

# “Improving the Quality of Disability Services through Complaints”

This appears to be the intention of the Disability Services Commissioner in his Strategic Plan entitled, *Valuing People*

[http://www.odsc.vic.gov.au/downloads/dsc\\_strat\\_plan\\_web.pdf](http://www.odsc.vic.gov.au/downloads/dsc_strat_plan_web.pdf)

We consider it sad that people already seriously disadvantaged by disability, have to wait for someone to complain before the service improves.

Services should improve through pro active service management as DHS publication, "Understanding the Quality Framework for Disability Services in Victoria (2007)" says, *Management must develop a culture of continuous improvement, more efficient and effective work processes and more time and resources spent on planning rather than reacting to problems and crisis.*

## Valuing People

“Improving the quality of disability services through complaints”

The Disability Services Commissioner, Mr Laurie Harkin, says in his Strategic Plan 2008 - 2012. What we seek to achieve is:-

To provide opportunities for people with a disability to have their concerns about disability service providers heard and resolved.

To promote a quality culture within the Victorian disability service sector, where people with a disability are listened to and better service outcomes are delivered.

### If we have been successful:

People with a disability will know that they have a right to complain if they are unhappy with a disability service and know how to make a complaint to get an outcome they are satisfied with.

Those involved in DSC (Disability Services Commissioner) complaints processes will feel that their views have been heard and respected and that, wherever possible, the person with a disability will experience improved service outcomes.

Disability service providers will have effective complaints handling systems in place and will have cultures where people with a disability believe that 'it's OK to complain'. People with a disability will feel that their needs and aspirations are taken seriously by disability service providers, and that complaints result in improvements in service quality.

Disability service providers will understand the range of concerns and key issues reported in complaints and be able to use this information to improve their service.

Staff and managers at DSC will be able to identify what is working well and what needs to change so that our own practices continue to improve.

**Tony & Heather Tregale**  
**LIFESTYLE IN SUPPORTED ACCOMMODATION (LISA) INC.**  
**Tel: 9434-3810.**