

Disability Royal Commission Progress Report 2025

Volume 11





Australian Government



ACT
Government



NSW
GOVERNMENT



**NORTHERN
TERRITORY**
GOVERNMENT



Queensland
Government



**Government
of South Australia**



Tasmanian
Government



VICTORIA
State
Government



**GOVERNMENT OF
WESTERN AUSTRALIA**



Australian Government

The Australian Government wrote this.

When you see the word **we** it means the Australian Government.



We wrote this in an easy to read way.

We use pictures to explain some ideas.

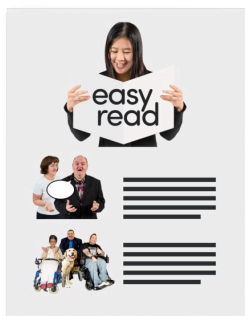
Bold

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.



You can look at the **other updates** in Easy Read.

They have information about

- **Other volumes**

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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Disability Royal Commission



The **Disability Royal Commission** looked at how people with disability are treated.

We call it **DRC** for short.



DRC wrote a report.

The report was in 12 parts.

They are called **volumes**.



The report had **recommendations**.

Recommendations are ideas to do things better.



The report had a lot of recommendations.

This will help things be better for people with disability.



We want Australia to be a place where people with disability

- Are safe



- Have their **rights** protected

Rights are **rules** about treating everyone

- Fair
- Equally.



We want Australia to be a place where people with disability

- Are respected



Can make their own choices



- Live the lives that they want to.



This would make Australia an **inclusive** place for everyone.

Inclusive is when everyone

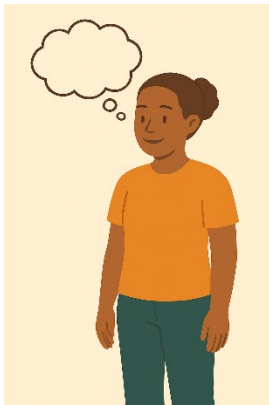
- Can **take part**
- Feel like they **belong**.

What is the Progress report



We told DRC we will write reports about the work governments are doing.

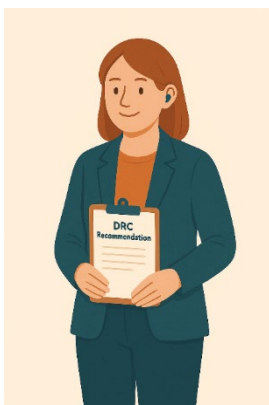
This is the first update.



It does **not** say all the things governments are doing.

It has the main things we are working on.

We started the work people with disability said was **most** important.



We shared how we will make

- Changes
- Things better for people with disability.

We have started this work.

It will take a long time.



We will say how we are going for each recommendation.

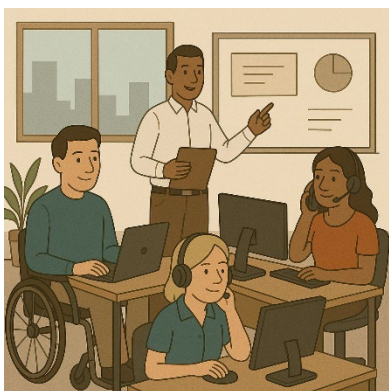


We will say if we

- Have **finished** this work

This means we

- Agreed to the recommendation
- Have finished the work to make the change.



- **Still doing work** on the recommendation

This means we

- Agree to the recommendation
- Have started making changes
- Need more time to finish this work



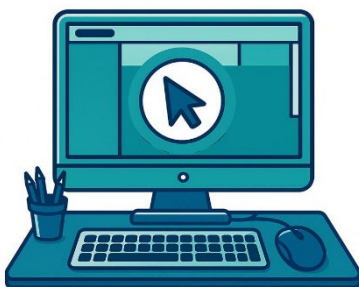
- **Have more work** to do on the recommendation

This means we need more time to decide how to make the changes.



There are **no** recommendations for volumes

- 1
- 2
- 3



This has updates for **volume 11**.

