## WE LIFE WITHOUT BARRIERS VE

## Statement to Four Corners Program 10 November 2016

- Like all accredited residential care providers, Life Without Barriers is subject to regular quality improvement reviews by respective state and territory regulatory bodies.
- Life Without Barriers has stringent review and assessment processes in place to ensure our carers provide young people with the highest possible standard of care in a safe, secure and stable environment.
- Reports of misconduct are taken very seriously and all complaints are thoroughly investigated and involve independent investigators when required.
- All Life Without Barriers staff and carers undertake a full and thorough assessment process including
  police checks of criminal history; working with children checks; personal reference checks; and
  health and medical reviews.
- All staff are provided with ongoing training and support.
- The 2011 NSW Ombudsman's Inquiry into Life Without Barriers was integral to refining, reviewing and improving our approach to delivering services and providing support to young people in our care. We are committed to ongoing improvement.

## **Placement Policy and Procedures**

- The process of placing children in residential care varies slightly between States and Territories.
- The relevant State or Territory department contacts Life Without Barriers with information about a child requiring care and provides initial guidance on whether the child is to be placed with a carer or in a residential group home.
- Information about the needs of a child or young person is sometimes limited, particularly when they have only recently been removed from the care of their parents.
- Life Without Barriers completes a full assessment to determine whether it can meet the needs of the child, taking into account advice from the relevant government department, available accommodation and any risk factors.
- Life Without Barriers reviews placements if concerns emerge about the suitability of a placement for a particular child or young person. This can occur when new information comes to light that was not available at the time of the placement, or when there has been a change in the placement that adversely affects the compatibility of the children and young people in the placement. A review can result in the provision of additional support to maintain the placement, or changing the placement.