



Australian Government
Department of Social Services

Consultation Report

Terms of Reference for a Royal Commission into Violence, Abuse, Neglect and
Exploitation of People with Disability

Table of Contents

1. Introduction	3
2. Executive Summary	4
3. Who responded	5
Accessibility	5
Public survey responses.....	5
Easy version survey	6
Other submissions.....	6
4. Results	7
Public survey themes	7
Areas of focus for the Disability Royal Commission	7
All forms and settings of violence, abuse, neglect and exploitation.....	9
All aspects of quality and safety of services	9
Additional areas to be included in the Terms of Reference for the Disability Royal Commission	10
Support during the Disability Royal Commission	10
Easy version survey themes.....	10
Submission themes	10
Centrality of people with disability and their diversity of experience	10
Care in language used in the Terms of Reference	11
Functions, powers and priorities for the Disability Royal Commission	11
5. Appendix – Response data to each survey question.....	12

1. Introduction

On 18 February 2019, the Australian Government supported a motion in Parliament to establish a Royal Commission to inquire into violence, abuse, neglect and exploitation of people with disability (Disability Royal Commission).

To ensure that people with disability and the broader community could have a say in the development of the Disability Royal Commission, the Department of Social Services (the department) conducted a public consultation on the draft Terms of Reference.

Public consultation on the draft Terms of Reference for the Disability Royal Commission took place from 13 to 28 March 2019. The department also consulted with disability peak bodies, advocates and with state and territory governments.

Fact sheets about the Terms of Reference were translated into 12 languages, including Auslan, and an Easy Read version was made available. Feedback was collected through an online public survey. In addition, the Disability Advocacy Network Australia (DANA) developed and ran an easy version survey for individuals and groups to complete.

This report presents the results from the public consultation process.

2. Executive Summary

There was strong engagement from the community during the public consultation process, with 3,737 people completing the public survey and over 140 responses to the easy version survey. The department also received 65 written submissions from organisations and individuals through various channels (as at midnight 28 March 2019).

- 30% of respondents identified that they had a disability
- 43% of respondents were parents/guardians or other family members of a person with disability
- 3% of respondents identified as Aboriginal or Torres Strait Islander
- 60% of respondents identified that they had interacted with disability support services in the previous 12 months
- 57% of respondents had either personally made, or had someone close to them make a complaint about, or experienced, violence, abuse, neglect, or exploitation of a person with disability.

The consultation results demonstrated overwhelming support for the proposal that the Disability Royal Commission cover all settings and all contexts in which violence, abuse, neglect and exploitation occur, with 96% of survey respondents indicating preference for this proposed scope. Examples of these settings highlighted in the public consultation process include disability services, health and hospital settings, shared living arrangements, educational settings, workplaces and government organisations.

The consultation results also demonstrated that it was important for the Disability Royal Commission to focus on what governments, institutions and the community should do to prevent and better protect people with disability from experiencing violence, abuse, neglect and exploitation; and encourage reporting of and effective responses to incidents of violence, abuse, neglect and exploitation of people with disability.

Respondents said it was important the Disability Royal Commission focus on what should be done to promote a more respectful and inclusive society for people with disability. Comments emphasised the need to increase awareness and education in society about people with disability, and promote inclusiveness, respect and accessibility.

Submissions affirmed that people with disability should be at the centre of the Disability Royal Commission and future decision-making. Submissions called for this to be made more prominent in the Terms of Reference. Submissions also provided suggestions for adjustments in the language used in the Terms of Reference, and for acknowledgement of the effect of multiple disadvantage arising from the co-existence of disability with other attributes, characteristics and perspectives.

Survey respondents strongly supported a wide array of supports being available to ensure that there are no accessibility barriers for people to participate in the Disability Royal Commission. Over 70% of responses suggested it was important to have support to attend hearings or community forums, translation and interpreting services (including Auslan), captioning and other communication technology or support, counselling or other psychological support, accessible technology or equipment, and legal advice or support.

Comments made through the public survey, easy version survey and submissions also highlighted the need for support during the Disability Royal Commission to be accessible and trauma-informed.

The Disability Royal Commission website provides information about the progress of the Disability Royal Commission and can be viewed at: disability.royalcommission.gov.au

3. Who responded

Accessibility

To ensure people with disability were able to have their say on the draft Terms of Reference, the department provided a number of different supports to assist those wishing to provide input into the consultation. The department established a free-call survey hotline to provide assistance with completing the survey over the phone. This assistance included connecting callers with translation services where required. In addition to this, the survey website was fully accessible, conforming to Double A of the Web Content Accessibility Guidelines version 2 (WCAG 2.0). Government-funded independent disability advocates also provided support and advice to people with disability wishing to provide input, and the department worked closely with these advocacy organisations.

Public survey responses

Overall, 3,737 people participated in the public survey for the Disability Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability.

Of everyone who participated in the public survey, 30% were people with disability and 43% of respondents were parents/guardians or other family members of a person with disability. The majority (71%) of respondents were women (See **Figure 1**).

Figure 2 shows most people who responded to the public survey were in New South Wales (833 people or 33%), Victoria (64 people or 25%) and Queensland (407 people or 16%). This is consistent with the distribution of the Australian population across the country¹.

In addition, 3% of people who participated in the public survey identified as Aboriginal or Torres Strait Islander. This proportion is consistent with the Australian Bureau of Statistic's estimate of the Aboriginal and Torres Strait Islander proportion of the Australian population².

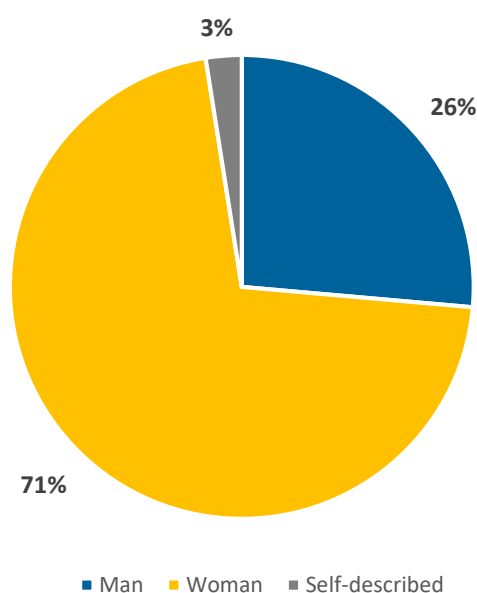


Figure 1: Respondent Gender
(There were 3,220 responses to this question)

