



Finding out what matters to you

Hello, my name is Laurie Harkin. I am the Disability Services Commissioner. In this Speaking Up newsletter we tell you what happens when we receive a complaint. We explain how we find out what matters to you.



You can make a complaint about your disability service to us. We will try to help you with your complaint. There are two ways we hear complaints about disability service.

You can tell us your complaint about your disability service.



Some-one can make a complaint for you.

This can be

- mum or dad
- brother or sister
- a friend
- advocate or staff

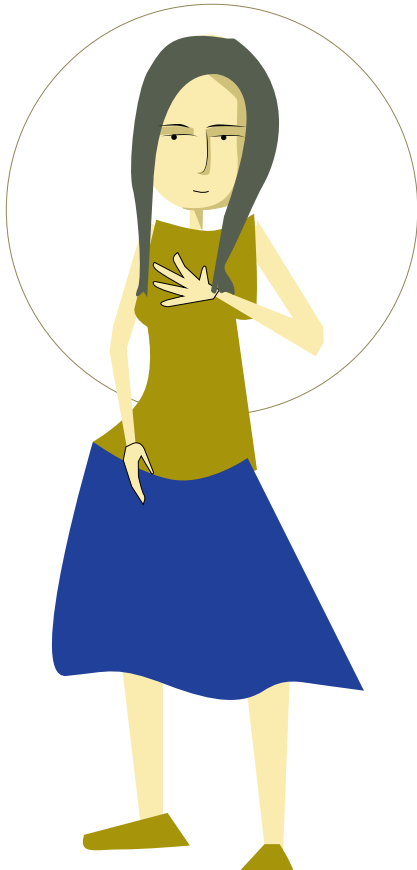
It doesn't matter who makes a complaint. We will always try to find out what your concerns are.

We will ask you:

- What happened?
- Who was involved?
- How did it make you feel?
- What would you like to happen?

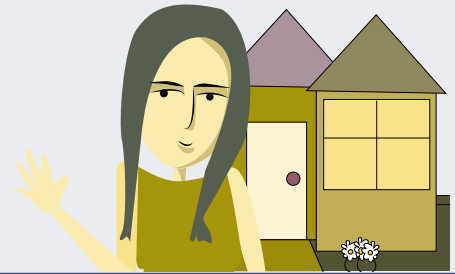
Most of the time we need more information about your complaint. We need to talk to other people. We always ask you if it's OK before we talk to anyone about your complaint. Sometimes we ask for reports and other papers from your disability service.

The people we talk to tell us information. Sometimes it agrees with your concerns. Sometimes they have different thoughts about your concerns. We check this information with you.



Christine's Story

Christine lives in a group home.



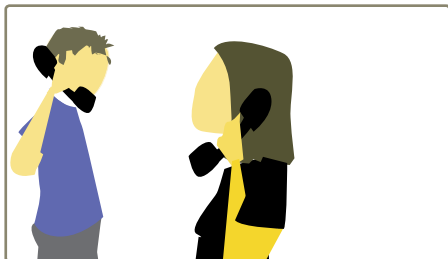
Christine's sister called us to make a complaint. Her name is Ruth.

Ruth told us that some of the staff allow Sam to sleep in Christine's room. Sam also lives in the group home. Ruth did not want Sam sleeping in Christine's room. Ruth wanted the staff to stop Sam going into Christine's room at night.



We needed more information.

We spoke to Christine and the staff at her group home. Christine had different concerns. Christine was not happy with the staff at her group home. Christine wanted Sam to sleep in her room. Some of the staff would not listen to her. Christine wanted to choose who she can sleep with at night.



We spoke to the house supervisor.

His name is Matt. Matt did not know that his staff allowed Sam and Christine to sleep together. He didn't think Christine and Sam should sleep together. We worked with Matt and his staff. We gave them advice about how to support Christine and Sam with their relationship.



We helped Christine and Sam to speak to their disability service and Ruth about what they wanted.

Christine and Sam wanted to spend time together. They wanted to make their own choices.



Ruth was happy that her sister was being supported with the decisions she makes.

You can call us on 1800 677 342