

# Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability



## Exhibit List - Public Hearing 3: Melbourne

Exhibit number	Day	Document ID	Document Description	Document Date
3-1	Day 1	EXP.0003.0001.0081	United Nations Convention on the Rights of Persons with Disabilities	06-Dec-06
3-2	Day 1	EXP.0003.0001.0059	General Comment No. 5 (2017) on living independently and being included in the community – Committee on the Rights of Persons with Disabilities (United Nations)	27-Oct-17
3-3	Day 1	EXP.0003.0001.0017	Combined second and third periodic reports submitted by Australia – Committee on the Rights of Persons with Disabilities (Australian Government)	05-Feb-19
3-4	Day 1	EXP.0003.0001.0077	Opening and closing remarks of Chair for the Committee on the Rights of Persons with Disabilities (United Nations) – 22nd Session	26-Aug-19
3-5	Day 1	EXP.0003.0001.0001	Concluding Observations on the combined second and third periodic reports of Australia – Committee on the Rights of Persons with Disabilities (United Nations)	15-Oct-19
3-6	Day 1	DRC.9999.0005.0007	Sentencing remarks – DPP v Kumar	20-Nov-13
3-7	Day 1	DRC.9999.0005.0001	Sentencing remarks – DPP v Hampson	13-Jul-15
3-8	Day 1	DRC.9999.0005.0027	The Age article “Yooralla supervisor Colin Hoyle jailed for sexual attack on disabled client”	19-Dec-14
3-9	Day 1	CTD.0001.7000.0001	Disability and Violence in Australia: Personal Safety Survey	2019
3-10	Day 1	STAT.0012.0001.0001	Statement of Peter Gibilisco	24-Nov-19
3-10.1	Day 1	IND.0003.0001.0001	Peter’s Political Blog - “A SIL-ly Situation” (Blog Post)	11-Aug-19
3-10.2	Day 1	IND.0003.0001.0008	Peter’s Political Blog - “An Open Letter to the NDIS” (Blog Post)	08-Apr-18
3-10.3	Day 1	IND.0003.0001.0012	Statement in support by Dr Bruce C Wearne	28-Nov-19
3-10.4	Day 1	IND.0003.0001.0013	Statement in support by Professor Tim Marjoribanks	29-Nov-19
3-11	Day 1	STAT.0022.0001.0001	Statement of AAG	27-Nov-19

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Exhibit number	Day	Document ID	Document Description	Document Date
3-11.1	Day 1	IND.0002.0001.0001	Report of direct care practice in relation to provision of supported accommodation to AAF	19-Oct-97
3-11.2	Day 1	IND.0002.0001.0018	Staff notes taken in relation to AAF	Undated
3-11.3	Day 1	IND.0002.0001.0023	AAF's Tick Chart	Undated
3-11.4	Day 1	STAT.0022.0002.0001	Supplementary statement of AAG	02-Dec-19
3-12	Day 1	STAT.0021.0001.0001	Statement of AAI	27-Nov-19
3-13	Day 2	STAT.0013.0001.0001	Statement of Dr Colleen Pearce	25-Nov-19
3-13.1	Day 2	STAT.0013.0002.0001	Statement of Colleen Pearce with corrections to original statement to Royal Commission	12-Dec-19
3-13.2	Day 2	OPA.0001.0001.0001	Draft areas and questions to be addressed in a statement to be provided by the OPA	Undated
3-13.3	Day 2	OPA.0001.0001.0004	Victorian Law Reform Commission - Chapter 20: The Public Advocate	Jan-12
3-13.4	Day 2	OPA.0001.0001.0009	Office of the Public Advocate – Standard Operating Procedures Notifications to the Public Advocate	Sep-19
3-13.5	Day 2	OPA.0001.0001.0016	"I'm too scared to come out of my room" Preventing and responding to violence and abuse between co-residents in group homes	Nov-19
3-13.6	Day 2	OPA.0001.0001.0104	Practice Guideline 1 – Accommodation Decisions	12-Jan-16
3-13.7	Day 2	OPA.9999.0003.0001	I'm too scared to come out of my room	2019
3-14	Day 2	STAT.0014.0001.0001	Statement of David Roche	25-Nov-19
3-14.1	Day 2	OPA.0002.0001.0001	Community Visitors Program – Competencies for Community Visitors, Panel Secretaries and Regional Convenors	04-Dec-18
3-14.2	Day 2	OPA.0002.0001.0017	Community Visitors Reporting Flowchart	Undated
3-15	Day 2	STAT.0018.0001.0001	Statement of Cindy Masterson	26-Nov-19
3-16	Day 3	STAT.0011.0001.0001	Statement of Arthur Rogers	21-Nov-19