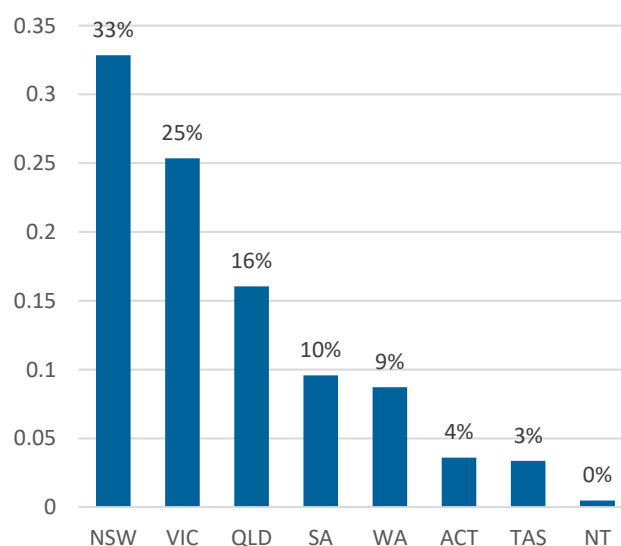


Figure 2: Percentage of responses by states and territories
(There were 2,535 responses to this question).

¹ See ABS Australian Demographic Statistics, Sep 2018 at <https://www.abs.gov.au/ausstats/abs@.nsf/0/D56C4A3E41586764CA2581A70015893E?Opendocument>

² See ABS estimated resident Aboriginal and Torres Strait Islander population of Australia as at 30 June 2016 at <https://www.abs.gov.au/ausstats/abs@.nsf/mf/3238.0.55.001>

The majority (65%) of people who responded to the public survey had accessed disability support services during the past 12 months (see **Figure 3**).

Over half of those who responded to the public survey (57%) had either personally, or had someone close to them, make a complaint about or experienced, violence, abuse, neglect, or exploitation as a person with disability (see **Figure 4**).

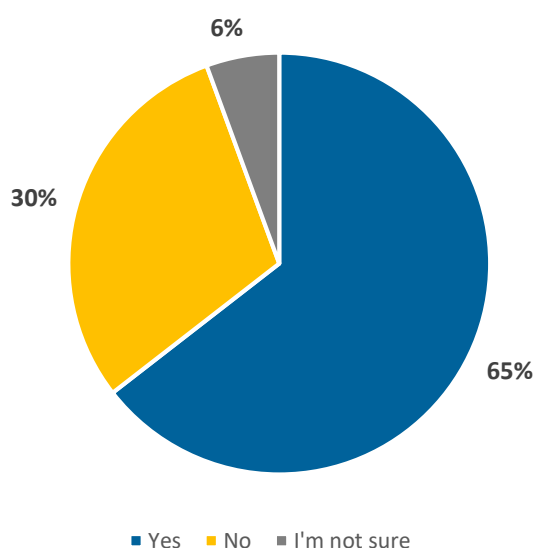


Figure 3: Have you / or a person close to you accessed disability support services over the past 12 months?

(There were 3,220 responses to this question)

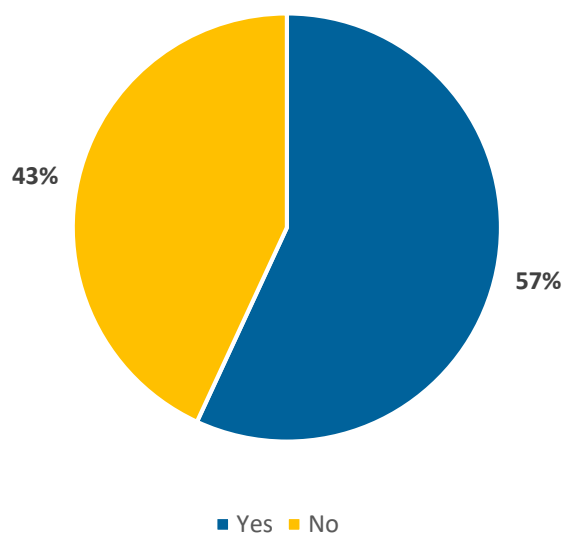


Figure 4: Have you / or a person close to you made a complaint about, or experienced, any kind of violence, abuse, neglect, or exploitation as a person with disability?

(There were 3,220 responses to this question)

Easy version survey

Disability Advocacy Network Australia (DANA) supported the public consultation process and administered an easy version survey based on the public survey. The easy version survey was written in Easy English, a style of writing developed for populations with low English literacy, including people with intellectual disabilities. DANA administered the easy version survey within their networks in addition to the public survey hosted on the department's website. The easy version survey received 141 responses. Ninety percent (90%) of responses were received from individuals completing the survey on their own, and 10% of responses were received from groups completing the survey together.

Of the responses received to the easy version survey, 41% were people with disability and 43% of respondents were parents/guardians or other family members of a person with disability. Most people who participated in the easy version survey were in New South Wales (30%), Victoria (20%) and Western Australia (19%).

Other submissions

Although the primary way to provide feedback was online via the public survey, as at midnight on 28 March 2019, 65 submissions regarding the draft Terms of Reference were received from a number of individuals and disability organisations. Forty-six (46) submissions were from organisations including peak bodies, advocacy organisations, legal and human rights organisations, and 19 submissions were from individuals.

4. Results

Public survey themes

Areas of focus for the Disability Royal Commission

Respondents were asked to rank seven themes for the Disability Royal Commission from most important to least important (see **Figure 5**). The theme ranked as the most important was ‘preventing violence, abuse, neglect and exploitation of people with disability across the community’. It is important to recognise that the lowest ranked theme (‘fixing inconsistencies across government in regard to quality and safety’), was not unimportant to respondents, it simply received the lowest ranking when respondents were required to prioritise the themes. A number of respondents strongly objected to ranking the themes, feeling that they were all essential areas of focus for the Disability Royal Commission.

