



INCLUSIVE RESOLUTION – LESSONS FROM THE DISABILITY SERVICES SECTOR

Tricia Malowney, Rochelle Collard & Anthony Kolmus

SOCAP Symposium – 24 August 2016

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HAMBURGER CHOICES

The basic hamburger



Add some lettuce



Add a slice of cheese



Add some tomato



If you didn't like it, bad luck, because that's all there was!

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DISABILITY SERVICES WERE THAT BASIC

A segregated bus



To a segregated day program



For bowling on Thursdays



Or to a sheltered workshop



With people telling you what's best for you



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Disability Services Commissioner

Why people with a disability don't complain

Fear of loss of supports
It's hard looking after you people

Concern about the relationship
Don't believe her, she's a liar

Fear of retribution
What do you expect me to do about it

Not aware of their rights
So what are you going to do about it

Previous negative experiences
We can't afford to pay you more than \$2.50 an hour


Trouble maker

Just for that, no dinner for you

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Disability Services Commissioner

The role and functions of the Disability Services Commissioner



- Uphold the principles of the Disability Act 2006
- Independent
- Assistance and advice with resolving complaints
- Information & education
- Oversight of critical incidents
- Influencing the disability sector

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Disability Services Commissioner

Trends and issues in complaints data

Over **6,500** enquiries & complaints to DSC from 1 July 2007 to 30 June 2016

- In 2007-08 DSC received 178 enquiries and 133 complaints
- In 2015-16 DSC received 700 enquiries and 253 complaints

Over **14,664** complaints reported by service providers from 1 July 2007 to 30 June 2016

- In 2007-08 service providers reported 992 complaints
- In 2015-16 service providers reported 2174 complaints

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Key elements of successful complaint resolution



- Acknowledgement
- Answer
- Action
- Apology

Changing the culture in the disability sector

“When people not used to speaking out are heard by people not used to listening then real change can be made.” - John O'Brien