



# Changing services



Easy  
Read

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In this Easy Read document, hard words are in **bold**. We explain what these words mean in the sentence after we have used them.



Some words are [blue and underlined](#).  
These are links that will go to another website which has more information.

# About this report



This report is from Gerard Quinn, who is the **Special Rapporteur** on the rights of persons with disabilities.



He helps countries understand how to make sure the rights of persons with disabilities are respected.



A **Special Rapporteur** writes reports for the **United Nations**. Every year he writes reports about the **human rights** of persons with disabilities.



The **United Nations** (UN) is an organization made up of many countries working together. It works to make the world a safer and better place.



**Human rights** are the things that every person should have or be able to do, by law.



This is an Easy Read version of the Special Rapporteur's report of 2023 (A/HRC/52/32) on services and support for persons with disabilities.

This report explains:



- How services for persons with disabilities help them to make choices for themselves and live in their local community.

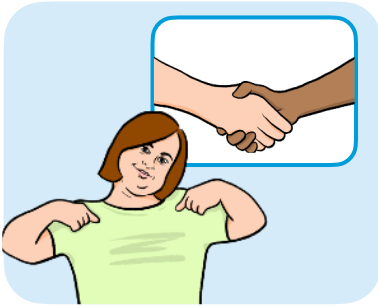


- How different countries are changing their services for persons with disabilities.



- What countries should do differently to support persons with disabilities.

# Living well in the community



An **international agreement** called the United Nations Disability Convention says persons with disabilities have the same human rights as everyone else.



An **international agreement** is something that has been agreed by countries around the world.



In this report, we will call this agreement 'the Disability Convention'.



These human rights include being able to make choices for themselves and live in their local community.



Good support helps persons with disabilities to get their rights.

They may get support from:



- The government.



- Local organizations and charities.



- Their families and local communities.



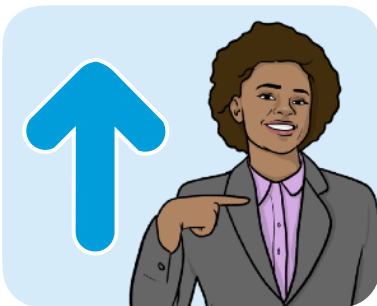
- Companies.



More persons with disabilities are being included and making choices for themselves than in the past.



Governments have new ways of supporting persons with disabilities to live well in the community.



Companies are doing more to support persons with disabilities than they used to.



This means that more persons with disabilities should get the chance to live well in the community than in the past.



The Special Rapporteur thinks that countries need to do more to make sure persons with disabilities get as much support as they need to live well in the community.

# Changing services



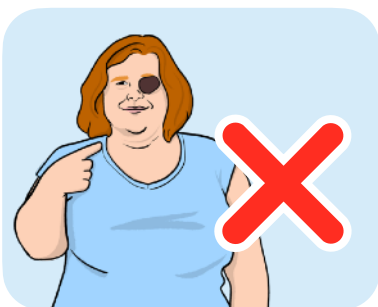
Many persons with disabilities need services to support them to live well.



But it is important that services treat persons with disabilities as people.



In the past, services often treated persons with disabilities as sick.



They were not allowed to take control of their own lives.



## Services should:



- Listen to what persons with disabilities say.



- Support persons with disabilities to make choices about their lives for themselves.



- Help persons with disabilities to be involved in their local community.

# Your rights to have support



Everyone who needs support has a human right to get it.



There are laws about this, which many countries have agreed to follow.



The Disability Convention is the main law that they should follow.



It makes a big change for persons with disabilities to be treated in the same way as everyone else.

When countries agree to the Disability Convention, they say they will make sure persons with disabilities get the right support to:



- Control the way they live.



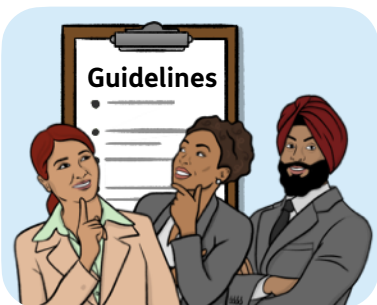
- Take part in the local community.



It also means that countries must change the support services to make sure persons with disabilities get their human rights.



Part of the UN, called the Committee on the Rights of Persons with Disabilities, wrote **guidelines** to help countries make this change.



