



**Government of
South Australia**

Our response to the Disability Royal Commission

Recommendations about managing and reporting problems

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 **11** 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.



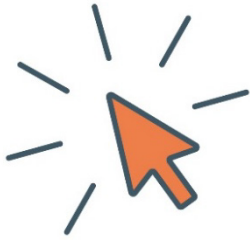
We explain what these bold words mean.

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 might 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?

About the Disability Royal Commission 5

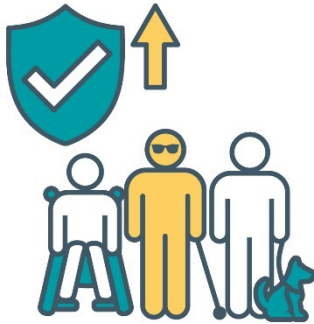
About the recommendations 6

Our response to the recommendations 9

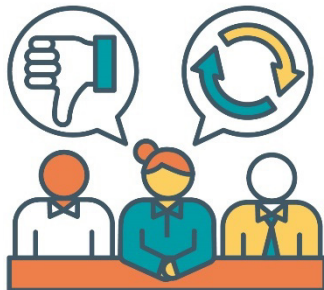
Word list 26

Contact us 30

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.



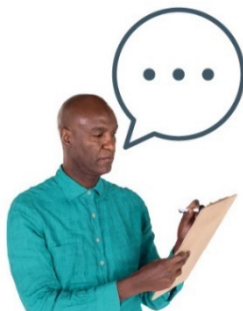
The Disability Royal Commission ran from **2019** to **2023**.

About the recommendations



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

We call these ideas **recommendations**.

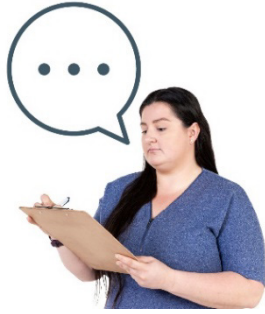


This document explains our response to recommendations about reporting **violence** against people with disability.



Violence is when someone:

- hurts you
- scares you
- controls you.



This document explains our response to recommendations about making **complaints**.

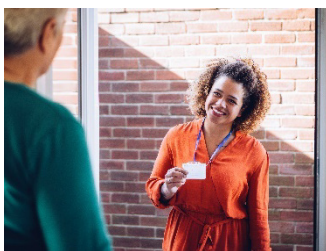


When you make a complaint, you tell someone that something:

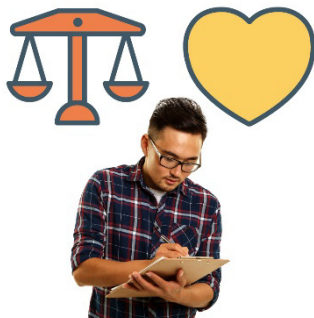
- has gone wrong
- isn't working well.



This document explains our response to recommendations about checking that people with disability are safe.



This includes recommendations about **Community Visitors**.



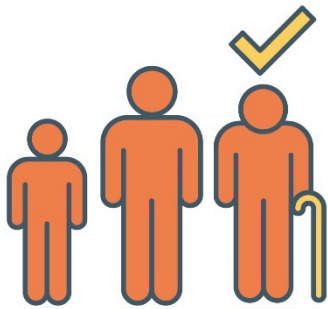
Community Visitors are people who check how well services:

- protect the **rights** of people with disability
- support the wellbeing of people with disability.

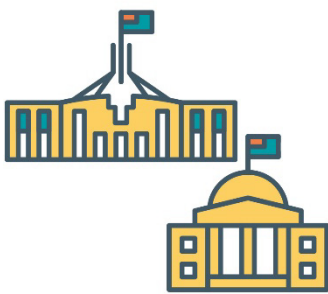


Rights are rules about how people must treat you:

- fairly
- equally.



This document also explains our response to recommendations about supporting people with disability to live longer.



We are working on some of the recommendations with:

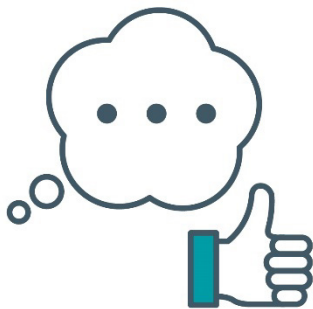
- the Australian Government
- other state and territory governments.