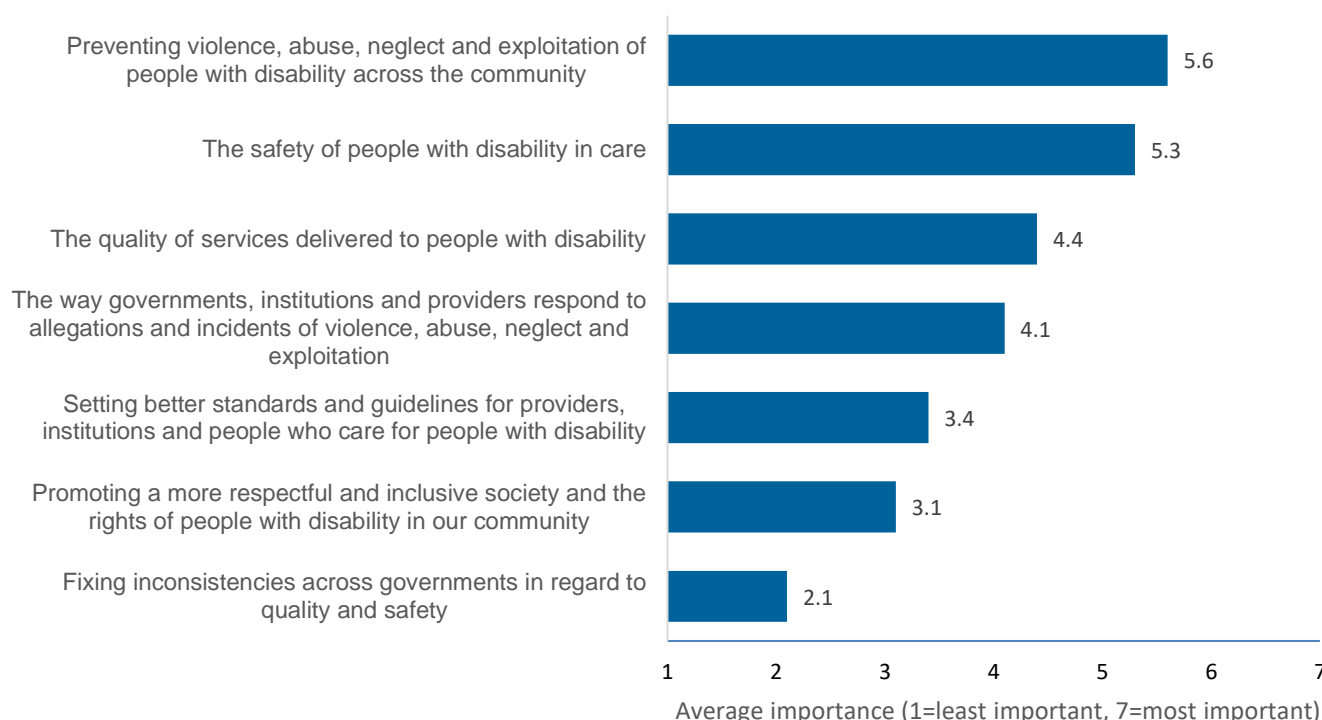


Figure 5: Average importance of themes for the Royal Commission

People with disability who responded to the survey ranked the relative importance of the above themes slightly differently than people without disability (see **Figure 6**). The following themes were rated slightly more important by people with disability compared to people without disability:

- The way governments, institutions and providers respond to allegations and incidents of violence, abuse, neglect, and exploitation
- Promoting a more respectful and inclusive society and the rights of people with disability in our community
- Fixing inconsistencies across governments in regard to quality and safety.

Meanwhile, people with disability in the survey rated the following themes slightly lower compared to people without disability:

- The safety of people with disability in care
- The quality of services delivered to people with disability.

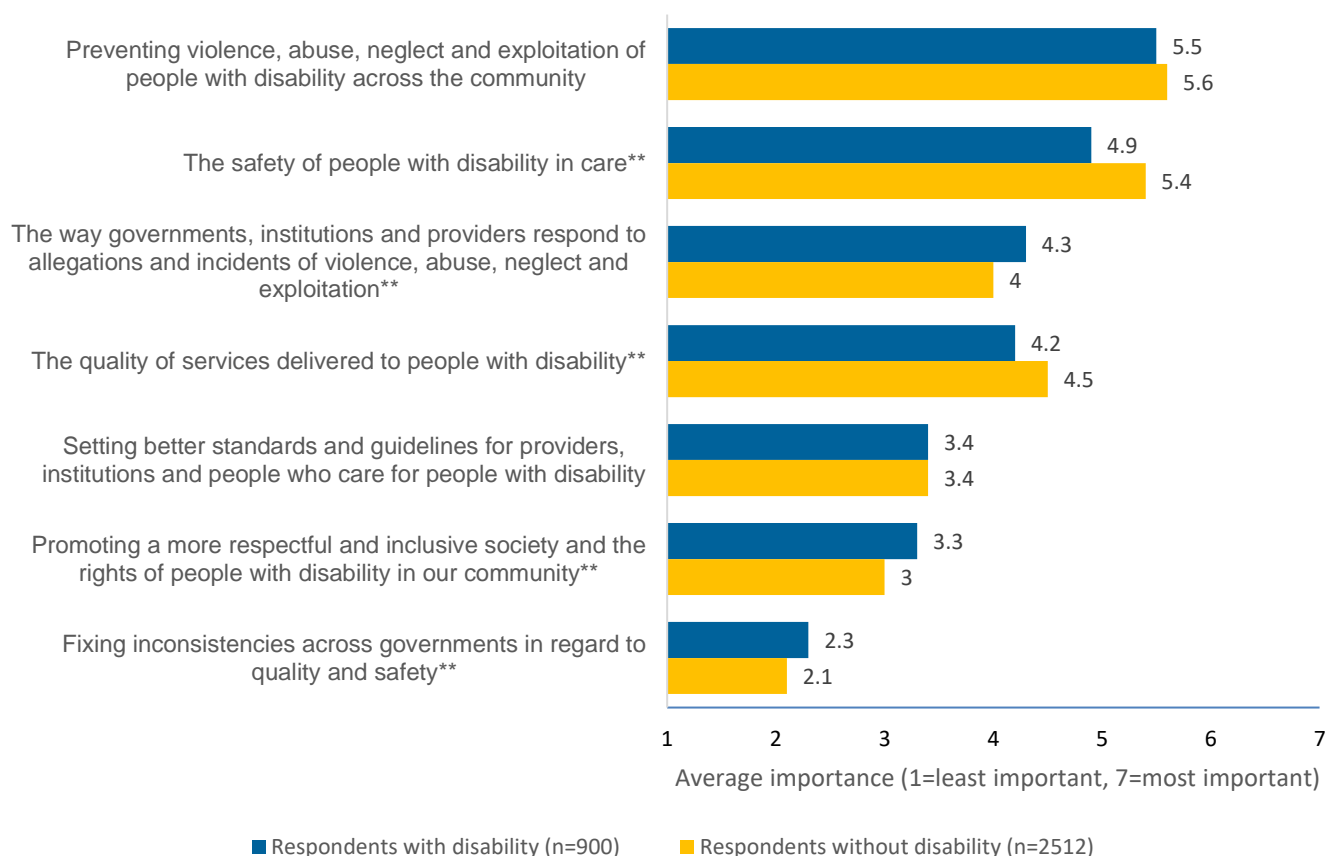


Figure 6: Average importance of themes for the Royal Commission by disability status

** = Mann Whitney U test, $p < .01$

Survey findings showed it was important for the Disability Royal Commission to focus on what governments, institutions and the community should do to prevent and better protect people with disability from experiencing violence, abuse, neglect and exploitation; and encourage reporting of and effective responses to incidents of violence, abuse, neglect and exploitation of people with disability. This was supported by comments in the survey that elaborated areas of focus for the Disability Royal Commission. Respondents said the Disability Royal Commission should consider:

- Investigation of government services (e.g. Centrelink)
- Legal processes for dealing with reported incidents of violence, abuse, neglect and exploitation
- Legislation relating to such incidents
- Providing a better and fairer system for managing complaints and reporting incidents of violence, abuse, neglect and exploitation.

