



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

Using accessible services and better decision-making

Easy Read version



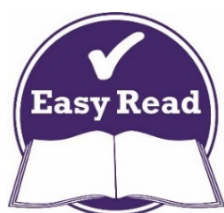
Final Report
Volume 6

How to use this report



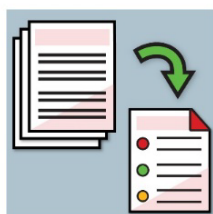
The Disability Royal Commission
(the Royal Commission) wrote this report.

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 6 of our *Final report*.

A summary only includes the most important ideas.

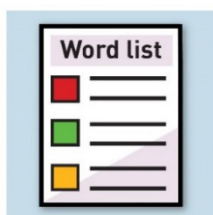


In the *Final report*, Part 6 is called
Enabling autonomy and access.



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

This means the letters are thicker and darker.



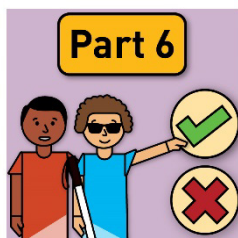
We explain what these bold words mean.

There is a list of these words on page 21.



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 6 – Using accessible services and better decision-making.



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:

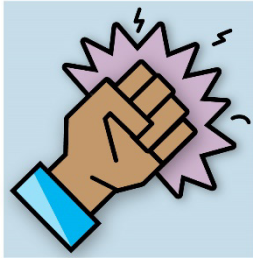
- land
- waters.

What's in Part 6?

What's the Disability Royal Commission?	5
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What's the Disability Royal Commission?

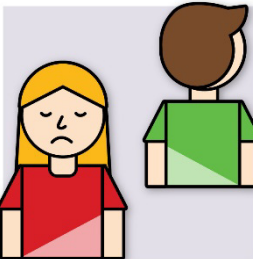
We wanted to work out the best ways to stop people with disability from experiencing:



- **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.

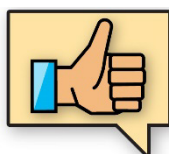
It helps us to work out what went wrong and what we need to improve.



The Royal Commission finished on 29 September 2023.



We have shared what we learned.

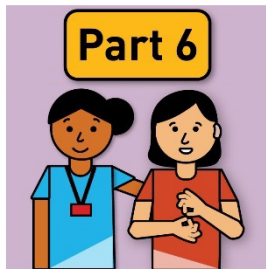


The last thing we need to do is share what we **recommend**.



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

What's Part 6 about?

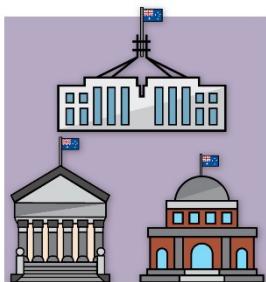


Part 6 is about how to support the **autonomy** of people with disability.



Autonomy is a person's right to:

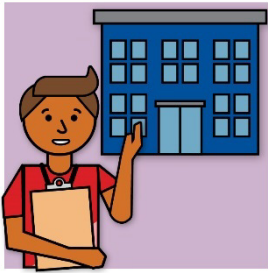
- make decisions
- control their own life
- choose what they want.



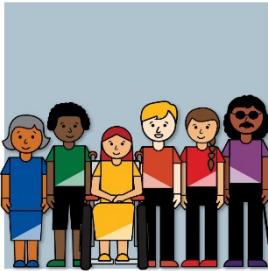
In Part 6 we explain what governments can do, including:

- the Australian Government
- state and territory governments
- other parts of the government.

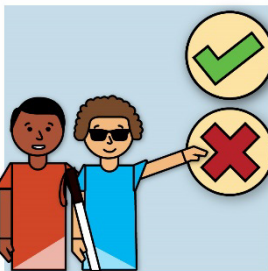
We also explain what:



- organisations can do



- the community can do.



This includes making sure people with disability can:

- make decisions about their life
- get support to make decisions.



It also includes making sure services and supports are **accessible** to people who need them.



When services and supports are accessible, they are easy to:

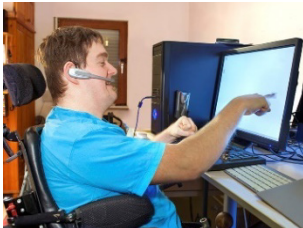
- find and use
- understand.

Sharing accessible information



People with disability have the same right to information as people without a disability.

This means people with disability have the right to:



- get information in a way that works for them



- communicate in a way they choose.

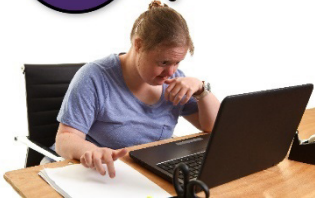
Accessible information helps to keep people with disability safe from:



- violence
- abuse
- neglect
- exploitation.