Our response to the recommendations

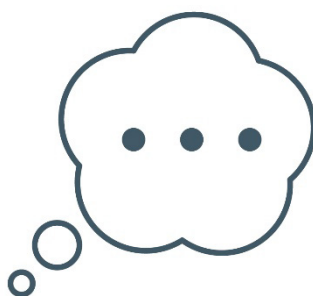
On the following pages we explain the recommendations we:



- agree with



- mostly agree with



- need to think more about.

Recommendations about reporting problems and making complaints

A new complaints and reporting service



The Disability Royal Commission shared recommendations about a new complaints and reporting service.



One recommendation explained how the new service should work.

This service should:



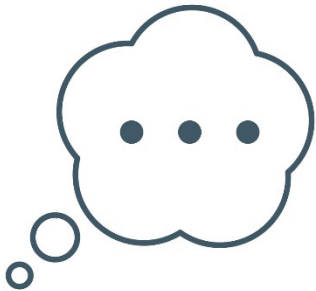
- bring different services together



- share information and advice



- make it easier to report violence against people with disability.



We need to think more about this recommendation.

One recommendation says governments should support the new service with:



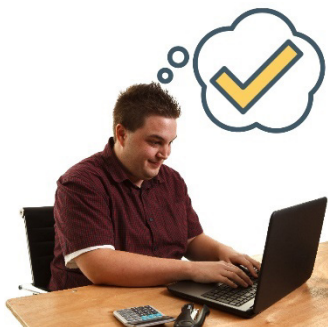
- a phone number people can call for free



- a website

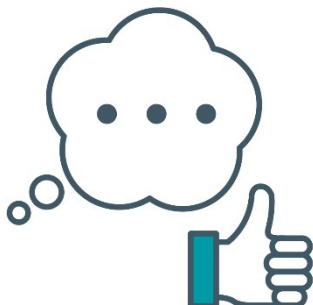


- **accessible** ways to report violence.



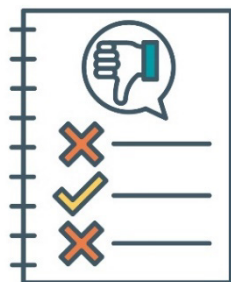
When something is accessible, it is easy to:

- find and use
- understand.



We mostly agree with the goals in this recommendation.

Guidelines for organisations that manage complaints



The Disability Royal Commission shared a recommendation to create guidelines for organisations that manage complaints.

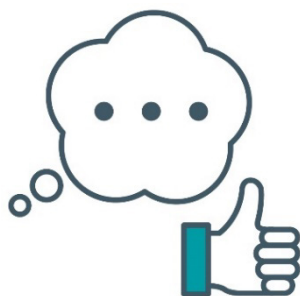


The guidelines should help organisations understand how they can support people with disability to:

- make complaints
- speak up about problems.



For example, the guidelines should explain how to support the rights of people with disability.



We mostly agree with the goals in this recommendation.

Recommendations about keeping people with disability safe

Laws and plans to keep people with disability safe



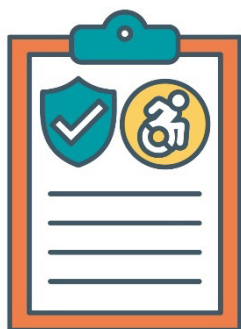
The Disability Royal Commission shared recommendations about laws and plans to keep people with disability safe.



The recommendations say governments should make sure their laws that protect people with disability are the same.



The recommendations also say governments should have a plan they all follow to keep people with disability safe.

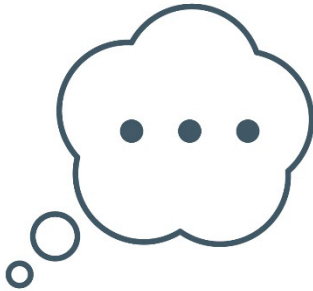


This plan would be called the National Adult Safeguarding Framework.



The recommendations say the Australian Government should make this plan part of Australia's Disability Strategy.

Australia's Disability Strategy is a plan about supporting people with disability in all areas of their lives.



We need to think more about these recommendations.

Safety in detention settings



The Disability Royal Commission shared recommendations about keeping people with disability safe in **detention settings**.



Detention settings are places where people have to stay if they:

- broke the law
- are waiting for a court to decide if they broke the law.

