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**Presentation to:**  
**Bayley House**  
**5 August 2104**

# **The role and functions of the Disability Services Commissioner**



Mr Laurie Harkin AM

Uphold the principles of the Disability Act 2006

Independent

Assistance and advice with resolving complaints

Information & education

Influencing the disability sector

## What type of complaints can be made to the Disability Services Commissioner?

Complaints about the delivery of disability services by DHS, registered disability service providers or services provided to a person with a disability by a contracted or funded service provider **AND** supports funded through the National Disability Insurance Scheme (NDIS).

Complaints about how service providers have handled a complaint

Complaints can be made about services such as Shared Supported Accommodation (groups homes), Respite, Day Services, Individual Support Packages, Case Management, Advocacy & Information services and Aids and Equipment providers.

Complaints **cannot** be made about employment services, HACC, Education, Supported Residential Services, Health services

## Trends and issues in complaints data

Over **3,600** enquiries & complaints to DSC since 1 July 2007 to 30 June 2013

Over **8,400** complaints reported by service providers

### Sources of complaints to DSC in 2012/13

People with a disability	<b>23%</b>
Parent /families	<b>47%</b>
Staff	<b>7%</b>
Staff from other organisations	<b>6%</b>

## **Complaints to DSC are usually about...**

- Service delivery and quality standards **58%**
- Communication & relationships **39%**
- Policies and procedures **25%**
- Service access & compatibility **24%**
- Workforce & staff related issues **17%**

## Key Messages to Service Users

- It's OK to complain
- Making a complaint can improve the supports being provided
- People are entitled to have a say in designing and implementing their supports
- It's against the law for people to be treated unfairly as a result of having made a complaint

## Key messages to Service Providers

- It's OK to be complained about
- Complaints are a normal part of delivering a service
- Complaints provide an opportunity to improve your service
- People are entitled to have a say about the design and implementation of their supports
- Person centred supports typically result in the best outcomes for people
- Complaints data informs sector wide improvements



## Suggestions for how to make a complaint



Be firm but respectful

Let them know what  
you are not happy  
about

Let them know what  
you want to happen

## If you seek help from DSC what will we ask for?



- ✓ Who & What the complaint is about
- ✓ What you want to happen
- ✓ Whether you have talked to your service provider and what happened

## Resolutions Team



“When people not used to speaking out are heard by people not used to listening then real change can be made.”- John O’Brien

