



# Determining if a Complaint alleges a breach of the Code of Conduct

## Disability Services and Inclusion Act 2023

All service providers who receive funding under the *Disability Services and Inclusion Act 2023* must include complaints data as part of their regular reporting to the Department. This includes identifying whether complaints involve an alleged breach of the Code of Conduct. The department considers a breach may have occurred if the complaint relates to any of the following:

- Individual freedom of expression
- Individual self-determination
- Individual decision-making
- Privacy of people with disability
- Safety, competence, care and skill when providing services and supports
- Integrity, honesty and transparency of the service provider or employees
- Timeliness and responsiveness to matters that may impact the quality and safety of services
- Instances or allegations of violence, abuse, neglect or exploitation of people with disability, including response or prevention
- Sexual misconduct, including response or prevention.

The data that you collect must enable you to report:

- How many complaints you **received** in the reporting period
- How many complaints you **resolved** in the reporting period
- How many complaints are **ongoing** at the time of the report
- How many ongoing complaints are from **previous reporting periods** (and how long they have been open)
- In each of these categories, how many involve an **alleged breach** of the Code of Conduct

The department may request additional information in relation to complaints. Unless otherwise specified, reporting on complaints data should be anonymised.