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Exhibit number	Day	Document ID	Document Description	Document Date
3-16.1	Day 3	DSC.9999.0011.0100	2017-18 Annual Report (Disability Services Commissioner)	30-Jun-18
3-16.2	Day 3	DSC.9999.0001.0004	Ministerial Referral Letter (10 September 2017)	10-Sep-17
3-16.3	Day 3	DSC.9999.0011.0138	Ministerial Referral Letter (28 June 2019)	28-Jun-19
3-16.4	Day 3	DSC.9999.0011.0001	2018-19 Annual Report (Disability Services Commissioner)	16-Aug-19
3-16.5	Day 3	DSC.9999.0011.0038	A review of disability service provision to people who have died 2018-19 (Report, Disability Services Commissioner)	16-Aug-19
3-16.6	Day 3	DSC.9999.0011.0065	A review of disability service provision to people who have died 2017-18 (Report, Disability Services Commissioner)	30-Jun-18
3-17	Day 5	STAT.0015.0001.0001	Statement of Dr Lisa Hamilton	25-Nov-19
3-17.1	Day 5	EXP.0004.0001.0006	'Within these walls: An ethnography of home at lake house' (Submission for PhD, Lisa Hamilton, Queensland University of Technology)	2018
3-17.2	Day 5	EXP.0004.0001.0349	CV and List of Publications for Dr Lisa Hamilton	Nov-19
3-18	Day 5	STAT.0016.0001.0001	Statement of Leanne Pearman	26-Nov-19
3-18.1	Day 5	EXP.0011.0001.0001	CV of Leanne Pearman	2019
3-19	Day 5	STAT.0026.0001.0001	Statement of Sam Petersen	27-Nov-19
3-20	Day 1	STAT.0024.0001.0001	Statement of Jane Rosengrave	28-Nov-19
3-21	Day 4	STAT.0023.0001.0001	Statement of Colin Hiscoe	28-Nov-19
3-21.1	Day 4	IND.0005.0001.0001	My house my home my rights in CRUs' Reinforce DVD	Undated
3-22	Day 2	STAT.0020.0001.0001	Statement of Dr Claire Spivakovsky	26-Nov-19
3-22.1	Day 2	EXP.0005.0001.0001	CV of Dr Claire Spivakovsky (University of Melbourne)	Undated
3-22.2	Day 2	EXP.0005.0001.0076	'The impossibilities of 'bearing witness' to the violence of coercive interventions in the disability sector' (Chapter 6, Claire Spivakovsky)	May-18

