



# Conciliation Register

## Disability Discrimination Act 1992

*For complaints conciliated and finalised in the period of 1-Jul-2002 to 30-Sep-2002*

Ground	Disability of person(s) aggrieved - indirect
Area	Education
Terms of Settlement	Complainant satisfied with response
Compensation	
Complaint Summary	Complainant claims members of respondent golf club who use particular motorised buggies have to pay extra fees. Complainant says he had to provide a medical certificate outlining his physical disability before Club approved his use of his bike.
Ground	Disability of person(s) aggrieved - indirect
Area	Goods / services & facilities
Terms of Settlement	Complainant satisfied with response
Compensation	
Complaint Summary	Complainant attended respondent retail outlet with his daughter who uses a wheelchair. Complainant claims that there were no disabled parking facilities so the family had to leave.
Ground	Disability of person(s) aggrieved - direct
Area	Education
Terms of Settlement	Reasonable adjustment provided Policy change / change in practice
Compensation	
Complaint Summary	Complainant claims her son who has ADD was suspended from school for five days.

Ground	Harassment
Area	Goods / services & facilities
Terms of Settlement	Apology - private
Compensation	
Complaint Summary	Complainant claims staff of respondent ten-pin bowling alley make fun of her and her husband on the basis of her imputed and her husbands actual intellectual disabilities.
Ground	Disability of person(s) aggrieved - direct
Area	Education
Terms of Settlement	Complainant satisfied with response
Compensation	
Complaint Summary	Complainant's daughter has multiple disabilities, is non-verbal and uses a wheelchair - she attends respondent special education school. Complainant says his daughter must exit the school once she turns eighteen years. Complainant wants her to remain at school. Complainant claims disability discrimination.
Ground	Disability of person(s) aggrieved - indirect
Area	Goods / services & facilities
Terms of Settlement	Apology - private Provision of goods, services and facilities Financial compensation
Compensation	\$60
Complaint Summary	Complainant uses a wheelchair. Complainant's Doctor referred him to a radiology service for treatment. Complainant claims he had to travel 30 kms because local clinic did not have a portable hoist to lift him on to the table.
Ground	Disability of person(s) aggrieved - direct
Area	Employment
Terms of Settlement	Employment options improved - job offer
Compensation	
Complaint Summary	Complainant who has a hearing impairment and eleven years experience in the hospitality industry applied for a promotion at his workplace but was unsuccessful. Complainant states that he was interviewed for the position but his employer selected a female who had finished her apprenticeship recently over him for the position. Complainant claims he was unsuccessful because he has a hearing disability.

Ground	Disability of person(s) aggrieved - indirect
Area	Goods / services & facilities
Terms of Settlement	Access achieved
Compensation	
Complaint Summary	Complainant has a mobility impairment and uses an electric scooter. Complainant claims he was advised by respondent train service he could not check scooter in as luggage.
Ground	Disability of person(s) aggrieved - indirect
Area	Access to premises
Terms of Settlement	Access achieved
Compensation	
Complaint Summary	Complainant uses a wheelchair and claims that the respondent shopping centre management/owner have discriminated against him because several shops within the complex are inaccessible.
Ground	Disability of person(s) aggrieved - indirect
Area	Administration of Commonwealth laws and programs
Terms of Settlement	Reasonable adjustment Policy change / change in practice
Compensation	
Complaint Summary	Complainant claims that respondent Commonwealth agency discriminates against him on the basis of his intellectual disability in that he does not fully understand contents of letters respondent has written to him and he has subsequently been `breached' and incurred a large debt.
Ground	Disability of person(s) aggrieved - indirect
Area	Goods / services & facilities
Terms of Settlement	Access achieved
Compensation	
Complaint Summary	Complainant alleges less favourable treatment by respondent in provision of services and access. Complainant alleges she advised respondent airline of requirements to accommodate disability but requirements for seating not met on a number of flights.

