

Complaints about Disability Services Referred to Early Conciliation

Andy cares for his son Michael who has a profound disability requiring considerable support. Andy contacted the HCSCC with concerns about the quality of the service provided to Michael, complaining that staff often failed to turn up for scheduled visits as well as inconsistent rostering of staff. Andy complained that the Office of Disability, despite repeated complaints about the quality of service, did not follow through with the service provider to ensure that an appropriate service was provided. Andy also complained that the OoD did not give him any say in how his son's funding would be administered or flexible options for short term respite.

The Commissioner will often refer complaints such as this one to conciliation immediately with the goal of repairing or maintaining the relationship with the service provider. In this case, two conciliations were conducted, firstly with the service provider and secondly with the Office of Disability. While both complaints were resolved at conciliation, the decision had already been made to transfer to an alternate provider.