



Australian Government

Department of Health, Disability and Ageing

# Disability Safeguards Consultation

## Survey

### Part 3





## 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.

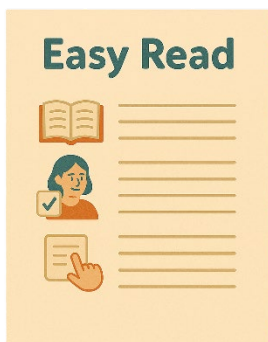
# Bold

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@ahaconsulting.com.au](mailto:disabilitysafeguards@ahaconsulting.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.

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# About this document



This **survey** has **3 parts**.

Surveys have questions about your ideas.



You can read the **consultation** paper on our website.

[consultations.health.gov.au/disability-and-carers-group/disability-safeguards-consultation/](https://consultations.health.gov.au/disability-and-carers-group/disability-safeguards-consultation/)

It is in Easy Read.



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 paper explains about writing the

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

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



Quality means services that

1. Helps people



2. People get what they need





3. People feel happy with the service



4. 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.



# What to do



You need to download all 3 parts of the surveys.

You can

- Write your answers



- Type your answers.



You need to send your answers back to us by email.

[disabilitysafeguards@ahaconsulting.com.au](mailto:disabilitysafeguards@ahaconsulting.com.au)



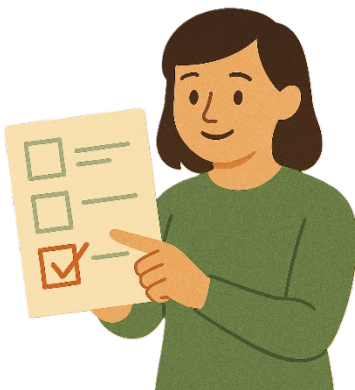
Each part will have some

- Information
- Questions.



There are **no** right or wrong answers.

Do your best.



You can choose what questions to answer.

You do **not** have to answer them all.



You need to do **part 1** first.

This is **part 3**.

# Questions about person centred supports



Person centred support means treating people

- With respect
- Like they need.

It looks different for each person.



When services have person centred supports workers think about

- Making things right for each person



- Culture



- Gender

People say what gender they are.

They might be

- A man
- A woman
- A different gender
- No gender.



- What they like.



Workers can also see if people are

- **Not** being looked after properly



- Being hurt or abused.



Workers can help people feel

- Safe
- Included.



Examples of person centred supports are

- Services working with people with disability to make the service better



- Workers have better training so they can do a better job





- Training helping workers understand how someone's disability affects other parts of their lives



- Training workers to know what abuse looks like

And what to do to stop it.



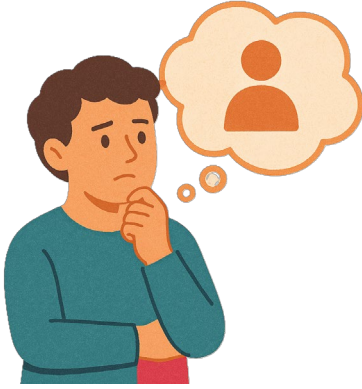
- Having workers from different backgrounds



- Having workers with the right skills to support people with **high support needs**

High support needs mean you need a lot of help doing things every day.





### Question 1

What does person centred support look like to you.

Please write your answer in the box.



## Question 2

How can services get better at putting the person first.

Please write your answer in the box.



### Question 3

Is there anything else you want to tell us.

Please write your answer in the box.

# Questions about how services can stop people from being hurt



Services need

- **Monitoring**

Monitoring means making sure that services are doing the right thing.

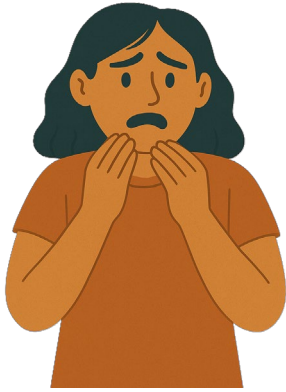


- **Oversight**

Oversight means making sure the rules are followed.



This makes sure services are good for people with disability.



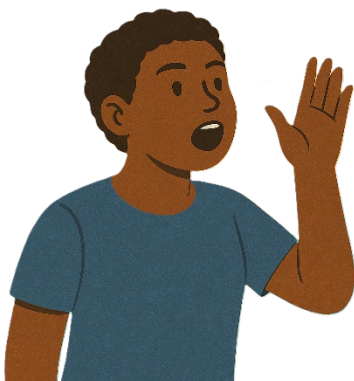
It can be hard for people with disability to speak up if

- Something goes wrong
- They are being treated badly.



It can be harder to speak up for people who live in

- Group homes
- Aged care.



People with disability should be able to speak up.

They should **not** be worried about getting in trouble for speaking up.



Checks from **independent** visitors can help find out if people are being treated badly.

Independent means separate to the service.

This means they

- Make their own decisions
- Choose what work to do.



The independent visitors can turn up at any time.

This makes it harder for services to hide if they are doing the wrong thing.



