



**Government of
South Australia**

Our response to the Disability Royal Commission

Recommendations about disability services

Easy Read version



How to use this document



The Government of South Australia wrote this document.

When you read the word 'we', it means the Government of South Australia.



This document is part of our response to the Disability Royal Commission.

It is about part **10** of their final report.



We wrote this information 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.



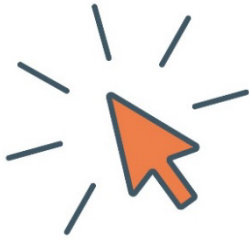
We explain what these bold words mean.

There is a list of these words on page **26**.



This Easy Read plan is a summary of our response to the Disability Royal Commission.

This means it only includes the most important ideas.



You can find the other document on our website.

www.dhs.sa.gov.au/disability-royal-commission



You can ask for help to read this document.

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



We recognise Aboriginal peoples as the traditional owners of the land we live on – South Australia.



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

- land
- waters.



We also recognise First Nations peoples who:

- live in South Australia now
- visit South Australia.

What's in this document?

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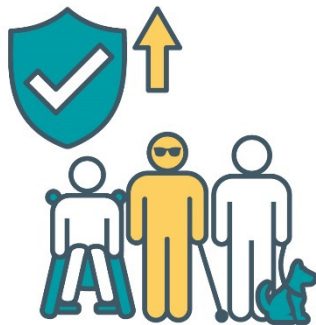
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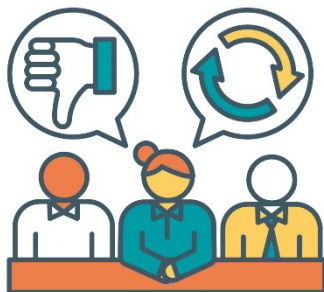
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About the Disability Royal Commission



The Australian Government 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.

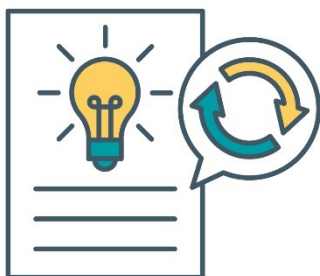


We call it the Disability Royal Commission.



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.

We call these ideas **recommendations**.



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

Providers support people by delivering a service.



This includes providers that are **registered**.

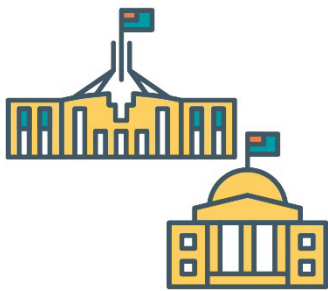
When a provider is registered, it means they:

- can offer different supports and services than other providers
- have to follow more rules.



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

We call it the NDIS.



We are working on our response to this recommendation with:

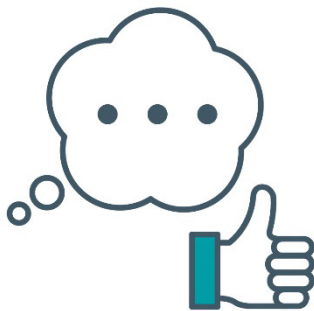
- the Australian Government
- other state and territory governments.

Our response to the recommendations

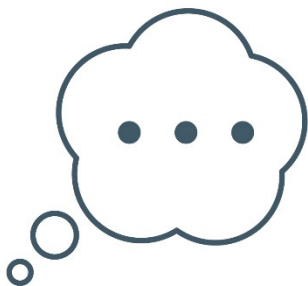
On the following pages we explain the recommendations we:



- agree with



- mostly agree with



- need to think more about.

Recommendations about disability service providers

Program for providers to focus on rights



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.



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

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.

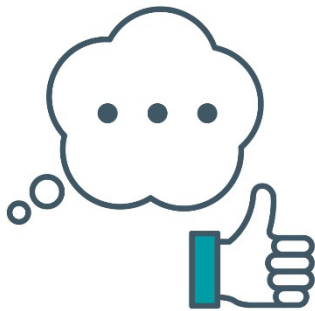


This program should start by **1 July 2025**.



The NDIS Commission should get support from people in the community to create the program.

This includes people with disability.



