

GOVERNMENT DEPARTMENTS AND AGENCIES — COMPLAINTS MANAGEMENT UNIT

1295. Hon Ljiljanna Ravlich to the Minister for Disability Services

For each Department and Agency within the Minister's portfolios, —

- (1) Does the agency have a complaints management unit?
- (2) If yes to (1), how many complaints have been received by the agency since 23 September 2008?
- (3) What are the categories of complaints received?
- (4) What is the nature of complaints in each category?
- (5) How many of the total complaints fall into each category?
- (6) How many complaints in each category are under investigation by the Corruption and Crime Commission?

Hon SIMON O'BRIEN replied:

- (1) The Disability Services Commission has a complaints management process in place for Commission provided services.
- (2) 45 complaints were received from 23 September 2008 to 6 November 2009.
- (3)-(4) Complaints are categorised according to the Disability Services Standards:
 - Service access—Each consumer seeking a service has access to a service on the basis of relative need and available resources. ;
 - Individual needs —Each person with a disability receives a service which is designed to meet, in the least restrictive way, his or her individual needs and personal goals;
 - Decision making and choice —Each person with a disability has the opportunity to participate as fully as possible in making decisions about the events and activities of his or her daily life in relation to the services he or she receives. ;
 - Privacy, dignity and confidentiality — Each consumer's right to privacy, dignity and confidentiality in all aspects of his or her life is recognised and respected.;
 - Participation and integration — Each person with a disability is supported and encouraged to participate and be involved in the life of the community.;
 - Valued status — Each person with a disability has the opportunity to develop and maintain skills and to participate in activities that enable him or her to achieve valued roles in the community.;
 - Complaints and disputes — Each consumer is free to raise and have resolved, any complaints or disputes he or she may have regarding the service provider or the service.
 - Service Management- Each service provider adopts sound management practices which maximise outcomes for consumers.
 - Protection of Human Rights and Freedom from Abuse and Neglect — The service provider acts to prevent abuse and neglect, and to uphold the legal and human rights of consumers.
- (5) See table below.

Disability Service Standard	Number of Complaints Received (23/09/08 — 06/11/09)
Service Access	15
Individual Needs	29
Decision Making	1
Privacy, Dignity and Confidentiality	4
Participation and Integration	0
Valued Status	1
Complaints and Disputes	0
Service Management	17
Protection of Human Rights and Freedom from	4

Abuse and Neglect	
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- (6) No complaints are under investigation by the CCC.