



Australian Government

Department of Health, Disability and Ageing

Disability Safeguards Consultation

Website





Australian Government

**Department of Health,
Disability and Ageing**

The Australian Government Department of Health Disability and Ageing wrote this.

We say **DHDA** for short.

When you see the word **we** it means DHDA.



We wrote this in an easy to read way.

We use pictures to explain some ideas.

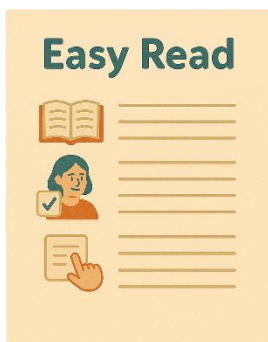
Bold

We have some words in **bold**.

Not bold

This means the letters are thicker and darker.

These are important words.



This is an Easy Read summary of another document.

This means it has the most important ideas.



We can answer any questions by email.

Email us disabilitysafeguards@aha.com.au



You can ask for help to read this document.

You can ask

- A friend
- Family members
- A support person.



We recognise Aboriginal and Torres Strait Islander people as the **Traditional Owners** of the land we live on.



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

- Land
- Waters.

Contents

About the document	5
About the consultation	8
Who we will talk to	10
Who is helping us	15
How to take part in step 3	16
Accessibility	18
Making a complaint	20
Mailing list	22
Other documents	23
Contact us	25

About the document



This document is about our **consultation**.

Consultation is when the government works with the disability community.

It makes sure that the government is listening to communities.

This helps the government make better plans to support people with disability.



The consultation is about writing the

- Disability Support **Quality** and **Safeguarding Framework**

We call it the **Safeguarding Framework** for short.

Quality means services that

- Helps people





- People get what they need



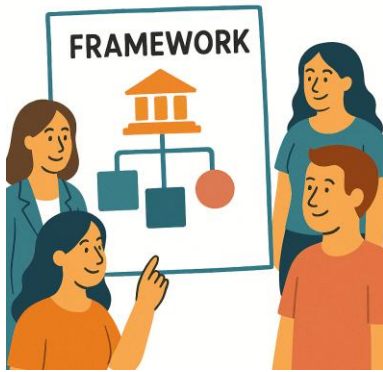
- People feel happy with the service



- The service does everything they are supposed to.



Safeguarding means protecting people with disability from harm.



A framework is how we will do something.



- Disability Support **Ecosystem**
Safeguarding **Strategy**

We call it the **Safeguarding Strategy** for short.



Ecosystem is everything working together.

This means that disability services work together to support people with disability.



A strategy is a plan for how to do something.

About the consultation



There will be 3 consultation steps.



Each step will have different information to share ideas.



The first consultation went from

- November to December 2025.



The second consultation went from

- February to April 2026.



The third consultation will **start** on

- **Monday** 7 September 2026



The third consultation will **end** on

- **Friday** 30 October 2026.



If you would like to do Step 3 you can go to the website.

It will say how to tell us you want to take part.

consultations.health.gov.au/disability-and-carers-group/disability-safeguards-consultation/



We think that everything will be finished in November 2026.

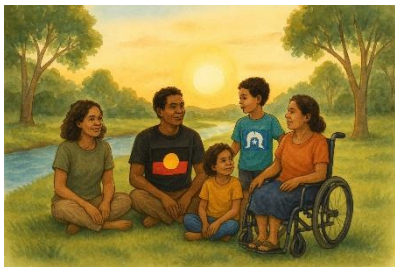
Who we will talk to



We want to hear from **all** people with disability.

People who

- Get NDIS support
- Do **not** get NDIS support.



Including

- First Nations people



- People who speak different languages



- People from different cultures



- People from LGBTQIA+ communities



- Families of people with disability



- People who support people using
**Augmentative and Alternate
Communication**

We call it **AAC** for short.

AAC helps people to communicate **without** talking.



- **Disability Representative Organisations**

We call them **DROs** for short.



- **Advocates**

An advocate is someone who supports you to speak up for your **rights**.

It can also be called **advocacy**.



- **Supporters of people with disability**



- Disability support **providers**

Providers get money to help support you.

You might use money from your NDIS plan to pay them.



- Disability support workers



- People who work for the government that do disability support services



- People who work for **mainstream** services

Mainstream services are other supports you get from government services like

- Health
- Aged care
- Mental health services.

Mainstream services are supports everyone can access.



- People who do **research**

Research means

- Finding out what people think about things
- Using the information to **help others**.



- People who know a lot about
 - Quality
 - Safeguarding
 - Disability services.

