



Conciliation Register

Disability Discrimination Act 1992

For complaints conciliated and finalised in the period of 1 Jan 2004 - 30 June 2004

Ground	Disability of person(s) aggrieved - indirect
Area	Access to premises Goods / services & facilities
Terms of Settlement	Apology – private Financial compensation
Compensation	\$2500
Complaint Summary	Complainant claims that respondent State authorities have not provided wheelchair accessible parks services.

Ground	Disability of person(s) aggrieved - direct Disability of person(s) aggrieved - indirect
Area	Access to premises Goods / services & facilities
Terms of Settlement	Access to / provision of accommodation - land
Complaint Summary	Complainant has a disability and uses a wheelchair for mobility. Complainant attended cinema which has accessible toilet on ground floor and cinema on first floor. Complainant was advised he would have to leave driver's licence or other ID to be given a key to enable him to use the lift. Complainant says when he objected the Manager abused him. Complainant claims requirement to leave ID to be able to use the toilet is not reasonable and is discriminatory.

Ground	Associate - direct Associate - indirect Disability of person(s) aggrieved - direct Disability of person(s) aggrieved - indirect
Area	Access to premises Goods / services & facilities
Terms of Settlement	Access provided
Complaint Summary	Complainant claims that respondent Council discriminates against people with disabilities because it provides no accessible public toilets.

Ground	Disability of person(s) aggrieved – indirect
Area	Access to premises Goods / services & facilities
Terms of Settlement	Access to / provision of accommodation - land Policy change / change in practice
Complaint Summary	Complainant has a mobility disability and uses a wheelchair and/or crutches. Local council is re-laying pathway outside complainant's house and path will not be accessible to complainant due to gradient.

Ground	Disability of person(s) aggrieved – indirect
Area	Access to premises Goods / services & facilities
Terms of Settlement	Access provided Staff training / development program
Complaint Summary	Complainant who uses a wheelchair claims respondent restaurant was not accessible despite being assured on booking it was. Complainant states there are 2 steps at entrance.

Ground	Disability of person(s) aggrieved – indirect
Area	Access to premises Goods / services & facilities
Terms of Settlement	Provision of goods / services / facilities
Complaint Summary	Complainant who uses a wheelchair says respondent Bank is not accessible to him because ramp gradient is too steep.

Ground	Disability of person(s) aggrieved - direct Disability of person(s) aggrieved – indirect
Area	Access to premises
Terms of Settlement	Access to / provision of accommodation - land Access to education / training Financial compensation Policy change / change in practice Staff training / development program
Complaint Summary	Complainant has SMA and uses a wheelchair. Complainant alleges restaurant in a shopping mall is not accessible . Respondent escalators are too narrow for wheelchairs and the lift was not in operation.

Ground	Disability of person(s) aggrieved – indirect
Area	Administration of Commonwealth programs Goods / services & facilities
Terms of Settlement	Provision of goods / services / facilities Reasonable adjustment Staff training / development program
Complaint Summary	Complainant is deaf. Complainant says she has attended respondent Commonwealth organisation a number of times over the past few months. Complainant says respondent provides a telephone to clients to contact prospective employer but does not provide equivalent TTY services.

Ground	Disability of person(s) aggrieved – direct
Area	Administration of Commonwealth programs Goods / services & facilities
Terms of Settlement	Apology - private Provision of goods / services / facilities
Complaint Summary	Complainant has chronic fatigue syndrome, anxiety and depression. Complainant has been a client of respondent Commonwealth agency for ten years. Agency now refuses to refer him to employment services or jobs because of his anxiety.

Ground	Disability of person(s) aggrieved – indirect
Area	Administration of Commonwealth programs Goods / services & facilities
Terms of Settlement	Development of action plan Reasonable adjustment
Complaint Summary	Complainant says respondent discussion paper on reform of the constitution is not available in Braille. Complainant is blind and uses Braille. When he contacted respondent Department he was advised that it would be available in two weeks. Complainant claims that by this time the community consultation period will have passed.

