

22 March, 2017

Mr Linton Besser Four Corners ABC Ultimo Centre 700 Harris Street Ultimo NSW 2007 E: Besser.Linton@abc.net.au

Dear Mr Besser,

We understand that Four Corners has been researching aspects of the Disability Services sector.

As one of over 1,100 disability services providers in Australia, Lifestyle Solutions has an absolute commitment to protect the over 1,500 people we support and our more than 2,000 dedicated staff.

We operate in accordance with contractual requirements of government funding departments in each state and territory in which we provide services. We are also accountable to other independent government agencies such as the NSW Ombudsman and the Office of the Children's Guardian who provide oversight and, in some cases, accreditation to operate.

Our funding bodies include:

- Department of Family & Community Services NSW
- Department of Communities, Child Safety and Disability Services QLD
- Department of Children & Families NT
- Department of Health NT
- Disability Services Commission WA
- Child Protection Family Services WA
- Department of Health & Human Services Victoria
- Department of Health & Human Services Tasmania

We are also a registered provider of supports with the National Disability Insurance Agency.

Your questions relate to specific matters dating back to 2009. We are deeply saddened by these matters and realise the impact on families and other people we support.

The majority of matters have been the subject of extensive reviews by relevant regulatory bodies. Where shortcomings were identified, the findings have informed improvements in our policies and procedures. Some of the matters you have referred to remain the subject of regulatory review and it would therefore be inappropriate to speculate on findings.

As an organisation we continuously review and implement advancements to strengthen our policies, procedures and management frameworks to deliver the best services possible.



Our quality, compliance and risk management systems include:

- Compliance with government protocols for working with children and people with disability;
- Compliance with strict procurement and acquittal rules that are attached to the securing of government funding (over 90 percent of funding for Lifestyle Solutions comes from government);
- Regular formal performance and financial reviews with all government agencies to ensure client outcomes are achieved and government funding is allocated to the correct programs;
- Transparent and frequent reporting to our board of the outcome of these audits;
- A co-ordinated approach to identifying and managing chronic health risks and implementing health care plans for the people we support;
- A team of specialists that provide clinical and behaviour management support;
- Ongoing staff training and development;
- A process for people we support and their families to raise complaints;
- A whistle-blowing policy that encourages employees to share any concerns.

The future success of the implementation of the National Disability Insurance Scheme relies in part on a dedicated and sustainable non-government disability services sector.

Our staff work hard to make a genuine contribution, often taking on some of the most complex and challenging matters. In the context of the 1,500 people they care for on an ongoing basis they do very good work.

Yours sincerely,

Indrew Hyland

Andrew Hyland Chief Executive Officer Lifestyle Solutions (Aust) Ltd