



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

Improving ways to manage and report a problem

Easy Read version



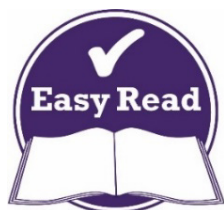
Final Report
Volume 11

How to use this report



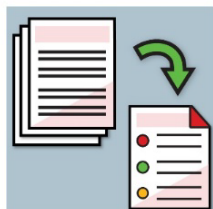
The Disability Royal Commission
(the Royal Commission) wrote this report.

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 11 of our *Final report*.

A summary only includes the most important ideas.



In the *Final report*, Part 11 is called
Independent oversight and complaint mechanisms.

Bold

Not bold

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

This means the letters are thicker and darker.



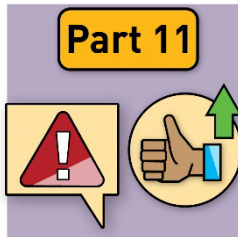
We explain what these bold words mean.

There is a list of these words on page 29.



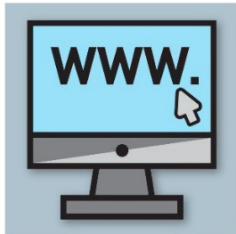
You can ask for help to read this report.

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



Our *Final report* is in 12 parts.

This is Part 11 – Improving ways to manage and report a problem.



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:

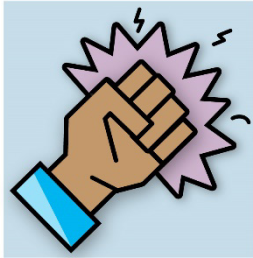
- land
- waters.

What's in Part 11?

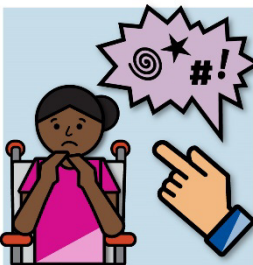
What's the Disability Royal Commission?	5
What's Part 11 about?	7
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What's the Disability Royal Commission?

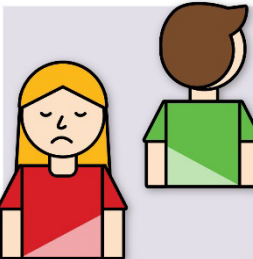
We wanted to work out the best ways to stop people with disability from experiencing:



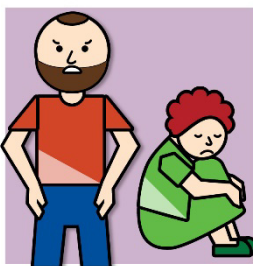
- **violence** – when someone hurts you physically



- **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.

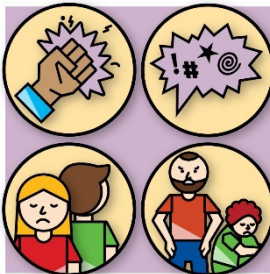
What's Part 11 about?



Part 11 is about ways to find out about problems that people with disability experience.

And ways to report these problems.

When this works well, it can help to keep people with disability safe from:



- violence
- abuse
- neglect
- exploitation.



This includes making sure people with disability can make a **complaint**.

When you make a complaint, you tell someone that:

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



It also includes making sure the ways people make a complaint are:

- safe
- easy to use.

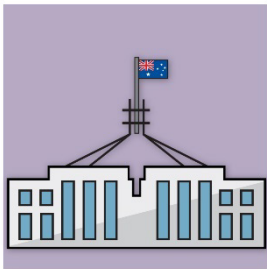


And making sure people with disability can get help when they need it.



Part 11 is also about how to make sure everyone manages complaints the right way.

This includes:



- the Australian Government



- state and territory governments



- organisations.



Part 11 is also about making sure there are other ways to find out about problems.

Community Visitor Schemes are part of this.

This is a type of program where Community Visitors:



- check that people with disability are safe when they use services



- help people with complaints.



Community Visitors have training to do their job.