Respondents also said it was important for the Disability Royal Commission to focus on what should be done to promote a more respectful and inclusive society for people with disability. Many comments emphasised increasing awareness and education in society about people with disability, and promoting inclusiveness, respect and accessibility.

All forms and settings of violence, abuse, neglect and exploitation

Almost everyone who completed the survey supported the Disability Royal Commission covering all forms of violence, abuse, neglect and exploitation of people with disability, and all settings (places in which abuse might happen: see **Figure 7** and **Figure 8**). Some examples of these settings include disability services, health and hospital settings, shared living arrangements, educational settings, workplaces, and government organisations. Many comments in the survey also suggested the Disability Royal Commission should consider investigation and reform of all services that interact with people with disability.

In addition, survey findings highlighted the importance of the Disability Royal Commission considering the specific needs, priorities and perspectives of people with disability, with respect to age, gender, sexual orientation, intersex status, cognitive or communication abilities, or race, acknowledging the particular situation of Aboriginal and Torres Strait Islander people, and culturally and linguistically diverse people with disability.

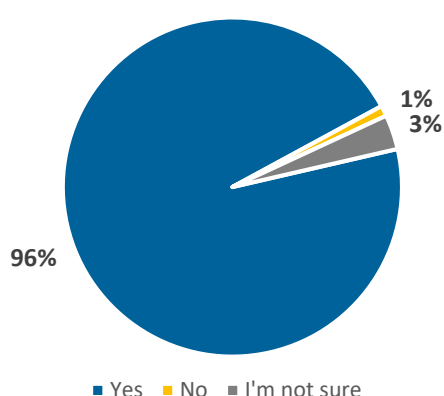


Figure 7: Should the Royal Commission cover all forms of violence, abuse, neglect and exploitation?

(There were 3,554 responses to this question)

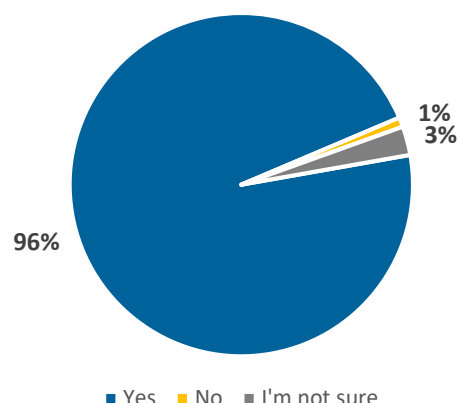


Figure 8: Should the Royal Commission look into violence and abuse in all settings?

(There were 3,537 responses to this question)

All aspects of quality and safety of services

Almost all who completed the survey supported the Disability Royal Commission looking at all aspects of quality and safety of services for people with disability (see **Figure 9**).

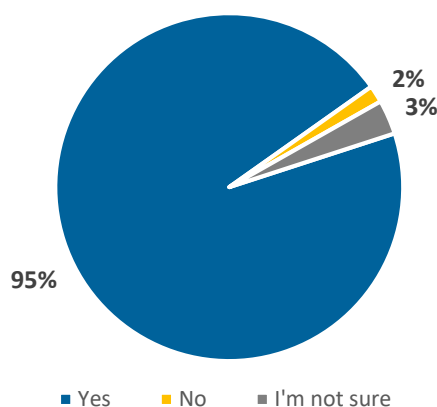


Figure 9: Should the Royal Commission look at all aspects of quality and safety of services for people with disability?

(There were 3,410 responses to this question)

Additional areas to be included in the Terms of Reference for the Disability Royal Commission

Both survey respondents and those that provided submissions identified a number of additional areas that should be included in the scope of the Disability Royal Commission. Some of the most common responses highlighted the NDIS and the NDIA, Government services and settings, mechanisms for reporting, investigation and enforcement, consideration of reparation and redress, service providers, standards, qualifications and training, the legal and justice system, and the education system.

Research and data was also suggested as an additional area for inclusion in the Terms of Reference to inform a robust understanding of the extent of violence, abuse, neglect, exploitation of people with disability.

Support during the Disability Royal Commission

The survey asked about the types of support people might need to be able to participate in the Disability Royal Commission. Nine out of ten people responded that support to help people make a submission in the Disability Royal Commission was most important.

Over 70% of responses suggested it was important to have support to attend hearings or community forums, translation and interpreting services (including Auslan), captioning and other communication technology or support, counselling or other psychological support, accessible technology or equipment, and legal advice or support.

Comments made through the survey also highlighted the need for support during the Disability Royal Commission to include accessibility and trauma-informed practice.

Easy version survey themes

Respondents to the easy version survey run by DANA provided broadly consistent feedback to the public survey. In particular:

- 80% believed the Disability Royal Commission should cover violence
- 84% believed the Disability Royal Commission should cover abuse
- 89% believed the Disability Royal Commission should cover neglect
- 80% believed the Disability Royal Commission should cover exploitation.

Respondents were critical of the survey design requiring them to rank the importance of each setting or context. There was broad agreement that all settings and contexts were important and should be covered. In addition, 40% of respondents highlighted specific areas of importance, including harmful medical interventions, the NDIS, domestic abuse, workplaces and supported independent living settings.

Submission themes

In addition to survey responses, 65 submissions were received through a variety of channels.

The submissions were broadly consistent with the findings of the surveys, however there were a number of specific themes raised in these submissions.

Centrality of people with disability and their diversity of experience

Submissions affirmed that people with disability should be at the centre of the Disability Royal Commission and future decision-making and called for this to be made more prominent in the Terms of Reference.

A common theme was making explicit that the Disability Royal Commission provide the opportunity for people with disability to tell their stories.

A number of submissions called for specific mention of the particular situation of Aboriginal and Torres Strait Islander people, given the significantly higher rates of disability in this population and the multiple layers of discrimination they encounter.

More generally, submissions consistently proposed that the Terms of Reference should refer to the effect of multiple disadvantage arising from the co-existence of disability with other attributes, characteristics and perspectives.

