

LIFE WITHOUT BARRIERS

1 March 2023

STATEMENT FROM THE BOARD

We have carefully followed the hearings and other important work of the Disability Royal Commission since its inception. The work of the Disability Royal Commission has already provided many valuable learnings that have been integrated into the way we engage and work with our clients, their families and supporters and we are looking forward to the further insights and reforms that will follow publication of the Commission's final report and recommendations.

In particular, the Board has drawn many reflections from the evidence given in Public Hearing 20 and we express our gratitude to all the witnesses who gave evidence at that hearing, particularly our current and former clients and their families.

As a Board and organisation, we accept accountability for the failings identified by Public Hearing 20 as demonstrated by our public apology offered in December 2021 and we again express our deepest regret for those failings.

The role of the Board is in part to assess the appropriate actions to take when our services do not meet our expectations and commitments or those of our clients and their families. In this case, we have acknowledged our failings, apologised sincerely, listened deeply, reflected and taken action to improve the systems and responses which did not, at the time, provide the necessary protections.

While many improvements have already been implemented, we are continuing to work with our Executive Management Team and Chief Executive Officer to continue to implement the learnings from Public Hearing 20. We are committed to holding ourselves and our executives accountable as we work in close partnership to oversee the implementation of those learnings.

We will continue to enhance the voice of the people we support, constantly seeking feedback as to how we can do better and grow the way we co-design our organisation and services. We will also continue to monitor and assess the positive outcomes we seek to have for people with disability in line with our organisational values.

The Board recognises and values the deep commitment of our workforce and leadership to advancing the rights and choices of people with disability in partnership with the disability community, government and the care sector.

The work of the Commission is invaluable to Life Without Barriers, and we will continue to actively support the Commission in its work and integrate recommendations from its activities into our organisation.

ENDS