

20 November 2019

Dear client/family member

**Update – Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability**

As you may know, the Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability is now underway, and will hold further hearings next month, focussing on homes and living for people with disability in Victoria.

The purpose of this email is to give you an update and to let you know about additional sources of information and support that are available to you.

Oak Possability delivers 1.5 million hours of support a year to more than 900 people with disability, as part of our mission of creating a world where everyone has the opportunity to pursue their potential.

As I hope you are aware, we take violence, abuse, neglect and exploitation of people with disability incredibly seriously. Safeguarding the rights of our clients is a fundamental part of our culture, systems and processes.

Oak Possability welcomes the Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability.

The Royal Commission will hold hearings and public consultations around Australia before producing an interim report by 30 October 2020 and a final report by April 2022.

If you would like to make a submission to the Royal Commission, you can find information about how to make a submission on the Royal Commission's website [disability.royalcommission.gov.au](http://disability.royalcommission.gov.au).

Although some of the issues likely to be raised will be distressing, we strongly support the commission. It provides an important opportunity for people with disability to have their experiences acknowledged and will help to shape improvements in the disability sector.

Please be assured that we will participate in the Royal Commission in line with our values of humanity, innovation, honour and accountability.

We will be honest and open, proactively providing information and taking responsibility for any failings that might become known.

We will also advocate for systemic change in our sector where we believe this will benefit people with disability.

I want you to know that the wellbeing of our clients and staff is our highest priority. A counselling and referral service is available for people with disability, their families and carers, and anyone affected by the Disability Royal Commission. You may contact the **National Counselling and Referral Service** on 1800 421 468 or 02 6146 1468 to obtain:

- support for your emotional wellbeing;
- support for making choices about telling your story; and
- information on other practical supports available to you.

The service operates 9.00am to 6.00pm weekdays and 9.00am to 5.00pm weekends (AEDT).

You can visit the Department of Social Services website ([www.dss.gov.au/disability-and-carers/disability-royal-commission-support-services](http://www.dss.gov.au/disability-and-carers/disability-royal-commission-support-services)) for more information about the available supports.

Throughout the Royal Commission, we will issue regular updates to our community. If you have questions or concerns about the services or support that you or a loved one receive, please feel free to raise them with the manager of the service. Alternatively, you can speak with our Executive Director Practice, Innovation and Service Development, Nicola Crates, who can be contacted at [royalcommission@oakpossability.org.au](mailto:royalcommission@oakpossability.org.au).

Thank you for being part of our Oak Possability community.

Yours Sincerely



Drew Beswick  
CEO