



# **Annual Complaints Reporting (ACR)**

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Workshop and webinar - 27 April 2017

## Disability Act 2006

- Created the Disability Services Commissioner as an independent complaints mechanism for people with a disability (s14)
- Stipulated that anyone could complain about any issue arising out of the provision of a disability service (including how a complaint had been dealt with) (s109)
- Required disability service providers to have a system in place to receive and respond to complaints (s104)
- Required disability service providers to report annually to the Commissioner on the number of complaints received and how they were resolved in the form required by the Commissioner (s105)

## **Changing the complaints culture within the disability services sector**

Empowering people with a disability, their families and significant others to speak up

Encouraging disability service providers to strengthen their focus on customer service

A key element of:

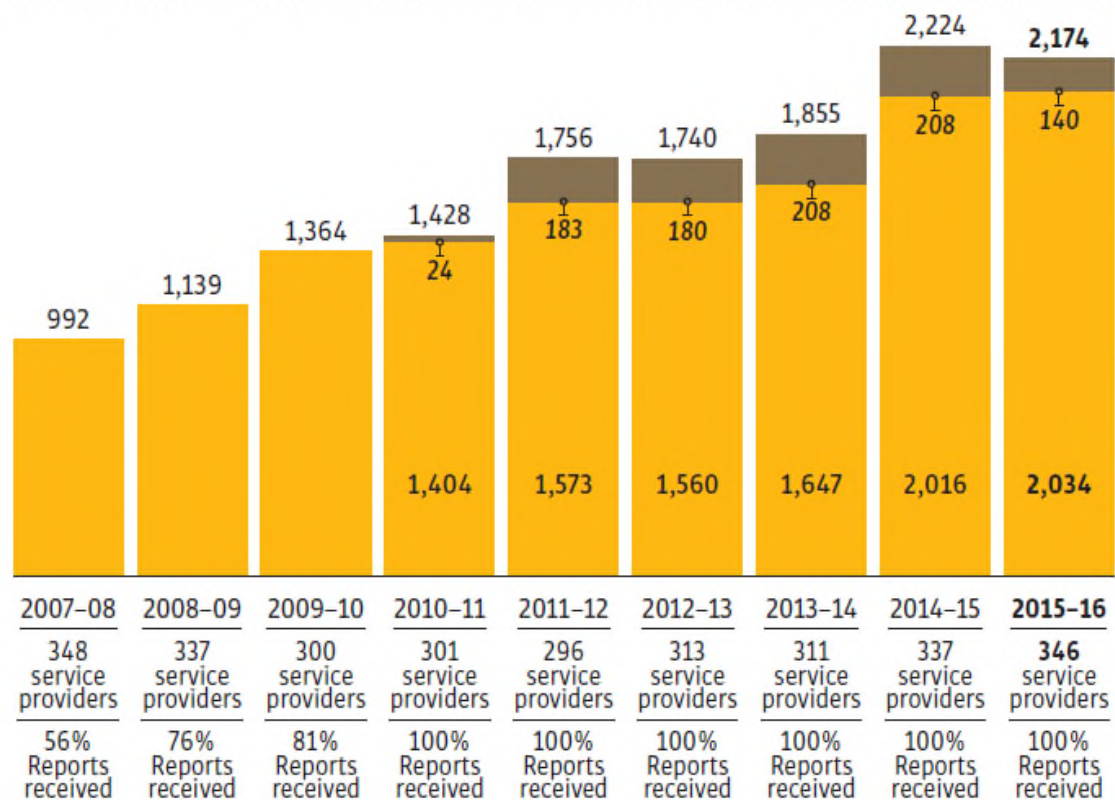
- safeguarding the rights of people with a disability
- people having genuine control and choice over their disability supports



## ***Compliance or Contribution?***

# ‘Its OK to Complain!’

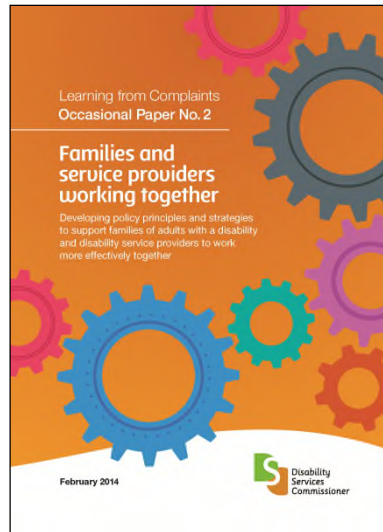
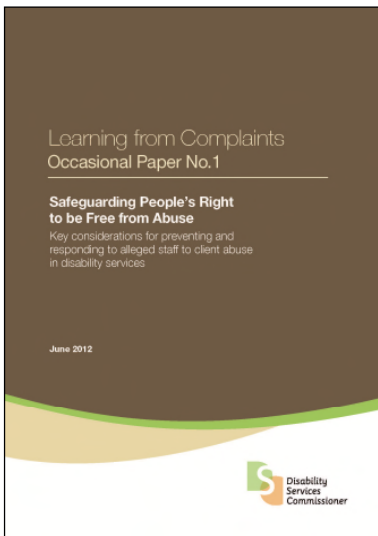
Figure 10: Number of complaints reported by service providers, 2007–08 to 2015–16\*



