



Australian Government

Department of Health, Disability and Ageing

# Disability Safeguards Consultation

## Survey

## Part 2





**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.

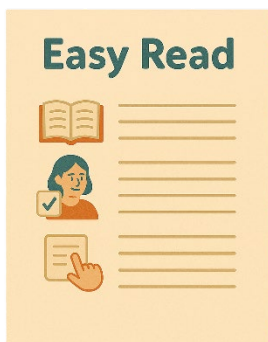
**Bold**

Not bold

We have some words in **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

- 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.



# 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)



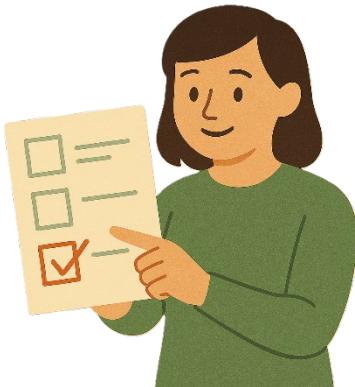
Each part will have some

- 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 2**.

# Questions about safeguards and quality



The NDIS Quality Safeguarding Framework say **safeguards** means



Actions that protect the rights of people to be safe from harm like

- **Violence**

Violence is when someone hurts your body.



- **Abuse**

Abuse is when someone treats you badly.



- **Neglect**

Neglect is when someone is not helping you the way they are supposed to.



- **Exploitation**

Exploitation is when someone takes advantage of you.



Safeguards also help people have

- Choice
- Control

Over their lives.



Safeguards can be things like

- Worker registration

This means you

- Put your name on a list
- Agree to follow the rules of the **NDIS Quality and Safeguards Commission**

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



- Ways to make **complaints**

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

Everyone has the right to make a complaint.



- **Advocacy** services

Advocacy is when someone supports you to speak up for your **rights**.



Rights are **rules** about treating everyone

- Fair
- Equal.



The NDIS Quality Safeguarding Framework say **quality** means



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.



Quality can be things like

- Personalised care plan

These are care plans made for each person.

They all look different.



- Treating people with **dignity**

Dignity means

- Being treated with respect
- Feeling important
- Being listened to.



- Supporting people to give **feedback**

Feedback says what you think about something.

It will help

- Find problems
- Make it better in the future.



### Question 1

What do the words safeguards and quality mean to you.

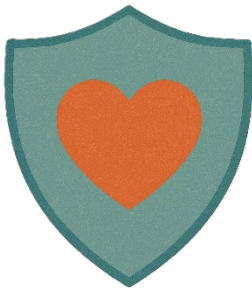
Please write your answer in the box.



## Question 2

What

- Do you like
- Do you **not** like
- Is missing
- Is confusing



About our **definition** of **safeguards**.

Definitions explain what a word or idea means.

Please write your answer in the box.



### Question 3

What

- Do you like
- Do you **not** like
- Is missing
- Is confusing



About our definition of **quality**.

Please write your answer in the box.



#### **Question 4**

Please write anything else you want to add in the box.



# Good safeguarding



Good safeguarding is done by

- People



- Organisations



- Services



- **Systems**

Systems are

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

That work together to support people with disability.



They make sure to protect peoples

- **Safety**



- **Rights**



- **Wellbeing**

Wellbeing means that you are

- Happy
- Healthy.



We have put together all the ideas we have heard from other consultations.



We want to know if you agree with these ideas.



You can also share other ideas that you think are important for safeguarding.



Each idea has some

- Information
- Questions.

# Questions about understanding your rights and how to use them



People can feel **empowered** when

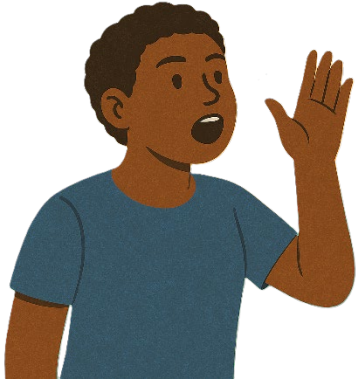
- They know their rights



- They have support from someone they trust.



Empower means give you the confidence to speak up for what you need.



This helps people speak up

- About services they get



- When something is **not** okay.



People with disability do **not** get the right amount of information about

- Rights





- What choices they have



- Safety.



Sometimes the information is **not accessible**.

Accessible means everyone can use it.



We can help people understand and speak up for their rights by

- Having information in ways that work for them

Like

- Easy Read
- Auslan
- Other languages.



- Supporting people with disability to learn new decision making skills



- Supporting people with disability to learn new self advocacy skills



- Information so people can learn more about their rights and where to get support.



- **Peer support** groups

Peer support is when people with disability give each other support and advice.



- Being able to talk to an advocate when you need to.



### Question 1

Who would you tell if you did **not** feel safe.

Please write your answer in the box.



## Question 2

What would make it easier for you to tell someone you do **not** feel safe.

Please write your answer in the box.



### Question 3

What makes it hard for people to

- Find
- Understand
- Use

Information to make decisions.

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 how people with disability can make things better



Services work better when they listen to ideas from people who use them.



It is important to include people with disability when making decisions.



This makes sure their

- Needs



- Experiences



- Ideas

Are included.

This can be called **co design**.

Co design means working with the people who are affected by the project.

Like people with disability working on projects about disability.



Some examples are

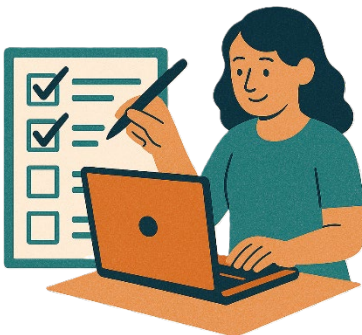
- Making sure services meet their needs



- Doing training



- Having ways to make complaints



- Checking that systems are working.



Service providers need to ask for feedback about

- Service quality



- **Risks** to safety

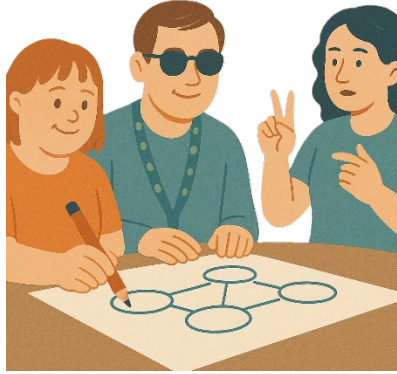
Risks are the chance that something bad might happen to you.



Service providers need to hire workers that have a disability.



This will help services think about different needs to support people with disability.



### Question 1

What ways can people with disability take part in changes to their own support.

Please write your answer in the box.



## Question 2

Is there anything else you want to tell us.

Please write your answer in the box.





Thank you for doing **part 2**.

Please do **part 3** next.



You can take a break if you need it.

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