What if I have no complaints to report?

If you have received no complaints about the provision of services to persons with a disability in the relevant reporting period, you are still required to submit an annual complaint report which indicates to the Disability Services Commissioner that your service received no complaints for the year.

Online ACR tool access and passwords

Step 1: Complete a password request form for your service (see ‘Information for Service Providers’ on the Disability Services Commissioner website).

Step 2: With your password, access the ACR tool to set up your service and establish other users as required.

Step 3: Record and report complaints following the instructions in the tool.


Remember...

- Complaints are a normal part of delivering a service.
- People are entitled to have a say about the design and implementation of their supports.
- It’s OK to complain! and it’s OK to be complained about!

“It’s OK to complain

“When people not used to speaking out are heard by people not used to listening then real change can be made”

John O’Brien

For more information about annual complaints reporting (ACR) please contact the Disability Services Commissioner

1300 728 187
acr@odsc.vic.gov.au
www.odsc.vic.gov.au

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What is Annual Complaints Reporting (ACR)?

The ACR process is designed to collect information from service providers about the number and type of complaints and the outcome of the complaints in accordance with sections 105 and 106B of the Disability Act 2006 (the Act).

Who must report their complaints?

All registered, contracted and funded service providers must report annually to the Disability Services Commissioner in accordance with the sections 105 and 106B of the Disability Act 2006. If you are unsure of your requirement to report you should contact your DHS representative.

Why do I report complaints?

Apart from annual complaints reporting being required by the Act, the information gathered from ACR assists the Disability Services Commissioner’s education efforts and is used to contribute to improvements in complaints resolution in the disability sector.

How is the information used?

The information gathered through ACR is used to identify ways to improve complaint handling, to understand what has worked well for services and to support research, education and share examples of good practice with the disability services sector.

The information informs:

- Submissions to government
- Annual reports to Parliament
- Information for service providers
- Research

When am I required to report?

Service providers can finalise and submit their annual complaints report early July each year.

Services that are unable to finalise their report in this period should contact the Disability Services Commissioner by telephone on 1300 728 187 or email acr@odsc.vic.gov.au.

How do I submit my complaints data?

Reports can be submitted on line via the ACR tool. The ACR tool is hosted by ORIMA Research and provides a user friendly process for service providers to report their complaints to the Disability Services Commissioner annually.

What are the benefits of using the on-line ACR tool?

The ACR tool may have several benefits for service providers including:

- password protected access to your complaint records
- administration functions that provide flexible options for tool set-up and the establishment of users
- an on-line interface which collects complaint data in an easy ‘question and answer’ format
- easy storage and retrieval of complaints data that can also be updated throughout the year
- a download function that allows complaints data to be viewed and analysed in a spreadsheet format