In this report, **guidelines** are ideas that countries can follow to best support persons with disabilities.

These guidelines say that:



- Countries should write laws that help persons with disabilities to make choices for themselves.

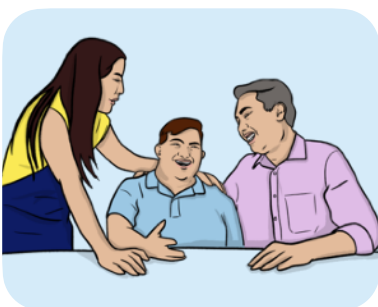


- Persons with disabilities should live at home, and not in an **institution**.

**Institutions** are places where some persons with disabilities live for a long time. Sometimes they are called long-stay hospitals or mental health hospitals.



- Countries should give persons with disabilities some money and support to make choices for themselves.



- When a person with a disability wants to get support from their family, countries should help families to do that.

# What different countries told us



The Special Rapporteur asked different countries, organizations and people what they thought about changing services.

He found out that:



- Many services still do not treat persons with disabilities as people.

This means they do not always get the chance to be included and make choices for themselves.



- In many countries, persons with disabilities are not getting the rights countries agreed they should get.



- Countries are not always using new ideas and **technology** to support persons with disabilities.

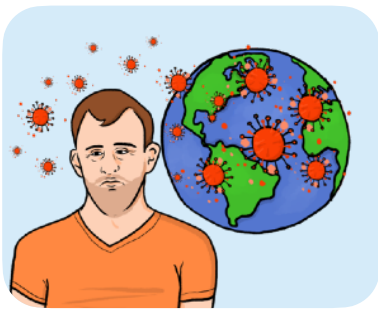
**Technology** is gadgets and equipment that help people.



He also found out that countries need to make new laws to make sure persons with disabilities get their rights.

Here is what some of them said:

## Covid-19



Many countries said that Covid-19 had meant that supporting persons with disabilities was harder.



But Covid-19 had also helped them to realise that they needed to change how they supported persons with disabilities.

## Making choices



Some countries said they do not always allow persons with disabilities to make choices for themselves.

# Including people

Service user



Some organizations said that the words services use to talk about persons with disabilities are unhelpful.



They said that services do not always think about people as being different.



Sometimes, people think badly about persons with disabilities.



This can mean persons with disabilities are not included in their local community.



Many people agreed that countries need to do more to support persons with disabilities to be included in the local community.

## Giving people money for their support



Only some countries said that they give persons with disabilities money to help pay for their own support.



Some countries are looking at ways to give persons with disabilities some money to help pay for their support.

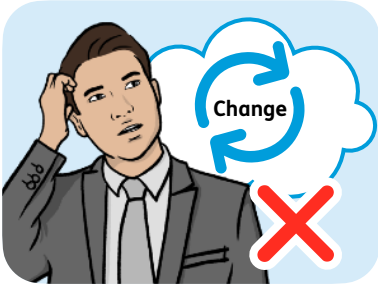
## Helping people get more money



Most countries do not have special ways of helping persons with disabilities to get more money.



# Choosing services to work with



Countries told us that they do not usually think about whether they are changing how persons with disabilities get services.



Services should say what they will do to make sure people get their rights.



Countries should not work with companies that have broken the rules in the past.



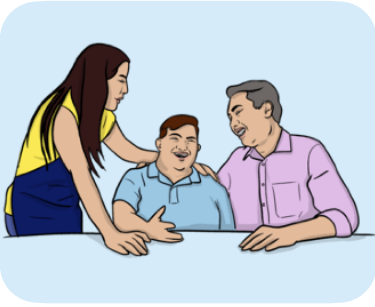
Countries should think about which services persons with disabilities want.

## Staff



Almost all countries told us they are finding it difficult to find enough staff to give persons with disabilities the support they need.

# Families



In many countries, families give persons with disabilities the support they need.



Many countries do not give enough support to persons with disabilities because they expect families will do that anyway.



This is not fair, especially to women, who often leave their jobs to support a family member with disabilities.



Countries should think about this more.



They should change their services so that persons with disabilities can get support from families in a good way if they want to.

## Services



Some countries said that they make sure services listen to the choices of persons with disabilities.

