

Kendra is a 30 year old woman with a significant intellectual disability, who is essentially non-verbal. Kendra lives in a supported accommodation home managed by her service provider.

Kendra's family approached Midlas as they felt Kendra was experiencing abuse and neglect in the home. Kendra had been very unwell and staff had failed to get her assessed by the doctor. As a result she was now in Intensive Care and the prognosis was unknown.

Kendra's mother had been complaining to the staff at the home that Kendra's needs were not being met. She was constantly showing bruises and lacerations and even a bite mark. Staff explained this was due to the other residents, but stated Kendra provoked the behaviours as she was a 'naughty girl'.

Midlas Disability Advocates reviewed the information and discussed options with the family. Kendra was expected to be in hospital for some time so they used the time to come up with some different options to assist Kendra into the future.

Kendra's family did not want her returning to the home, and so they put in their notice to terminate the agreement. The Disability Advocate liaised with the provider to ensure a smooth transition and prepare a written letter of complaint regarding the treatment of Kendra.

The letter of complaint was sent to the agency, and then the complaint letter and the agency response were lodged with the Disability Services Complaints team, so that any systemic issues can be identified and addressed as appropriate.

Midlas also provided the family with a Compatibility matching tool to help them make sure that the housemates in the new supported accommodation would be a good match for Kendra, and hopefully avoid a similar situation occurring.

Kendra's family worked with their Support Coordinator to find a new provider and used Midlas' tools to ensure that it was a good fit.