And it's an important part of autonomy.



But information is often hard for people with disability to:

- find and use
- understand.

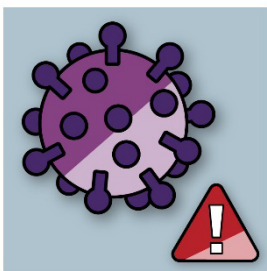


This happens even when the information is important for people's safety.

For example, information about:



- how to live a healthy life



- emergencies – like COVID-19



- safe relationships.

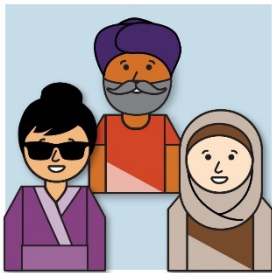


These issues can be worse for people who might use a different language.

For example:



- First Nations people with disability



- **culturally and linguistically diverse** people.



Culturally and linguistically diverse people:

- come from different backgrounds
- speak languages other than English.

We just say CaLD people.



Interpreters are important to support people with disability to have a say about things that affect them.



Interpreters are people who:

- use your language
- help you understand what someone is saying.



But there are not enough interpreters who know:

- Auslan
- First Nations languages.



More training can help interpreters understand how to support people with disability.



And help **providers** know when to work with interpreters.

Providers support people by delivering a service.

What we recommend

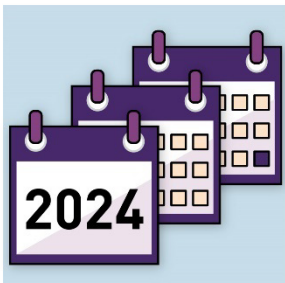


We recommend the Australian Government make a plan about how to improve accessible:

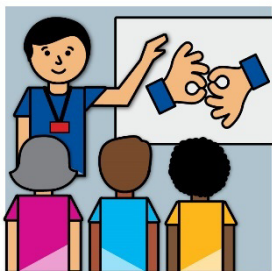
- information
- communication.



They should work together with people with disability to make this plan.



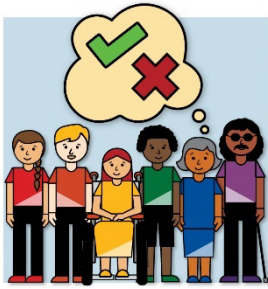
They should make sure the plan is ready before the end of 2024.



We also recommend governments make a plan to:

- train more Auslan interpreters
- make sure Auslan interpreters have the right skills.

Supported decision-making



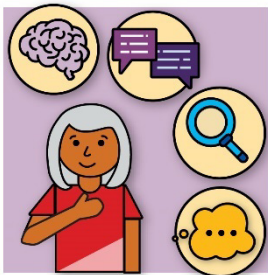
Everyone has the right to make decisions about how they live their life.



But people often think people with disability need a **guardian**.

A guardian is someone who makes decisions for another person.

This happens more for people with a **cognitive disability**.



A cognitive disability can affect how people:

- think
- communicate
- focus on what they're doing
- remember.



Guardians can make decisions that people with disability don't:

- want
- agree with.



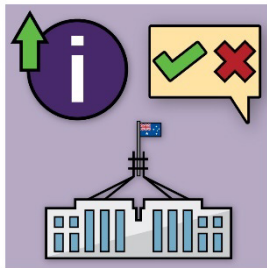
But **supported decision-making** is a better way to help people with disability make decisions.

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



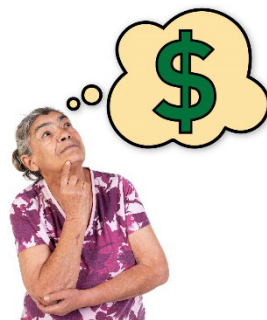
Supported decision-making respects the rights of people with disability.

And it can help them have their say about decisions that affect them.



Governments should do more to share information with the community about:

- supported decision-making
- how people with disability can make decisions for themselves.



It is important that people with disability can take part in decisions about how they use their money.

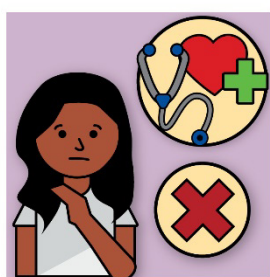
And they need more chances to learn about how money works.

Good health care for people with disability



People with disability have the same right to health care as people without a disability.

They should have the autonomy to manage their own health care.



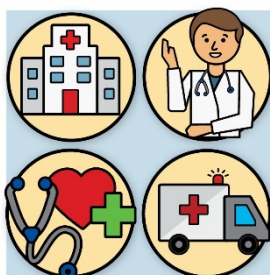
But people with disability often don't get the health care they need.

This means they can have worse health than other people in the community.