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Exhibit number	Day	Document ID	Document Description	Document Date
3-22.3	Day 2	EXP.0005.0001.0046	'Making risk and dangerousness intelligible in intellectual disability' (Journal Article, Griffith Law Review, Claire Spivakovsky)	2014
3-22.4	Day 2	EXP.0005.0001.0303	'From punishment to protection: Containing and controlling the lives of people with disabilities in human rights' (Journal Article, Punishment & Society, Claire Spivakovsky)	2014
3-22.5	Day 2	EXP.0005.0001.0321	'Governing freedom through risk: Locating the group home in the archipelago of confinement and control' (Journal Article, Punishment & Society, Clair Spivakovsky)	2017
3-22.6	Day 2	EXP.0005.0001.0063	'Making the abject problem-solving courts addiction mental illness and impairment' (Journal Article, Journal of Media & Cultural Studies, Claire Spivakovsky & Kate Seear)	10-Feb-17
3-22.7	Day 2	EXP.0005.0001.0003	'A disability aware approach to torture prevention? Australian OPCAT ratification and improved protections for people with disability' (Journal Article, Australian Journal of Human Rights)	15-Mar-18
3-22.8	Day 2	EXP.0005.0001.0093	Women, disability and violence: Barriers to accessing justice (Final report, ANROWS)	Apr-18
3-22.9	Day 2	EXP.0005.0001.0185	Improving educational outcomes for students with disability in Victoria (Final Report, Monash University – Castan Centre for Human Rights Law)	Jun-18
3-22.10	Day 2	EXP.0005.0001.0031	'Institutional Violence against People with Disability: Recent Legal and Political Developments' (Journal Article, Current Issues in Criminal Justice)	30-Nov-18
3-22.11	Day 2	EXP.0006.0001.0001	Restrictive Interventions in Victoria's Disability Sector (Discussion Paper, Office of the Public Advocate)	Aug-12

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Exhibit number	Day	Document ID	Document Description	Document Date
3-22.12	Day 2	EXP.0006.0001.0016	Key Issues in Disability and Mental Health Care: Insights from a State-Wide Consultation into Restrictive and Coercive Interventions (Consultation Report, Claire Spivakovsky)	2016
3-23	Day 3	STAT.0019.0001.0001	Statement of Professor Patsie Frawley	27-Nov-19
3-23.1	Day 3	EXP.0010.0001.0001	CV of Professor Patsie Frawley	Nov-19
3-23.2	Day 3	EXP.0010.0001.0012	"I'm in their shoes": Experiences of peer educators in sexuality and relationship education (Academic Article, Patsie Frawley and Christine Bigby, Journal of Intellectual and Developmental Disability)	25-Feb-14
3-23.3	Day 3	EXP.0010.0001.0023	Must do better: the lessons to be learned from Winterbourne View (Academic Article, Ruth Northway and Robert Jenkins, Learning Disability Practice)	01-Oct-12
3-23.4	Day 3	EXP.0010.0001.0024	Preventing the emotional abuse and neglect of people with intellectual disability: stopping insult and injury (Book, S. Robinson, Jessica Kingsley Publishers)	2013
3-23.5	Day 3	EXP.0010.0001.0076	The abuse of vulnerable adults at Winterbourne View Hospital: the lessons to be learned (Academic Article, Joe Plomin, Journal of Adult Protection)	2013
3-23.6	Day 3	EXP.0010.0001.0087	"Well hang on, that's sort of not right": Family and Staff Perspectives on 'Cultures of Respect' in Supported Accommodation Services for People with Intellectual Disability (Report, Christine Bigby et al., 2014)	2014
3-24	Day 5	STAT.0025.0001.0001	Statement of Christine Bigby	28-Nov-19
3-24.1	Day 5	EXP.0013.0001.0001	CV of Professor Christine Bigby	Jun-19

