



Australian Government



The care and support sector

Following similar rules

We want to know about your experiences

November 2021

Easy Read paper



How to use this paper



The Australian Government wrote this paper.
When you see the word 'we', it means the Australian Government.



We wrote this paper in an easy to read way.
We use pictures to explain some ideas.

Bold
Not bold

We have written some words in **bold**.
This means the letters are thicker and darker.



We explain what these words mean.
There is a list of these words on page 33.



This Easy Read paper is a summary of another paper. This means it only includes the most important ideas.



You can find the other paper on our website at
www.health.gov.au



You can ask for help to read this paper.
A friend, family member or support person may be able to help you.

What's in this paper?

What is the care and support sector?	4
What is this paper about?	6
How to tell us what you think	9
What types of rules are there?	10
What the rules should focus on	14
What is working well	17
What needs to be better	20
Making the rules work well together	23
What we should focus on first	26
Ideas about a certain area of the rules	29
Other ways to take part	31
Word list	33

What is the care and support sector?



The **care and support sector** provides many different:

- supports
- services.

In this paper we just call it the sector.



The sector has services for:

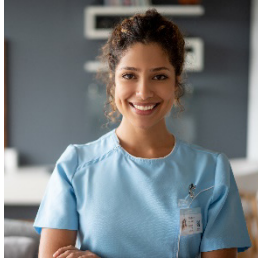
- people with disability
- older Australians
- **veterans.**



Veterans are people who worked in the defence forces, including the:

- army
- navy
- air force.

The sector includes:



- people

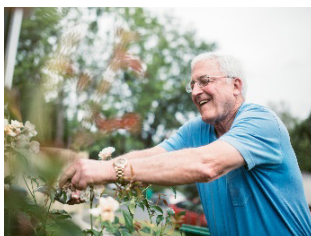


- organisations.

The sector helps people:



- live safely



- do things for themselves.

What is this paper about?



Many supports and services across the sector work in the same way.



We want to make sure the rules across the sector work well together.



This will help:

- keep people safe
- make sure services are the same quality.



This will also help **service providers** that work in more than 1 area of the care and support sector.



Service providers support other people, such as:

- people with disability
- older people
- veterans.



It will also make it easier for people to work in different parts of the sector.



We wrote our first paper about the sector in October.



We asked the community what they thought about our ideas.



You can read the paper on our website.

www.health.gov.au/initiatives-and-programs/aligning-regulation-across-the-care-and-support-sectors



This paper is our next step.



We want to know about the community's experience with the sector, including what:

- works well
- needs to work better.



We also want to hear ideas from the community about how to make the rules work well together.

On the following pages we explain:



- how you can tell us what you think



- what the first paper said.



We also ask you some questions.

How to tell us what you think



In this paper we:

- explain some ideas
- ask you questions.



You can tell us what you think by answering our questions.



You can find our questions on the Consultation Hub website.



www.consultations.health.gov.au/best-practice-regulation/aligningregulation/



You don't have to answer every question.



Please tell us what you think by 15 December 2021.

What types of rules are there?

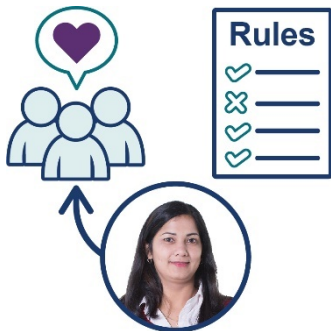


The rules for the sector focus on certain areas.



There is information for service providers about:

- what they must do
- following the rules.



There are rules about how service providers can join the sector.



There are also rules about how to check workers will provide services safely.



There are rules about how to behave.

For example, a Code of Conduct.



There are rules about how to check services are working well.



This includes what reports service providers must write about their services.

There are also rules about:



- making sure service providers and workers do what they are supposed to



- what to do when someone doesn't follow the rules.



There are rules about how to deal with **complaints**.



When you make a complaint, you tell someone about:

- something that has gone wrong
- a problem you want fixed.

There is information for people who use the sector, including:



- people who need support



- their family and carers.



They get information about:

- what service providers must do
- how they should be treated.



They also get information to help them decide which services to use.



For example, information about how well providers work

What the rules should focus on

The best way to make sure the rules work well is if:



- services are good



- people are safe.

At the moment, each part of the sector is checking their rules to make sure:



- services are good



- people are safe.



Each part of the sector is focusing on what the people they support need.

But we want to think about what rules should be:



- the same for the whole sector



- different for some parts of the sector.

We also want to think about:



- what we can learn from the rules in each part of the sector



- how we can make the rules work well for everyone.

Questions for you to think about

1. If we have similar rules for the whole sector, what:



- could work well?



- might not work well?



2. What rules should be the same across the whole sector?



3. What rules might need to be different in some parts of the sector?

What is working well



We want to understand the experiences of the community.



Some rules are the same across the sector.

But different parts of the sector have different ways to:



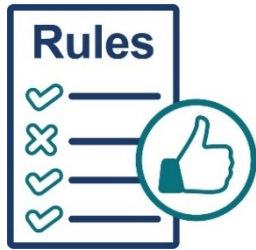
- follow the rules



- check to make sure they follow the rules.



We want to know what works well at the moment.



We have heard about some rules that already work well.



We include these as examples of things you might tell us about.



Service providers told us how reports about what goes wrong are important for keeping people safe.