They can be:

- paid workers
- **volunteers.**



Volunteers are people who:

- work but don't get paid
- do work that helps other people.

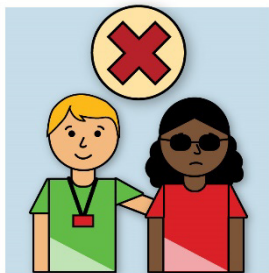
How these things can affect people

The Royal Commission heard from many people with disability who:

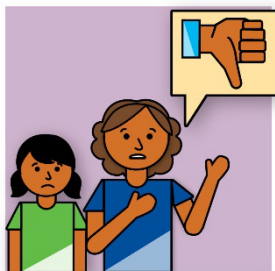


- reported problems

but



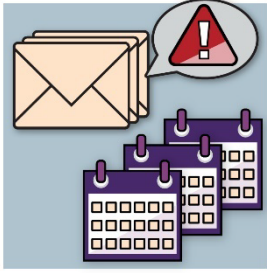
- didn't get the support they needed.



For example, the Royal Commission heard about a mother who made a complaint to her child's disability service **provider**.



Providers support people by delivering a service.



She sent many emails about problems.

But most of the time the provider didn't respond.

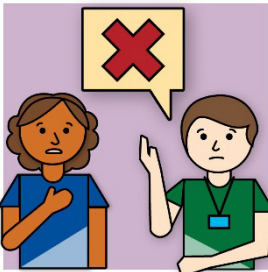
She had to wait a long time.



When the provider did send her emails, they only told her they would look into the problem.

But they didn't say:

- when they would do it
- how long it would take.



And they didn't tell her what they found out.



This mother had to keep pushing to get things to change.

But a lot of people give up because it's so hard.

Focusing on what each person needs



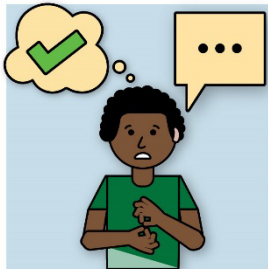
It is important that people with disability can:

- report a problem when it happens
- make a complaint when someone doesn't treat them fairly.

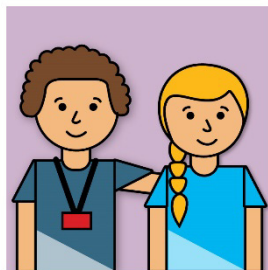
Governments and organisations must make sure people with disability can:



- believe things will change when they report a problem



- understand how to report their experiences



- get the support they need.



This includes listening to what people with disability need.

And finding ways to support them when something has gone wrong.



Governments should also make sure there are other ways for people with disability to stay safe.

This includes:



- sharing information and advice with the community



- helping people contact organisations that can help them

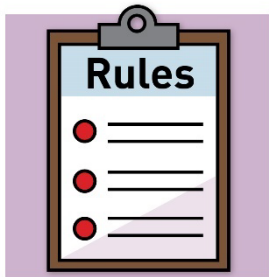


- looking into problems.

Reporting problems and making complaints



Governments and organisations must have ways for people to report a problem.



And they must have rules about how they manage complaints.



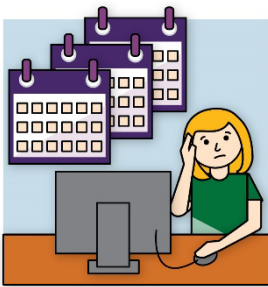
But people with disability often have trouble:

- reporting a problem
- making a complaint.



This can happen when the way to make a complaint isn't easy to:

- understand
- take part in.



And it can take a lot of:

- time
- effort.



Many people need help to know what to do.
And they might give up before things change.

What organisations should do



Organisations need help to make sure they manage complaints in a way that works well for people with disability.



The Australian Government should work with experts to make a guide for organisations to follow.



