

OFFICIAL: Sensitive.

17 August 2022

Dear Ms Russell,

Thank you for your organisation's submission to the Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability.

Your submission was received on the 15 June 2022. We have now read the submission of your organisation, **Invisible Disabilities Australia**, regarding the widespread and broad lived experiences of Australians living with Invisible Disabilities. We greatly appreciate the time and energy your organisation has spent in making this submission, and your organisation's general enthusiasm to contribute to both our work and to improving the lives of those suffering from Invisible Disabilities. We acknowledge the importance of mutual recognition, support, and safe zones, so that persons with disabilities can participate in standard civilian activities without their condition, and/or mental health, being exacerbated or undermined by the ignorance of those they are interacting with. We are sorry to hear of the verbal and physical abuse endured by some of your participants but are pleased to hear that your National Communication ID Cards, Lanyards and Bumper Stickers have alleviated some distress with your participants.

Further, thank you for shining light on the need to develop a National Framework for more accessible Covid Testing and Vaccination centres throughout Australia. We acknowledge your organisation's efforts in lobbying same with government and your recommendation this initiative be considered a matter of national priority.

We have ensured your organisation's submission has been brought to the attention of the relevant teams within the Royal Commission.

Please note that for your participants' submissions to be taken into account in preparing the Final report the Royal Commission will need to receive them no later than 31 December 2022. We are unlikely to use submissions received after this date in our work or count them in our statistics. Your participants are encouraged to contact our office to discuss the options available to them for sharing their lived experiences.

We again sincerely thank you for your contribution to the work of the Royal Commission.

Kind regards,

Submissions

*Royal Commission into Violence, Abuse, Neglect
and Exploitation of People with Disability*

T: 1800 517 199

E: DRCsubmissions@royalcommission.gov.au

P: GPO Box 1422 Brisbane, Queensland, 4001



Royal Commission
into Violence, Abuse, Neglect and Exploitation
of People with Disability

We acknowledge the traditional custodians of this land and
celebrate their ongoing culture and contribution to society.

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Dear Ms Russell,

Thank you for providing the Royal Commission with a copy of your creative Submission. It was a fantastic snapshot of your National Communication ID Cards and Lanyards offerings which has been circulated with the relevant teams across the Royal Commission.

We are encouraged to hear that your organisation considers the important intersect for older persons identifying as persons with disabilities as they commonly suffer from compounded marginalisation in society. We would greatly appreciate hearing of these experiences through a further submission by you as it is evident that your organisation has promising practices, innovations and recommendations that can assist in achieving a more inclusive Australia.

In order to facilitate a new, or further, Submission/s, the Royal Commission can assist with:-

- organising a telephone submission with one of our Intake and Counselling Officers;
- organising a weblink be sent to you or a participant;
- organising an email be sent to you or a participant;
- organising a text message be sent to you or a participant; or
- organising a hard copy of the application form to be sent to you or a participant.

Please note we will endeavour to tailor the Submission process to the needs of any participant should we be made aware of the participant's needs prior to making contact.

Unfortunately the registration for private sessions was closed in June 2022.

We are looking forward to your next Submission and hope it covers the topic of 'Disability Transport Standards Reforms' as previously foreshadowed.

Please note our correspondence is not confidential and it would not disadvantage your Submission for you to distribute the content of our emails with your participants. We hope by doing so, you are able to encourage your participants to engage with us and share their lived experiences. We would be pleased to hear from them and can, of course, offer tailored communication to suit their needs.

Please note we have been circulating your organisation's contact details with persons who identify as living with invisible disabilities, as an additional support option, with the aim of connecting people with appropriate supports throughout this process.

We again sincerely thank you for your contribution to the work of the Royal Commission and your advocacy for persons with disabilities.

Kind regards,

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Dear Lynn,

Thank you for providing Invisible Disabilities Australia's submissions to the Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability.

Your submissions were received on 30 December 2022. We have now read all of the documents you provided via drop box link. We thank you for sharing accounts of the experiences of people with invisible disabilities navigating air travel, public bathrooms, discrimination in employment, and their positive experiences of using the IDA lanyards and cards. We also express our gratitude for your extensive advocacy work for people with invisible disabilities.

While the Royal Commission is unable to resolve individual cases, submissions such as those you have provided help us to develop an understanding of systemic issues.

We have ensured that your submissions have been provided to the relevant teams across the Royal Commission. We greatly appreciate the time and energy you have spent in making your submissions

How your organisation's information will be used

All submissions we receive contribute to the Royal Commission's work.

Your organisation's submission will help us to:

- identify the extent of the problem
- understand more about the systems and contexts in which abuse is more likely to occur
- develop an understanding of the impacts on people with disability, their families, support people and our community
- gather information relevant to our investigations and research programs
- hear different views.

We may want to contact you to discuss aspects of the information you have provided. Please let us know if you do not wish to have any further contact from the Royal Commission. Please also let us know if there are any further supports, contact preferences or adjustments that would support you to participate.

Independent support services

[Blue Knot Foundation](#) has been funded by the Australian Government to provide trauma informed telephone counselling for people engaging with the Royal Commission. The phone number for Blue Knot is 1800 421 468 (open 9:00am to 6:00pm weekdays or 9:00am to 5:00pm weekends AEDT) or emailing helpline@blueknot.org.au. We also have internal support services available.

[Your Story Disability Legal Support](#) is a national legal service independent from the Royal Commission. It can provide free and independent legal advice. The service can be contacted via free call on 1800 771 800 between 9:15am to 5:15pm AEDT, Mon – Fri, excluding public holidays.

Follow our work

The Royal Commission has resumed Public Hearings. Public hearings are live streamed on our [website](#) and recordings of previous hearings of the Royal Commission can also be accessed there. Our website also provides upcoming dates for Public Hearings.