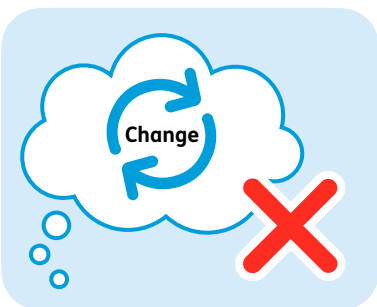


But many countries said they do not check this.

## War



Some countries, where wars had happened, said they got help from other countries to support persons with disabilities.



Countries had not thought about changing services for persons with disabilities while war is happening.

## Finding out information



Very few countries said they had found out information about the how services and support work out for persons with disabilities.

## Technology



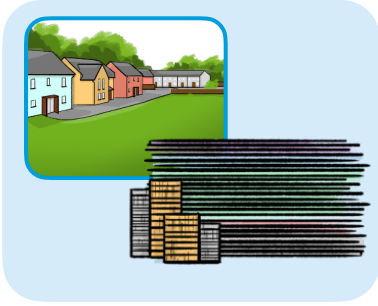
Some countries are using technology to support persons with disabilities.

## Different ways of living



People in some countries support each other differently than in other countries.

## Costs

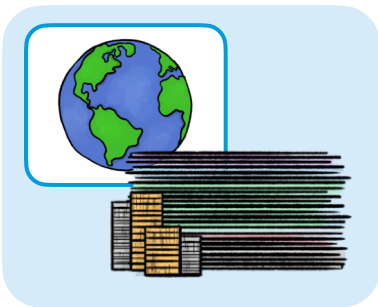


Some countries have told us that it costs more to support people to live in the community.



But they don't know about how spending more now can save money, and help them even more in the future.

## Support from other countries



Some countries get money from other countries to help them run their government.



They told us that they would find it difficult to change how they support persons with disabilities without this money.



Countries that give money should say that it needs to be spent on helping persons with disabilities to live in the community.

## Housing



Many countries said that it was hard to find persons with disabilities the right places to live.



Services that support persons with disabilities should work more with housing services.

# What we found out

After looking at what different countries are doing, the Special Rapporteur decided that:



- Countries have a lot of ways to improve and change services for persons with disabilities.

- Persons with disabilities need support in a way that:



- Includes them.



- Helps them to make choices for themselves.



- Governments, companies, charities and other organizations need to work together.

The Special Rapporteur also decided that:



- Persons with disabilities should be able to choose support, and not just get care from institutions.



- Countries should ask persons with disabilities what they need and want.



Too many services call persons with disabilities 'clients', 'consumers' or 'service users' and not people.



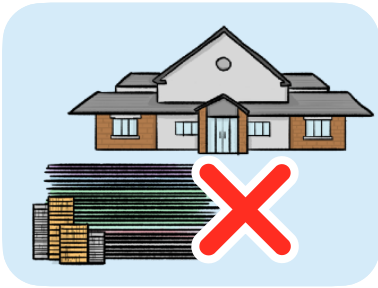
Countries need to find new services and new ways of giving support.



Countries should have new ways of checking people are getting the support they need.



Countries and organizations that give money to other countries, that have less money, should check that:



- The money they give is not paying for the wrong kind of support.



- They support projects that include people.



Companies can do a lot to change the lives of persons with disabilities.

They have to:



- Think about persons with disabilities.



- Make sure the way they work does not take away the rights and choices of persons with disabilities.



In 2011, the UN wrote guidelines to help countries and companies follow human rights.



Some countries and companies are trying to work better for persons with disabilities.



But more should be done.

# What we think should happen



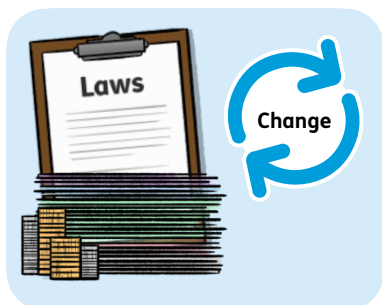
The Special Rapporteur has suggested some changes that different organizations should make:

## Countries

Countries should:



- Look at what services they have to support persons with disabilities.



- Think about changing the law, and how they give organizations money, to help services to change.



- Give money to services that support persons with disabilities to make choices for themselves.

Countries should also:



- Make sure that persons with disabilities are included and can choose support for themselves.