We mostly agree with the goals in this recommendation.

Support to find disability service providers



The Disability Royal Commission shared a recommendation about supporting people with disability to find the services they need.



The recommendation says governments should make it easier for people with disability to find or use the services they need.

For example, people with disability who:



- live far away from cities or towns



- need services in an **emergency**.



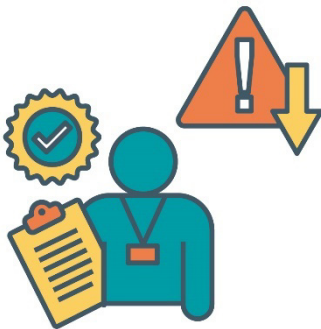
An emergency:

- is a dangerous situation
- is a thing we don't expect to happen
- can put our health and safety at risk.

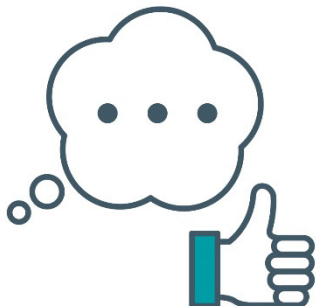


We mostly agree with the goals in this recommendation.

Disability service providers who can manage their own problems



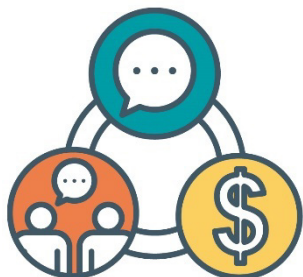
The Disability Royal Commission shared a recommendation to let some registered providers manage less serious problems.



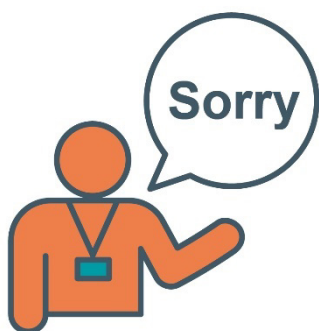
We mostly agree with the goals in this recommendation.

Recommendations about rules for disability service 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 and 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.



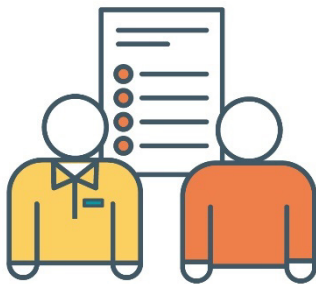
We mostly agree with the goals in this recommendation.



We will work with the Minister for the NDIS to make these changes.

A **minister** leads an area of the government

Rules about support coordinators



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



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



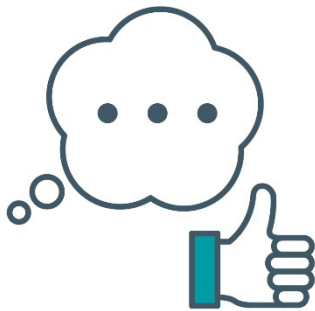
The recommendation says support coordinators should not be able to provide other supports.

Unless there are no other options.



The recommendation also says the rules need to make sure there are no **conflicts of interest**.

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



We mostly agree with the goals in this recommendation.



We will work with the Minister for the NDIS to make these changes.

Rules about registered providers



The Disability Royal Commission shared a recommendation to improve rules about registered providers.

The recommendation says these rules should improve how the NDIS Commission:



- check that registered providers are safe



- share information about registered providers.



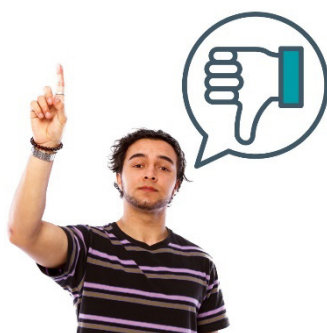
We mostly agree with the goals in this recommendation.

Recommendations about complaints

Rules about how to manage complaints

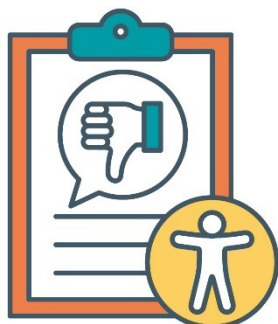


The Disability Royal Commission shared recommendations about how providers manage **complaints**.

