

**Senate Community Affairs Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILIES, HOUSING, COMMUNITY SERVICES AND**  
**INDIGENOUS AFFAIRS PORTFOLIO**  
**2013-14 Budget Estimates Hearings**

**Outcome Number:** 5

**Question No:** 229

**Topic:** DisabilityCare

**Hansard Page:** Written

**Senator Siewert** asked:

What provision has been made for the necessary work to be undertaken to harmonise independent services complaints' handling mechanisms across the jurisdictions so that people with disabilities can be confident that no matter where they are in Australia the services that they receive will be held to an equivalent standard of performance?

**Answer:**

DisabilityCare Australia has developed a feedback management system for enquiries, complaints and reviewable decisions. This system will be used in all launch sites and the national office will ensure consistent application across all locations. In the design of the National Disability Insurance Scheme, it was determined that DisabilityCare Australia would not develop its own Quality Standards and safeguarding processes in the short to medium term but would adopt the mechanisms that exist in the jurisdictions in which the launch sites are located. During the period of the launch, state registered providers of specialised disability supports remain subject to the complaints management systems that operate in the host jurisdictions.

DisabilityCare Australia has worked closely with participating state jurisdictions to understand and manage the intersection of DisabilityCare Australia and the participating state systems, in particular the existing state quality management and complaints systems. Memoranda of Understanding have been developed for the co-management of complaints by DisabilityCare Australia and the State Regulatory Authorities.

To provide a seamless service to DisabilityCare Australia participants and providers, complaints lodged with DisabilityCare Australia will be referred on to the relevant State Authority and vice versa and progress with the complaint monitored by DisabilityCare Australia until finalised.

All feedback (complaints, compliments and requests for review) will be captured and analysed allowing DisabilityCare Australia to rectify problems and make improvements in accordance with Agency's Quality Management Framework.