



## Standing Committee on Justice and Community Safety

### Inquiry into Annual and Financial Reports 2022-2023 ANSWER TO QUESTION TAKEN ON NOTICE

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Asked by Mr Andrew Braddock on 17 November 2023: Mr Peter Muir ACT Official Visitors, took on notice the following question(s):

Reference: Hansard [uncorrected] proof transcript 17 November 2023 [page no 13]

In relation to: general themes of disability complaints

**MR BRADDOCK:** Just coming back to disability again, I was just interested in are there any themes from what the official visitors have found as part of its inspections or complaints received?

**Ms Quinn:** Within the Corrections space for disability?

**MR BRADDOCK:** No, disability space.

**Mr Dzwonnik:** What page are you referring to?

**MR BRADDOCK:** Sorry. Let me pull that back. The question was more in the broad of, just, are there themes with the disability sector in particular in terms of the live-in sector, in terms of any themes that you are discovering there? Because I notice on page 11 you are talking about “received a number of complaints”, but I am just trying to identify what are the main themes?

**Mr Muir:** In terms of the themes, that part we will take on notice. If I can answer this way: I have met with two of the—as part of my role incoming as the chair. Certainly, some of the things they have raised with me are service providers not understanding their obligations.

Certainly in the NDIS, there has been a really significant growth in service providers moving into the territory, and as I said to you in a previous answer, we do not necessarily have complete visibility of those. Someone could start a package, for example, and move into a residence that is a visible place, but service providers not necessarily knowing their obligations, because you have a myriad of providers, some in the for-profit area, some in the not-for-profit area. That is one of the ones they have raised with me. We have discussed also the issue of deaths.

**ACT Official Visitors:** The answer to the Member's question is as follows: –

Official Visitors for Disability Services (OVDS) have found that issues complained about, or concerns formed by OVDS during visits, are largely individual as far as they relate to disability service providers. During the reporting period, OVDS have not highlighted any widespread systemic concerns that apply to practice or conduct across multiple providers. Likewise, during the reporting period OVDS have not had cause to raise organisation-wide concerns with any individual support providers.

OVDS are concerned at the number of instances of problems with housing maintenance and quality of housing stock, with approximately one third of complaints and issues relating to these factors over the reporting period. Given the complexity of these types of complaints and the multiple parties involved, these matters account for more than one third of OVDS complaint handling time.

Approved for circulation to the Standing Committee on Justice and Community Safety

Signature:



Date: 27 November 2023

By Mr Peter Muir, Chair of the Official Visitors Board, ACT Official Visitors