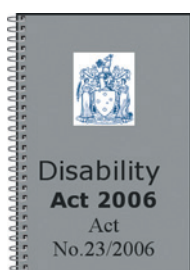


## Information Sheet 9

# Complaints about disability services

## *Disability Act 2006*



From the 1st of July 2007 the *Disability Act 2006* is the new law for people with a disability.



One of the things the new law talks about is improving the way complaints about disability services can be made and responded to.



### **What can a complaint be about?**

A complaint can be about anything to do with your service, a person or something else.

For example a support worker who helps you is being mean to you.



### **Who can make a complaint?**

Anyone can make a complaint about a disability service provider. This person may be a person with a disability, a family member or an advocate.

## How will the new law make it easier to complain?



Disability service providers must provide people with information on how to make complaints.

This information needs to be made as easy to understand as possible.



Disability service providers must respond quickly and fairly to complaints.

## If you are not happy with how your disability service provider has responded to your complaint you can also complain to:

1



- the manager of your disability service provider

2



Department of Human Services

- the Department of Human Services

3



- Disability Services Commissioner.



## What is the job of the Disability Services Commissioner?

Mr Laurie Harkin is Victoria's Disability Services Commissioner.



His job is to handle complaints and to check that disability service providers are doing their job well.



## For more information about the Disability Act 2006:



Provision of Information Policy (Easy Read)



[www.dhs.vic.gov.au/disability](http://www.dhs.vic.gov.au/disability)



Email: [disability.legislation@dhs.vic.gov.au](mailto:disability.legislation@dhs.vic.gov.au)



Telephone 1300 366 731  
9am to 5pm, Monday to Friday



TTY users – Phone 13 3677  
then ask for 1300 366 731

\* For acknowledgment of illustrations used, please see Information Sheet 11