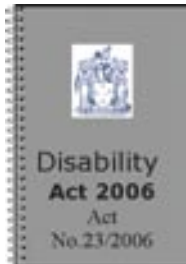


# Disability Services Commissioner

## Disability Act 2006



From 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: 1300 726 563  
for people who are deaf or have a hearing, speech or  
communication impairment



Fax: 03 9603 8310



[www.odsc.vic.gov.au](http://www.odsc.vic.gov.au)



## For more information about the *Disability Act 2006*:



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



[www.dhs.vic.gov.au/disability](http://www.dhs.vic.gov.au/disability)



Email: [disability.legislation@dhs.vic.gov.au](mailto:disability.legislation@dhs.vic.gov.au)



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



TTY: (03) 9096 0133  
for people who are deaf or have a hearing,  
speech or communication impairment.

\* For acknowledgment of illustrations used, please see Information Sheet 11