

**SURVEY OF USERS OF DISABILITY SERVICES QUEENSLAND
COMPLAINTS MANAGEMENT SYSTEM
March 2006**

Since Queensland Parents for People with a Disability Inc (QPPD) released the report from the Community Investigation into the abuse, assault and neglect of people with a disability receiving services provided or funded by Disability Services Queensland (DSQ) in May 2005, the following new strategies have been introduced by the Queensland Government:

- ❖ The Disability Services Bill was tabled in Parliament in December 2005
- ❖ The Law Reform Commission has been asked to review the Guardianship and Administration Act
- ❖ The DSQ Quality Standards are being implemented
- ❖ The Complaints Management System has been reviewed
- ❖ Have Your Say consultation and documentation

However over the past year, QPPD has become aware that many people have continued to experience abuse, assault and neglect and that those people who did the right thing and reported the abuse, assault and neglect that they either experienced or witnessed, have been subjected to further bad treatment. In the case of 'whistleblowers', some people have told us about the devastating consequences to themselves and their families as a result of their actions in exposing the abuse, assault and neglect of people with disabilities. The law currently claims to protect people who take the risk of speaking out against their employers or co-workers; however, we know that the law provides no such protection in everyday reality.

One strand of the current advocacy effort is to keep attention focussed on the effectiveness or otherwise, of DSQ's Complaints Management System. In a meeting with Minister Pitt last May he assured QPPD that the DSQ Complaints Management System was now "fixed".

We would like to hear from you if this is the case. We would also like to hear if DSQ are now responding in an appropriate and timely way to complaints made to them – particularly where there is a perceived risk to a person with a disability.

However, any comments or stories about your experience of using the system would be very welcome.

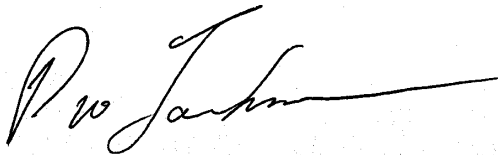
Please take the time to complete the survey and return them to us in the prepaid envelopes, or if you prefer, please call us at QPPD on 1800 805 184 (freecall) to talk about your experiences. Please attach any additional pages if needed.

Queensland Parents for People with a Disability Inc

If you prefer, you can complete the survey online by going to our homepage at www.qppd.org and following this link to the survey page www.twcmad.com/qppd/index.php?sid=2 Or download it from the QPPD website to print out and send it to the postal address given below.

QPPD will continue to advocate on what keeps people safe; your help in this advocacy effort is vital. Copies of the original report may be downloaded from QPPD's website www.qppd.org or a hard copy can be sent on request.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Phil Tomkinson', written over a light grey dotted grid background.

Phil Tomkinson
A/President

Privacy and Confidentiality

Any information we gather with the following survey is confidential and all information will be securely stored to prevent unauthorised access. QPPD will respect your personal details and will not divulge any identifying information to third parties unless you give permission for this to happen. Any report will be written in such a way that no individuals or organisations will be able to be identified.

Queensland Parents for People with a Disability Inc

If you would prefer to talk to us about what has happened since you reported the incident, may we contact you?

Yes No

If you have answered yes to this question, or would like further information, please provide your contact details below or if you would prefer to telephone us , please call 1 800 195 622 (freecall).

Name:	
Address:	
Telephone Number:	
Mobile telephone number:	
Email Address:	

Thank you for assisting us in our advocacy effort to protect people with a disability from experiencing abuse, assault or neglect.

**Please return this form in the reply paid envelope provided to:
QPPD, P.O. Box 470, PADDINGTON, QLD 4064**