



Australian Government  
Department of Social Services

# Changing the Disability Services Act

## What people told us

Easy Read report



## How to use this report



The Australian Government Department of Social Services (DSS) wrote this report.

When you see the word 'we', it means DSS.



We wrote this report in an easy to read way.

We use pictures to explain some ideas.

**Bold**  
Not bold

We wrote some words in **bold**.

This means the letters are thicker and darker.



We explain what these words mean.

There is a list of these words on page **14**.



This is an Easy Read summary of another report.

This means it only includes the most important ideas.



You can find the other report on our website.

[www.engage.dss.gov.au/disability-services-and-inclusion-bill-2023](http://www.engage.dss.gov.au/disability-services-and-inclusion-bill-2023)



You can ask for help to read this report.

A friend, family member or support person may be able to help you.



This report includes photos of Aboriginal and Torres Strait Islander people.

It may contain images of people who have passed away.



We recognise First Nations peoples as the traditional owners of the land we live on – Australia.



They were the first people to live on and use the:

- land
- waters.



We pay our respects to Elders past and present.

They hold the memories, traditions, culture and hopes of Aboriginal peoples.

## What's in this report?

About this report 5

---

What people told us 8

---

How we changed the Bill 10

---

Contact us 13

---

Word list 14

---

## About this report



The *Disability Services Act 1986* is a law.



It explains what services the Government can provide for people with disability.

In this report we call it the Act.



We are making a new law to replace the Act.

It is called the Disability Services and Inclusion Bill.

In this report we call it the Bill.



The Bill will not change the supports you get.



We wrote a **draft** of the Bill.

A draft is a document that isn't finished.

Some things in a draft might change later.

Other people check a draft before they publish it.



We asked people to share their ideas about our draft of the Bill.



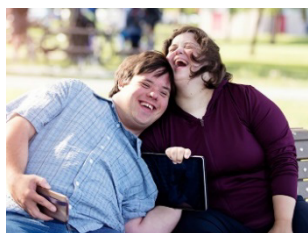
This report explains what people told us.



It also explains how we used what people told us to make the draft of the Bill better.

## Who we heard from

We heard ideas from:



- people with disability



- their families and carers



- community organisations



- **providers** – who deliver services to people with disability.



We also heard from organisations that speak up for people with disability.

## What people told us



Many people told us they liked the ideas in the Bill.



People shared their ideas about the Bill's **Code of Conduct**.

A Code of Conduct is a list of rules about how providers should behave.

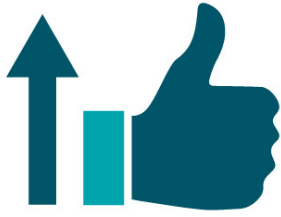


People wanted to know how we would make sure providers follow the Code of Conduct.



Many people told us they liked the words we use in the Bill because they are inclusive.





We also heard ideas about how to make the words better.



We heard the Bill should not include the meaning of the word 'disability'.

This is because it means different things for different people.



People shared their ideas about what services we should support providers to deliver under the Bill.

## How we changed the Bill



We changed our draft of the Bill based on the ideas we heard.



But there were some ideas we couldn't include because the Bill won't cover those areas.

For example, transport.

State and territory governments handle transport, not the Australian Government.



We changed some of the words in the Bill to match what people told us.



And we added to the list of the services that we will support providers to deliver.



The **minister** will be able to add other services to this list.

A minister leads an area of the government.



We used what people told us to improve how the Code of Conduct will work in the Bill.



This includes rules about how we handle **complaints**.



When you make a complaint, you tell someone that something:

- has gone wrong
- isn't working well.

We will use people's ideas to make resources about how the Bill affects:



- people with disability



- providers



- people who create programs.



This includes making sure people with disability understand their **rights** under the Bill.

Rights are rules about how people must treat you fairly and equally.

## Contact us



If you have any questions about the Bill, you can contact us.



You can email us.

[sector.engagement@dss.gov.au](mailto:sector.engagement@dss.gov.au)



You can visit our website.

[www.engage.dss.gov.au/disability-services-and-inclusion-bill-2023](http://www.engage.dss.gov.au/disability-services-and-inclusion-bill-2023)

## Word list

This list explains what the **bold** words mean.



### **Code of Conduct**

A Code of Conduct is a list of rules about how providers should behave.



### **Complaint**

When you make a complaint, you tell someone that something:

- has gone wrong
- isn't working well.



### **Draft**

A draft is a document that isn't finished.

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### **Minister**

A minister leads an area of the government.



## Provider

Providers deliver services to people with disability.



## Rights

Rights are rules about how people must treat you fairly and equally.



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