Care in language used in the Terms of Reference

Several submissions suggested that the language used in the preamble be more closely aligned with the United Nations Convention on the Rights of Persons with Disabilities (UNCRPD).

However, some submissions were uncomfortable with the language of the UNCRPD reference to people with disability being protected, preferring instead to use language that emphasises agency and inclusion.

Functions, powers and priorities for the Disability Royal Commission

Consistent with the surveys, a number of submissions called for specific mention of justice for victims and the provision of redress, as was included in the Royal Commission into Institutional Responses to Child Sexual Abuse.

Some submissions expressed concerns about whether the Disability Royal Commission will have powers to investigate and prosecute.

In addition, some submissions argued that the Disability Royal Commission needed a solid information base about people with disability and their experiences. They called for improved data and research on violence and abuse towards people with disability.

The Disability Royal Commission website provides information about the progress of the Disability Royal Commission and can be viewed at: disability.royalcommission.gov.au

5. Appendix – Response data to each survey question

Respondent Demographics	13
Question: What best describes your interest in the Royal Commission?	13
Gender	14
Aboriginal and/or Torres Strait Islander	14
Question: Have you / or a person close to you accessed disability support services over the past 12 months? ..	14
Question: Have you / or a person close to you made a complaint about, or experienced, any kind of violence, abuse, neglect, or exploitation as a person with disability?	14
Relative Importance of proposed Royal Commission Themes.....	15
Question: Please rank the following themes from 1 to 7.....	15
Proposed focus areas for the Royal Commission.....	16
Question: On the scale provided, please rate how much of a priority you think each of the following areas should be for this Royal Commission.	16
Question: If you have any additional comments about any of the areas of focus, please write them in the space provided here.	16
Forms of violence, abuse, neglect and exploitation that should be included in the Royal Commission	18
Question: Should the Royal Commission cover all forms of violence, abuse, neglect and exploitation?	18
Question: Are there any forms of violence, abuse, neglect and exploitation that you believe the Royal Commission should not cover?	18
Settings in which violence and abuse might occur	19
Question: Should the Royal Commission look into violence and abuse in all settings?	19
Question: Thinking about the different settings where violence, abuse, neglect and exploitation may take place, please rate how much of a priority you think each of the following settings should be in this Royal Commission.	19
Question: Other settings	20
Question: Are there any settings (places where abuse might happen) that you think the Royal Commission should not cover?	20
Quality and safety of services provided to people with disability	21
Question: Do you believe the Royal Commission should look at all aspects of quality and safety of services to people with disability? For example, this would include supports and services provided by government and institutions, as well as informal supports provided by institutions, carers or others in the community.	21
Additional considerations	22
Question: Are there particular considerations the Commission should look into in regard to the specific needs, priorities and perspectives of people with disability, with respect to age, gender, sexual orientation, intersex status, or race, acknowledging the particular situation of Aboriginal and Torres Strait Islander people and culturally and linguistically diverse people with disability?	22
Question: Are there any particular considerations the Royal Commission should look into or consider with regard to the role families, carers, advocates, the workforce and others play in providing care and support to people with disability?	22
Question: Are there any other additional areas that you think should be included in the terms of reference for this Royal Commission?	23
Support services needed to support people with disability, their families, carers and advocates during the Royal Commission.....	25
Question: Which of the following supports do you think are most needed to support people with disability, their families, carers and advocates during this Royal Commission?	25
Question: Other Supports	25

Respondent demographics

Question: What best describes your interest in the Royal Commission?

Table 1. Reason for interest in the Royal Commission.

Multiple response category	%
I have a disability	30.2%
I am a parent / guardian or other family member of a person with disability	42.7%
I am a carer of a person with disability	18.7%
I'm a support worker / work directly with people with disability	15.1%
I'm a disability advocate	21.9%
I'm a disability service provider or work for a disability service provider	17.2%
I work for a disability peak association or body	5.6%
I employ people with disability	4.3%
I am an academic / I work for a research institute	5.7%
I'm employed by federal, state or territory government	10.8%
Other	16.8%

Table 2. Reasons for interest in the Royal Commission ('other' free text responses).

Multiple response category	%
Work with / used to work with people with disability / Disability Services	2%
NGO worker / official / board member	2%
Concerned member of the community	1%
Family member	1%
Health professional / social worker	1%
Advocate / activist / advocacy Org	1%
Friend	1%
Parent / carer / ex carer	1%
Teacher / educator	1%
Volunteer	1%
Government worker / official	1%
Consultant	>1%
Psychologist / counsellor	>1%
Legal profession	>1%
Person with disability	>1%
Training organisation / trainer	>1%
Partner of person with disability	>1%
Business person	>1%
Researcher	>1%
NDIS provider	>1%
Studying disability-related course	>1%
Community visitor	>1%
Artist	>1%
NDIS participant	>1%
Veteran	>1%
Forgotten Australian	>1%
Police / investigator	>1%

Gender

Table 3. Respondent gender.

Gender	%
Man	26.4%
Woman	71.1%
Self-described	2.5%

Aboriginal and/or Torres Strait Islander

Table 4. Respondents who identified as Aboriginal and/or Torres Strait Islander.

Aboriginal and/or Torres Strait Islander	%
Yes	3.0%
No	93.4%
Prefer not to say	3.7%

Question: Have you / or a person close to you accessed disability support services over the past 12 months?

Table 5. Respondents who had accessed disability support services during the past 12 months.

Accessed disability support services over the past 12 months	%
Yes	64.5%
No	29.9%
I'm not sure	5.6%

Question: Have you / or a person close to you made a complaint about, or experienced, any kind of violence, abuse, neglect, or exploitation as a person with disability?

Table 6. Respondents who had made a complaint about, or experiences of violence, abuse, neglect, or exploitation as a person with disability.

Complaint / experience of violence, abuse, neglect, or exploitation as a person with disability	%
Yes	56.9%
No	43.1%

Relative importance of proposed Royal Commission themes

Question: Please rank the following themes from 1 to 7.

Note: The table below shows results with 7 representing most important ranking results and 1 representing least important ranking results.

Table 7. Relative importance rankings for themes for the Royal Commission.

