



Laurie Harkin

Hello, my name is Laurie Harkin. I am the Disability Services Commissioner. In this newsletter we will tell you about our **Annual Report** for July 2010 – June 2011.



Annual Report



Our Year in Review

The Disability Services Commissioner **Annual Report** explains what my office has done this year. If you would like to read the **Annual Report** – you can visit our website <http://www.odsc.vic.gov.au/publications.htm>

Our Year in Review is a booklet that provides a summary of our Annual Report. If you would like to read the **Our Year in Review** booklet you can visit our website <http://www.odsc.vic.gov.au/publications.htm>

If you would like a copy, you can call us on ph: 1300 728 187

Complaints and Enquiries



Complaints

This year **173** people made a **complaint** to the Disability Services Commissioner. A complaint is when you are not happy with your disability service.

The people making the complaints asked us to help fix the problem. They said it was **ok** for us to talk to their service.

This year **509** people called the Disability Services Commissioner to ask for some information. These are called **enquiries**.



Enquiries

People called our office to tell us that they were not happy with their disability service. They asked us for some advice about what they could do.

Who made a complaint or enquiry to the Disability Services Commissioner?



Family of the person with a disability **52%**



People with a disability **23%**

Other people that put in a complaint:

- advocate;
- disability service staff;
- friend of the person with a disability; and
- neighbour.

What services did people call the Disability Services Commissioner about?



Group homes 37%



Individual Support Packages (ISPs) 26%



Day services 16%

What were some of the complaints about?



- A person with a disability not getting the supports they need.
- People that were unhappy about who they live with.
- Services not talking to the person using the service or their family about a decision being made.
- People who had to move from their home.
- Staff treating people badly like yelling and hurting them.
- Activities that were not very interesting.

How were the complaints fixed (resolved) ?



- **The service listened to the person making the complaint.** The service understood why they made the complaint.
- **The service gave the person information** about why something happened.
- **The service agreed to do something about the problem.** This meant that some actions were put in place. Both the service and the person who made the complaint agreed on what needed to be done.

What did the Disability Services Commissioner learn?




Talking to people is important! People's supports worked best when:

- services asked what the person wanted;
- services listened to what the person wanted;
- services gave the person information (explained something); and
- services talked to the person's family (when they needed to);

We would like to thank VALID for helping us create this newsletter

Disability Services Commissioner
Level 30, 570 Bourke Street
Melbourne 3000

 1800 677 342



Web: www.odsc.vic.gov.au



Fax: 03 8608 5765



TTY: 1300 726 563

