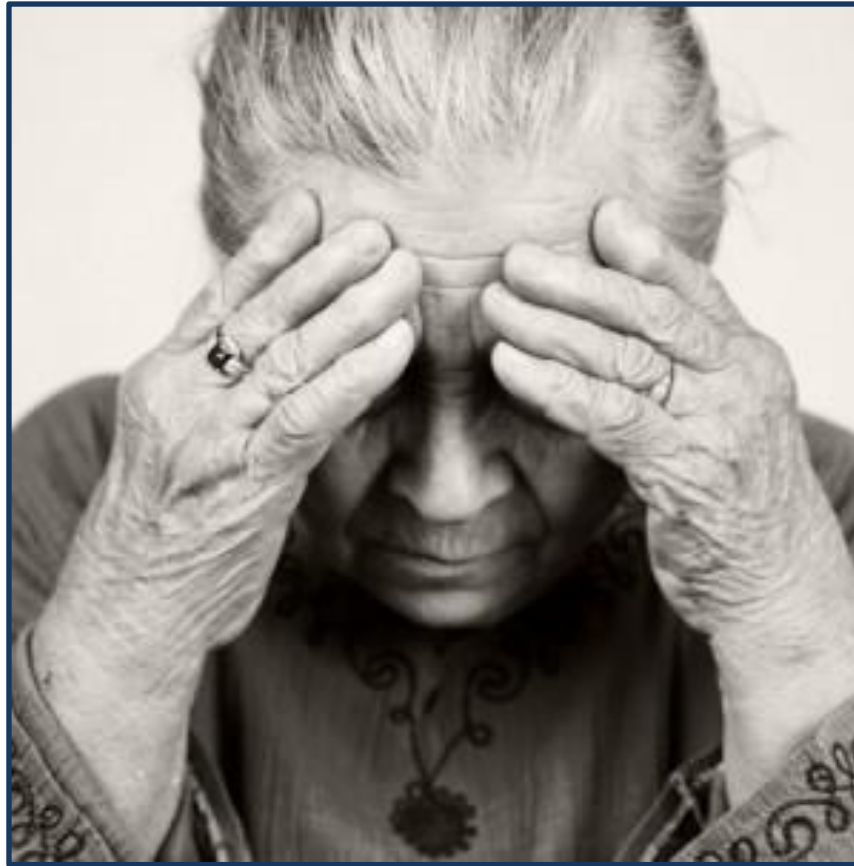


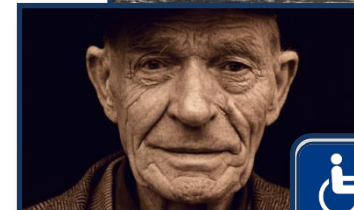
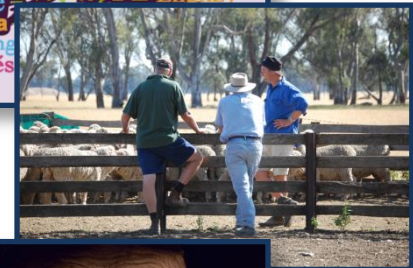
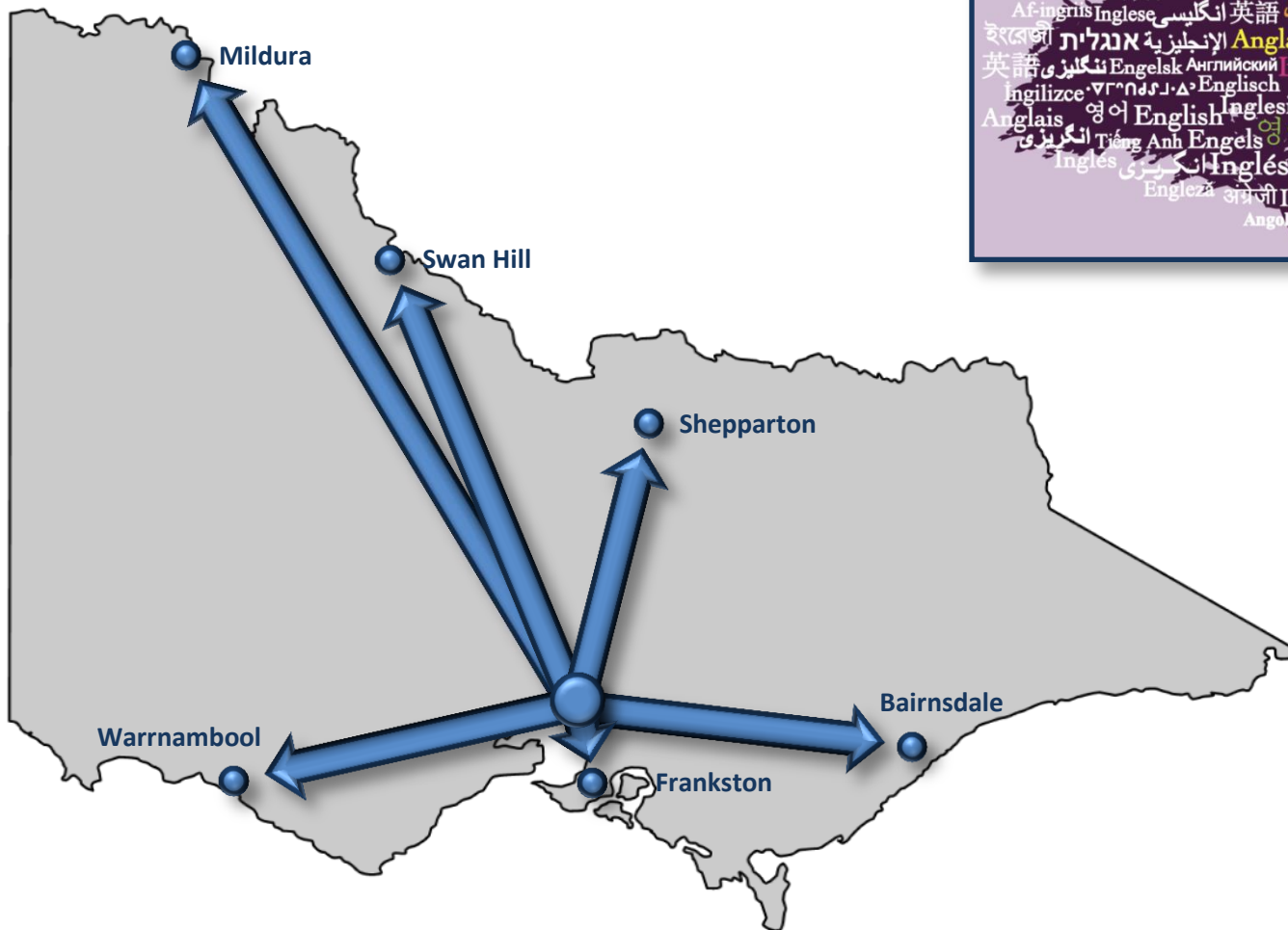


# **Advocacy Sector Conversations**

22 October 2015

Ms J





# V0 info animation



**[www.ombudsman.vic.gov.au/Complaints](http://www.ombudsman.vic.gov.au/Complaints)**

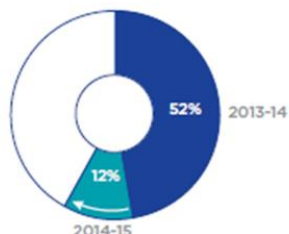


# VO Snapshot: 2014 – 2015



approaches  
to our office  
increased to  
**38,980**

**6% more**  
approaches  
within our  
jurisdiction



proportion of  
closed cases within  
our jurisdiction  
**up 12%**

**5,377 people**  
used our website  
redirection service



**3,256**  
formal  
enquiries and  
investigations  
completed

**34**

formal  
investigations  
completed

**8**

Parliamentary  
reports tabled

**50**

recommendations made  
**96%** accepted

**92%**

approaches  
closed  
within  
30 days



**86 employees**



**24 presentations**  
to regional audiences  
We travelled  
**36,360kms**



**THE AGE**  
INDEPENDENT ALWAYS.  
Protect the vulnerable  
prosecute the corrupt

**THE AGE**  
INDEPENDENT ALWAYS.  
Staffer stood down  
after blowing whistle

**THE AGE**  
INDEPENDENT ALWAYS.  
Yooralla chief quits  
amid death

**THE AGE**  
INDEPENDENT ALWAYS.  
Yooralla suspended  
from advisory body

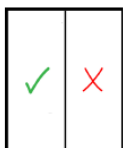
**THE AGE**  
INDEPENDENT ALWAYS.  
Yooralla abuse cases  
bungled

**THE AGE**  
INDEPENDENT ALWAYS.  
Ombudsman to investigate  
Yooralla scandal

**THE AGE**  
INDEPENDENT ALWAYS.  
Victim takes stand in  
encourage others

***Abuse of people with a disability is unconscionable in a civilised society.***

***Something is wrong with our systems, and we need to understand what is broken and what can be done to fix it.***



How we will do this work



- 1 We will look at how people can **report abuse** in disability services.