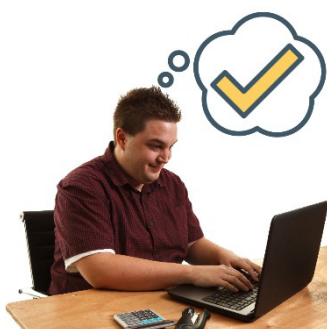


When you make a complaint, you tell someone that something:

- has gone wrong
- isn't working well.



One of the recommendations says the way providers manage complaints should be **accessible**.



When something is accessible, it is easy to:

- find and use
- understand.



One of the recommendations says governments should help improve rules about how to manage complaints.

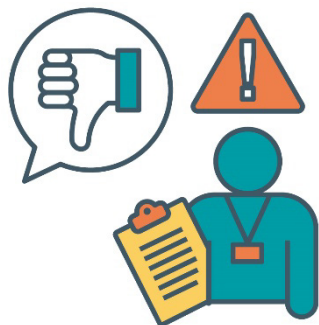


These rules should better protect people with disability.



We mostly agree with the goals in these recommendations.

Report complaints



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

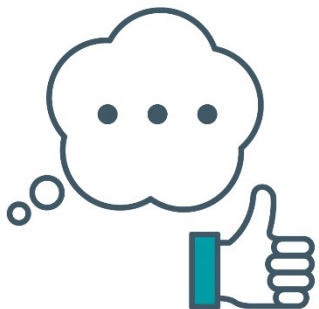
The recommendation says providers should share:



- how they communicate with the person who made the complaint



- what they find out about the complaint.



We mostly agree with the goals in this recommendation.

Recommendations about sharing information

Data from providers



The Disability Royal Commission shared a recommendation to collect and share more **data**.



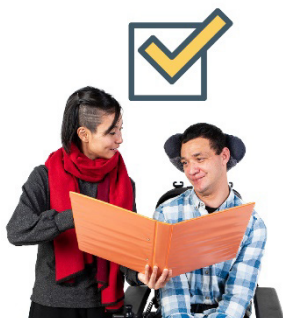
When we talk about data, we mean:

- facts
- information
- records.

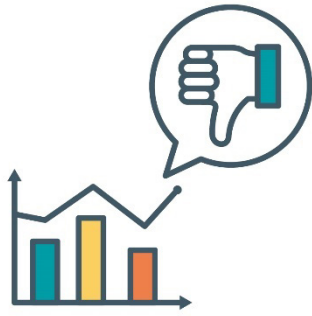
The recommendation says governments should collect and share data about how well providers:



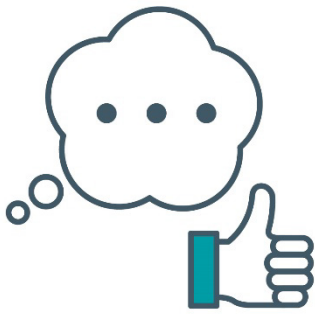
- support what people with disability need



- help people with disability achieve their goals.



The recommendation also says governments should collect and share data about complaints for providers.



We mostly agree with the goals in this recommendation.

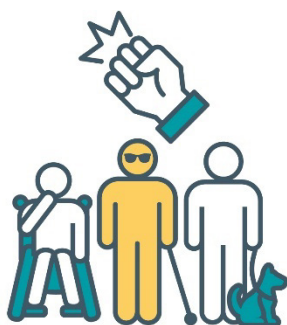
Information about risks for people with disability



The Disability Royal Commission shared recommendations about risks for people with disability.



The recommendations say governments should share information about risks for people with disability.

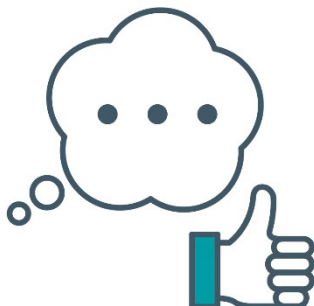


For example, if people with disability are at risk of experiencing **violence**.



Violence is when someone:

- hurts you
- scares you
- controls you.



We mostly agree with the goals in these recommendations.

Information about disability support workers



The Disability Royal Commission shared recommendations about disability support workers.