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Exhibit number	Day	Document ID	Document Description	Document Date
3-24.2	Day 5	EXP.0013.0001.0213	Known well by no-one: Trends in the informal social networks of middle-aged and older people with intellectual disability five years after moving to the community (Journal Article, Christine Bigby, JIDD)	2008
3-24.3	Day 5	EXP.0013.0001.0224	Implementation of active support in Victoria, Australia: an exploratory study (Journal Article, Mansell, Beadle-Brown and Bigby, Journal of Intellectual and Developmental Disability)	2013
3-25	Day 5	STAT.0027.0001.0001	Statement of Belinda Epstein-Frisch	28-Nov-19
3-25.1	Day 5	EXP.0009.0001.0055	CV of Belinda Epstein-Frisch	Nov-19
3-25.2	Day 5	EXP.0009.0001.0013	Pathways to contemporary options of housing and support	Mar-18
3-26	Day 2	STAT.0028.0001.0001	Statement of Dr Ilan Wiesel	28-Nov-19
3-26.1	Day 2	EXP.0012.0001.0001	Movement on Shifting Sands: Deinstitutionalisation and People with Intellectual Disability in Australia 1974-2014. (Academic Article, Wiesel and Bigby, Urban Policy and Research)	09-Feb-15
3-26.2	Day 2	EXP.0012.0001.0020	Moving to my home: housing aspirations, transitions and outcomes of people with disability. (Report, Weisel et al., Australian Housing and Urban Research Institute)	Aug-15
3-26.3	Day 2	EXP.0012.0001.0143	NDIS, housing assistance and choice and control for people with disability. (Report, Weisel and Habibis, Australian Housing and Urban Research Institute)	Dec-15
3-26.4	Day 2	EXP.0012.0001.0273	CV and List of Publications of Dr Ilan Wiesel	Jul-19
3-26.5	Day 2	EXP.0012.0002.0001	Pathways into and within social housing	01-May-12
3-26.6	Day 2	EXP.0012.0002.0122	Social housing exits: incidence, motivations and consequences	01-Oct-14
3-26.7	Day 2	EXP.0012.0002.0195	Share home ownership by people with disability	01-Mar-17
3-26.8	Day 2	EXP.0012.0002.0245	The Choice Agenda in Disability Housing Provision	14-Aug-09

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Exhibit number	Day	Document ID	Document Description	Document Date
3-26.9	Day 2	EXP.0012.0002.0264	The National Disability Insurance Scheme in an Urban Context Opportunities and Challenges for Australian Cities	14-Jun-18
3-26.10	Day 2	EXP.0012.0002.0277	Mediating Community Participation: Practice of support workers in initiating, facilitating or disrupting encounters between People with and without intellectual disability	07-Nov-14
3-27	Day 3	STAT.0017.0001.0001	Statement of Janine Toomey	26-Nov-19
3-27.1	Day 3	VIC.0001.0505.2065	Disability Support Register Guidelines	Oct-15
3-27.2	Day 3	VIC.0001.0505.2639	Offering Residency in Specialist Disability Accommodation Policy and Standards (Victoria)	May-18
3-27.3	Day 3	VIC.0001.0505.1110	Bilateral Agreement between the Commonwealth and Victoria – Transition to a Disability Insurance Scheme	19-Apr-13
3-27.4	Day 3	VIC.0001.0505.3583	Interim worker screening policy	Oct-19
3-27.5	Day 3	VIC.0001.0501.0430	Residential Services Practice Manual (Parts 1 and 2)	Aug-18
3-27.5	Day 3	VIC.0001.0501.0070	Residential Services Practice Manual (Part 3)	Aug-18
3-27.5	Day 3	VIC.0001.0501.0140	Residential Services Practice Manual (Part 4)	Aug-18
3-27.5	Day 3	VIC.0001.0501.0220	Residential Services Practice Manual (Part 5)	Aug-18
3-27.6	Day 3	VIC.0001.0505.3075	Self-directed planning and supported decision-making guides	Jan-12
3-27.7	Day 3	VIC.0001.0505.1190	NDIS Quarterly Report	30-Sep-19
3-27.8	Day 3	VIC.0001.0505.3026	Victorian State Disability Plan 2002-2012	Sep-02
3-27.9	Day 3	VIC.0001.0504.0003	No Admission Policy	14-Mar-12
3-27.10	Day 3	VIC.0001.0505.1844	Dignity, respect and safer practices – Victoria’s disability abuse prevention strategy	Mar-18
3-27.11	Day 3	VIC.0001.0505.2391	NDIS Quality and Safeguards Framework	Mar-19
3-27.12	Day 3	VIC.0001.0505.1630	Code of Conduct for disability workers	Mar-18
3-27.13	Day 3	VIC.0001.0505.3677	Younger People in Residential Aged Care – Action Plan	2019

