Our new Ageing and Disability Commissioner

Information for you

Easy Read version
How to use this fact sheet

The New South Wales (NSW) Government wrote this fact sheet.

When you see the word ‘we’, it means the NSW Government.

This fact sheet is written in an easy to read way. We use pictures to explain some ideas.

This Easy Read fact sheet is a summary of another fact sheet.

You can find the other fact sheet on our website at www.facs.nsw.gov.au

You can ask for help to read this fact sheet.
A friend, family member or support person may be able to help you.
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What’s this fact sheet about?

This fact sheet is about our new Ageing and Disability Commissioner.

In our community, we need to protect:

- adults with disability
- older people.

These people are vulnerable – they are more at risk of:

- abuse – when someone hurts you or scares you
- neglect – when someone doesn’t care for you
• exploitation – when someone makes you do something you don’t want to do.

We must make sure they’re safe when they get care and support in their:

• homes

• communities.

We will have an Ageing and Disability Commissioner.

In this fact sheet, we call them the Commissioner.
The Commissioner will start on 1 July 2019.

The Commissioner will better protect:

- adults with disability
- older people.

When they are in:

- their homes
- the community.
Why do we need the Commissioner?

We need to protect adults with disability and older people from:

- abuse
- neglect
- exploitation.

Some recent reports have told us that we need to do more to fix this problem.

These reports include:

- a report into how the National Disability Insurance Scheme (NDIS) is going in NSW
- a report about the abuse and neglect of vulnerable adults in NSW
• a review of the Guardianship Act

• the 2016 Parliamentary Inquiry into Elder Abuse.

The Commissioner will work to fix the problems these reports talk about.
What will the Commissioner do?

The Commissioner will:

• look into stories of abuse, neglect and exploitation

• support vulnerable adults and their families after looking into their stories

• tell the government how to make adults with disability and older people safer

• make sure more people know:
  o how to prevent abuse
  o when abuse is happening
  o what to do about abuse
• run the Official Community Visitors program. 
   Official Community Visitors make sure people with disability are getting good services.

The Commissioner will have enough power to look into issues properly.

The Commissioner will be able to:

• investigate things without the Government telling them to 

• collect the proof they need
• share information they find.

The Commissioner will be independent - they will not be directed by a minister.
How will the Commissioner work with other agencies?

NSW Police will have new Elder Abuse Officers.

These officers will be working with the Commissioner to:

- look into the abuse of older people
- stop this abuse happening.
The Commissioner will work with the agencies who protect people when they are getting:

- disability services
- aged care services.

The Commissioner will run the NSW Elder Abuse Helpline and Resource Unit.

It will be even stronger because it can look into stories of abuse.
Who should I talk to before 1 July 2019?

The Commissioner starts on 1 July 2019.

If you need help before then, you can:

**Report elder abuse to:**
NSW Elder Abuse Helpline and Resource Unit
1800 628 221

**Report abuse of a person with disability to:**
National Disability Abuse and Neglect Hotline
1800 880 052

**Make a complaint about a disability service provider to:**
NDIS Quality and Safeguards Commission
1800 035 544
Make a complaint about an aged care service provider to:
Aged Care Complaints Commissioner
1800 550 552

If you need urgent help call 000.
Ask for the police.

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