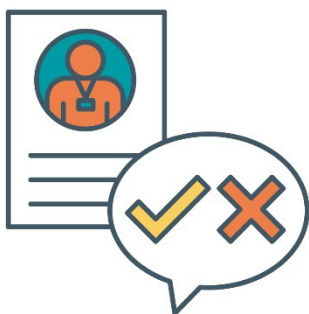
The recommendations say governments should change the rules to better explain:



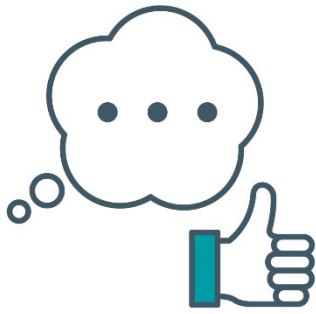
- what police should do when disability workers do the wrong thing



- how governments should share information about disability support workers



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



We mostly agree with the goals in these recommendations.



We will work with the NDIS Commission to make these changes.

Check information for disability support workers



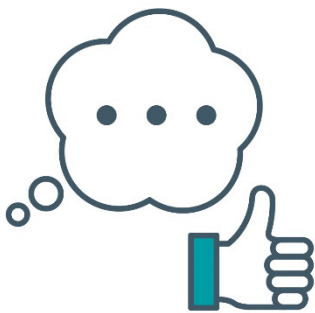
The Disability Royal Commission shared recommendations about checking information for disability support workers.



The recommendation says governments should check how organisations share information about disability support workers.



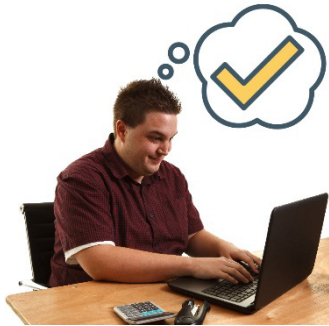
Governments should make sure how organisations share information is working well.



We mostly agree with the goals in these recommendations.

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.



Complaints

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.

Data



When we talk about data, we mean:

- facts
- information
- records.

Emergency



An emergency:

- is a dangerous situation
- is a thing we don't expect to happen
- can put our health and safety at risk.



Minister

A minister leads an area of the government

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.



Providers

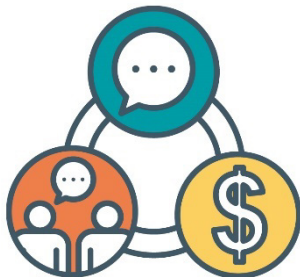
Providers support people by delivering a service



Recommendations

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

We call these ideas recommendations.



Redress

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

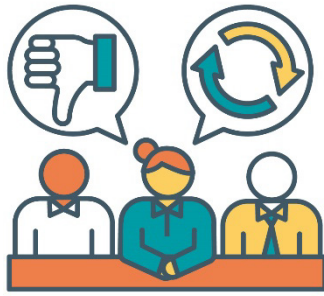


Registered

When a provider is registered, it means they:

- can offer different supports and services than other providers
- have to follow more rules.

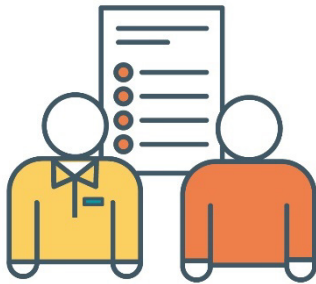
Royal commission



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.



Support coordinators

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

Violence



Violence is when someone:

- hurts you
- scares you
- controls you.

Contact us



You can call us.

(08) 8415 4383



You can send us an email.

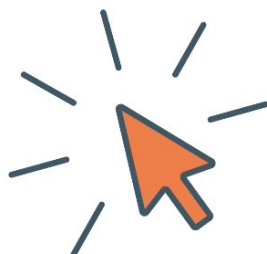
DHSDisabilityRoyalCommission@sa.gov.au



You can write to us.

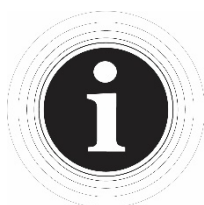
GPO Box 292

Adelaide SA 5001



You can visit our website.

www.dhs.sa.gov.au/disability-royal-commission



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