

Submission

No 52

Outsourcing Community Service Delivery

Name: Mr John Delac

Date Received: 3/05/2012

April 15, 2012

With regards to (Inquiry): Outsourcing Community Service Delivery

Dear Sir/Madam,

I am an employee of the Department of Ageing, Disability and Home Care Family and Community Services. For the past 18 years I have been employed as a Disability Support Worker caring for our clients living in group homes.

During this time I have had ongoing contact with various privatised Adult Day Programs (ADP) and have formed a negative view regarding services to the most vulnerable people in our society. I would like to share with you some of my experiences with these NGO's.

We have living in our group home one client who attends Autism Spectrum Adult Day Program (Aspect) two days per week. The service offered does not meet our client's needs despite our client being on the Autism Spectrum.

Some examples of needs not being met are:

- Outings are not permissible for our client.
- Service provision has been cutback from 20hrs p/w to 8hrs p/w.
- Billing services are questionable – to this day our client has never been billed for services rendered.
- Complete absence of critical daily written communication and forward planning tools.
- Lack of stimulation for our Client and frequently segregated.
- Ineffectual staff on the coal face.

In my view the NSW Disability Services Standards are not being upheld by this NGO, on many levels it is in direct breach of the NSW Disability Services Act. Under the previous structure the government run ADP had no such issues with rights, trust, individual needs, service management, duty of care, participation and integration were all held in high esteem.

Yours sincerely,

John Delac