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Statement of Civic Disability Services

1 February 2023,

No words can express the genuine sadness Civic has in relation to the death of Alex and the ongoing grief it has caused his loved ones. Our thoughts and sympathies remain with his family.

Since 2018 Civic has been committed to the full involvement in internal and external reviews to ensure we learned from this tragic accident.

Those reviews have delivered systemic improvements to the way we assess support needs, and identify, escalate and manage risks. We have also delivered significant Information Technology upgrades to ensure the transparency of information within the organisation.

In 2022 Civic committed fully to the Coronial process and submitted significant evidence to the Coroner for consideration. Civic also complied with all of its reporting obligations, including notifying and co-operating with SafeWork NSW.

The recommendations provided by the Coroner in 2022 have already been adopted by Civic. Ongoing training and support to staff on risks and incidents continues to be provided.

The death of Alex is a reminder of the high risks involved in providing disability support work. As a sector we need to ensure adequate funding and supports are in place for individuals, families and the organisations delivering care.

It remains the only incident of its type in Civic's 62-year history of providing care and support for people with disability, and we still mourn Alex's death today.

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