Themes	1	2	3	4	5	6	7
Preventing violence, abuse, neglect and exploitation of people with disability across the community	1.9%	4.0%	5.9%	9.1%	18.0%	25.9%	35.2%
The safety of people with disability in care	3.6%	5.6%	8.3%	10.8%	15.6%	23.4%	32.7%
The quality of services delivered to people with disability	5.3%	9.5%	15.0%	20.0%	22.0%	18.0%	10.2%
The way governments, institutions and providers respond to allegations and incidents of violence, abuse, neglect and exploitation	5.0%	12.9%	17.5%	24.4%	19.4%	13.8%	7.0%
Setting better standards and guidelines for providers, institutions and people who care for people with disability	8.1%	20.0%	31.2%	17.0%	12.2%	7.7%	3.8%
Promoting a more respectful and inclusive society and the rights of people with disability in our community	22.5%	29.7%	12.4%	11.4%	7.7%	7.6%	8.7%
Fixing inconsistencies across governments in regard to quality and safety	53.6%	18.4%	9.7%	7.3%	5.0%	3.6%	2.4%

Table 8. Mean importance rankings for themes for the Royal Commission.

Themes	Mean ranking (1-7)
Preventing violence, abuse, neglect and exploitation of people with disability across the community	5.6
The safety of people with disability in care	5.3
The quality of services delivered to people with disability	4.4
The way governments, institutions and providers respond to allegations and incidents of violence, abuse, neglect and exploitation	4.1
Setting better standards and guidelines for providers, institutions and people who care for people with disability	3.4
Promoting a more respectful and inclusive society and the rights of people with disability in our community	3.1
Fixing inconsistencies across governments in regard to quality and safety	2.1

Proposed focus areas for the Royal Commission

Question: On the scale provided, please rate how much of a priority you think each of the following areas should be for this Royal Commission.

Table 9. Priority ratings of proposed focus areas for the Royal Commission.

Proposed focus areas	Not a priority	Low priority	Medium priority	High priority	Essential
What all governments, institutions and the community should do to prevent and better protect people with disability from experiencing violence, abuse, neglect and exploitation	0.1%	0.2%	2.3%	16.4%	81.1%
What all governments, institutions and the community should do to encourage reporting and effective responses to incidents of violence, abuse, neglect and exploitation of people with disability	0.1%	0.2%	3.7%	23.9%	72.1%
What should be done to promote a more respectful and inclusive society for people with disability	0.4%	1.1%	11.6%	31.0%	55.9%

Table 10. Mean priority ratings for focus areas for the Royal Commission.

Proposed focus areas	Mean priority rating (1-5)*
What all governments, institutions and the community should do to prevent and better protect people with disability from experiencing violence, abuse, neglect and exploitation	4.8
What all governments, institutions and the community should do to encourage reporting and effective responses to incidents of violence, abuse, neglect and exploitation of people with disability	4.7
What should be done to promote a more respectful and inclusive society for people with disability	4.4

*1 – Not a priority; 5 – Essential

Question: If you have any additional comments about any of the areas of focus, please write them in the space provided here.

Table 11. Comments about the focus areas for the Royal Commission – free text responses arranged by theme.

Coded comments/ themes	%
Better societal awareness / promoting inclusiveness / respect / education / accessibility	5.3%
Government responsibility including Centrelink and the law / appeals system / legislation / policy	5.1%
Better complaints management / fairer system for reporting incidents and responses	4.7%
Reporting and accountability / transparency needs to increase for institutions / service providers	3.0%
NDIS / NDIA comments / issues	2.9%
Police / justice / legal system	2.6%
Training / resources for service providers / staff wages and conditions	2.5%
Special consideration and better processes for people who are unable to communicate or have rare diseases / hidden injuries / mental illness / autism / etc.	2.5%
Institutions	2.5%
Include everything / need to be broad	2.3%
Educational institutions	2.3%
Consequences / lack of consequences for offenders	2.1%
Regulation / audits on qualifications / checks / staff ratios and standards / qualities / policies and procedures	2.1%

Coded comments/ themes	%
Young / Elderly / ATSI / CALD / Women / LGBTIQ / refugees with disability / Forgotten Australians	1.4%
Better processes / systems / policies / framework for non-abusive treatment / structures in place	1.4%
Consider families / carers in the home / support	1.3%
Medical neglect / health service / hospitals	1.3%
Employment / workplace	1.2%
Abuse in the home / family	1.0%
Access to services	1.0%
Empower people with disability	0.9%
Funding Model	0.8%
Housing / emergency housing	0.8%
Make up of Commission	0.7%
Financial abuse and exploitation	0.6%
Redress	0.6%
Need real changes / actions for people with disability	0.6%
Safety in community	0.6%
Abuse of power	0.5%
Use of drugs / chemicals / medications / restrictive practices	0.5%
Special consideration for people with cognitive / intellectual disability	0.4%
Data collection guidelines	0.3%
Regional remote issues	0.3%
Environmental aspects of care homes / institutions / standard of care in all institutions	0.3%
Bullying	0.2%
Financial Support	0.2%
Too broad	0.1%
Address complex and compounding issues and intersectionality	0.1%
Advocacy	0.1%
Public Trustees / Guardians	0.1%
Don't waste money	>0.1%
Other	5.3%

Forms of violence, abuse, neglect and exploitation that should be included in the Royal Commission

Question: Should the Royal Commission cover all forms of violence, abuse, neglect and exploitation?

Table 12. Forms of violence, abuse, neglect and exploitation covered in the Royal Commission.

All forms of violence, abuse, neglect and exploitation	%
Yes	95.7%
No	1.0%
I'm not sure	3.3%

Question: Are there any forms of violence, abuse, neglect and exploitation that you believe the Royal Commission should not cover?

Table 13. Forms of violence, abuse, neglect and exploitation that respondents believe should not be covered in the Royal Commission – coded free text responses.

Coded forms/ themes	%
No / Include everything	11.7%
N/A for question	1.8%
Exclude forms covered by other Royal Commissions	0.3%
Family / home care / personal relationships	0.2%
Employment	0.1%
Violence perpetrated by people with disability	0.1%
Accidents	0.1%
Child abuse	0.1%
Exploitation	0.1%
Domestic violence	0.1%
Inclusivity in schools	0.1%
Abuse against people without a disability	0.1%
Focus on standards / management of complaints	0.1%
Structural / systematic reform	0.1%
Doctors / medical abuse	0.1%
Dementia-related	>0.1%
Gender	>0.1%
Racial	>0.1%
Under qualified workers / neglect from strained staff	>0.1%
Forms of abuse not related to disability	>0.1%
Legal abuse of power of attorney	>0.1%
One off verbal remarks	>0.1%
Asylum seekers / detention centre	>0.1%
Matters of religious belief	>0.1%
Implementation of policies	>0.1%
Aboriginal and Torres Strait Islanders	>0.1%
Public advocates	>0.1%
Bullying	>0.1%
Limit timeframe	>0.1%
Fundraising method	>0.1%
Granting DSP	>0.1%
Financial	>0.1%
Other forms that should not be covered	0.3%

Settings in which violence and abuse might occur

Question: Should the Royal Commission look into violence and abuse in all settings?