Ground	Disability of person(s) aggrieved - direct Disability of person(s) aggrieved – indirect
Area	Administration of Commonwealth programs
Terms of Settlement	Policy change / change in practice Provision of goods / services / facilities
Complaint Summary	Complainants claim that they are treated less favourably by respondent Commonwealth organisation because they are deaf. Complainants claim that Auslan interpreters are not used; they have to wait for longer periods to obtain information/appointments and that at times respondent doesn't meet the cost of interpreters.

Ground	Disability of person(s) aggrieved – indirect
Area	Administration of Commonwealth programs
Terms of Settlement	Apology - private Reasonable adjustment Staff training / development program
Complaint Summary	Complainant has high frequency deafness and relies extensively on lip-reading. Complainant has been involved in extensive respondent court proceedings and claims that although she has requested an aural interpreter and this is noted on her file an interpreter is not always provided. Complainant also claims the registrar would not repeat things for her during the proceedings and when an interpreter was provided the registrar would not slow down for the interpreter to properly relay information to complainant.

Ground	Associate - direct Associate - indirect Disability of person(s) aggrieved - direct Disability of person(s) aggrieved – indirect
Area	Clubs / incorporated associations
Terms of Settlement	Access provided Policy change / change in practice
Complaint Summary	Complainants are both members of respondent Club. First complainant uses a wheelchair. Complainants claim Club does not properly 'police' the designated Disabled parking bays and complainants are forced to return home.

Ground	Disability of person(s) aggrieved - direct Disability of person(s) aggrieved – indirect
Area	Education
Terms of Settlement	Financial compensation
Compensation	\$15000
Complaint Summary	Complainant has previously been enrolled with respondent University but has been subject to an exclusion period. Complainant has tried to re-enrol but her enrolment has not been accepted. Complainant claims this is based on her disability - mental illness.

Ground	Disability of person(s) aggrieved - direct Disability of person(s) aggrieved – indirect
Area	Education
Terms of Settlement	Access to education Reduction in school fees
Complaint Summary	Complainant sought to enrol her son in Year 7 at respondent independent school. Complainant's son has mild cerebral palsy, is fully mobile but receives 2-3 hours of integration support per week. Respondent school did not accept student for enrolment.

Ground	Disability of person(s) aggrieved – indirect
Area	Education
Terms of Settlement	Access to education Development of action plan Policy change / change in practice
Complaint Summary	Complainant has chronic airways disease. Complainant is enrolled at respondent College. Complainant claims respondent has relocated his lectures to a room on the 1 st floor. Complainant claims he has difficulty accessing the room as there is no lift.

Ground	Disability of person(s) aggrieved - direct Disability of person(s) aggrieved – indirect
Area	Education
Terms of Settlement	Access to education
Complaint Summary	Complainant's daughter is enrolled at respondent school. Complainant's daughter was diagnosed with anorexia nervosa. Student was a boarder at respondent school and school prefect. Complainant says she absented student from school for a few weeks due to sickness and when she contacted school to advise of her daughter's return the school advised it was under the impression she had left school permanently and so complainant had to negotiate with respondent for her to return. Respondent put conditions on student's return as a boarder and she is currently only a boarder on a part-time basis.

Ground	Disability of person(s) aggrieved - direct Disability of person(s) aggrieved – indirect
Area	Education
Terms of Settlement	Access to education
Complaint Summary	Complainant's son is enrolled at respondent independent school. Complainant has Aspergers Syndrome and Obsessive Compulsive Disorder. Student has been expelled because of violence and disruptive behaviour and has not it appears attended school for six months. Complainant says school has not accommodated her son and he has been the target of harassment.

Ground	Disability of person(s) aggrieved - direct Disability of person(s) aggrieved – indirect
Area	Education
Terms of Settlement	Apology - private Financial compensation Provision of goods / services / facilities Staff training / development program
Compensation	\$6500
Complaint Summary	Complainant says her son has been expelled from respondent independent high school because of his absences. Complainant says her son has been genuinely ill on those days.

