

Statement Following NDIS Quality and Safeguards Commission Findings

At Valmar Support Services, the safety and wellbeing of the people in our care is our number one priority.

We are deeply saddened by this incident and acknowledge the distressing time this has been for all involved. We fully accept the penalty handed down by the NDIS Quality and Safeguards Commission.

Following this tragedy, we provided the victim's family with compassion, support, and care. At the time, we made psychological support available to clients and affected staff.

We have worked closely with the NDIS Quality and Safeguards Commission and other relevant authorities to ensure a thorough investigation was undertaken to ensure the highest quality of safety for those in our care at Valmar Support Services.

We have run a thorough audit of all processes and procedures related to food management and rolled out renewed extensive staff training in client swallowing and dysphasia. We have dedicated ongoing resources to proactively seek opportunities for improvement.