

A CLASSIC DHS "PASS THE PARCEL"

As we all know only too well, service level and quality complaint avenues for people with a disability and their families are avenues with wonderful lights and bells, going nowhere meaningful. We all live in hope of a new, or newly discovered light which might be a bright and meaningful star holding service providers really accountable.

Clutching at straws and not holding our breath, we tested the temperature of the water at CIIRu (Corporate Integrity, Information and Resolutions Unit) - <http://www.dhs.vic.gov.au/pdpd/ciiru/> This CIIRu Web Site says:-

CIIRu is located within the Portfolio Services Branch of the Department of Human Services (the Department). We have the responsibility for coordinating and managing enquiries and responses in the following areas:

Complaints Management,
Fraud Prevention,
Ombudsman Review,
Privacy,
Whistleblowers; and
Freedom of Information (FOI).

Our aim is to support and guide staff to reflect the Department's values of quality service provision, professional integrity and collaborative relationships.

Feedback from the public on the services and programs provided by the Department is encouraged in order to guide continuous service improvement.

Complaints Management

Your complaint is a way to help us improve our services and is valued by the department as a learning opportunity.

Corporate Integrity Information and Resolutions unit (CIIRu) **is the central office for managing complaints. If you wish to make a complaint about any of the services provided by the department you are encouraged to:**

1. Contact the quality assurance officer at your local office or your individual caseworker.
2. **If your complaint cannot be resolved at your local office, then please contact CIIRu for assistance.**

If you wish to make a complaint please refer to our guide (located in the library) to assist you.

Contact information for making a complaint to the Department of Human Services - this link

opens in a new window.

Our Values

The Department of Human Services (the department) has identified five values essential to creating a positive working environment to achieve the department's goals. These values describe the culture and norms staff would like to see in the department.

The departments values help Corporate Integrity Information & Resolutions unit (CIIRu) focus on how we conduct our business. They provide a framework for decisions and actions which ultimately affect the performance of the department.

The five Organisational values are as follows:

Client focus:

(includes individuals, families, populations, service providers and staff)

We work towards improving the health and wellbeing of our clients and community.

The services CIIRu provides to it's clients are managed with the clients needs placed as of fundamental importance. Our goal is to provide a effective avenue towards complaints resolution and information access.

Professional integrity and Respect:

We treat all people with dignity and respect.

All people making an enquiry with CIIRu will be treated with respect. We are committed to: maintaining confidentiality of clients treating others with respect regardless of background or situation displaying honesty in dealings with others using sound professional practices and keeping up-to-date with best practice standards.

Quality:

We always strive to do our best and improve the way we work.

CIIRu views complaints as an opportunity to improve our services. Our role is to identify and implement strategies to improve the quality of our services.

Collaborative relationships:

We work together to achieve better results.

CIIRu works cooperatively with colleagues and other agencies to achieve common goals and is receptive to the ideas and opinions of others.

Responsibility:

We commit to the actions we take to achieve the **best possible outcomes for our clients** and community.

CIIRu takes responsibility for providing information and services to clients in a timely and effective way.

All of the above Values compliment each other to form an ideal workplace. CIIRu **strives to demonstrate these values in everything it does.**

If you would like to view our values please read the [Our Values booklet \(PDF 63kb\)](#)

Sounds wonderful, until one attempts to access this DHS HO Central Complaints Process which is clearly intended to provide clients and their families with a complaints investigation process independent of the DHS Regions.

Well, we tested all this with a complaint which the N&WMR has refused to consider for years. We received no response from CIIRu, but a letter from the Region referring us to the Ombudsman, OPA and ODSC! How's that for "Pass the Parcel"?

The intention of CIIRu is clearly to keep the Regions honest in implementing the direction, intention and spirit of DHS HO produced care policies, standards and values. Yet they passed the complaint back to the very people they are intended to investigate the Region/s. And the Region passed it to so called external complaints people - all pseudo government departments - "Captive market public servants checking captive market public servants!" Is this the dignity and respect they mention (above)?

Tony & Heather Tregale

LIFESTYLE IN SUPPORTED ACCOMMODATION (LISA) INC.

Tel: 9434-3810.