Report means to tell another person.



Abuse means hurt another person. For example, hit a person or touch a person in a way they do **not** want you to.



- 2 We will look at what happens when
- someone reports abuse
  - people try to find out what happened.
- This is called an **investigation**.

***What has occurred and been reported in the media is a product of the culture in which we live.***

***If this inquiry enables our community to rethink our casual culturally ingrained ideas about who is a human, who is afforded rights and who is supported to access justice, then this will serve as the best way to prevent anything like this from ever happening again.***

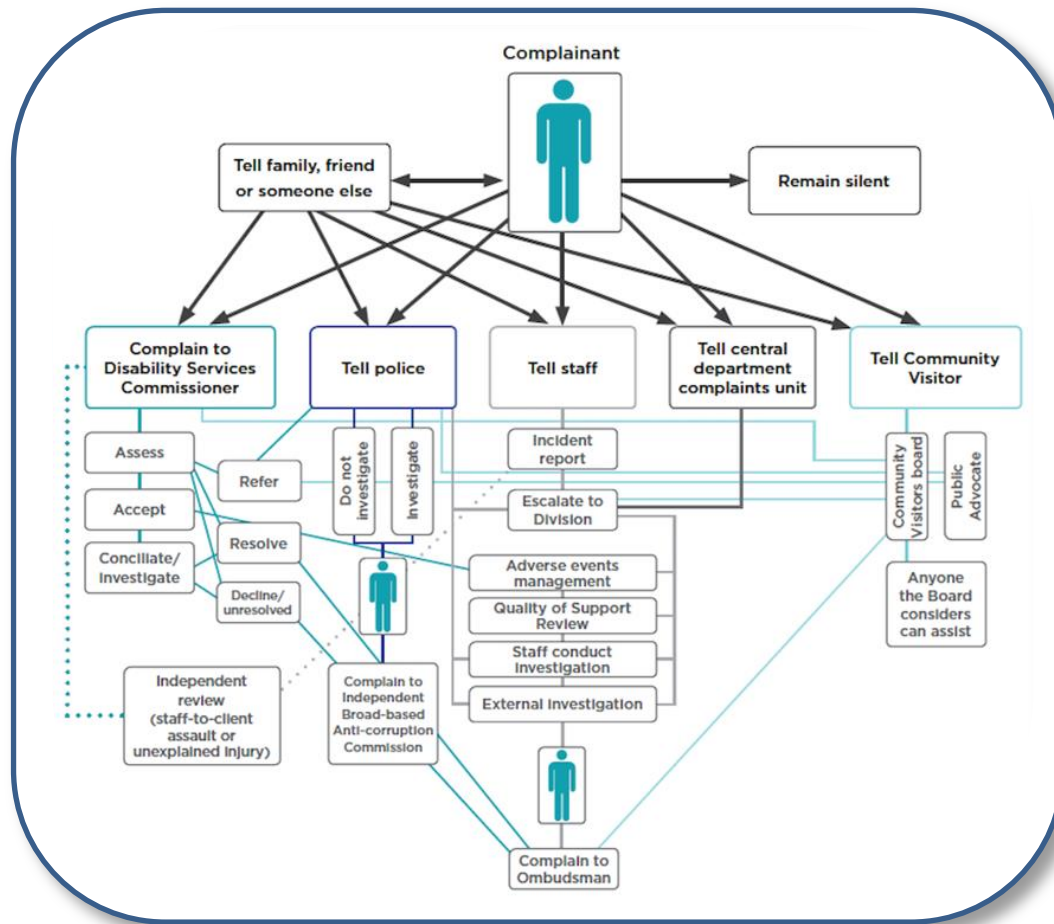


***'We don't know what we don't know.'***

DHHS staff member



# Disability abuse reporting



# Phase 1 recommendations

Phase 1  
recommendations

Single independent oversight body

Funding increase for advocacy services

***Any abuse against Victorians is abhorrent  
and we must take steps to ensure it ends.***

The Hon Martin Foley MP  
Minister for Housing, Disability, & Ageing

