

Question on Notice
No. 526-222
Asked on Wednesday, 25 May 2022
Answer Due: Friday, 24 June 2022

526 **MR J LANGBROEK** ASKED MINISTER FOR SENIORS AND DISABILITY SERVICES AND MINISTER FOR ABORIGINAL AND TORRES STRAIT ISLANDER PARTNERSHIPS (HON C CRAWFORD)

With reference to the department's 572 complaints received between 1 July 2020 and 30 June 2021, and 570 of these complaints resulting in further action—

Will the Minister outline (a) the areas that received the complaints, (b) the types of complaints, (c) what further action/investigation was undertaken to address these complaints and (d) number of complaints that were not resolved and why?

Answer:

In 2020-21 the Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships (the department) received 572 customer complaints.

(a) Complaints were received by the relevant service area or by the Complaints and Advice Team. Complaints were received about the following service delivery areas:

- Accommodation Support and Respite Service (AS&RS)
- Forensic Disability Service (FDS)
- Culture and Economic Participation
- Disability and Seniors Connect
- Corporate Services

The department also received complaints by people with certified guide, hearing and assistance dogs relating to access rights under the *Guide, Hearing and Assistance Dogs Act 2009* (GHAD Act).

(b) The types of complaints received about the department's service delivery and access rights under the GHAD Act included:

- concerns about client care for AS&RS and FDS residents
- actions and decisions of departmental staff
- AS&RS and FDS accommodation issues
- changes to practices affecting AS&RS and FDS residents
- delays in National Disability Insurance Scheme worker screening checks
- issues with receiving a Seniors Card
- people with certified guide, hearing or assistance dogs being denied access to a public place, place of accommodation or public transport.

(c) All complaints received were assessed and action taken to resolve the complaints included:

- information provision to help clarify concerns
- investigation into the issues raised
- mediation between the department and the customer
- referral to the department's Ethical Standards Unit

- referral to an appropriate external agency, such as the National Disability Insurance Agency
- referral to a disability advocacy service
- improvements to systems or processes to address the issues raised.

(d) All complaints received by the department were resolved on the basis that action was taken to assess and/or address the complaint and an outcome provided to the customer.