



ermha
365

Complex
Mental Health
and Disability
Services

9 October 2023

Dear clients, families, and carers,

We recently watched a TV show called *Careless: How the NDIS fails to protect our most vulnerable* on ABC's *4 Corners*. It talked about some problems with the National Disability Insurance Scheme (NDIS) and the support providers for people with disabilities.

The show was really hard to watch, and we want to acknowledge the bravery of the NDIS participants, families, and workers who talked about the bad things happening to people with disabilities.

If you saw the show and have questions or concerns about the NDIS or the care you're getting from us, **ermha365**, we want to hear from you.

ermha365 has been helping people for more than 40 years. Our leaders, including our CEO and executive team, are proud to lead an organisation that values empowering individuals to live the way they want in a caring community. Our staff are dedicated to giving support with kindness, respect, professionalism, and understanding.

We are committed to making sure our clients get safe and high-quality support. We want to provide great services and a safe environment for the people we help and our staff. This is supported by a practice governance framework and training for all our staff.

The Disability Royal Commission just released its final report, which has 222 ideas to make laws, policies, structures, and practices better for a more inclusive and fair society. At **ermha365**, we will focus on what we can do to follow these ideas and make sure our clients are independent and free from violence, abuse, neglect, and harm.

We always want to do more, so we welcome your thoughts and experiences with our services or the NDIS.

If you have any questions, concerns, or feedback, please get in touch with Angela O'Callaghan, our National Quality Manager, on 1300 376 421.

We're here to keep working with you.

Sincerely,

Karenza Louis-Smith
Chief Executive Officer