The Disability **Royal Commission** (the Royal Commission) wrote this issues paper. When you see the word ‘we’, it means the Royal Commission.

We wrote this issues paper in an easy to read way.

We use pictures to explain some ideas.

We have written 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 42.

This Easy Read issues paper is a summary of another issues paper.

This means it only includes the most important ideas.

You can find the other issues paper on our website.
You can ask for help to read this issues paper. A friend, family member or support person may be able to help you.

An **issue** is a subject or problem that people are thinking and talking about.

We have written this issues paper to find out what you and the community think about some issues.

There are some questions in this issues paper.

You don’t need to answer all our questions. Our questions are just a guide.
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What’s this Royal Commission about?

A royal commission is how the government looks into a big problem.

It helps us find out what:

• went wrong

• we can fix.
This Royal Commission is about how people with disability experience:

- **violence** – when someone hurts you physically

- **abuse** – when someone treats you badly

- **neglect** – when someone is not helping you the way they are supposed to help you

- **exploitation** – when someone takes advantage of you.
What’s this issues paper about?

This issues paper is about **culturally and linguistically diverse (CaLD)** people with disability.

CaLD people:

- come from different **cultures** and backgrounds
- speak languages other than English.

Your culture is:

- your way of life
- how you think or act now because of how you grew up
- your beliefs
- what is important to you.
CaLD people might have:

- parents who were born in another country
- moved to Australia recently
- lived in Australia for a long time.

CaLD people might be **migrants**.

If you are a migrant, you were born in another country but you live in Australia now.
CaLD people might come to Australia as refugees.

A refugee is someone forced to leave their country:
- because of violence
- so they can stay safe.

Migrants and refugees with disability can be more at risk of:
- violence
- abuse.

Migrants and refugees with disability might have had bad experiences in another country.
Migrants and refugees with disability might have bad experiences:

- while they travel to Australia
- when they arrive in Australia.

Some people from the deaf community think of themselves as CaLD.

People who are deaf or don’t hear very well:

- use their own language – Auslan
- have their own, rich culture.
Questions to think about

What does your culture understand about disability?

How does your culture talk about disability?

How does your culture include people with disability?

How does your culture support people with disability?
How does your culture welcome people with disability?

How does your culture make people with disability feel like they belong?

How does your culture keep people with disability safe?
The terms of reference

The terms of reference is a list of the things a Royal Commission must do.

Our terms of reference say we must:

- find out more about the lives of CaLD people with disability
- talk with CaLD people with disability
- include CaLD people with disability in our work.
We will make sure the voices of CaLD people with disability are heard so we can understand:

- their experiences
- the **barriers** they face
- the issues that affect them.

A barrier is something that stops you from doing something you:

- need to do
- want to do.

We want to understand how CaLD people with disability experience:

- violence
- abuse
- neglect
- exploitation.

We want to understand what we can do when CaLD people with disability experience these things.
Questions to think about

What should the wider community do when CaLD people with disability experience violence or abuse?

What should governments do when CaLD people with disability experience violence or abuse?
What we want to know more about

We want to know how CaLD communities understand disability.

We want to hear about the problems CaLD people with disability face.

They might have faced these problems:

- in the past
- more recently.

This includes when they were:

- a child
- a teenager
- an adult.

We want to find out about the good things CaLD people with disability do in their communities.
We also want to find out how CaLD communities can keep people with disability safe.

We want to hear about the experiences of CaLD people with disability when they use:

- services

- systems

Systems are things that:

- connect with each other
- work together.
For example, CaLD people with disability might use the health system.

The health system includes:

- hospitals
- doctors
- health care services
- mental health services.

CaLD people with disability might use the education system.
The education system includes:

- early childhood education
- primary school
- high school
- university
- other places people go to learn.

CaLD people with disability might be in the justice system.

The justice system includes:

- police
- the courts
- the law
- prisons.
CaLD people with disability might use services such as:

- public transport
- disability services
- accommodation services
- employment services.

Accommodation services provide homes for people with disability.

Employment means you:

- have a job
- go to work
- get paid.

Employment services help people with disability find work.
CaLD people with disability might use the National Disability Insurance Scheme (NDIS).

The NDIS is a way that people with disability get the support they need.

Questions to think about

What can you tell us about how CaLD people with disability experience:

- violence?
- abuse?
- neglect?
- exploitation?

What can you tell us about how the experience of CaLD people with disability who are:

- migrants?
- refugees?
What are the experiences of CaLD women with disability?

What problems do CaLD women with disability face?

How easy is it for CaLD people with disability to use different:

- services?

- systems?
Attitudes towards disability

We want to know more about the **attitudes** CaLD communities have about disability.

Attitudes are what you:

- think
- feel
- believe.

Different cultures can have different attitudes about disability.

These attitudes can be:

- positive
- negative.

We want to hear how attitudes affect how CaLD people with disability take part in their own community.

The wider community can have negative attitudes about CaLD people with disability.
These attitudes can stop CaLD people with disability from:

- taking part in the community
- getting the supports and services they need.

The community can have positive attitudes about CaLD people with disability.

These attitudes can help CaLD people with disability:

- take part
- get the supports and services they need.
Questions to think about

What is your culture or the wider community’s attitude towards people with disability?

How does your culture or the wider community treat people with disability?
Barriers CaLD people with disability face

We want to hear about the barriers CaLD people with disability face.

