

11 November 2010



Legislative Council
Standing Committee on Social Issues

**Inquiry into services provided or funded by the
Department of Ageing, Disability and Home Care**

The Chair of the Standing Committee on Social Issues, the Hon Ian West MLC, today tabled the final report of the Inquiry into services provided or funded by the Department of Ageing, Disability and Home Care (ADHC).

Mr West said "With the imminent announcement of Stronger Together II there is a unique opportunity for positive change to be embedded in the New South Wales disability service system. Following the many achievements of the first phase of Stronger Together, there is great anticipation of what the second phase will bring."

"The Inquiry served to remind us of the importance of disability services being planned and delivered in a way that enables people to live with maximum choice, flexibility and control over their lives." The important role played by carers was also acknowledged by Mr West, who stated that "The disability service system would not function without the 750,000 unpaid carers, so it is vital there is a process established to prevent carers from having to experience a crisis before receiving support."

Mr West said "While the move towards a person-centred approach to service provision is unarguably supported by the Committee and Inquiry participants, there are still many people who do not receive essential planning, services, support and the basic quality of care they both need and deserve. Unfortunately, we heard from many service users and carers for whom the current service system creates unnecessary challenges, rather than helping to ease the unimaginable burden many of them face on a daily basis. I hope that the recommendations we have made can help improve the support provided to these service users and carers and improve the rate of compliance with the New South Wales Disability Service Standards."

The report was unanimously endorsed by the Committee. Some of the key recommendations contained in the report include: the creation of an independent agency to monitor service quality and compliance, handle complaints and manage third party accreditation of disability service providers; the provision of at least \$2.5 billion for phase two of Stronger Together; the provision of free interpreter services for people with disability who are from non-English speaking backgrounds and an increase in the number of supported accommodation placements available.

To obtain a copy of the report either visit the NSW Parliament website at www.parliament.nsw.gov.au/socialissues, or contact the Committee secretariat on (02) 9230 3504 or email socialissues@parliament.nsw.gov.au.

For further comment please contact the Hon Ian West MLC

Committee Chair, on 9230 2052

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