People with disability told us about how they experience the **health care system**.

The health care system includes:



- hospitals
- doctors
- medical services
- health care services.



They shared **evidence** with us about how the health care system neglects people with cognitive disability. Evidence is proof that something is true.



Health workers need more training about how to support people with disability in the ways they need.



And the Australian Government should make sure there are rules that protect the rights of people with disability to get equal health care.

The health care system should focus on:



- protecting people with disability before their life is at risk



- helping people with disability use the same health care services that people without a disability use.

Restrictive practices



People with disability experience **restrictive practices** more than other people.

And more than they should.



Restrictive practices are actions that stop people from:

- moving
- doing what they want.



Restrictive practices include when someone:

- keeps a person alone in a room or space
- stops them from leaving.



It can also include when someone controls another person by:

- holding their body so they can't move
- making them take medicine so they are easier to control.



Restrictive practices can harm people with disability.
And take away their autonomy.



People use restrictive practices when a person with disability behaves in a way that might put:

- themselves at risk
- other people at risk.



But for many people with disability, the way they behave is part of how they communicate.



They might behave this way because they are:

- in pain
- scared or stressed.



People often don't understand this.

And use restrictive practices when they shouldn't.



For example, people often give people with cognitive disability **psychotropic medicine** when they don't need it.

Psychotropic medicine can affect how someone thinks, feels and acts.

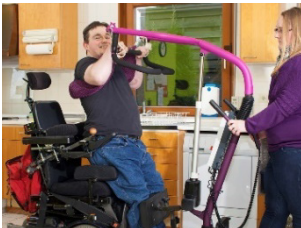


People need more training about when they should use psychotropic medicine.

This includes people who work in:



- the health care system



- disability services



- aged care services.



State and territory governments should create a new job called 'Senior Practitioner'.

And should make sure the law explains how the Senior Practitioner should work with people to use restrictive practices less.

Word list

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



Abuse

Abuse is when someone treats you badly.



Accessible

When services and supports are accessible, they are easy to:

- find and use
- understand.



Autonomy

Autonomy is a person's right to:

- make decisions
- control their own life
- choose what they want.

Cognitive disability



A cognitive disability can affect how people:

- think
- communicate
- focus on what they're doing
- remember.

Culturally and linguistically diverse (CaLD)



Culturally and linguistically diverse people:

- come from different backgrounds
- speak languages other than English.



Evidence

Evidence is proof that something is true.



Exploitation

Exploitation is when someone takes advantage of you.

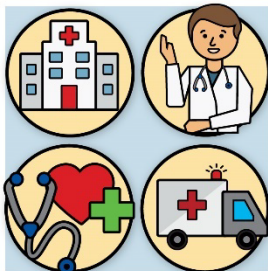


Guardian

A guardian is someone who makes decisions for another person.

Health care system

The health care system includes:



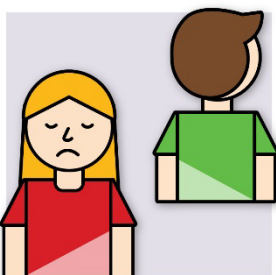
- hospitals
- doctors
- medical services
- health care services.

Interpreters



Interpreters are people who:

- use your language
- help you understand what someone is saying.



Neglect

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



Providers

Providers support people by delivering a service.



Psychotropic medicine

Psychotropic medicine can affect how someone thinks, feels and acts.



Recommend

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



Restrictive practices

Restrictive practices are actions that stop people from:

- moving
- doing what they want.



Rights

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

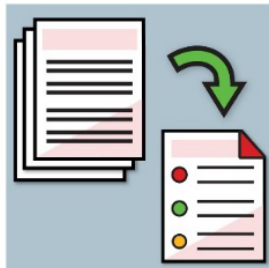
And they explain how other people must treat you.



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 want to live.



Violence

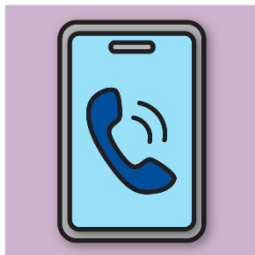
Violence is when someone hurts you physically.

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

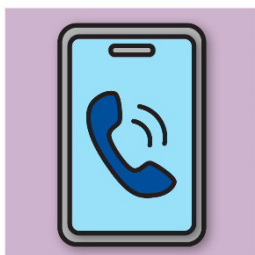


You can use Lifeline's online chat to talk to someone.

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

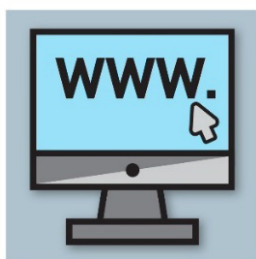
The Disability Royal Commission has ended.

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.

This is when you explain that something:

- has gone wrong
- isn't working well.

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