CaLD people with disability can face barriers that stop them:

- getting information
- understanding the information they get
- getting supports and services that meet their needs
- getting supports and services that are right for their culture
• being treated fairly and equally

• making a complaint.

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

• has gone wrong
• isn’t working well.

Questions to think about

How do CaLD people with disability get the supports and services they need?

What help can CaLD people with disability use to make sure they get the supports and services they need?
What barriers do CaLD people with disability face when they need to tell someone about:

- violence?
- abuse?
- neglect?
- exploitation?

What barriers do CaLD people with disability face when they make complaints?
Who we want to hear from

We want to hear from:

• people with disability

• CaLD people with disability.

We want to hear from:

• family members

• carers and supporters

• CaLD communities.

We want to hear from:

• women

• children

• migrants

• refugees.
We want to hear from different generations of CaLD people with disability.

A generation is all the people who were born and lived at about the same time.
The rights of people with disability

**Rights** are rules about how everybody should be treated fairly.

The *United Nations Convention on the Rights of Persons with Disabilities* is an agreement between different countries.

Some people call it the CRPD.

In this report we call it the UN Convention.

The UN Convention sets out the rights of people with disability.
It explains how people with disability should be treated:

- fairly
- equally.

The UN Convention says people with disability have the right to live free from:

- violence
- abuse
- neglect
- exploitation.

The UN Convention also talks about how CaLD people with disability can experience discrimination.

Discrimination is when someone is treated badly because of something about them they can’t change.
CaLD people with disability can experience discrimination because of:

- their race
- their skin colour
- the language they speak
- where they come from
- what they believe.
What affects the experience of people with disability?

People with disability can have different experiences based on their:

- age

- sex – whether their body is male or female

- **gender identity**

- sexual orientation – who they love or are attracted to.

Your gender identity is not about your body being male or female.

It is about who you feel you are as a person.

Your gender identity can be:

- male

- female

- a combination of these

- none of these.
We often say LGBTIQ when we talk about people with different:

- gender identities
- sexual orientations
- who don’t have typical male or female bodies.

LGBTIQ stands for lesbian, gay, bisexual, transgender, intersex, queer and questioning.

Question to think about

What are the experiences of CaLD people with disability who are LGBTIQ?
CaLD children and young people with disability

Young CaLD people with disability say it can be hard for them to:

- ask for support
- get services they need.

It can be hard for the parents of CaLD children and young people with disability too.

They can face challenges trying to get supports and services for their children.

Some CaLD families don’t trust government services.
For example, they might have had a bad experience with the government in:

- another country
- Australia.

This may affect who they trust.

Questions to think about

What are the experiences of CaLD children and young people with disability?

What problems do CaLD children and young people with disability face?

What is important to CaLD children and young people with disability?
Other questions to think about

What do CaLD people with disability hope for the future?

What good things is the community doing for CaLD people with disability?

How can we make things better for CaLD people with disability?

Is there anything else we should know about CaLD people with disability?
How to tell us your answers

You can send us your answers to our questions:

- by email
  DRCEnquiries@royalcommission.gov.au

- in the mail
  GPO Box 1422
  Brisbane
  QLD 4001.

Or you can speak to us on the phone:

1800 517 199
(07) 3734 1900

We are available to talk from Monday to Friday between 9 am and 5 pm.

We can make a time with you to take your response over the phone.
You can tell us:

- in writing
- in a video
- as an audio recording.

You can use:

- English
- another language you speak
- Aboriginal and Torres Strait Islander languages
- Auslan.

We would like to have everyone’s answers by 11 June 2021.

But we will still accept answers after this date if you need more time.
How will we use your answers?

All the answers people give us will help the Royal Commission with our work.

We might share your answers:

- on our website
- in reports we write.

If you let us share your answers, you can ask us not to include:

- your name
- any information about you.

You must tell us if you don’t want us to share your answers.
Word list

This list explains what the **bold** words in this report mean.

This means the letters are thicker and darker.

Abuse

Abuse is when someone treats you badly.

Accommodation

Accommodation services provide homes for people with disability.

Attitudes

Attitudes are what you:

- think
- feel
- believe.
Barrier

A barrier is something that stops you from doing something you:

- need to do
- want to do.

Complaint

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

- has gone wrong
- isn’t working well.

Culturally and linguistically diverse (CaLD)

CaLD people:

- come from different cultures and backgrounds
- speak languages other than English.

Culture

Your culture is:

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- your beliefs
- what is important to you.
Discrimination

Discrimination is when someone is treated badly because of something about them they can’t change.

Employment

Employment means you:

- have a job
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Exploitation

Exploitation is when someone takes advantage of you.

Gender identity

Your gender identity is not about your body being male or female.

It is about who you feel you are as a person.

Your gender identity can be:

- male
- female
- a combination of these
- none of these.
**Generation**
A generation is all the people who were born and lived at about the same time.

**Issue**
An issue is a subject or problem that people are thinking and talking about.

**Migrant**
If you are a migrant, you were born in another country but you live in Australia now.

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

**National Disability Insurance Scheme (NDIS)**
The National Disability Insurance Scheme (NDIS) is a way that people with disability get the support they need.
Refugees
A refugee is someone forced to leave their country:
- because of violence
- so they can stay safe.

Rights
Rights are rules about how everybody should be treated fairly.

Royal commission
A royal commission is how the government looks into a big problem.
It helps us find out what:
- went wrong
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Summary
A summary only includes the most important ideas.
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The terms of reference is a list of the things a Royal Commission must do.

Violence
Violence is when someone hurts you physically.