\* Data on complaints carried forward prior to 2010–11 was not available.

● New complaints    ● Complaints carried over

# How the data is used



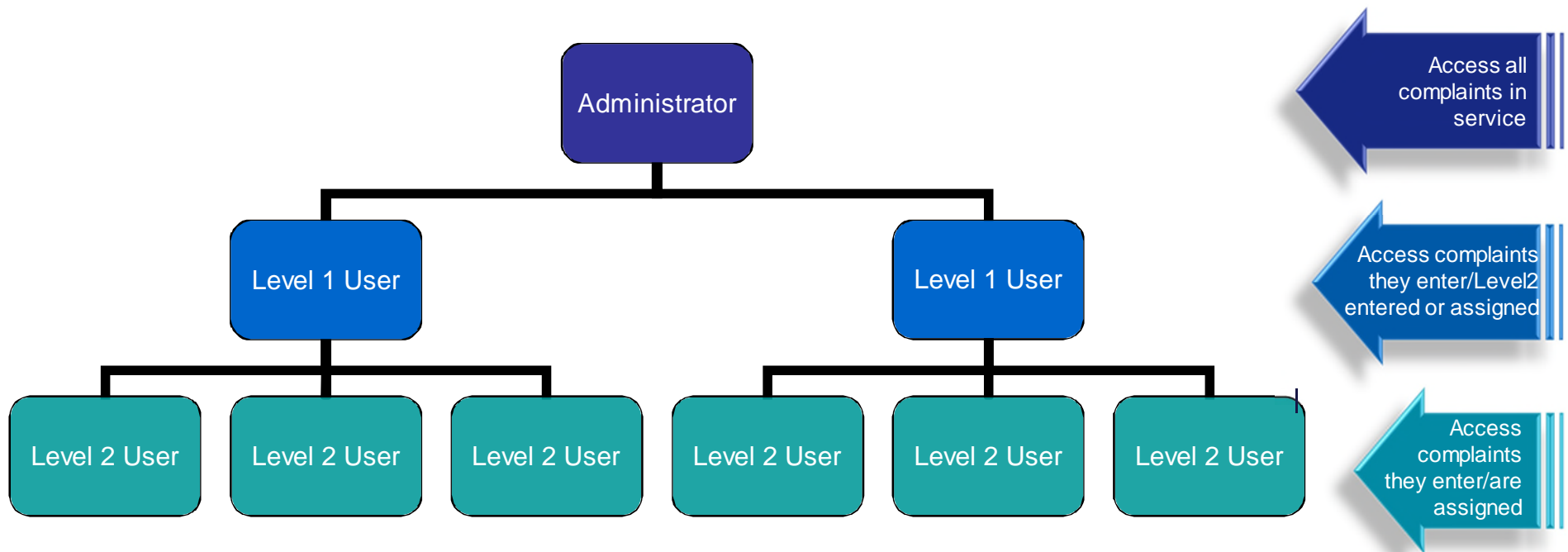
## ACR Online Tool – Key Features

- Developed in consultation with Orima and sector working group
- Single consistent Statewide database
- Web based continuous access
- Flexible data collection: multiple response, filtering, free text, multiple funding sources, compliments, case notes
- Upload submission function
- Secure database

# ACR Online Tool – access structure



Super User: Ability to divide large services into multiple regions/services





## What is a complaint?

An expression of dissatisfaction made to or about a disability service relating to its products, services, staff or the handling of a complaint where a response or resolution is explicitly or implicitly expected or legally required.

(Disability Act 2006; Australian Standard 2014 AS/NZS 10002:2014; ISO 10002:2004 MOD)



# **2016-17 ANNUAL COMPLAINTS REPORTING WINDOW**

**9am Friday 1 July**

**to**

**5pm Monday 10 July 2017**

# The ACR Tool

- <http://www.odsc.vic.gov.au/>
- ACR Tool button at the bottom of the DSC homepage
- [Demonstration](#)