For example:



- prisons



- youth justice centres.

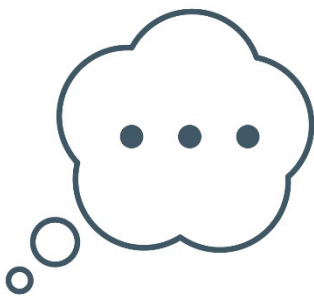


The recommendations say we should support a **National Preventive Mechanism (NPM)**.



An NPM is a group of people who:

- are not part of the government
- check that detention settings protect people's rights.



We need to think more about these recommendations.

A plan for Community Visitors



The Disability Royal Commission shared recommendations about Community Visitors.



The recommendations say governments should make sure there are programs that support more Community Visitors.



The recommendations say the rules for Community Visitors should be the same in every state and territory.



The recommendations also say Community Visitors should be part of the National Disability Insurance Scheme (NDIS).

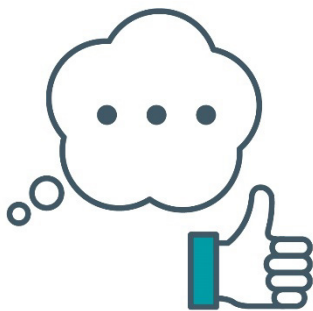


This will let Community Visitors work together with the **NDIS Quality and Safeguards Commission (NDIS Commission)**.



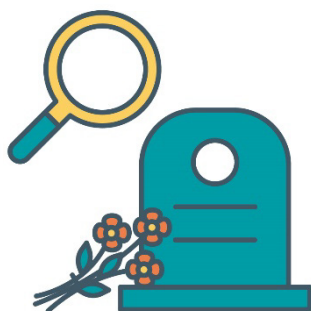
The NDIS Commission makes sure people with disability who take part in the NDIS:

- are safe
- get good services.



We mostly agree with the goals in these recommendations.

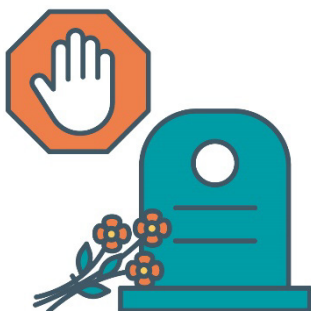
Recommendations about checking why people with disability died



The Disability Royal Commission shared recommendations about **reviewable deaths**.

Reviewable deaths are when we need to check why a person died.

We might need to check this to find out:



- if someone could have done something to stop the death

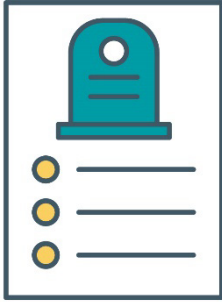


- what we could do in the future to keep people safe.



The recommendations say governments should create programs to check reviewable deaths.

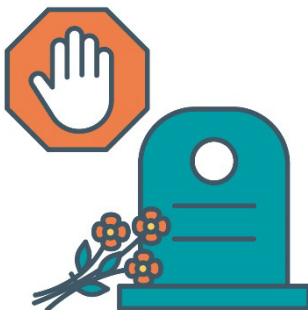
These programs would:



- record reviewable deaths



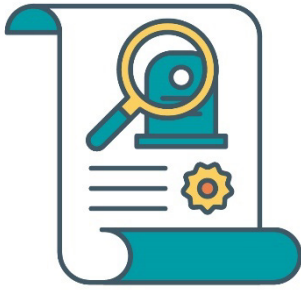
- check reviewable deaths



- look for ways to stop reviewable deaths



- share information about reviewable deaths.



The recommendations say there should be laws that explain what reviewable deaths we need to check.



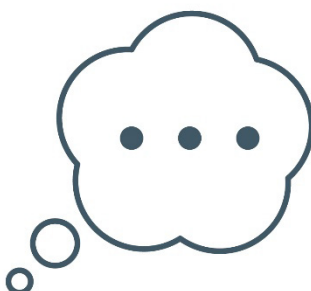
For example, if a person with disability was living in supported accommodation when they died.



The recommendations also say we should change the laws to include reviewable deaths in more places.