You can read the updates for the other volumes on our website.

www.dss.gov.au/responses-government-inquiries/resource/disability-royal-commission-progress-report-2025

About Volume 11



Volume 11 talks about

- How to look at and fix **complaints**

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

Everyone has the right to make a complaint.



- **Community visitors scheme**

We call it **CVS** for short.

CVS have workers who check that people with disability are safe when they use services.



They check how well services

- Protect the rights of people with disability
- Support the **wellbeing** of people with disability.



Wellbeing means that you are

- Happy
- Healthy.



They can also find out about issues that people with disability might **not** speak up about.

Complaints



The recommendation says who the **Ombudsman** should work with.

An Ombudsman helps fix complaints with

- People
- Organisations.



The Ombudsman should work with

- People with disability



- People who look at complaints



- People who fix complaints



- **Experts**

Experts are people who know a lot about something.



This will help them make a **guide** about complaints.

A guide may have

- How things should be done
- Step by step what to do
- Recommendations.



The guide will help organisations have ways to fix complaints that are

- **Accessible**

Accessible means everyone can use it.



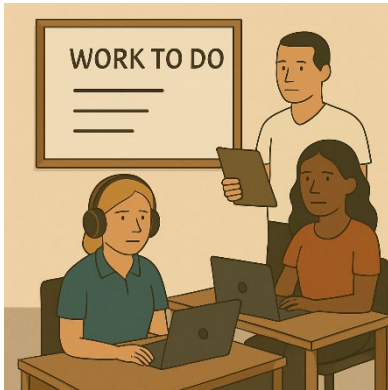
- Work well for people with disability.



It will also say the best ways to deal with complaints.



The Ombudsman is thinking about how to do this work.



We have **more work** to do on this recommendation.

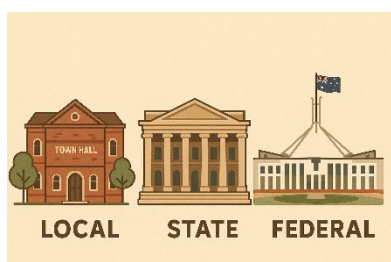
Community Visitor Scheme



The recommendation said

- All governments should make a **Community Visitor Scheme**
- They should be the same in every state and territory.

We call it **CVS** for short.



All governments are working on this.



CVS workers are people who help make sure people with disability get good services.



They do this by listening to people with disability.

They can also help people with disability to speak up if their services are **not** good.



States and territories have different CVS at the moment.

The Australian Government is working on making them the same in all states and territories.



Australian Government

**Department of Health,
Disability and Ageing**

The **Department of Health Disability and Ageing** will work with states and territories to do this work.

We call it **DHDA** for short.



South Australia will work with DHDA on this project.



In February 2025 Disability **Ministers** agreed to

- Work together on making CVS the same in all states and territories.

Ministers are leaders in an area of the government.



They started working on this in May 2025.

They will work with



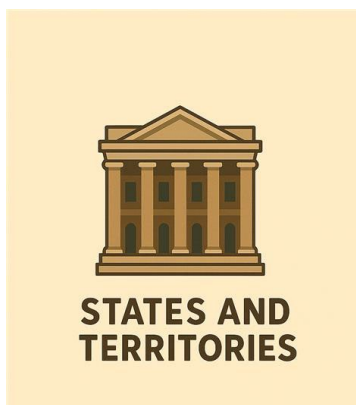
- The **NDIS Quality and Safeguards Commission**

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



- **National Disability Insurance Agency**

We call it **NDIA** for short.



- State and territory governments.



An **independent** expert will help.

Independent means separate to the government.



The expert will

- Run the meetings every month



- Look at CVS



- Talk with **Disability Representative Organisations**

We call them **DRO** for short.



- Talk with the disability community.



This will help us

- Make decisions
- Work on this recommendation.



We are still doing work on this recommendation.

Contact us



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



You can send us an email.

DRCTaskforceSecretariat@health.gov.au



You can look at our website.

www.dss.gov.au/DRC-Aus-Gov-Response



You can get help and support.

www.dss.gov.au/help-and-support-disability

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