



Lifestyle in Supported Accommodation (LISA) Inc.

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“Behind the Abuse and Intimidation of Vulnerable People”

Behind the recently reported abuse of people with disabilities are the layers of cover-up by, and the intentions of the Department of Human Services to hunt-down whistleblowers – employees who expose the department’s questionable management of its services for vulnerable people, such as those with intellectual and multiple disabilities.

This consistent covert culture protects the department’s overall reactive mismanagement from consumer and public scrutiny, says Mr Tony Tregale, coordinator of community group – Lifestyle in Supported Accommodation Inc.

The department’s old guard recently won the right, against LISA’s legal team at VCAT, not to release to consumers and the public the independent accreditation reports of all group homes and day services throughout the state. The department is currently fighting not to release the KPMG report on staff attitudes towards those in their care - vulnerable people.

Mr Tregale says this state government department is a law unto itself. There is no one willing or able to effectively question and correct the systemic management actions of this department in relation to consumer complaints regarding the level and quality of its services.

Government departments are instigated, regulated and funded by government. It should, therefore, be the responsibility of government to direct and control these departments where consumers and the public are identifying service level and quality concerns. But they don't!

Our repeated calls for who is responsible for correcting the systemic management failures of this government department, is falling on deaf government ears – It is a big too hard basket for government, says Mr Tregale.

The objective of LISA Inc is to empower and support families with a member with an intellectual or multiple disability who is living in supported accommodation to better understand service provision procedures, care policies, standards and values, and thereby be better positioned to scrutinise service providers. And, to lobby service providers for consistent and meaningful provision of quality of life care.