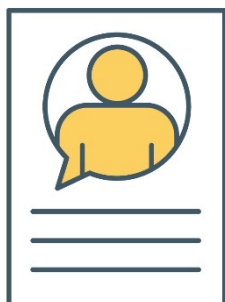
The recommendations say all governments should work together and agree on how these programs will work.



We need to think more about these recommendations.

Recommendations about organisations that break the law

Reportable Conduct Scheme



The Disability Royal Commission shared a recommendation about a **Reportable Conduct Scheme (RCS)**.



An RCS is a way for governments to make sure organisations report people who:

- don't follow the rules and laws
- treat children badly.



An RCS can help organisations get better at protecting children.

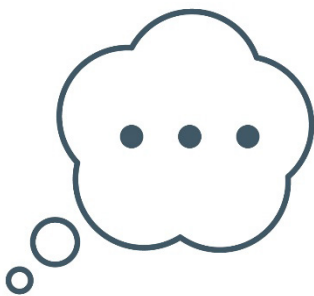


The recommendation says the RCS should include all organisations who work with children.



The recommendation says:

- all states and territories should have an RCS
- each RCS should work the same way.



We need to think more about this recommendation.

RCS and the NDIS Commission



The Disability Royal Commission shared a recommendation about the RCS working with the NDIS Commission.



The recommendation says the RCS should work with the NDIS Commission to make new guidelines.

These guidelines should explain how to manage reports about organisations that treat children badly.



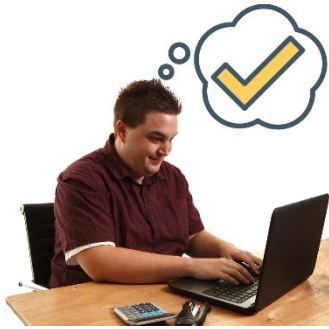
The recommendation also says the RCS should share information with organisations about the right way to manage reports.



We mostly agree with the goals in this recommendation.

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.



Community Visitors

Community Visitors are people who check how well services:

- protect the rights of people with disability
- support the wellbeing of people with disability.



Complaint

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

- has gone wrong
- isn't working well.

Detention settings



Detention settings are places where people have to stay if they:

- broke the law
- are waiting for a court to decide if they broke the law.



National Preventative Mechanism (NPM)

An NPM is a group of people who:

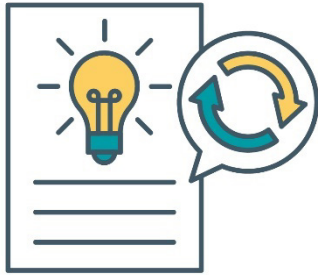
- are not part of the government
- check that detention settings protect people's rights.



NDIS Quality and Safeguards Commission (NDIS Commission)

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

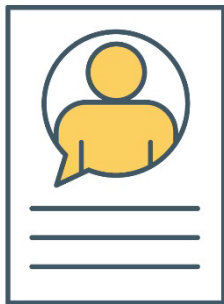
- are safe
- get good services.



Recommendations

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

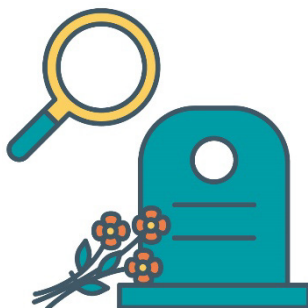
We call these ideas recommendations.



Reportable Conduct Scheme (RCS)

An RCS is a way for governments to make sure organisations report people who:

- don't follow the rules and laws
- treat children badly.



Reviewable death

Reviewable deaths are when we need to check why a person died.



Rights

Rights are rules about how people must treat you:

- fairly
- equally.



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.



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.

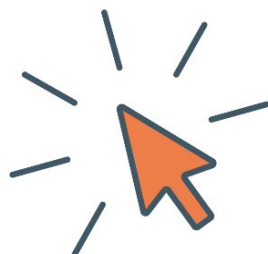
DHSDisabilityRoyalCommission@sa.gov.au



You can write to us.

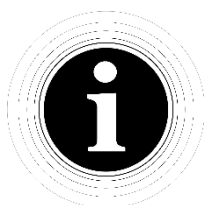
GPO Box 292

Adelaide SA 5001



You can visit our website.

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



The Information Access Group created this Easy Read document using stock photography and custom images.

The images may not be reused without permission.

For any enquiries about the images, please visit

www.informationaccessgroup.com.

Quote job number 5839-K.