Ground	Disability of person(s) aggrieved - direct Disability of person(s) aggrieved – indirect
Area	Education
Terms of Settlement	Financial compensation Reasonable adjustment
Compensation	\$275
Complaint Summary	Complainant's adolescent son has Asperger's Syndrome and Tourettes Syndrome. Complainant's son is enrolled at respondent state high school. Student now also diagnosed with OCD. Complainant claims that an assessment system for an English oral presentation is discriminatory and respondent would not sufficiently modify presentation and assessment process to accommodate his disability.

Ground	Disability of person(s) aggrieved - direct Disability of person(s) aggrieved – indirect
Area	Education
Terms of Settlement	Apology – private
Complaint Summary	Complainant's daughter has a learning disability. Complainant says respondent school has not accommodated her disability and the teacher shouts is "too slow", "lazy" and not doing her work. Complainant says now other students call her "stupid" and "dummy".

Ground	Disability of person(s) aggrieved - direct Disability of person(s) aggrieved – indirect
Area	Education
Terms of Settlement	Access to education Reasonable adjustment
Complaint Summary	Student has Aspergers Syndrome and is enrolled at respondent state high school. His mother is an employee of respondent. Student was excluded from school for for 10 weeks. Mother alleges that school failed to implement strategies to manage his disability and that her own position was threatened when she appealed the decision.

Ground	Associate - direct Associate - indirect Disability of person(s) aggrieved - direct Disability of person(s) aggrieved – indirect
Area	Education
Terms of Settlement	Terms of Settlement Apology – private
Complaint Summary	Complainant claims she and her daughter have been discriminated against by respondent special school. Complainant's daughter has Autistic Spectrum Disorder and has been excluded from school excursions because on 2 occasions she ran across a road during an excursion. Complainant's claims appropriate adjustment not provided.
Ground	Aids, permits, instructs Disability of person(s) aggrieved - direct Disability of person(s) aggrieved – indirect
Area	Employment Goods / services & facilities
Terms of Settlement	Private agreement - terms not disclosed to HREOC
Complaint Summary	Complainant applied for a job through respondent recruitment agency for an unknown employer. Agency advised its client would not progress the application because complainant used a walking stick and was considered an OH&S risk.
Ground	Disability of person(s) aggrieved - direct Disability of person(s) aggrieved – indirect
Area	Employment
Terms of Settlement	Financial compensation
Compensation	\$5000
Complaint Summary	Complainant employed with Respondent company as a process worker but later as a trainer. Complainant was later diagnosed with Impetigo. Complainant's immune system was low and she lost a lot of weight. Complainant was encouraged to take sick leave by Respondent. Complainant's claims shortly after she took leave she was advised her position couldn't be held open for her as it was unclear when she could return. Complainant claims Respondent then claimed she had abandoned her employment and employment was terminated a few weeks later.

Ground	Disability of person(s) aggrieved - direct Disability of person(s) aggrieved – indirect
Area	Employment
Terms of Settlement	Private agreement - terms not disclosed to HREOC
Complaint Summary	Complainant applied for a job with respondent independent school as a yardsman. Complainant was recovering from a previous back injury he had sustained. Complainant was offered the job after respondent had checked with complainant's insurer of any restrictions. The job was for 12 months. After more than 12 months respondent advised it did not want to employ him any longer because of insurance risk.

Ground	Disability of person(s) aggrieved - direct Disability of person(s) aggrieved – indirect
Area	Employment
Terms of Settlement	Private agreement – terms not disclosed to HREOC
Complaint Summary	Complainant says she commenced employment with respondent Commonwealth organisation through recruitment process for people with disabilities. Complainant claims that she has not been provided appropriate adjustment and now faces inefficiency proceedings. Complainant has now been diagnosed with depression and has been on sick leave for some time.

Ground	Disability of person(s) aggrieved - direct Disability of person(s) aggrieved – indirect
Area	Employment
Terms of Settlement	Financial compensation Reference provided Staff training / development program
Compensation	\$10000
Complaint Summary	Complainant was a ward clerk in a hospital and she had lower limb disorder. Two wards were amalgamated and complainant claims her manager wouldn't allow her to work part time to accommodate her disability. Complainant claims she had no option but to resign after being in the job 14 years.

