

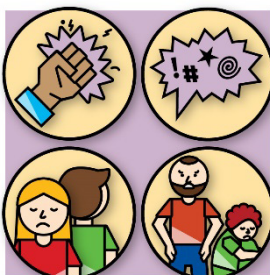


- think about what the person who made the complaint needs



- support people who need help to make a complaint.

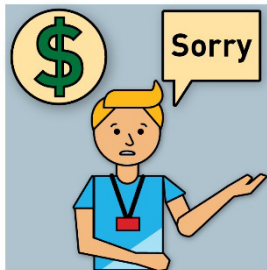
The NDIS Commission should also create examples of how to support someone who has experienced:



- violence
- abuse
- neglect
- exploitation.



The examples should help providers understand how to support someone with trauma.



And what they can do to try and make things right.

We call this **redress**.



The examples should help providers understand when they should offer redress.

The person who made the complaint should not have to ask for it.

Word list

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



Abuse

Abuse is when someone treats you badly.



Complaint

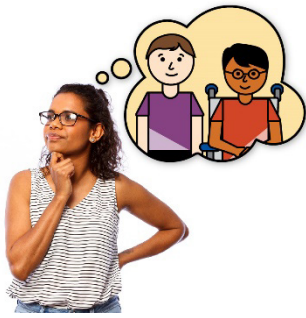
When you make a complaint, you tell someone that:

- something has gone wrong
- someone has treated you badly.



Exploitation

Exploitation is when someone takes advantage of you.



Independent

When someone is independent, they just find out what happened.

They don't take sides.



Investigators

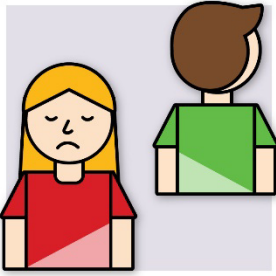
Investigators look into how bad things happen.



NDIS Quality and Safeguards Commission (NDIS Commission)

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

- are safe
- get good services.



Neglect

Neglect is when someone is not helping you the way they are supposed to help you.



Policy

A policy is:

- a government plan for how to do things
- where rules come from.



Providers

Providers support people by delivering a service.



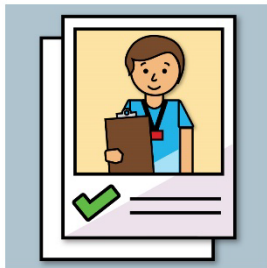
Recommend

When we recommend something, we share an idea about how to make things better for people with disability.



Redress

Redress is what an organisation can do to try and make things right.



Register

A register is a list that the Government would look after.



Rights

Rights are rules that say you can choose how you live your own life.

And they explain how other people must treat you.



Royal Commission

A Royal Commission is an official way of looking into a big problem.

It helps us to work out what went wrong and what we need to fix.



Summary

A summary only includes the most important ideas.



Supported decision-making

Supported decision-making is when someone helps you make important decisions about your life and how you will live.

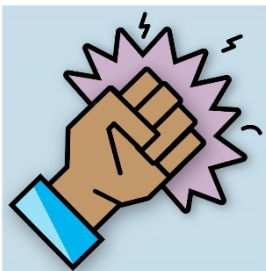


Trauma

Trauma is the way you feel about something bad that happened to you.

For example, you might feel scared or stressed.

Trauma can affect you for a long time.



Violence

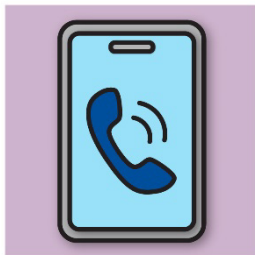
Violence is when someone hurts you physically.

Support for you



Lifeline is a service for people at risk of suicide.

This is when someone ends their own life.



You can call Lifeline any time.

13 11 14



You can use Lifeline's online chat to talk to someone.

www.lifeline.org.au/crisis-chat



Beyond Blue is a service that can support you with your mental health.



You can call them any time.

1300 224 636



1800Respect is a phone service for people around Australia who experience:

- domestic and family violence
- sexual violence.

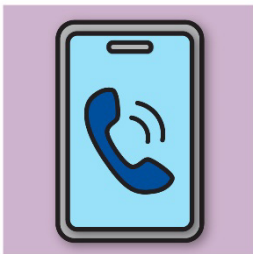


You can call them any time.

1800 737 732



Qlife is a service that supports people in the LGBTIQ+ community with their mental health.



You can call them any day from 3pm to 12am.

1800 184 527

Contact us



Australian Government
Attorney-General's Department

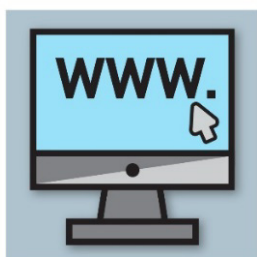
The Disability Royal Commission has ended.

If you have questions, you can contact the Attorney-General's Department.



You can call them.

(02) 6141 6666



Or you can use the form on their website.

www.ag.gov.au/about-us/connect-us/contact-us



You can also contact them to make a complaint.

Support to contact the Attorney-General's Department



You can call the National Relay Service.

133 677



You can visit the Access Hub website to find the right service for you.

www.accesshub.gov.au/services



If you speak a language other than English, you can call the Translating and Interpreting Service (TIS).

1800 131 450

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Royal Commission
into Violence, Abuse, Neglect and
Exploitation of People with Disability