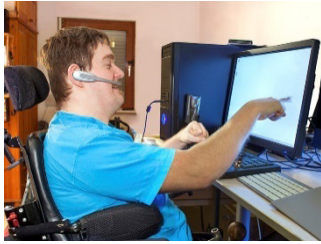
The guide should explain the best ways to manage complaints.

And how to keep people with disability safe from:

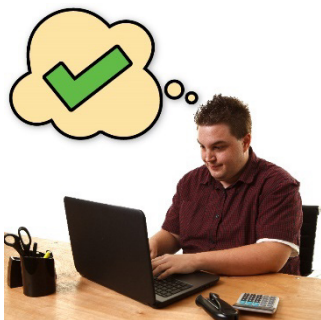


- violence
- abuse
- neglect
- exploitation.

What state and territory governments should do

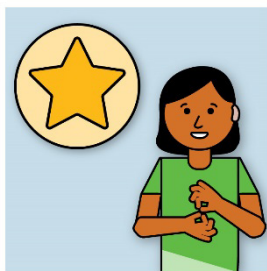


Each state and territory government should create a service that can provide people with disability with all the advice they need in one place.



This service should be:

- easy to find and use
- **independent.**



When a service is independent, it focuses on what's best for people with disability.

This service should help people with disability contact:



- the right people to manage their complaint

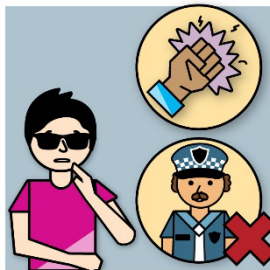


- organisations that can help them speak up about their experiences



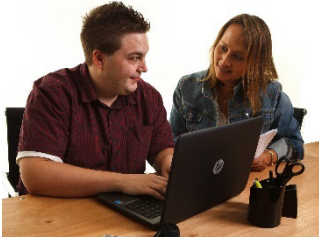
- the police if they experienced a crime.

This service should also help people with disability know where to go when they:



- experience abuse at home
- but
- don't want to go to the police.

What the Australian Government should do



We recommend the Australian Government make it easy for people with disability to contact the independent service in their state or territory.

They should do this by creating:



- a phone number people can call for free



- a website.



This is important for people with disability who don't take part in the National Disability Insurance Scheme.

We call it the NDIS.



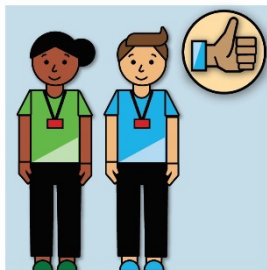
People who take part in the NDIS can make a complaint to the **NDIS Quality and Safeguards Commission**.

We call it the NDIS Commission.

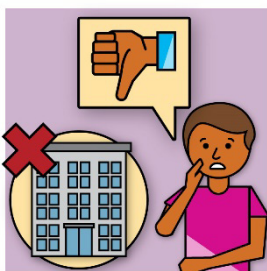
The NDIS Commission makes sure people with disability who take part in the NDIS:



- are safe



- get good services.



But people who don't take part in the NDIS don't always know who they can make a complaint to.

Checking how well services keep people with disability safe

Governments should have independent programs that:



- find out about problems that affect people with disability



- make sure the ways people can make complaints work well.



This includes checking how organisations support people who make complaints.



And collecting **data** about:

- the type of problems people report
- how organisations help to fix them.



When we talk about data, we mean:

- facts
- information
- records.

Community Visitor Schemes

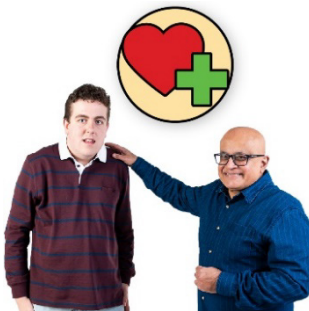


Community Visitor Schemes can help to keep people with disability safe.

Community Visitors check how well services:



- protect the rights of people with disability



- support the wellbeing of people with disability.



They can also find out about issues that people with disability might not speak up about.



And stop abuse and neglect from happening.



