

References

- Australian Standard, 2006 *Customer Satisfaction – Guidelines for complaint handling in organisations* (AS/ISO 10002–2006), Standards Australia, NSW.
- Australian Standard, 2004 *Dispute Management Systems* (AS 4608-2004), Standards Australia, NSW.
- Charter of Human Rights and Responsibilities Act 2006* (Victoria).
- Cooperrider, David L, Whitney, Diana, and Stavros, Jacqueline M, 2003, *Appreciative Inquiry Handbook: The first in a series of AI workbooks for leaders of change*, Lakeshore Communications, USA, pp. XVII–XIX.
- Department of Health Guidance United Kingdom, 2008, *Valuing People*, available at http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/Browsable/DH_4929416
- Department of Human Services (Vic), 2006, *Service Excellence Framework Validation Team Process Guidelines and Practice Notes*, DHS Operations Division, Regional Operations Performance Branch, Quality Unit.
- Department of Human Services, 2007a *Policy Statement: Registration of Disability Services Providers*, www.dhs.vic.gov.au/__data/assets/word_doc/0018/153009/som_registrationpolicy-v1_doc_290607.doc.
- Department of Human Services, 2007b, *Understanding the Quality Framework for Disability Services in Victoria: A resource guide for disability service providers*, Melbourne.
- Department of Human Services (Vic) 2007c *Process for analysing policies and practice*, developed by Legal Services Branch.
- Department of Human Services (Vic), 2007d, *Flow Chart for a Human Rights Impact Assessment: Assessing human rights*, Melbourne.
- Disability Act 2006* (Victoria).
- (WA) Disability Services Commission, *Annual Report 2005–2006* <http://www.disability.wa.gov.au/dsc/annualreport.html>.
- Einstein, A, in *Pocket Patriot: Quotes from American Heroes*, 2005, Writer's Digest Books, USA.
- Fitch, S, 2007, *Mediation and Disability*, Unpublished student paper, Masters in Conflict Resolution, La Trobe University, Melbourne.
- Goodman-Delahunty, J, 2004, Promoting Service User Complaints in the Financial Sector, ASIC's Stakeholder Forum, 'Capitalising on Complaints: Insights into handling finance sector complaints', Sydney.
- Health Services Review Council, 2005, *Guide to Complaint Handling in Health Care Services*, Health Services Commissioner, Victoria.
- Human Rights and Equal Opportunity Commission, 2006, *Alternative Dispute Resolution in the context of Anti-Discrimination and Human Rights Law: some comparisons and considerations*, http://www.humanrights.gov.au/complaints_information/publications/alternative.html#28 (3 December 2008).
- Huson, S, 2008, *Complaint Strategies from Around the Globe: The life and death of customer loyalty*, TMI Global, Society of Consumer Affairs Professionals Symposium, Adelaide.
- Intellectual Disability Review Panel, 2005, *Annual Report 2004/05*.
- International Covenant of Civil and Political Rights 1966, United Nations.
- Levitt, T, 1991, *Levitt on Marketing*, Harvard Business School Press, Boston, Mass.
- National Disability Services, 2008a, *Charter of Human Rights and Responsibilities Information Sheet*.
- National Disability Services, 2008b, *Disability Act 2006: A guide for boards of management of disability service providers*.
- Neill, M, and Smith, H, 2008, *Moving Towards a 'Person Centred Culture'*, Unpublished paper available at www.helensandersonassociates.co.uk.
- Mind tools, 2009, *Action Priority Matrix*, available at http://www.mindtools.com/pages/article/newHTE_95.htm
- New South Wales Ombudsman, 2007, *Resolving Complaints: Workshop resources*.
- O'Brien, J, 2007, Conversation between John O'Brien and Julie Bray from Helen Sanderson and Associates, UK.
- Ombudsman Victoria, 2006, *Good Practice Guide to complaint handling*.
- Queensland Ombudsman, 2008, *Complaints Management Workshops*.
- Reichheld, F, 2006, *The Ultimate Question*, Harvard Business School Press, Boston, Mass.

- Robertson, J, Emerson, E, Hatton, C, Elliott, J, McIntosh, B, Swift, P, Krinjen-Kemp, E, Towers, C, Romeo, R, Knapp, M, Sanderson, H, Routledge, M, Oakes, P, and Joyce, T, 2005, *The Impact of Person Centred Planning*, Institute for Health Research, Lancaster University.
- SAI Global and Neill Buck, 2008, Complaints Handling Workshop based on: AS 4269 Complaints Handling and ISO 10002.
- Sanderson, H., Smull, M., Harvey, J., 2007 'Person centred thinking' in Thompson, J, Kilbane, J, and Sanderson, H (eds), 2007, *Person Centred Practice for Professionals*, Mc Graw Hill/Open University Press, UK.
- Seel, R, 2008, Introduction to Appreciative Inquiry paper, www.new-paradigm.co.uk/introduction_to_ai.htm.
- Simpson, S. 2008a, *Bad Behaviours: Toxic Cultures: How employee behaviours contribute to organisational culture*, available at www.ugrs.net/Research/BadBehavioursFinal.pdf.
- Simpson, S, 2008b, *Bad Behaviours: Toxic Cultures*, Paper presented at the Society of Consumer Affairs Professionals Symposium, Adelaide.
- Slater, T, 2008, Deloitte's Complaints Handling workshop, Melbourne.
- Society of Consumer Affairs Professionals, TMI, 2005, Complaints culture survey, Melbourne.
- Success Works, 2008, *Applying the Appreciative Eye: An introduction to the application of appreciative inquiry*, Successworks, Fairfield, Victoria.
- Thompson, J, Kilbane, J, and Sanderson, H (eds), 2007, *Person Centred Practice for Professionals*, McGraw Hill/Open University Press, UK.
- TMI Global , 1999, *A complaint is a gift: From complaint to satisfaction*.
- UN Convention on the Rights of Persons with Disabilities 2006 www.un.org/disabilities/documents/convention/convoptprot-e.pdf.
- Victorian Council of Social Service (VCOSS), 2007, *Community Management*, VCOSS manuals for community organisations.
- Victorian Healthcare Association, 1995, *Best Practice Governance Handbook*, Melbourne.
- Victorian Health Services Review Council, 2005, *Guide to Complaint Handling in Health Care Services*.
- Victorian Public Service Code of Conduct, 2007.