Examples to make sure people are not being hurt is

- Independent visitors checking how people are treated





- **Mainstream services** having checks to make sure people are being treated right

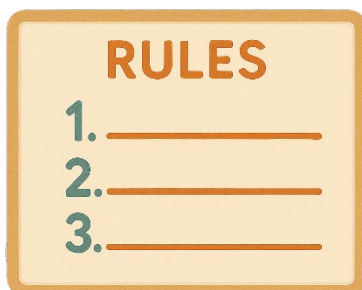
This can be called **inspections** or **audits**.



Mainstream services are other supports you get from government services like

- Health
- Aged care
- Mental health services.

Mainstream services are supports everyone can access.



- Following rules to keep children and young people safe



- Giving easy to understand information

This can help to know

- What to do if things go wrong
- How to make a complaint.



- Complaints are fixed quickly



- Different parts of the government who help fix complaints work together



- People feel safe speaking up when they are being treated badly.



### Question 1

Do you think the services you get are **accountable** for making sure the services you get are

- Good quality
- Safe.

Accountable means taking responsibility for their actions.

Please write your answer in the box.



## Question 2

Are there other ways services could be accountable to makes services have better

- Quality
- Safety.

Please write your answer in the box.



### Question 3

What could be changed to keep services accountable.

Please write your answer in the box.



#### Question 4

Is there anything else you want to tell us.

Please write your answer in the box.



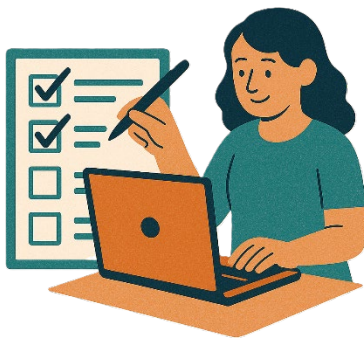
# Questions about systems working together



Systems are

1. All the people
2. Services
3. Rules
4. Government
5. Mainstream services

That work together to support people with disability.



When systems work together more people get support.



Sometimes people need support for more than 1 service.

Like they might need both

- NDIS
- Hospital.



It is important for services to work together to keep people safe.



Examples of services working better together are

- Making plans with other services to support people with disabilities needs



- NDIS workers working in hospital to make sure people with disability get the right supports



- Having more jobs for different services.

This would mean more people could get support.



- Explaining rules to safely share information with different services.



### Question 1

Do you have any examples of services working well together.

Please write your answer in the box.



## Question 2

Have you found anything that has stopped services working well together.

Please write your answer in the box.



### Question 3

Is there anything else you want to tell us.

Please write your answer in the box.



# Extra information about safeguarding



## Question 1

What else can we do to make safeguarding better.

You can share

- Ideas you have
- Anything else you think is important

Please write your answer in the box.

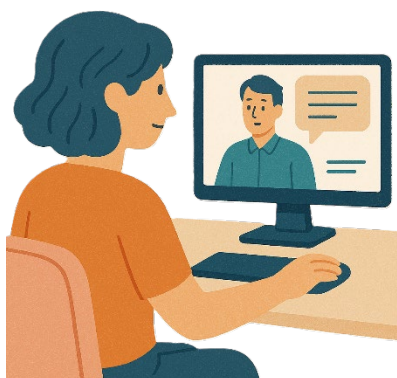
## Other ways to take part



We will do more consultation in the future.

You can look at our website to see more consultations.

[consultations.health.gov.au/disability-and-carers-group/disability-safeguards-consultation/](https://consultations.health.gov.au/disability-and-carers-group/disability-safeguards-consultation/)



We will have some **webinars**.

A webinar is when you watch someone on your computer talk about something.



The webinars will share what we will do next in making the Safeguarding

- Framework
- Strategy.

# Thank you



Thank you for doing our survey.



Please send your surveys back by  
**Monday 22 December 2025.**



If you have typed your answers on the  
computer

1. Send the surveys back by email

[disabilitysafeguards@ahaconsulting.com.au](mailto:disabilitysafeguards@ahaconsulting.com.au)



If you wrote your answers you can

1. Post your surveys back to us

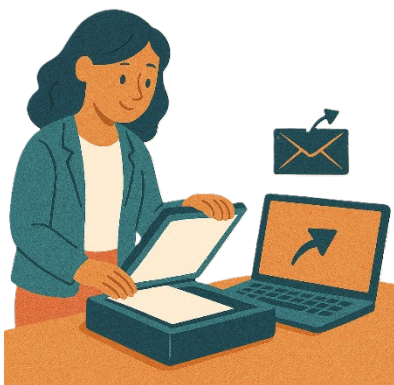
Disability safeguards consultation

Australian Healthcare Associates

Reply Paid 86905

Locked Bag 32005

Collins Street East Vic 8003



2. Email your surveys back to us

- Scan your surveys into the computer
- Email it back to us

[disabilitysafeguards@ahaconsulting.com.au](mailto:disabilitysafeguards@ahaconsulting.com.au)



We have a draw that you can enter to win a prize.

The prize is a \$100 gift card.

**Not** everyone will win.



AHA will contact the winners.



If you would like to have a chance at winning you can fill out the information.

We will keep this information separate from your survey.



Please write your name in the box.



Please write your phone number in the box.



Please write your email address in the box.