Ground	Disability of person(s) aggrieved - direct Disability of person(s) aggrieved – indirect
Area	Employment
Terms of Settlement	Financial compensation
Compensation	\$5000
Complaint Summary	Complainant says his employment with respondent butcher was terminated following a below knee amputation caused through a fall at work. Complainant claims he could do the inherent requirements of the job.

Ground	Disability of person(s) aggrieved - direct Disability of person(s) aggrieved – indirect
Area	Employment
Terms of Settlement	Financial compensation
Compensation	\$15000
Complaint Summary	Complainant incurred a work related injury and was off work for 6 months. When she was fit to return to work part time. Respondent claimed could not provide part-time work and complainant's employment was terminated.

Ground	Disability of person(s) aggrieved - direct Disability of person(s) aggrieved – indirect
Area	Employment
Terms of Settlement	Financial compensation
Compensation	\$14400
Complaint Summary	Complainant has work related injuries to neck and back. Complainant lodged a workers compensation claim and ceased work two years later. Complainant claims employer will not provide appropriate alternative duties to enable him to return to work and claims appropriate duties are available and rehabilitation consultant has confirmed this.

Ground	Disability of person(s) aggrieved - direct Disability of person(s) aggrieved – indirect
Area	Employment
Terms of Settlement	Apology - private Financial compensation Policy change / change in practice Staff training / development program
Compensation	\$7000
Complaint Summary	Complainant is a student at respondent college studying in pathology collection. It appears taking blood from each other was an expectation of students. Complainant is Hepatitis C+ and told respondent she didn't want other students taking blood from her. It appears respondent advised complainant she would not be able to continue in the course. Complainant was excluded from core components of the course. Complainant claims disability could be accommodated.

Ground	Disability of person(s) aggrieved - direct Disability of person(s) aggrieved – indirect
Area	Employment
Terms of Settlement	Financial compensation
Compensation	\$36000
Complaint Summary	Complainant was previously employed by respondent company and has been re-employed on contract basis. Complainant is HIV+. Complainant claims that he had been removed from projects because of his health and that he was advised his contracts would not be renewed. Complainant claims one of the reasons for this was his health.
Ground	Disability of person(s) aggrieved - direct Disability of person(s) aggrieved – indirect
Area	Employment
Terms of Settlement	Terms of Settlement Financial compensation
Compensation	\$2250
Complaint Summary	Complainant worked night shift at respondent nursing home. Complainant requested day shifts because she had been diagnosed with osteoarthritis and night shift was too heavy. Complainant claims she was not offered any more work even when her Doctor provided evidence she was fit.
Ground	Disability of person(s) aggrieved - direct Disability of person(s) aggrieved – indirect
Area	Employment
Terms of Settlement	Private agreement - terms not disclosed to HREOC
Complaint Summary	Complainant commenced employment with respondent subject to 12 weeks probation. Complainant's employment was to be terminated pursuant to probation agreement however complainant injured herself at work just prior to that decision and respondent delayed termination to obtain advice. Respondent has now terminated complainant's employment based on capacity. Complainant claims termination based on workers compensation claim.

Ground	Disability of person(s) aggrieved - direct Disability of person(s) aggrieved – indirect
Area	Employment
Terms of Settlement	Private agreement - terms not disclosed to HREOC
Complaint Summary	Complainant is a registered nurse and has been employed by respondent health service For 10 years. Complainant says she recently experienced neck and shoulder pain attributed to degenerative osteoarthritis. Complainant claims respondent has not allowed her to return to work despite medical assessments stating she is fit for duty as long as she doesn't lift over 10 Kgs. Complainant says respondent has a "no lifting policy" but still will not allow her to return to work.