What we recommend



We recommend that all state and territory governments have a Community Visitor Scheme.



Governments that don't already have Community Visitor Schemes should create them quickly.



They should all work the same way around Australia.



This includes making sure Community Visitors can:

- check on the same types of disability services
- do the same things.



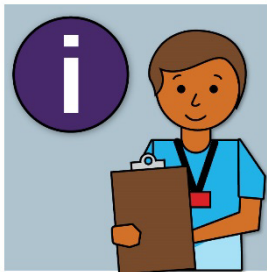
For example, state and territory governments should make sure their Community Visitors:

- check on people with disability who are most at risk
- can check on them often.

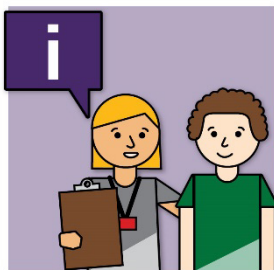
Community Visitors should also:



- find out about things that put people with disability at risk



- collect the same information



- share information when they need to.

And the Community Visitor Scheme should work with:



- the NDIS Commission



- the National Disability Insurance Agency – which runs the NDIS.

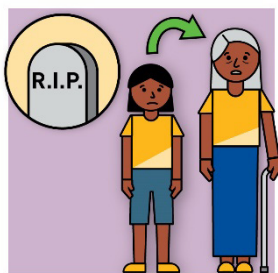
Supporting people with disability to live longer



People with disability have the same rights to live a healthy life as other people.



But people who use disability services are **4.7 times** more likely to die before they turn 65 years old.

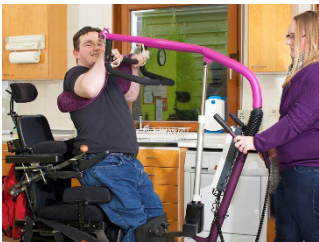


And they are **3.6 times** more likely to die when they could have lived longer.

People with disability are much more likely to die earlier when they:



- live somewhere they get support



- need support in their home.



This shows what can happen when people with disability don't get help for problems that affect them.

And when services neglect people with disability.



Finding out why people with disability die when they could have lived longer can help protect people in the future.

Word list

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



Abuse

Abuse is when someone treats you badly.



Complaint

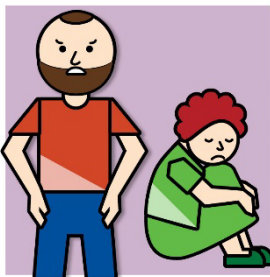
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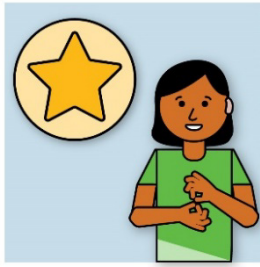
When we talk about data, we mean:

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Exploitation

Exploitation is when someone takes advantage of you.



Independent

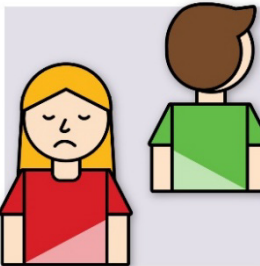
When a service is independent, it focuses on what's best for people with disability.

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.



Provider

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.



Rights

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

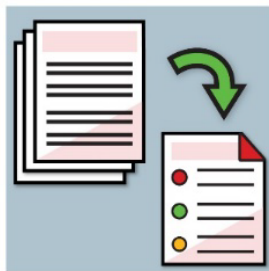
And they explain how other people must treat you.



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.



Violence

Violence is when someone hurts you physically.



Volunteers

Volunteers are people who:

- work but don't get paid
- do work that helps other people.

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



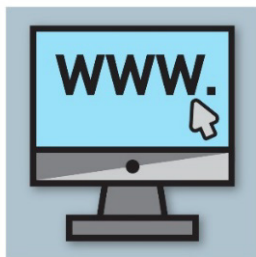
You can also contact them to make a complaint.

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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Exploitation of People with Disability