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Exhibit number	Day	Document ID	Document Description	Document Date
3-27.14	Day 3	VIC.0001.0505.1738	Occasional Paper No 39: Community attitudes to people with disability (Journal Article, Thompson et al., UNSW)	2011
3-27.15	Day 3	VIC.0001.0505.3511	Absolutely everyone: state disability plan 2017-2020	Dec-16
3-27.16	Day 3	VIC.0001.0505.1680	Public survey of community attitudes towards people with disability	13-Aug-18
3-27.17	Day 3	VIC.0001.0505.3166	Victorian Quality and Safeguards Working Arrangements for Transition	Jun-16
3-27.18	Day 3	VIC.0001.0505.2579	NDIA Terms of Business for Registered Providers	Mar-17
3-27.19	Day 3	VIC.0001.0505.2748	NDIA Guide to Suitability (Victoria)	Jul-18
3-27.20	Day 3	VIC.0001.0505.1870	Disability Services Enterprise Agreement Victoria – Schedule A (2018 – 2022)	29-Oct-18
3-27.21	Day 3	VIC.0001.0505.2742	DSR Practice Advice – considerations for compatibility	Oct-15
3-27.22	Day 3	VIC.0001.0505.1108	DSR Practice Advice – offering and declining accommodation	Mar-14
3-27.23	Day 3	VIC.0001.0505.3110	Vacancy Coordination Practice Guide for Vacancy Coordination Teams	Jul-18
3-27.24	Day 3	VIC.0001.0503.2449	Joint Accreditation System of Australia and New Zealand – Human Services In Victoria Scheme (Parts 1 and 4)	09-Sep-12
3-27.25	Day 3	VIC.0001.0505.2210	Staff, volunteer, carer and client file audit tool	Aug-18
3-27.26	Day 3	VIC.0001.0505.2636	Zero Tolerance Framework (NDS Victoria)	Jan-18
3-27.27	Day 3	VIC.0001.0505.1184	Child Safe Standards	Undated
3-27.28	Day 3	VIC.0001.0505.3108	Tip Sheet (Commission for Children and Young People)	Undated
3-27.29	Day 3	VIC.0001.0505.1095	Schedules 3 and 4 of Child Wellbeing and Safety Act	21-Mar-18
3-27.30	Day 3	VIC.0001.0505.1603	Code of Conduct for Disability Service Workers	Mar-18
3-27.31	Day 3	VIC.0001.0506.0059	Positive Behaviour Support learning program	Jan-16
3-27.32	Day 3	VIC.0001.0505.2226	Keeping our Sector Strong: Victoria’s Workforce Plan for the NDIS	Undated



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Exhibit number	Day	Document ID	Document Description	Document Date
3-27.33	Day 3	VIC.0001.0505.3467	Victorian disability advocacy futures plan 2018-2020	Oct-18
3-27.34	Day 3	VIC.0001.0505.2254	Independent review of DHS critical client incident response and management approach (2015)	29-Dec-14
3-27.35	Day 3	VIC.0001.0505.3579	Victorian Disability Advocacy Review	Nov-16
3-27.36	Day 3	VIC.0001.0505.1182	It's OK to Complain! (Brochure, DHHS)	Sep-17
3-27.37	Day 3	VIC.0001.0505.2858	Service Agreement Information Kit	Aug-19
3-27.38	Day 3	VIC.0001.0505.1186	Client Services Charter	2019
3-27.39	Day 3	VIC.0001.0505.2386	Making a complaint (Webpage, DHHS)	23-Sep-19
3-27.40	Day 3	VIC.0001.0500.0005	Critical Client Incident Management Instruction	Nov-17
3-27.41	Day 3	VIC.0001.0500.0159	Responding to Allegations of Physical or Sexual Assault Policy	2014
3-27.42	Day 3	VIC.0001.0500.0554	Responding to allegations of abuse involving people with disabilities guidelines (1 of 3)	Jun-18
3-27.42	Day 3	VIC.0001.0500.0595	Responding to allegations of abuse involving people with disabilities guidelines (2 of 3)	Jul-18
3-27.42	Day 3	VIC.0001.0500.0636	Responding to allegations of abuse involving people with disabilities guidelines (3 of 3)	Aug-18
3-27.43	Day 3	VIC.0001.0505.2158	Enlivening human dignity and rights practice guide	31-Jul-09
3-27.44	Day 3	VIC.0001.0505.2214	Implementing the Convention on the Rights of Persons with Disabilities – a resource for service providers	Aug-12
3-27.45	Day 3	VIC.0001.0505.2835	Reporting Abuse – table to internal and external pathways to reporting abuse, making a complaint or seeking advice	Mar-18
3-27.46	Day 3	VIC.0001.0505.1100	Abuse preventing and human rights resources – Resources and information that relate to abuse prevention and human rights	Feb-18
3-27.47	Day 3	VIC.0001.0506.0125	SDA Asset Strategy – Guiding specialist disability accommodation using demand indicators	01-Jun-19

