

Maxine Longbottom

8th August 2014

Dear Ms Liveris

My daughter lives at Hyland Way Wilson. She has been residing there for 14 years and prior to that was in other residences run by DSC.

In October of last year I happened to see a small article in the press advising of the privatisation of DSC run homes. Following this I received a letter advising the same but no actual explanation as to why.

There was no consultation with families regarding any of this and further enquiries to various members of DSC provided no satisfactory answers.

Earlier this year I had a visit from [redacted] who is apparently my Transition Officer. He gave me a list of Non Government Organisations from which I was to choose a suitable group for my daughter. As I have had no connection with any of these groups this was quite a daunting and stressful task.

One reason given for this change has been the NDIS which supposedly is all about people having choices. When it was suggested that my choice was DSC this was not acceptable.

I am very concerned about the lack of Duty of Care being shown by the Department and the anxiety it is causing families. Many of the parents of the residents are quite elderly and where they were very comfortable with the care their children or family members were receiving this has been taken away and created a situation that many are unable to cope with.

The staff members currently employed in the houses have been associated with our families for a very long time and I know my daughter looks upon them as extended family as many of the other residents do also.

Perhaps if some compassion was shown and also some honest answers were given we may feel a bit more comfortable. The residents in these homes are people and not just numbers and names in a book.

Many people I have spoken to from many different houses all feel the same and we want some justification for this debacle.

I would like to request an enquiry to this transition and explanations as to why.

Yours sincerely

Maxine Longbottom