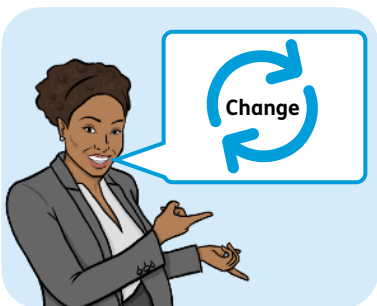
- Ask persons with disabilities for help to write plans for changing services.



- Make sure that families who care for persons with disabilities get support.

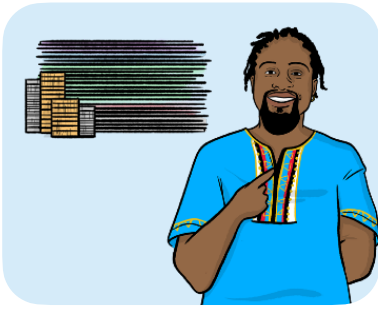


- Make sure that persons with disabilities who get support from their families have chosen this.



- Let the public know about the changes they are making.

Countries should also:



- Give money to persons with disabilities to let them choose and pay for the support they need.



- Write rules for services to support persons with disabilities to make choices for themselves.



- Write plans to help persons with disabilities to get more money and take part in the local community.



- Write new rules for all services to follow.



- Help services to think of new ways to support persons with disabilities.

Countries should also:



- Check that services follow the rules.



- Support services that are led by persons with disabilities.



- Think about spending more on services, as long as those services include persons with disabilities.



- Only give **licences** to services that include persons with disabilities.

**Licences** are documents that you need by law to do something, like a driving licence.



- Think of how services could compete against each other to support persons with disabilities in the best way.

Countries should also:



- Write a plan to make sure there is enough workers in services, and support to persons with disabilities.



- Look at using new technology to help services give persons with disabilities support.



- Have ways for people to complain about services, and take complaints seriously.



- Check whether new plans are helping persons with disabilities.

# Companies and charities

Companies and charities should:



- Check that they are including persons with disabilities.



- Write plans for how they will make sure persons with disabilities get their rights.



- Check that they work in a way that follows what the UN says about persons with disabilities.



- Make sure that everyone who works for them knows about and follows what the UN says about persons with disabilities.



Companies and charities should also:



- Have ways for people to complain.



- Have places for persons with disabilities on their **board**.

A **board** is a group of people who are in charge of a company or charity.



- Include persons with disabilities when they make new services.

Companies and charities should also:

- Treat staff who support persons with disabilities well, by:



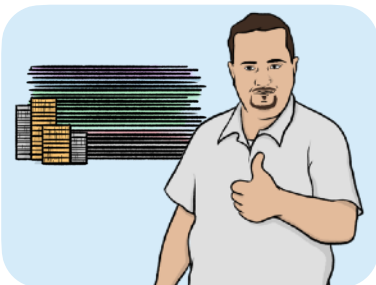
- Giving them training.



- Helping them to get better jobs.



- Listening to what they say.



- Paying them well.



- Work with other companies and charities that include persons with disabilities.

# Organizations of persons with disabilities

Organizations of persons with disabilities should:



- Have **campaigns** to change services.

A **campaign** is work to try and change something.



- Take part in changing services.



- Work with other organizations of persons with disabilities.



- Give training to persons with disabilities to help them to change services.

Organizations of persons with disabilities should also:



- Help persons with disabilities to be in charge of services.



- Work with companies to help them to change.



- Check that governments are following what the UN says about persons with disabilities.

# The UN

The UN should:



- Help the Committee on the Rights of Persons with Disabilities to carry on helping countries to change.



- Help the **World Bank** to support countries to change.

The **World Bank** is an organization that gives countries money.



- Make sure that UN organizations that support persons with disabilities:
  - Include persons with disabilities.
  - Support persons with disabilities to make choices for themselves.



- Make sure all parts of the UN think about supporting persons with disabilities to make choices for themselves.

# Countries and organizations that give money

Countries and organizations that give money to countries with less money should:



- Stop giving money to services that do not give persons with disabilities their rights.



- Support services to work in new ways.



- Help persons with disabilities to:
  - Speak up about services.
  - Be in charge of running services.



- Check that their money is giving persons with disabilities their rights.