

Submission

No 37

Outsourcing Community Service Delivery

Name: Mr Theis Dencker

Date Received: 27/04/2012

To whom it may concern

It has come to our attention that the NSW Parliament is currently conducting an inquiry into the "contracting out" of ADHC services. As professional clinicians working for ADHC we wish to express our concerns on the following grounds:

ADHC currently provides a world class disability service to parents and individuals with intellectual disabilities. It is our belief that non-government services or contracted services can not provide a similar level of service and care to such individuals. Our experience in dealing with contracted services/non-government services is that they do not have the same amount of services, clinical specialist, expertise, general staff, systems and policies and procedures that we currently are able to provide. This inevitably means that the service they provide is not up to the standard that we currently provide to parents and individuals with disabilities.

Though non government /contracted services do provide a level of choice in terms of parents seeking help in the end if the standard of care is not high the inevitable outcome is that the referral ends up with us. We then have to provide the required standard of care that was needed to assist the parent, service, group home or person with the disability.

Our experience with non-government group homes is similar in that they generally do not provide the same high level of care that ADHC group homes currently provide i.e. staff training and support, supervision, Individual Planning systems, note: this includes comprehensive health care plans and support, environmental analysis, client risk profiles, behavioural support and communication systems etc).

Our overall view in terms of any privatisation of disability services is that it means cost cutting and the results is a lower level standard of care for the person with the disability and the people caring for that person.

Thank you for taking into account our concerns

Yours sincerely

