



Lifestyle in Supported Accommodation (LISA) Inc

Tel: 03-9434-3810. Mob: 0409-404550. Email: vk3gg@optusnet.com.au.

Web: www.lisainc.com.au

MEDIA RELEASE

27 June 2017

For Immediate Release

Parents Punished by State Government Department

The Department of Health and Human Services, Victoria, has placed unjustified restrictions on a family for daring to question the level and quality of support services provided by this department to their son with disabilities.

This department imposed a restrictive practice directive, called a “Communications Plan” on the family, on the grounds they stress department management by asking why support services are not consistently implemented within the department’s very extensive and very comprehensive care policies standards and values.

The department, (a) refuses to provide a copy of their policy under which the ‘communications plan’ was made, (b) refuses to provide detailed evidence for their claims, (c) had no review process prior to being advised to do so by the Ombudsman and, (c) did not, according to the department’s FOI division, document the process and results of the review.

Both the Ombudsman and the Disability Service Commissioner see no fault in the department’s third world style justice of making a guilty charge and conviction without providing support evidence – an infringement of natural justice.

The family is concerned such un-democratic practices will permeate into the NDIS process, where the intention is quite the reverse – This being the consumer (person with disabilities and their stakeholder/s) shall be valued and encouraged to scrutinise support service level and quality as tools to service improvement.

Tony & Heather Tregale
Coordinators, LISA Inc.

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.