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Exhibit number	Day	Document ID	Document Description	Document Date
3-28	Day 2	STAT.0031.0001.0001	Statement of Professor Sally Robinson	29-Nov-19
3-28.1	Day 2	EXP.0007.0001.0137	CV of Professor Sally Robinson	Nov-19
3-28.2	Day 2	EXP.0007.0001.0001	Preventing abuse in accommodation services: From procedural response to protective cultures	21-Oct-10
3-28.3	Day 2	EXP.0007.0001.0014	Safe at home? Factors influencing the safety strategies used by people with intellectual disability	17-Jan-13
3-28.4	Day 2	EXP.0007.0001.0029	Sharing the focus: engaging with support workers to include people with communication needs in research	2015
3-28.5	Day 2	EXP.0007.0001.0037	Preventing abuse and promoting personal safety in young people with disability	Nov-17
3-28.6	Day 2	EXP.0007.0001.0156	Building Safe and Respectful Cultures in disability services for people with disability	Jun-19
3-28.7	Day 2	EXP.0007.0001.0326	Promoting the safety of children and young people with intellectual disability: Perspectives and actions of families and professionals	2019
3-28.8	Day 2	EXP.0007.0001.0335	Enabling and Protecting – proactive approaches to addressing the abuse and neglect of children and young people with disability	2012
3-28.9	Day 2	EXP.0007.0001.0374	Preventing Abuse of Children and Young People with Disability under the National Disability Insurance Scheme: A Brave New World?	09-Sep-14
3-28.10	Day 2	EXP.0007.0001.0389	Safety and harm in school: promoting the perspectives of students with intellectual disability	2018
3-28.11	Day 2	EXP.0007.0001.0400	Promoting personal safety and preventing abuse for young people with disability: New research and young people's advice for improving services and systems	2018

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Exhibit number	Day	Document ID	Document Description	Document Date
3-29	Day 4	STAT.0030.0001.0001	Joint Statement of Dr George Taleporos and Dr Di Winkler	28-Nov-19
3-29.1	Day 4	EXP.0008.0002.0086	Submission to the Joint Standing Committee on the NDIS by Summer Housing	Undated
3-29.2	Day 4	EXP.0008.0001.0569	Study of Housing Outcomes amongst young people with disability	Jun-13
3-29.3	Day 4	EXP.0008.0001.0290	Abstract of scoping review by the Summer Foundation on outcomes of individualised housing for adults with disability and complex needs	Undated
3-29.4	Day 4	EXP.0008.0001.0291	Best innovative practice in housing and support, including Specialist Disability Accommodation – Final Report	31-Mar-17
3-30	Day 4	STAT.0033.0001.0001	Statement of Sarah Forbes	29-Nov-19
3-31	Day 3	STAT.0032.0001.0001	Statement of Kevin Stone	29-Nov-19
3-32	Day 4	STAT.0034.0001.0001	Statement of Pauline Williams	29-Nov-19
3-32.1	Day 4	IND.0006.0001.0001	Housing: Know Your Rights in a Community Residential Unit' AMIDA DVD and Booklet	2009
3-33	Day 5	STAT.0036.0001.0001	Statement of Rosemary Kayess	03-Dec-19
3-33.1	Day 5	EXP.0003.0001.0440	CV of Rosemary Kayess	Undated
3-33.2	Day 5	EXP.0003.0002.0001	Closure of Grosvenor, Peat Island and Lachlan Large Residential Centres – Post Implementation Review, Social Policy Research Centre Report Series	Aug-13
3-33.3	Day 5	EXP.0003.0002.0145	Concluding observations on the initial report of Australia, adopted by the Committee as its tenth session	13-Sep-13
3-34	Day 4	STAT.0029.0001.0001	Statement of Dr Sherene Devanesen	28-Nov-19
3-34.1	Day 4	YPL.9999.0001.0001	Yooralla Initial Submission	03-Oct-19
3-34.2	Day 4	YPL.200.001.0269	Customer Charter of Rights and Responsibilities	25-Jul-16
3-34.3	Day 4	YPL.200.007.0130	Transition Planning Policy	26-Nov-19