Table 14. Including in the Royal Commission, all settings in which violence and abuse might occur.

All settings	%
Yes	96.4%
No	0.9%
I'm not sure	2.7%

Question: Thinking about the different settings where violence, abuse, neglect and exploitation may take place, please rate how much of a priority you think each of the following settings should be in this Royal Commission.

Table 15. Priority ratings for the different settings where violence, abuse, neglect and exploitation might take place.

Settings	Not a priority	Low priority	Medium priority	High priority	Essential
Disability services	0.1%	0.5%	2.0%	11.8%	85.6%
Shared living (group homes, rooming houses, hostels)	0.2%	0.8%	3.0%	16.6%	79.4%
Health and hospital settings	0.1%	0.9%	4.4%	19.4%	75.2%
Educational settings	0.3%	0.9%	7.1%	23.8%	68.0%
Workplaces	0.2%	1.4%	11.2%	30.0%	57.2%
Private homes	0.6%	3.1%	10.7%	29.8%	55.7%
Prisons and corrective services	1.3%	4.1%	14.6%	26.1%	53.9%
Transport	0.5%	3.9%	16.6%	29.5%	49.5%
Religious and cultural settings	1.7%	4.8%	17.0%	25.4%	51.1%
Sporting and recreational settings	1.3%	5.4%	20.0%	28.2%	45.1%

Table 16. Mean priority ratings for the different settings where violence, abuse, neglect and exploitation might take place.

Settings	Mean priority rating (1-5)*
Disability services	4.8
Shared living (group homes, rooming houses, hostels)	4.7
Health and hospital settings	4.7
Educational settings	4.6
Workplaces	4.4
Private homes	4.4
Prisons and corrective services	4.3
Transport	4.2
Religious and cultural settings	4.2
Sporting and recreational settings	4.1

*1 – Not a priority; 5 – Essential

Question: Other settings

Table 17. Other settings that the Royal Commission should cover – coded free text responses.

Coded settings/themes	%
All settings	5.0%
Government organisations (including Centrelink etc.)	4.6%
General community	4.4%
NDIS service providers	3.5%
National Disability Insurance Agency	2.5%
Aged care, nursing homes, healthcare, hospitals, psychiatric wards, palliative care etc.	2.4%
Legal settings (courts, justice system)	2.2%
Private homes, own homes, from family / friends	1.9%
Mainstream/vital services and public areas and events (including retail, entertainment)	1.6%
Foster homes, social housing, large residential centres, out of home care	1.5%
Law enforcement services (e.g., police, prison)	1.3%
Day centres, respite centres	1.3%
Media and culture (including online)	1.2%
Educational settings	1.2%
Exploitative financial services and institutions such as pay day lenders, banks and rental services	1.1%
Public Trustees, Guardianship Tribunal, Public Guardian, State Trustees, etc.	1.1%
Mental health services	1.1%
Australian Disability Enterprises (ADEs)	1.0%
Disability Enterprises / sheltered workshops	1.0%
Child care / day care / after school care	0.9%
Volunteer, charitable, not-for-profit and community organisations or groups (including sporting organisations)	0.8%
Immigration detention centres	0.5%
Transport services (e.g., airlines, public transport, taxis, etc.)	0.5%
Job agencies	0.4%
Churches and religious institutions	0.3%
Youth services	0.2%
Homeless	0.2%
Rural, regional, remote settings including Indigenous communities	0.2%
Insurance industry	0.1%
Advocacy groups	0.1%
Sex venues, brothels, etc	0.1%
Secret societies, cults	0.1%
Recognition of fetal alcohol spectrum disorder (FASD)	0.1%
ATSI/CALD, LGBTI	0.1%
Other	1.0%

Question: Are there any settings (places where abuse might happen) that you think the Royal Commission should not cover?

Table 18. Settings (where abuse might take place) that should not be covered in the Royal Commission – coded free text responses.

Coded settings/themes	%
No/Include everything	6.7%
Private homes/families/intimate relationship	0.7%
Exclude settings covered by other Royal Commissions/legislation	0.3%
Community more broadly / public place	0.2%
Nursing homes / Aged care	0.2%
Need to limit the boundaries of the Royal Commission/too broad	0.1%

Quality and safety of services provided to people with disability

Question: Do you believe the Royal Commission should look at all aspects of quality and safety of services to people with disability? For example, this would include supports and services provided by government and institutions, as well as informal supports provided by institutions, carers or others in the community.

Table 19. Aspects of quality and safety of services to people with disability that should be included in the Royal Commission.

All aspects of quality and safety of services to people with disability	%
Yes	95.2%
No	1.6%
I'm not sure	3.2%

Table 20. Aspects of quality and safety of services to people with disability, that respondents believed should not be included in the Royal Commission – coded free text responses.

Coded aspects/themes	%
No	4.2%
Look at all aspects	3.5%
Consider the difficult position of family carers/ exclude family carers	0.5%
Focus on formal support and government services	0.5%
Don't include / less focus on informal support	0.2%
Include informal support	0.1%
Focus on NDIS	0.1%
Focus on privately funded institutions	0.1%
Don't look at community / transport / built environment	0.1%
Focus on safety	0.1%
Don't make too broad at expense of depth	0.1%
Include education	0.1%
Include housing and volunteers	0.1%
Include financial institutions	0.1%
Don't look at private homes	0.1%
Prison	0.1%
Omit those covered in other Royal Commissions	>0.1%
Focus on segregated services	>0.1%
Don't look at Centrelink	>0.1%
Don't look at hospitals and healthcare	>0.1%
Don't look at private companies	>0.1%
Accidents (sometimes unavoidable)	>0.1%
Don't look at Workplace Health and Safety Act	>0.1%
Don't look at NDIS funded services (already good monitoring in place)	>0.1%
Consider impact of 'over' governance	>0.1%
Put downs / apathy	>0.1%
People not being able to get correct care	>0.1%

Additional considerations

Question: Are there particular considerations the Commission should look into in regard to the specific needs, priorities and perspectives of people with disability, with respect to age, gender, sexual orientation, intersex status, or race, acknowledging the particular situation of Aboriginal and Torres Strait Islander people and culturally and linguistically diverse people with disability?

Table 21. Particular considerations the Commission should look into in regard to the specific needs, priorities and perspectives of people with disability – coded free text responses.