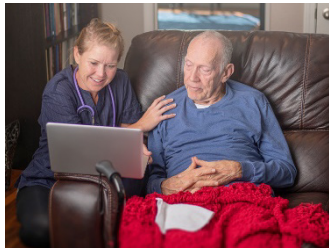
But they only want to write 1 report each time.



Workers told us it's better to only have 1 way to check what skills they have.



This is instead of checking skills in different ways in each state and territory.



People who use the sector told us it's good the rules think about people who might need:

- more support
- different support.



For example:

- children and young people
- people who are close to the end of their lives.

Questions for you to think about



4. What rules from each part of the sector work well?



Which of these rules should we use across the whole sector?

What needs to be better

We also want to know what:



- isn't working well



- problems you have.



We really want to know if any of this happened because there are different rules for different parts of the sector.



We have heard about some problems people have.



We include these as examples of what you might tell us about.

Service providers told us it can be hard to:



- understand all the different rules



- work out how to follow all the rules.



Workers told us how they need to follow different rules in different parts of the sector.

People who use the sector told us it can be hard to understand:



- how the rules work



- what to do if something goes wrong.

Questions for you to think about



5. What problems have you had with all the different rules across the sector?

This includes things that:



- happened to you or the person you support



- you have seen or heard about.

Making the rules work well together



We want to work out how to fix rules that don't work well.



We must listen to the experiences people have had in the sector.



We will also look at rules that work well, including rules from other countries.



We have heard some ideas for making the rules work well together.

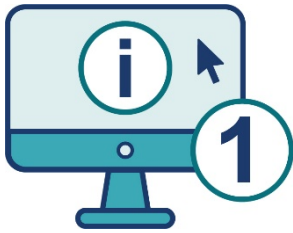


We include these as examples of what you might tell us about.



People told us we should have 1 way for the whole sector to do some things.

These include:



- 1 place for information about the rules



- 1 list of rules about how service providers and workers should behave.

This also includes:



- 1 place to send reports if something goes wrong

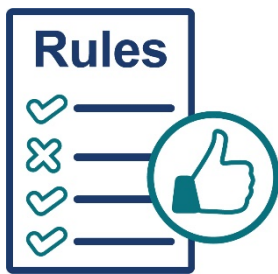


- 1 way for service providers and workers to join the sector.



People told us how we could share that information with the people who make sure the sector follows the rules.

Questions for you to think about



6. How can the rules work better together?

7. How should we make sure providers:



- keep people who use their services safe?

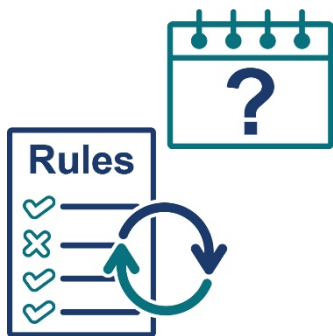


- offer good services?

What we should focus on first



Your ideas will help us work out what rules we need to change.



But we also need to work out when to change the rules.

We want to know what you think we should change in the next:



- 2 years



- 5 years



- 10 years.



For example, we could start with 1 idea – like having 1 place for service providers to send reports.



Or we could focus on something bigger – like having 1 list of rules about how the sector should work.

If we did that, we must decide if we change the rules:



- soon and all at once



- bit by bit over the next 10 years.

Questions for you to think about



8. What idea would you start with to make the rules across the sector work well together?

What should we change:



- in a few years?

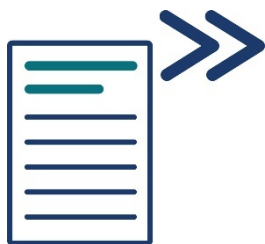


- over the next 5 to 10 years?



What would be the best way to do this?

Ideas about a certain area of the rules



You can choose to skip this section.

We explained the different areas of rules on page 10.



You can tell us what you think about a certain area of rules if you want.

Questions for you to think about



Please choose 1 area of rules at a time.



You can tell us about as many areas as you want.



9. What might make it hard to make that area of rules work together across the sector?



For example, if those rules are different in some parts of the sector.



10. How could we fix these problems?

11. When we fix these problems, what:



- could work well?



- might not work well?

Other ways to take part



This paper is one part of us asking the community what they think.



There are many other ways you can:

- take part
- tell us what you think.



You can visit our Consultation Hub website.

www.consultations.health.gov.au/best-practice-regulation/aligningregulation/

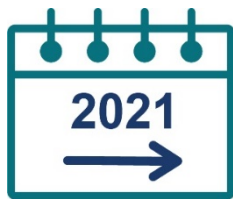


You can answer a survey.



You can take part in a workshop – when:

- we get a small group of people together
- someone asks all of you questions about your experience.



This will happen later in 2021.

More information



You can find out more about how we listen to the community.



You can visit our website.

www.health.gov.au/initiatives-and-programs/aligning-regulation-across-the-care-and-support-sectors



You can send us an email.

RegulatoryAlignmentTaskforce@health.gov.au

Word list

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

Care and support sector



The care and support sector provides many different:

- supports
- services.



The sector has services for:

- people with disability
- older Australians
- veterans.



Complaint

When you make a complaint, you tell someone about:

- something that has gone wrong
- a problem you want fixed.

Service provider

Service providers support other people, such as:



- people with disability
- older people
- veterans.

Veteran

Veterans are people who worked in the defence forces, such as the:



- army



- navy



- air force.



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 4449.