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Exhibit number	Day	Document ID	Document Description	Document Date
3-34.4	Day 4	YPL.200.006.0159	Customer Personal Relationships, Sexuality and Sexual Health Policy	29-Oct-19
3-34.5	Day 4	YPL.200.007.0048	The Pet Policy	19-Nov-19
3-34.6	Day 4	YPL.200.003.1031	Customer Funds Policy	29-Oct-19
3-34.7	Day 4	YPL.013.009.8350	Balancing Choice and Risk Policy	14-Mar-18
3-34.8	Day 4	YPL.200.007.0173	Choice and Advocacy Policy	28-Nov-18
3-34.9	Day 4	YPL.200.006.0170	Human Rights Policy	18-Nov-19
3-34.10	Day 4	YPL.200.006.0177	Person Centre Active Support Policy	10-Sep-19
3-34.11	Day 4	YPL.009.002.1441	Position description for Disability Support Worker	30-Sep-15
3-34.12	Day 4	YPL.200.002.1019	Yooralla's Community Participation and Advisory Committee terms of reference	Sep-19
3-34.13	Day 4	YPL.200.004.0102	Customer Rights and Empowerment team position descriptions (February 2016)	Dec-15
3-34.13	Day 4	YPL.200.004.0109	Customer Rights and Empowerment team position descriptions (January 2017)	Dec-15
3-34.13	Day 4	YPL.200.006.0007	Customer Rights and Empowerment team position descriptions (Organisational Chart)	Dec-15
3-34.14	Day 4	YPL.200.007.0039	Guardianship, Administration, Decision Making and Consent Policy	26-Nov-19
3-34.15	Day 4	YPL.200.001.0032	Yooralla Strategic Plan	Oct-17
3-34.16	Day 4	YPL.200.006.0225	Safeguarding Customers Post Incidents Policy	17-Nov-19
3-34.17	Day 4	YPL.200.001.0312	Customer Charter – Easy English	21-Mar-19
3-34.18	Day 4	YPL.200.003.0063	New Staff Induction Program Overview	Undated
3-34.19	Day 4	YPL.200.003.0265	Safeguarding Human Rights and Code of Conduct – NDIS Worker Orientation Module	Undated
3-34.20	Day 4	YPL.200.003.0239	Human Rights in Practice – NDIS Worker Orientation Module	2016