Ground	Disability of person(s) aggrieved - indirect
Area	Goods / services & facilities
Terms of Settlement	Access achieved
Compensation	
Complaint Summary	Complainant claims that respondent airline's craft do not all have chair arms that raise to allow a person using a wheelchair to transfer across to the seat.
Ground	Disability of person(s) aggrieved - indirect
Area	Goods / services & facilities
Terms of Settlement	Reasonable adjustment provided
Compensation	
Complaint Summary	Complainant claims that the local postbox is not accessible because of the position of the box. The box is set back from the kerb & there is no wheelchair access. Complainant has to travel to find an accessible box.
Ground	Disability of person(s) aggrieved - direct
Area	Education
Terms of Settlement	Private agreement
Compensation	
Complaint Summary	Complainant is undertaking an undergraduate course at respondent University as a long distance student. Complainant has a 50% visual impairment in her left eye due to retinal thrombosis. Complainant claims respondent has not accommodated her disability in terms of the format of course notes she is sent.
Ground	Disability of person(s) aggrieved - direct
Area	Goods / services & facilities
Terms of Settlement	Apology - private Financial compensation
Compensation	\$2,000
Complaint Summary	Complainant is deaf and signs to communicate. Complainant attended respondent liquor store and was signing with friends. Complainant says security guard asked him to leave and the shop keeper asked him where his hearing aid was if he was deaf. Complainant claims he was being looked at and watched as if he was a criminal.

Ground	Disability of person(s) aggrieved - indirect
Area	Access to premises
Terms of Settlement	Complainant satisfied with response
Compensation	
Complaint Summary	Complainant claims he could not access polling booth in local area at last election because no wheelchair access.
Ground	Disability of person(s) aggrieved - indirect
Area	Goods / services & facilities
Terms of Settlement	Financial compensation
Compensation	\$1,000
Complaint Summary	Complainant who is a long term unemployed claims he was refused service/assistance to seek employment because of his disability. Complainant claims respondent advised him they do not make adjustments and that he should go to a specialist disability service. Complainant claims he stands to lose money per week because he is unable to do the intensive assistance program.
Ground	Disability of person(s) aggrieved - direct
Area	Employment
Terms of Settlement	Financial compensation
Compensation	\$15,000
Complaint Summary	Complainant has depression. Complainant was employed by respondent agency. Complainant did not advise respondent of her disability at pre-employment medical. Shortly after employment respondent became aware of complainant's disability and complainant was required to be medically re-assessed. Complainant claims respondent did not provide reasonable adjustment for her disability and as a consequence her supervision reports were negative and annulment was recommended. Complainant claims personal information about her disability was inappropriately accessed by staff.
Ground	Disability of person(s) aggrieved - indirect
Area	Goods / services & facilities
Terms of Settlement	Access to goods, services and facilities
Compensation	
Complaint Summary	Complainant claims that respondent film distributors did not provide subtitles to movies on DVD or VHS. Complainant is deaf.

Ground	Disability of person(s) aggrieved - direct
Area	Employment
Terms of Settlement	Apology - private Financial compensation
Compensation	\$1,000
Complaint Summary	Complainant claims respondent ex-employer referred to him as "hop-a-long" when he emailed respondent about changes to his health status and advising his leg was to be amputated. Complainant had injured himself in a workplace accident 4 1/2 years earlier and is required to send respondent a monthly certificate of capacity.
Ground	Disability of person(s) aggrieved - direct
Area	Employment
Terms of Settlement	Financial compensation
Compensation	\$5,000
Complaint Summary	Complainant applied with respondent Commonwealth authority for a trainee position. Complainant passed all the interview steps but failed the medical. Complainant has an auto immune disease which can affect hearing and sight.
Ground	Disability of person(s) aggrieved - direct
Area	Employment
Terms of Settlement	Financial compensation
Compensation	\$5,000
Complaint Summary	Complainant has had his knee-cap removed as a result of osteoarthritis. He is employed as a driver. He claims that employer failed to provide reasonable accommodation for his injury.
Ground	Disability of person(s) aggrieved - direct
Area	Employment
Terms of Settlement	Apology - private Employment options improved - job offer Financial compensation
Compensation	\$5,000
Complaint Summary	Complainant, who is deaf, completed teaching degree and applied for position as a teacher. Respondent required her to have a medical assessment. Complainant claims she was subjected to unreasonable delays before her employment was approved and that the doctor requested unnecessary tests.

