

Australian Capital Territory

Official Visitor (Disability Services) Visit and Complaint Guidelines 2014 (No 1)

Disallowable instrument DI 2014–286

made under the

Official Visitor Act 2012, section 23 Visit and Complaint Guidelines

Explanatory Statement

Background

Section 23 of the *Official Visitor Act 2012* allows the Minister for that Act to, after consulting the operational Minister for an operational Act, make Guidelines about visits by an Official Visitor and the handling of complaints and referral of complaints to investigative entities.

The operational Act for the Official Visitor for Disability Services is the *Disability Services Act 1991*. The operational Minister for the Act is the Minister for Disability. The Attorney-General has consulted with the operational Minister for the Disability Services Act about visit and complaint guidelines for the Official Visitors for that Act.

Provisions of the Official Visitor (Disability Services) Visit and Complaint Guidelines

The Official Visitor for Disability Services and Complaint Guidelines provides a schedule of each visitable place an Official Visitor must visit and how often an Official Visitor must visit the place.

The Guidelines also detail procedures an Official Visitor and operating entity must follow during a visit by the Official Visitor, and during any subsequent follow up of matters identified by the Official Visitor or an entitled person under the Act.

The Guidelines also provide a schedule of reporting by the Official Visitor to the operational Minister for the Act.

The Guidelines set out procedures to be followed in the case of complaint and in cases where a complaint or matter raised by an Official Visitor or an entitled person cannot be resolved. The Guidelines also prescribe how a complaint may be received, actioned and closed by an Official Visitor and how an entitled person may withdraw a complaint if they so wish.