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3-34.21	Day 4	YPL.200.002.0807	2017 KPMG Review	2017
3-34.22	Day 4	YPL.200.003.0296	SAI Global Audit Report (WI-503361)	Nov-14
3-34.22	Day 4	YPL.200.003.0332	SAI Global Audit Report (WI-682684 1)	Nov-14
3-34.22	Day 4	YPL.200.002.0394	SAI Global Audit Report (WI-682684 2)	Nov-14
3-34.22	Day 4	YPL.200.002.0462	Embedding Safeguarding Rights: Practice Instruction for Staff Meetings	Undated
3-34.22	Day 4	YPL.200.003.0365	SAI Global Audit Report (WI-779777)	Nov-14
3-34.22	Day 4	YPL.200.003.0427	SAI Global Audit Report (WI-844011)	Nov-14
3-34.22	Day 4	YPL.200.003.0539	SAI Global Audit Report (WI-919446)	Nov-14
3-34.22	Day 4	YPL.200.003.0478	SAI Global Audit Report (WI-971305)	Nov-14
3-34.22	Day 4	YPL.200.003.0512	SAI Global Audit Report (WI-701480)	Nov-14
3-34.22	Day 4	YPL.200.003.0558	SAI Global Audit Report (ARG-432709)	Nov-14
3-34.22	Day 4	YPL.200.003.0624	SAI Global Audit Report (WI-794153)	Nov-14
3-34.22	Day 4	YPL.200.003.0650	SAI Global Audit Report (WI-971303)	Nov-14
3-34.23	Day 4	YPL.200.007.0023	Diversity Policy	24-Nov-19
3-34.24	Day 4	YPL.200.001.0368	Reconciliation Action Plan	Dec-17
3-34.25	Day 4	YPL.200.003.1045	Management of Customer Incidents Policy	12-Nov-19
3-34.26	Day 4	YPL.200.006.0229	Child Safety Policy	01-Oct-19
3-34.27	Day 4	YPL.200.003.1022	Customer Feedback and Complaints Policy	29-Oct-19
3-34.28	Day 4	YPL.200.007.0058	Customer Feedback and Complaints Procedures Manual	26-Nov-19
3-34.29	Day 4	YPL.200.006.0245	Disqualified Carer Check Policy	18-Nov-19
3-34.30	Day 4	YPL.200.006.0166	Employee Discipline Policy	15-Oct-19
3-34.31	Day 4	YPL.200.007.0074	Management of Customer Incidents Procedures Manual	26-Nov-19
3-34.32	Day 4	YPL.200.003.1055	Missing Person (Customer) Policy	06-May-19
3-34.33	Day 4	YPL.200.006.0251	Occupational Violence Policy	27-Oct-19
3-34.34	Day 4	YPL.200.003.1066	Open Disclosure Policy	30-Apr-19

# Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability

## Exhibit List - Public Hearing 3: Melbourne



Exhibit number	Day	Document ID	Document Description	Document Date
3-34.35	Day 4	YPL.200.007.0121	Open Disclosure Procedures Manual	26-Nov-19
3-34.36	Day 4	YPL.200.003.1076	Preventing and Responding to Abuse and Neglect – Statement of Intent	10-Sep-19
3-34.37	Day 4	YPL.200.006.0146	Whistleblower Policy	17-Nov-19
3-34.38	Day 4	YPL.200.002.0848	Interagency Guideline for Addressing Violence Neglect and Abuse (IGUANA) Protocol	30-May-13
3-34.39	Day 4	YPL.200.003.1095	Customer Feedback & Complaints Annual Analysis Report (June 2019)	Jun-19
3-34.40	Day 4	YPL.200.001.0405	Customer Feedback & Complaints Annual Analysis Report (June 2018)	Jun-18
3-34.41	Day 4	YPL.200.001.0384	2019 Customer Survey	2019
3-34.42	Day 4	YPL.200.001.0335	Internal Audit Report – Customer Satisfaction and Complaints Handling Review	Sep-19
3-34.43	Day 4	YPL.200.004.0254	Joint Meeting of the Finance, Investment & Infrastructure Committee and the Audit & Risk Committee	09-Jul-18
3-34.44	Day 4	YPL.200.004.0335	Internal Audit Report – Customer Satisfaction and Complaints Handling Review	01-Sep-19
3-34.45	Day 4	YPL.200.004.0329	Audit & Risk Committee Meeting: Internal Audit Action Plan Report	30-Sep-19
3-35	Day 4	STAT.0037.0001.0001	Statement of Naomi Anderson	04-Dec-19