Ground	Disability of person(s) aggrieved - direct Disability of person(s) aggrieved – indirect
Area	Employment
Terms of Settlement	Apology - private Financial compensation
Compensation	\$1150
Complaint Summary	Complainant's employer of five years was taken over by respondent employer. Complainant states during the restructuring process by new employer he has been unfairly picked out for redundancy. Complainant claims this is based on his disability. Complainant's right leg is shorter and with less strength than the other. Complainant claims respondent manager tried to minimise his disability and suggested complainant was trying to shirk work. Complainant also has grievances about the quantum of the redundancy and disputes it is based on his real entitlements.

Ground	Disability of person(s) aggrieved - direct Disability of person(s) aggrieved – indirect
Area	Employment
Terms of Settlement	Employment options improved - job offer
Complaint Summary	Complainant is a teacher with respondent State Department. Complainant claims when he was diagnosed with depression, which he claims was brought on by work stress, he was discouraged from making a Workers Compensation claim and while he was on sick leave his position was filled by someone else.

Ground	Disability of person(s) aggrieved - direct Disability of person(s) aggrieved – indirect
Area	Employment
Terms of Settlement	Private agreement - terms not disclosed to HREOC
Complaint Summary	Complainant employed by respondent Commonwealth agency for 20 years. Complainant has OCD diagnosed 7 years ago. Respondent was aware of complainant's disability. Complainant was recently redeployed to a new area taking calls from the public which complainant found stressful. Respondent provided complainant with alternate duties until he had to go back to call centre area or another work area. Complainant says respondent questioned whether he could do work in new area and wanted him to go to CMO before transfer. Complainant provided a report from his doctor and complainant was transferred. Complainant took sick leave for 3 days for surgery and on return was counselled and told to increase his productivity. Complainant claims his work has been over-scrutinised due to disability.
Ground	Disability of person(s) aggrieved - direct Disability of person(s) aggrieved – indirect
Area	Employment
Terms of Settlement	Apology - private Financial compensation Reference provided Staff training / development program
Compensation	\$8000
Complaint Summary	Complainant claims she was made redundant whilst she was off work for a short period having surgery.
Ground	Disability of person(s) aggrieved - direct Disability of person(s) aggrieved – indirect
Area	Employment
Terms of Settlement	Financial compensation Reference provided
Compensation	\$1000
Complaint Summary	Complainant hurt her back during employment as a childcare worker. Complainant claims that when she returned to work after this injury her supervisor humiliated her and was not supportive of her rehabilitation. Complainant states that to accommodate her disability she needed to have her days of work reduced to three. While this was provided for a few months, complainant claims her employment was terminated a few months later.

Ground	Disability of person(s) aggrieved – direct
Area	Employment
Terms of Settlement	Financial compensation Reference provided
Compensation	\$10000
Complaint Summary	Complainant claims that his appointment to a permanent position with a Commonwealth agency was delayed because he disclosed a disability in the recruitment process. Complainant claims his supervisor would call him names like "drug addict". Complainant was not advised when he was made permanent and when complainant confronted his supervisor about not being made permanent he was suspended and dismissed. Complainant claims because of this he had a nervous breakdown and was diagnosed with Bi Polar mood disorder.

Ground	Disability of person(s) aggrieved - direct Disability of person(s) aggrieved – indirect
Area	Employment
Terms of Settlement	Financial compensation
Compensation	\$4000
Complaint Summary	Complainant employed with respondent retail store as a shop assistant on casual basis. Complainant recently suffered an ear infection which affected her hearing. Complainant asked respondent for a buzzer to be put on shop door because when she was upstairs could not hear people come into the shop. Respondent asked complainant to see a hearing specialist. The audiologist advised the employer the complainant she had a permanent hearing loss. Respondent told complainant she was no longer required.

Ground	Disability of person(s) aggrieved - direct Disability of person(s) aggrieved – indirect
Area	Employment
Terms of Settlement	Private agreement - terms not disclosed to HREOC
Complaint Summary	Complainant has been referred to a psychiatrist to assess fitness for duty. Complainant claims this was unwarranted and was because employer would not acknowledge affects of a medical condition.

