

10

Years of regulating designated centres for people with disabilities



Key Findings:



We carried out **9,453** inspections.



Centres

Registered over **1,500** centres for over **9,000** people.

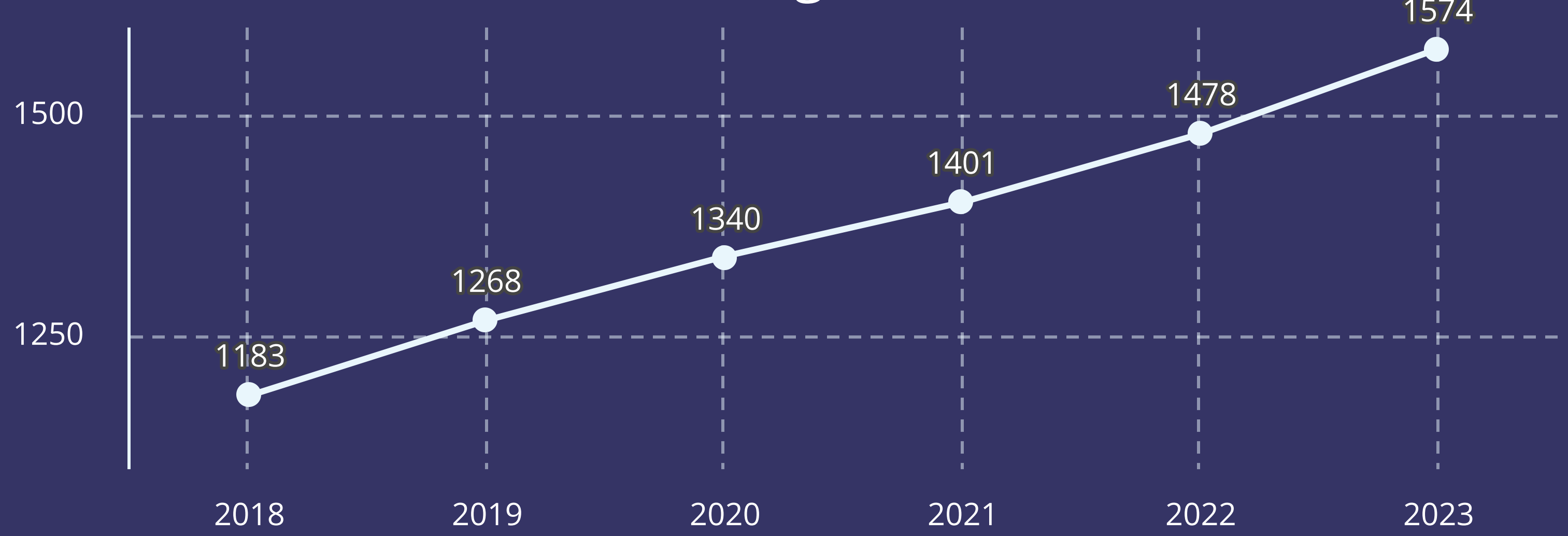


Places

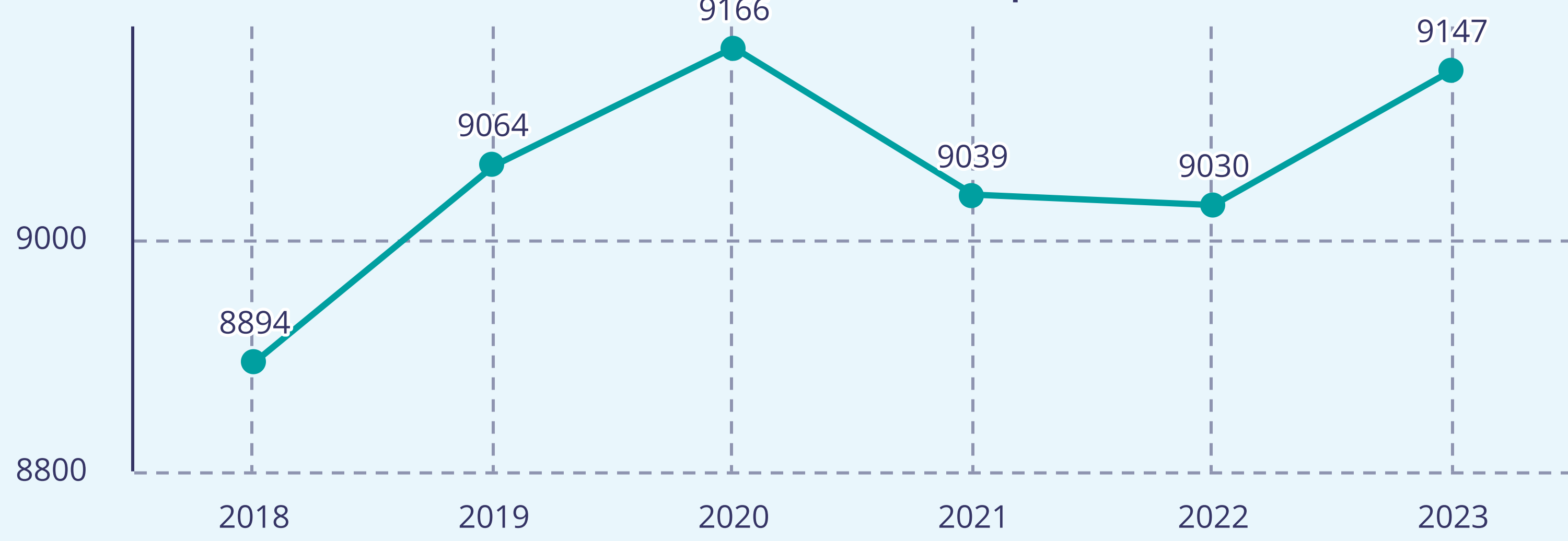
Cancelled the registration of **15** designated centres.

