



Disability
Services
Commissioner

an independent oversight body resolving
complaints and promoting the right of people
with a disability to be free from abuse

Information for family and next of kin

The Disability Services Commissioner (DSC) routinely reviews disability services provided to a person who was receiving such services at the time of their death. Hearing from families is an important part of our learning. Participating is optional and we will work with you to learn about your experiences.

We want to know what can be done to improve services?

What are examples of good practice?

What is DSC reviewing and why?

The Hon. Minister for Housing, Disability and Ageing has requested that DSC inquire into and investigate disability services provided to a person who has died.

The purpose is to identify any issues in the provision of services to the deceased person, inform improvements across the sector and to highlight good practice.

Will DSC review all cases where the deceased was receiving disability services at the time of their death?

Investigations will occur for all expected and unexpected deaths reported to DSC by the Department of Health and Human Services (DHHS) or the State Coroner.

Are all types of disability service providers subject to this review process?

Any disability service provider that meets the definition of disability service provider or regulated service provider in the Disability Act 2006 is subject to this review process.

This means that disability services provided by the Secretary of DHHS, persons and bodies registered on the register of disability service providers, contracted service providers, funded service providers and prescribed service providers are within scope.

What is the review process and when are families contacted by DSC?

Reviews are conducted over two phases. Phase one involves reviewing information and documentation received from the service provider about disability services provided to the deceased person.

If DSC identifies potential concerns about service provision during phase one, DSC will move to a more comprehensive phase two investigation. It is at this stage that families will be contacted and invited to provide their input. Participation is entirely optional. Families can make contact with DSC at any stage if they wish to do so.

What are the triggers for phase two?

A move to a phase two investigation may be required if DSC identifies potential concerns with the service provision afforded to the deceased person, or where there are indicators of abuse or neglect.

Am I required to participate?

No. Participation is voluntary and entirely up to you. If you wish to share your experiences with us, we can meet in person or speak by phone, or you can share your thoughts by writing to us.

If you decide to meet with us, you are welcome to bring a support person along.

What will be the outcomes of the investigation process?

Where necessary, we may require service providers to take action as a result of these investigations. DSC will provide a report to the Minister and the Secretary to DHHS after every investigation. These reports will not be publicly available.

Where concerns have been identified, DSC will provide feedback to families about the outcomes of an investigation.

At the end of every financial year, we will also provide a comprehensive annual review of the themes identified from our reviews of disability service provision to people who have died. This annual review will highlight areas for improvement. This report will be published in our Annual Report and be made publicly available.

Will any personal information be publicly disclosed?

No. Your privacy will be respected. DSC's Annual Report will include an annual review of practice and the systemic issues surrounding disability service provision, but we will not include any information that can identify you or your family or next of kin.

Illustrative case studies may be used to highlight practice issues. Case studies will be based on a composite of facts and themes arising from our investigations.

Contact us

Phone (preferred)	1800 677 342 (free call from landlines) or TTY 1300 726 563
Website	www.odsc.vic.gov.au
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Skype calls are available by appointment. You can request a Skype call by phone, TTY, fax or email.