Ground	Disability of person(s) aggrieved - direct Disability of person(s) aggrieved – indirect
Area	Employment
Terms of Settlement	Financial compensation Reference provided
Compensation	\$17000
Complaint Summary	Complainant employed by respondent for 5 years. Complainant recently diagnosed with breast cancer which required treatment. Complainant negotiated four day week. Complainant claims respondent has since criticised performance, employed a person to take on part of her job, asks her about resigning. Complainant claims performance has not been affected and she is being treated less favourably due to disability and need to have time off work.

Ground	Disability of person(s) aggrieved – direct
Area	Employment
Terms of Settlement	Financial compensation
Compensation	\$2000
Complaint Summary	Complainant alleges he has been refused employment due to a psychiatric disability. Complainant claims disability has no affect on his ability to do the job which involved manual work.

Ground	Disability of person(s) aggrieved - direct Disability of person(s) aggrieved – indirect
Area	Employment
Terms of Settlement	Financial compensation
Compensation	\$35000
Complaint Summary	Complainant has worked for respondent employer for ten years. Complainant went on maternity leave but was not permitted to return to work three days per week although she claims other employees given flexibility. Complainant claims she disclosed panic disorder after return to work and believes she was treated less favourably because of disclosure. Complainant took stress leave and her employment was terminated.

Ground	Disability of person(s) aggrieved - direct Disability of person(s) aggrieved – indirect
Area	Employment
Terms of Settlement	Employment options improved - job offer
Complaint Summary	Complainant claims that he has a psychiatric illness and required six months off work. Complainant claims when he wanted to return to work respondent employer requested onerous and detailed medical reports although his Doctor had cleared him for return to work. Complainant says he has been advised his employment will be terminated if he doesn't provide specialist information requested.
Ground	Disability of person(s) aggrieved - direct Disability of person(s) aggrieved – indirect
Area	Employment
Terms of Settlement	Private agreement - terms not disclosed to HREOC
Complaint Summary	Complainant employed with respondent security company as a guard. Complainant has a pre-existing back injury of which respondent was aware. Complainant's injury was aggravated and complainant lodged a workers compensation claim. Complainant's Doctor provided medical certificates which included some restrictions. A month later respondent advised.
Ground	Disability of person(s) aggrieved - direct Disability of person(s) aggrieved - indirect
Area	Employment
Terms of Settlement	Financial compensation Staff training / development program
Compensation	\$5000
Complaint Summary	Complainant is an enrolled nurse at respondent state hospital. Complainant has had a hearing impairment since birth. Complainant was off work on Workers Compensation for Carpal Tunnel Syndrome and returned to work on a part-time rehabilitation program. Complainant claims respondent staff were rude to her and made her feel inferior because of her hearing impairment and being in receipt of workers compensation.
Ground	Victimisation
Area	Employment
Terms of Settlement	Private agreement - terms not disclosed to HREOC
Complaint Summary	Complainant claims she has been victimised by being ostracised since her return to work and lodging a sexual harassment and workers claim.

Ground	Harassment
Area	Employment
Terms of Settlement	Apology - private Financial compensation Reference provided
Compensation	\$10000
Complaint Summary	Complainant's son has a learning disability and dyslexia. Complainant claims his son is being harassed in his employment because of his disability. Complainant claims his son is called names such as "spaz" and "f---wit". Son is on sick leave because of anxiety and depression.
Ground	Disability of person(s) aggrieved - direct Disability of person(s) aggrieved – indirect
Area	Employment
Terms of Settlement	Financial compensation Reference provided
Compensation	\$1000
Complaint Summary	Complainant employed with respondent security company. Complaint had a Pre-existing back injury which she made employer aware of. Some time later complainant had severe back pain and was taken to hospital. Complainant's doctors advised she would need further surgery. Respondent advised complainant not to return to work.
Ground	Disability of person(s) aggrieved - direct Disability of person(s) aggrieved – indirect
Area	Employment
Terms of Settlement	Employment options improved - job offer
Complaint Summary	Complainant claims he did not gain employment with respondent company as an unskilled worker in respondent processing factory because he has schizophrenia. Complainant was interviewed for the job by an employment agency. Complainant claims questions asked about his disability during interview. Complainant claims he could do the inherent requirements of the job.
Ground	Disability of person(s) aggrieved - direct Disability of person(s) aggrieved - indirect
Area	Employment
Terms of Settlement	Staff training / development program
Complaint Summary	Complainant applied for a job with respondent Commonwealth organisation through a personnel agency. Complainant made it through the various selection processes and was required to undertake a medical assessment. Complainant has a hearing impairment and was not offered employment because of this disability.

