

Contracted Disability Services

Maryanne's brother was receiving 24-hour care in supported accommodation in regional NT.

She phoned the HCSCC when the service provider told her they were not funded to provide a service over the weekend, and she was expected to provide care for her brother from Friday evening until after dinner on Sundays. Maryanne had understood that funding was provided for 24 hour care 7 days per week.

The HCSCC phoned the funding provider who confirmed that Maryanne was correct. This meant that Maryanne could see her brother any time, but there was no expectation that she would.

At a meeting between Maryanne, her brother, the funder and the service provider, the service provider acknowledged that they had been wrong in their interpretation of the contract. The complaint was resolved.