Coded comments/ themes	%
People with cognitive or communication disabilities	9.7%
All of the above	6.9%
Race / culture / CALD	4.6%
Age - in general	4.1%
Children	2.9%
Aboriginal and Torres Strait Islanders	2.7%
Type or complexity of disability	2.5%
Women and girls	2.4%
Gender - in general	2.4%
Sexual orientation	2.3%
Older people	2.2%
Sexual education / exploitation / abuse / sterilisation	1.6%
Young people, including accommodation in aged care facilities	1.6%
Gender identity	1.1%
Regional / remote	1.1%
Disadvantaged people (e.g., low SES, homeless, etc.)	1.0%
People experiencing domestic/family violence	0.9%
No	0.8%
Religion	0.8%
Intersex status	0.7%
Legal support / People in prison	0.3%
Other	14.1%

Question: Are there any particular considerations the Royal Commission should look into or consider with regard to the role families, carers, advocates, the workforce and others play in providing care and support to people with disability?

Table 22. Comments about particular considerations the Royal Commission should look into or consider with regard to the role families, carers, advocates, the workforce, and others – coded free text responses.

Coded comments/ themes	%
Investigation and reform within whole sector	37.0%
Consideration of family / carers	22.2%
Training, education, staffing levels and support	17.8%
Improvement to current screening, reporting, safeguards	15.6%
Protection of support workers / carers	9.7%
Participation / inclusion of people with disability	9.6%
Payment for support workers / carers / family carers	9.0%
NDIS/NDIA	7.8%
Abuse of / by family members / carers of people with disability	7.3%
Investigation of family / carers	6.7%
Cultural/societal/community attitudes and education	6.7%
Additional resources and funding for independent advocacy and care arrangements	5.9%
Access to independent advocacy	5.8%
Investigation of support workers and places of care	5.6%

Coded comments/ themes	%
Benchmarking for ethical support	5.1%
Informal supports	4.0%
Yes, consider all	3.7%
Choice and control	3.5%
Fair wages / income / financial support for people with disability	3.3%
Whistle-blower protections	2.8%
Access to support and mental health care	2.8%
Availability of trained professional support	2.7%
Legal backing for guardians / person with disability	2.3%
Availability of respite	2.2%
Clear definition of guardianship / decision maker	1.8%
Funding for services	1.6%
Accessibility of information / communication for the disabled	1.4%
Less bureaucratic red tape	1.4%
Financial support for essential services and equipment	1.0%
Segregated models of care	1.0%
Age of carers	0.7%
Rural, remote, regional issues	0.7%
Gender issues, LGBTIQ issues	0.6%
Psychosocial illness	0.6%
Consideration of aboriginal, cultural, religious issues	0.5%
Recognition and support of other conditions	0.4%
ATSI	0.1%
Other	4.6%

Question: Are there any other additional areas that you think should be included in the terms of reference for this Royal Commission?

Table 23. Comments about other additional areas that should be included in the Terms of Reference for the Royal Commission – coded free text responses.

Coded comments/themes	%
Review NDIS / NDIA	5.3%
Investigate Government services / settings (including Centrelink)	5.1%
Mechanisms for reporting / investigation / prosecution / enforcement/ redress	4.7%
Service providers	4.0%
Standards, qualifications, guidelines, training	3.2%
Legal / justice system / legal support / police	3.0%
Educational settings	2.9%
Links to human rights / anti-discrimination	2.6%
Hospital care / health care	2.2%
Composition of Royal Commission / protection for witnesses / funding to participate	2.1%
Personal relationships / family settings	2.0%
Focus on/ include people with intellectual disability	1.9%
Access services including financial / housing / medical	1.8%
No	1.6%
Improving participation / engagement	1.5%
Mental / emotional health and abuse	1.3%
Workplace / employment	1.3%
Housing / accommodation	0.9%
Community settings	0.8%
Intersectionality	0.8%
Guidelines for rectifying ongoing harm	0.8%
All areas	0.7%
Advocates	0.7%

Coded comments/themes	%
Research / data	0.5%
Psychosocial disability	0.5%
Historical abuse	0.5%
Focus on prevention	0.5%
Use of chemical treatments / restraints / restrictive practices	0.5%
Profiteering / financial exploitation in provision of care	0.5%
Define unlawful treatment	0.4%
Sexual abuse	0.4%
Young people in care / aged care	0.4%
Access to equipment / assistive technology	0.4%
Investigate deaths, including suicide	0.2%
Deaf services / inclusion	0.2%
Detention facilities, including immigration	0.1%
Children as carers	0.1%
Other	3.0%

Support services needed to support people with disability, their families, carers and advocates during the Royal Commission

Question: Which of the following supports do you think are most needed to support people with disability, their families, carers and advocates during this Royal Commission?

Table 24. Supports most needed during the Royal Commission.

Support type	%
Support to help people make a submission in the Royal Commission	89.0%
Support to attend hearings or community forums	79.5%
Translation and interpreting, including Auslan, captioning and other communication technology	72.3%
Counselling or other psychological support	70.9%
Accessible technology or equipment	70.2%
Legal advice or support	70.2%
Call centre to answer questions about the Royal Commission	59.3%
Other support to make the Commission accessible (personal support)	57.5%
Other	26.9%

Question: Other Supports

Table 25. Other types of support needed to support people with disability, their families, carers and advocates during this Royal Commission - coded free text responses.

Coded comments/ types of support	%
Accessibility and trauma-informed practice (including CALD, ATSI, LGBTI)	6.7%
All forms of support	3.1%
Objective and skilled advocacy / funded support for advocacy for Royal Commission	3.0%
Alternate forms of submission (video, audio, home visits etc)	2.8%
Ability to provide confidential testimony / protection and safety before and after / whistle-blower protection	2.4%
Adequate advertising and information / education / raising awareness / communication to reach people with disability (PwD) / families / service providers	2.3%
Accommodation / travel / transport costs	2.1%
Seek out those PwD who are not connected in / isolated / assertive outreach	2.0%
Acknowledgement of autistic/non communicative/cognitive/mentally ill/autistic/young children PwD and ability to hear their stories	1.9%
Counselling for all / peer support groups	1.6%
Personal support workers	1.6%
Funding/Financial Support	1.4%
Advocates able to appear on behalf of PwD	1.2%
Accessible in all regions	1.1%
Knowledgeable / skilled, trauma-informed call centre/email/chatroom	1.0%
Additional time	0.9%
Make up of commission	0.7%
Legal support	0.6%
Flexible scheduling of submissions	0.5%
Feedback email / or other form showing progress of submission	0.5%
Accessible information on timelines and progress of Royal Commission	0.5%
Access to redress	0.3%
Access to information and records from all departments/institutions involved - FOI	0.3%
Assistance animals (dogs etc)	0.2%
Enable legislation to be flexible to take submissions in all forms	0.1%
Childcare	0.1%