

**Submission**

**No 50**

# Outsourcing Community Service Delivery

**Date Received:** 1/05/2012

2 PAGES  
INCL COVER

Bjarne Nordin

The Committee Manager

Committee on Community Services

Parliament House Sydney

Fax 9230 3309

I write with concern regarding transferring Housing Disability Services to the non government agencies.

My son           intellectually disabled and suffering bipolar has been cared for in both non government and government agencies for more than 30 years.

He experienced a profound difference in the level of care in both cases.

The non government situation varied from good to negligent and in one case criminally culpable.

Invariably it was government medical services that repaired the damage.

The government group homes where           has been resident for around 20 years have been excellent. Each person has an individual case management plan .Problems that arise are dealt with according the particular situation.

As his mother I am kept informed constantly of his welfare.

The home itself is well ordered and the residents have a sense of well being.

The main difference I see is that the government service has accountability.

I feel it is more difficult to oversee non government services.

When things go wrong the resident suffers in non government service and the community must pick up the pieces.

Yours Truly,