Information Sheet 10
Disability Services Commissioner

*Disability Act 2006*

From the 1st of July 2007 the *Disability Act 2006* is the new law for people with a disability.

One of the things the new law talks about is improving disability services through better ways of making and responding to complaints.

*Who is the Disability Services Commissioner?*

Mr Laurie Harkin is Victoria’s Disability Services Commissioner.

He is independent from government and disability service providers. He does not take sides.

His job is to handle complaints and to check that service providers are doing their job well.

If you take your complaint to him, his office will work with you and your disability service provider to try to fix the problem.
What does the Disability Services Commissioner do?

• responds to complaints

• helps people work together to fix problems which lead to complaints

• finds out why people complain and how disability service providers can improve their service to prevent further complaints

• improves how people can complain

• tells Parliament the types and number of complaints and how problems have been fixed.
Contact details for the Disability Services Commissioner:

Phone: 1300 728 187 (local call)
       1800 677 342 (free call)

TTY users – Phone 13 3677
then ask for 1300 366 731
for people who are deaf or have a hearing, speech or communication impairment

Fax: 03 9603 8310

www.odsc.vic.gov.au
For more information about the *Disability Act 2006*:

- Complaints Policy (Easy Read)
- Information sheet 9, Complaints about disability services


Email: disability.legislation@dhs.vic.gov.au

Telephone 1300 366 731
9am to 5pm, Monday to Friday

TTY users – Phone 13 3677
then ask for 1300 366 731