Who is helping us



For this consultation the Australian Government is working with

- AHA.



AHA are **experts** in

- Disability
- Doing consultation.

Experts are people who know a lot about something.

How to take part in step 3



AHA will have some **interviews**.

Interviews are when you talk with someone about your experience.



The interviews will start on

- 7 September 2026.



The interviews will finish on

- 30 October 2026.



All the interviews will

- Be online

**1
HOUR**



- Go for about 1 hour.



AHA will ask what you think of the **draft** Safeguarding Framework.

A draft is the first copy of something.

It can be changed.

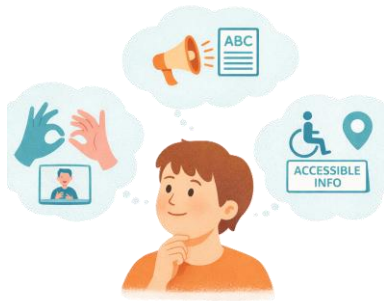


If you want to take part in step 3

- Email AHA.

disabilitysafeguards@aha.com.au.

Accessibility



We have made our consultation **accessible**.

Accessible means everyone can use it.



We have

- Easy Read



- **Auslan interpreting**

Auslan is Australian sign language.

Interpreters help change words from 1 language to another like Auslan.



- Phone interpreting and translation services

This helps people who speak different languages understand each other.

This can be done over the phone.



AHA will work with people who need interpreting to set up their interview.



These are all free.

It will **not** cost you anything to use these supports.

Making a complaint



Complaints are when you tell someone they have **not** done a good job.

Everyone has the right to make a complaint.



If you have a complaint about

- Service provider
- Worker

You can talk to **NDIS Quality and Safeguards Commission**.

We call it **NDIS Commission** for short.



The NDIS Commission

- Makes sure NDIS providers are doing a good job
- Listens to **complaints** about NDIS services.



You can go to the NDIS Commission website to make a complaint.

www.ndiscommission.gov.au/complaints/report

It is **not** in Easy Read.



If you have a complaint about

- Disability advocacy service

You can talk to **Complaints Resolution and Referral Service**.

We call it **CRRS** for short.



You can go to the CRRS website to make a complaint.

www.health.gov.au/contacts/complaints-resolution-and-referral-service-crrs

It is **not** in Easy Read.

Mailing list



You can get emails to learn more about

- Consultations we are doing



- Other NDIS **reforms**.

Reform means making changes to make something better.



You can go to our website to sign up for our mailing list.

healthcomms.health.gov.au/NDIS-reforms

It is **not** in Easy Read.

You need to put in your information.

You need to click the **subscribe** button.

Subscribe means sign up for something.

Australian Government
Department of Health, Disability and Ageing

Subscribe to NDIS Reforms

Please fill in the form to subscribe

Name

First name

Last name

Email

Mobile

Country

Subscribe

Other documents



You can read other documents on our website about our consultation.

They are in Easy Read.



- About our consultation

consultations.health.gov.au/disability-and-carers-group/disability-safeguards-consultation/user_uploads/consultation-overview---easy-read---final---disability-safeguards-consultation-step-3.pdf



- Common questions part 1

consultations.health.gov.au/disability-and-carers-group/disability-safeguards-consultation/user_uploads/frequently-asked-questions---easy-read-part-1---disability-safeguards-consultation-step-3.pdf



- Common questions part 2

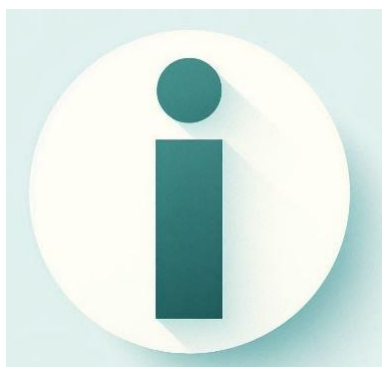
consultations.health.gov.au/disability-and-carers-group/disability-safeguards-consultation/user_uploads/frequently-asked-questions---easy-read-part-2---disability-safeguards-consultation-step-3.pdf



- Privacy

consultations.health.gov.au/disability-and-carers-group/disability-safeguards-consultation/user_uploads/privacy-collection-notice---easy-read---disability-safeguards-consultation-step-3.pdf

Contact us



You can contact us if you **need more information**.



You can send AHA an email.

disabilitysafeguards@aha.com.au



You can call AHA.

03 8632 9505

Some images in this Easy Read were made using AI.

You must **not** share or copy any of the images without permission.

September 2026.