



Lifestyle in Supported Accommodation (LISA) Inc

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The Community Visitor Program, Office of the Public Advocate, Victoria

Under section 30 of the Disability Act 2006, the function of community visitors is to visit, unannounced, residential services, throughout the state, for people with disabilities, these being mostly those with intellectual or multiple disabilities, and to inquire into the level and quality of services and any complaint made by a resident.

Yet where residents have little or no intellectual or communications ability to meaningfully evaluate the service they are receiving, they are not represented within the service evaluation or the service report, as both the Office of the Public Advocate and the Department of Human Services do not accept such residents need to be independently represented.

Mr Tregale, Lifestyle in Supported Accommodation Inc., says there is very little independent evaluation of services for people who cannot speak for themselves and are behind the closed doors of group homes.

The Community Visitor Program is one evaluation process having legal access to group homes – a service evaluation program which has been watered-down and gagged, in recent times, by bureaucrats wanting a quiet-life.

It is a gross denial of reasonable human rights that the residents, whose home it is, are left out of the service evaluation process, Mr Tregale says.

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.