Received **2,623** concerns about these services.

Number of designated centres



Number of residential places



In 2013:

Beginning regulation



2013

- While many residents were experiencing good quality care, others were not enabled to live fulfilling lives, did not feel safe, had limited choices and were not engaged in their community.
- Many services were not promoting person-centred care.
- Many residents were living in outdated and poorly maintained buildings.

In 2023:

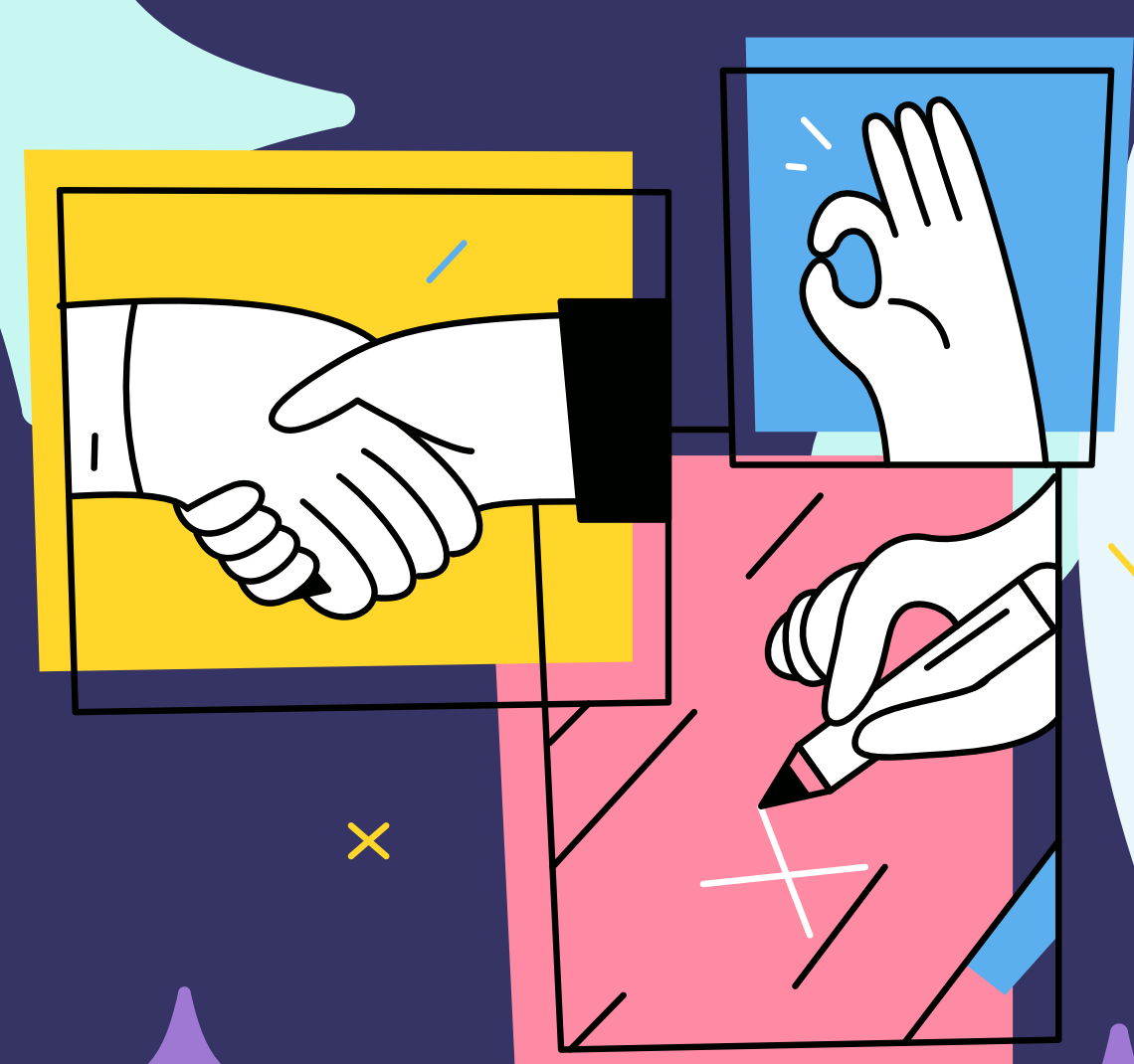
After 10 years



2023

- There is a culture of human rights-based care being promoted within services.
- More residents are living better lives and are involved in their communities.
- Providers undertake continual quality improvement initiatives to go beyond basic compliance, to improve services for residents.

Going Forward:



1 Continue to support residents to move from congregated settings to community-based settings that better meet their needs.

2 Continue to be a voice for residents to ensure they are receiving the best possible care and support.

3 Focus on driving improvements in safeguarding residents and upholding their human rights.