



STANDING COMMITTEE ON JUSTICE AND COMMUNITY SAFETY

JEREMY HANSON CSC MLA (CHAIR), MARISA PATERSON MLA (DEPUTY CHAIR), JO CLAY MLA

**Inquiry into referred 2019–20 Annual and Financial Reports and Budget Estimates 2020-21**  
**ANSWER TO QUESTION ON NOTICE**

Asked by Mrs Elizabeth Kikkert MLA: To ask the Discrimination, Health Services, Disability and Community Services Commissioner

In relation to: **Customer satisfaction survey**

Ref: Budget Statements D, Disability, Output class 1.5 Protection of Rights

1. For each Commission survey that was conducted (please cite date survey was conducted):
  - a. What was the total number of participants?
  - b. How many participants said the process was fair, accessible and understandable?
  - c. How many participants provided negative feedback, and what was the nature of the feedback?

Ms Karen Toohey: The answer to the Member's question is as follows:—

1. The complaint handling service customer satisfaction survey is conducted on a rolling basis that is as matters are finalised, where appropriate, a customer satisfaction survey is sent to the complainant and the respondent or their representatives. Responding to the survey is voluntary. Surveys are not conducted for matters the DHSDCSC does not have day to day carriage of a matter such as Australian Health Practitioner Registration Authority (AHPRA) notifications about registered practitioners. We also do not seek a survey response from respondents who may have a number of complaints against them, such as ACT directorates, where feedback about the complaint process is generally provided through individual stakeholder discussions.

A. In 2019/20 38 surveys were returned.

B. 79% said the process was fair  
82% said the process was accessible  
87% said the process was understandable

C. Two respondents to the survey said they did not find the process fair, accessible and/or understandable. Their feedback was that the assistance we provided during the complaint process did not meet their expectations and a concern was raised about delay caused by a respondent being given an extension of time to respond to the complaint.



**LEGISLATIVE ASSEMBLY**  
FOR THE AUSTRALIAN CAPITAL TERRITORY

JACS No. 51

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

Signature:

A handwritten signature in black ink, appearing to read "K. Toohey".

Date:

8/3/2021

By the Discrimination, Health Services, Disability and Community Services Commissioner, Ms Karen Toohey