

Information sheet: Consultation to inform a new Disability Support Quality and Safeguarding Framework and Disability Support Ecosystem Safeguarding Strategy

For more information about this project please contact:

Rebecca Conning, Senior Consultant, Australian Healthcare Associates

Email: disabilitysafeguards@ahaconsulting.com.au

Phone: 03 8632 9505 (between 9 am and 5 pm AEDT, Monday to Friday)

Introduction

The Australian Government (the government) wants to improve safeguards for people with disability. The government is developing a:

- Disability Support Quality and Safeguarding Framework (the Framework), and
- Disability Support Ecosystem Safeguarding Strategy (the Strategy).

The Framework and the Strategy will:

- set the standard and culture of the systems, services, supports, people and organisations that together meet the needs of people with disability
- empower people with disability to access quality supports and use safeguards
- unify and strengthen safeguards for people with disability.

The Australian Government Department of Health, Disability and Ageing (the department) is leading the development of the Framework and Strategy. The department has commissioned Australian Healthcare Associates (AHA) to support this work by consulting with the disability community and the disability sector on its behalf.

AHA's approach to this consultation

AHA's approach to this consultation is based on the following guiding principles:

- use and build on what we have already been told
- facilitate conversation and encourage innovation
- do no harm and make a difference, support people with disability to lead and innovate
- "no wrong door" – responders can engage at any point, and in ways that work for them.

AHA has partnered with the Australian Federation of Disability Organisations (AFDO) to ensure inclusive engagement of people with disability throughout the design and delivery of this project. AFDO is dedicated to advancing the rights, inclusion, and full participation of people with disability across Australia.

This information sheet tells you about the project to help you decide if you want to take part. Please read it carefully. If you have any questions, you can contact AHA (see "How to get involved" for contact details), or someone else who you trust.

It's up to you if you want to take part or not. If you don't want to, you don't have to. You can change your mind at any time and, for example, exit the survey.

What is safeguarding?

The [2016 NDIS Quality and Safeguarding Framework](#) defines a “safeguard” as any action which protects the right of people with disability to be safe from harm, abuse and neglect, while also protecting their freedom of choice. When we talk about “safeguarding”, we are talking about these actions.

We plan on ensuring this definition remains fit for purpose to cover safeguarding for all people with disability. We will use the feedback we collect during this consultation to refine this definition.

Who do we want to hear from?

We want to hear from:

- all people with disability (whether you are an NDIS participant or not), including First Nations people, people from culturally and linguistically diverse backgrounds, LGBTIQ+ people, older people and people from regional, rural and remote locations
- families of people with disability
- communication partners of people with disability (those who provide alternative or augmented communication)
- representative organisations, advocates and supporters of people with disability
- the disability support sector, including providers and workers (in Australian Government or state and territory government services that provide disability support)
- people working in relevant mainstream services (education, health, etc)
- academics, researchers and specialists in quality and safeguarding, disability and disability service provision.

By understanding your perspectives, we can work together to strengthen safeguards, promote inclusion, and ensure people with disability have the support they need to lead independent lives.

Participating in this consultation is voluntary. If you don't want to take part, you don't have to. Your decision to take part or not take part, or to take part and then withdraw, will not affect the current or future disability services or supports you may receive.

Consultation paper

A consultation paper has been prepared to provide background information about safeguards to help you respond to the consultation questions.

You can read the consultation paper [here](#).

The consultation paper includes the questions we would like you to respond to.

How to get involved

AHA wants to know what you think. You can respond to this paper until **5 pm (AEDT) on 22 December 2025**. If you need more time, please contact us.

You can respond in the following ways:



Fill out the online survey

The online survey is based on this consultation paper. The survey questions are the same as the questions in this paper. The survey is available in 3 formats:

- [English](#)
- [Auslan](#)
- [Easy Read \(English\)](#)



Talk to us

You can tell us what you think over the phone or online (for example, Zoom or Teams). To arrange a time, please:

Phone: 03 8632 9505 (between 9 am and 5 pm AEDT, Monday to Friday)

Email: disabilitysafeguards@ahaconsulting.com.au

You can use an interpreter to speak to us in a language other than English. See "[Free interpreters](#)" for details.



Write to us

Write a response (in any language) and submit it via:

Email: disabilitysafeguards@ahaconsulting.com.au

Post: Disability safeguards consultation
Australian Healthcare Associates
Reply Paid 86905
Locked Bag 32005
Collins Street East Vic 8003



Record a message

Record a video or voice message (in any language) and [submit it online](#).

If none of these work for you, please contact us and we will do our best to find another way you can contribute. You can also us if you have questions about the consultation.

Free interpreters

You can use an interpreter to speak to us in a language other than English. To access a free interpreter through TIS National, follow these steps:

1. Call 13 14 50 (between 9 am and 5 pm AEDT, Monday to Friday).
Calls are charged at the cost of a local call (except calls from mobiles).
There is no cost for the interpreter service.
2. Say the language you need.

3. Wait on the line for an interpreter (may take up to 3 minutes).
4. Ask the interpreter to contact Australian Healthcare Associates on 03 8632 9505
5. Talk to us with the help of an interpreter.

Will I be paid for participating?

In recognition of the time and effort you put into responding, AHA will offer you the opportunity to enter a draw to win one of 40 gift cards worth \$100. If you would like to enter the draw for a gift card, you will need to provide your name and contact details. This information will be kept separate from your survey responses to protect your privacy.

What are the possible benefits to participating?

The government wants to use your feedback to help to improve safeguarding for people with disability. The thoughts of the disability community will inform the Framework and the Strategy and ensure they meet the community's needs and support safety.

What are the possible risks of participating?

We do not think that taking part in this review has any major risks for you. However, some people might find that it leads them to think about past experiences that may be upsetting. If the questions raise any issues for you, please discuss this with someone you trust like a family member or friend or your preferred healthcare provider. You can also talk to someone from:

Lifeline: 13 11 14
www.lifeline.org.au

Beyond Blue: 1300 22 4636
www.beyondblue.org.au/get-support/get-immediate-support

Disability Advocacy Support Helpline: 1800 643 787

13 YARN: 13 92 76
www.13yarn.org.au

What will happen to information I provide?

If you make a submission using any of the available options, you are agreeing to be involved in the consultation and to the department and AHA using the information you provide.

Your submissions may contain personal information. Your personal information is protected by law, including under the *Privacy Act 1988* (Cth) (Privacy Act).

The way the department and AHA will use and protect your personal information is outlined in the [Privacy Collection Notice](#).

During the consultation period, if you complete the English or Auslan survey, or submit a recording, your responses will be stored on the Qualtrics online platform and internally at AHA. When the consultation closes, AHA will securely transfer the data to a password protected server at AHA. AHA will keep it for 5 years after submission of the final report; AHA will then securely destroy the data.

AHA's report will combine information from everyone who participates so that no one can be identified from their responses.

What happens next?

The department and AHA will hold webinars to share the next steps in the development of the Framework and the Strategy.

More details will be available at a later date. For updates on these webinars and other aspects of this consultation, as well as broader NDIS reforms, subscribe to [the NDIS Reforms mailing list](#).

AHA plans to provide the final findings of this project to the Department of Health, Disability and Ageing in mid-June 2026.