

Annual Complaints Reporting Tool

Disability service providers in Victoria need to report to the Disability Services Commissioner every year about the number, types and outcomes of complaints received, including how they were resolved. Our online Annual Complaints Reporting Tool (ACR Tool) is a free all-in-one complaints register and annual reporting tool for service providers.

What is the ACR Tool?

The ACR Tool is a free online all-in-one complaints register and annual complaints reporting tool available to your organisation. The ACR Tool can be used for:

- Meeting your organisation's legislative obligation to report all complaints received to Disability Services Commissioner every year
- Keeping a secure record of all complaints as they are received
- Recording additional data about complaints, such as information about the individual and specific case notes

When using the ACR Tool to record and manage your complaints, you can be confident that your organisation's complaints records are securely stored and comply with legislative requirements.

Who can use the ACR Tool?

All registered, contracted or funded Victorian disability service providers have access to the ACR Tool. The ACR Tool is designed to manage the annual complaints reporting process required of service providers.

If your organisation has a number of people who need access to your complaints register, the ACR Tool can accommodate multiple system users from the same organisation. The main administrator of the tool within the organisation has the ability to add and remove users as needed.

Access the ACR Tool:
www.orima.com.au/acr/

The ACR Tool is a free resource for service providers



Who is responsible for the data in the ACR Tool?

The ACR Tool is administered by Disability Services Commissioner. The technology and data security is managed by Orima Research, a public sector research and online data system specialist.

In using the ACR Tool, service providers enter into an agreement with Orima Research to store complaints data on their behalf. The full Terms and Conditions of this agreement can be found on the ACR Tool or through contacting Orima Research.

DSC can help guide you through managing and successfully resolving complaints, and turning complaints into an opportunity for improvement.

Access additional resources at www.odsc.vic.gov.au

How does DSC use the complaints data?

Disability Services Commissioner does not have access to individual complaints data, and only receives summaries of annual complaints reports at the end of each financial year. This data is published every year in the Commissioner's Annual Report.

This multi-year data and information on sector-wide trends enables us to advise the sector on both time-limited and recurring issues that need to be addressed in order to improve the experience of people with a disability receiving supports.

Manage complaints with the free ACR Tool

Access the ACR Tool: www.orima.com.au/acr/

If you need help with the ACR tool, you can contact us by:

Phoning 1300 728 187 or
TTY 1300 726 563

Emailing acr@odsc.vic.gov.au

National Relay Service users

Deaf, hearing impaired or speech impaired TTY users: 1800 555 677 then 1800 677 342;

Speak and Listen users: 1800 555 727 then 1800 677 342.

For more information: www.relayservice.gov.au