Ground	Disability of person(s) aggrieved - direct
Area	Employment
Terms of Settlement	Apology - private Staff training / development program
Compensation	
Complaint Summary	Complainant has been employed with respondent agency. Complainant has a visual impairment and wears corrective contact lenses and uses a large personal computer screen at work. Complainant's work area was recently restructured and complainant retrained for new work. Complainant claims because the software used for the new work has to be reduced to fit on a standard personal computer screen that this therefore renders his large screen ineffective.
Ground	Disability of person(s) aggrieved - indirect
Area	Goods / services & facilities
Terms of Settlement	Reasonable adjustment
Compensation	
Complaint Summary	Complainant's son has schizophrenia and is under a community order for health care and protective order for financial management. Writer claims her son incurs bank fees because he loses his card. Writer says respondent bank expects him to operate within rules with which he can't comply.
Ground	Disability of person(s) aggrieved - indirect
Area	Goods / services & facilities
Terms of Settlement	Apology - private Financial compensation
Compensation	\$3,000
Complaint Summary	Complainant claims that she was advised by respondent travel agent she could not take her guide dog on an adventure trip because of space limitations and other reasons.
Ground	Disability of person(s) aggrieved - direct
Area	Employment
Terms of Settlement	Financial compensation
Compensation	\$3,000
Complaint Summary	Complainant applied for a job with respondent as a mechanic but was rejected because he did not pass the medical. Complainant claims this is because of a motorcycle accident he had when previously employed with the respondent. Complainant claims he undertook an apprenticeship with respondent after the accident. Complainant claims the respondent has based its decision on out of date medical evidence from previous period of employment.

Ground	Disability of person(s) aggrieved - direct
Area	Goods / services & facilities
Terms of Settlement	Apology - private Access achieved Financial compensation
Compensation	\$7,000.00
Complaint Summary	Complainant booked a holiday with respondent resort. Complainant uses a wheelchair and was advised accommodation was accessible. Complainant claims this was not correct and her holiday was ruined.
Ground	Disability of person(s) aggrieved - indirect
Area	Goods, services and facilities
Terms of Settlement	Access achieved
Compensation	
Complaint Summary	Complainant and others have various mobility disabilities and use wheelchairs. Complainants aggrieved by new road surfacing by respondent Council which they claim is dangerous and makes it difficult to cross the roads.
Ground	Disability of person(s) aggrieved - indirect
Area	Goods / services & facilities Access to premises
Terms of Settlement	Access achieved
Compensation	
Complaint Summary	Complainant has Nemaline Myopathy and uses a wheelchair for mobility. Complainant claims that local aquatic centre is inaccessible because disability car park is located on a hill and ramps too steep. Complainant says also no handrails on path.
Ground	Disability of person(s) aggrieved - indirect
Area	Access to premises
Terms of Settlement	Access achieved
Compensation	
Complaint Summary	Complainant claims that her local corner shop is not accessible to her because she uses a wheelchair and there is a step at the entry of the shop. Currently store staff take complainant's order outside of shop.

Ground	Disability of person(s) aggrieved - direct
Area	Employment or business
Terms of Settlement	Apology - private Staff training / development program
Compensation	\$8,000
Complaint Summary	Complainant claims she was not offered on-going work with respondent agency because she was receiving a Disability Support Pension. Complainant claims she had no concerns raised about her performance when she was working as a temporary.
Ground	Disability of person(s) aggrieved - direct
Area	Education
Terms of Settlement	Reasonable adjustment provided
Compensation	
Complaint Summary	Complainant's six year old daughter has diabetes. Complainant claims school is not providing appropriate adjustment for her daughter, eg it wants to send her home unnecessarily if she has a 'hypo' instead of treating her and leaving her in class and does not want to allow appropriate food to be kept in classrooms.
Ground	Disability of person(s) aggrieved - direct
Area	Goods / services & facilities
Terms of Settlement	Apology - private
Compensation	
Complaint Summary	Complainant has cerebral palsy, visual impairment and an intellectual disability. Complainant's parents claim that the company that provides computers to people with disabilities has discriminated against complainant because respondent provided a computer and then removed it because of view complainant would not benefit from it.