Ground	Disability of person(s) aggrieved – indirect
Area	Goods / services & facilities Incite doing of unlawful acts or offences
Terms of Settlement	Access provided
Complaint Summary	Complainant has a disability that requires her to use a wheelchair. Complainant claims a local fast food restaurant does not have wheelchair accessible toilets. Complainant claims the local Council approved the plans without these facilities.
Ground	Disability of person(s) aggrieved – direct
Area	Goods / services & facilities
Terms of Settlement	Financial compensation
Compensation	\$4000
Complaint Summary	Complainant states that her application for income protection insurance was refused because she has depression. Complainant claims a staff member advised her not to disclose her disability when filling out the application form.
Ground	Disability of person(s) aggrieved – indirect
Area	Goods / services & facilities
Terms of Settlement	Financial compensation Policy change / change in practice
Compensation	\$5000
Complaint Summary	Complainant's wife has post-polio effects which requires her to use ventilation/oxygen equipment on board aircraft. Complainant claims respondent airline's policies are discriminatory in that prior approval to take medical equipment on board is required from personnel outside Australia; that procedures are onerous so as to discourage people with disabilities traveling with respondent. Complainant also claims the respondent charges for two additional seats to carry the oxygen supply which respondent's policy is to run at a higher level than complainant's wife requires.
Ground	Disability of person(s) aggrieved - direct Disability of person(s) aggrieved – indirect
Area	Goods / services & facilities
Terms of Settlement	Staff training / development program Undertaking to cease an action
Complaint Summary	Complainant and her fiance, who is blind and has a guide dog, attended respondent restaurant. Complainant says respondent refused to allow them in the restaurant because of the dog and started yelling at them. Complainant claims it wasn't until she said respondent would be breaking the law the respondent said to sit down – but at tables closest to the door. Complainant says she and her fiance were too upset and left.

Ground	Disability of person(s) aggrieved – indirect
Area	Goods / services & facilities
Terms of Settlement	Provision of goods / services / facilities Staff training / development program
Complaint Summary	Complainant and his children have a hearing impairment. Complainant alleges cinema does not have Audio Induction Loop System installed so he and children cannot access cinema sound track on equal terms.

Ground	Disability of person(s) aggrieved – indirect
Area	Goods / services & facilities
Terms of Settlement	Apology - private Access provided Policy change / change in practice
Complaint Summary	Complainant has right sided hemi-paraplegia following a stroke. Complainant made a booking with respondent bus company to travel from Melbourne to Adelaide and requested the seat immediately behind the driver because there is more room for manouvering. Complainant says respondent advised it is not possible to pre-book a particular seat. Complainant had also advised she might need assistance on/off the bus. Respondent also said this was not possible.

Ground	Disability of person(s) aggrieved – indirect
Area	Goods / services & facilities
Terms of Settlement	Reasonable adjustment
Complaint Summary	Complainant has a hearing impairment. Complainant is a member of respondent council access group. Complainant says she is unable to properly participate in meetings or hear general council meetings because respondent does not provide hearing-loop or make seating conducive to lip-reading or hearing debate.

Ground	Disability of person(s) aggrieved – indirect
Area	Goods / services & facilities
Terms of Settlement	Access provided
Complaint Summary	Complainant has spina bifida and uses a wheelchair. Complainant claims respondent pool centre does not have a lift to assist people with mobility disabilities enter the pool.

Ground	Disability of person(s) aggrieved - indirect
Area	Goods / services & facilities
Terms of Settlement	Policy change / change in practice Access provided
Complaint Summary	Complainant has a physical disability and cannot fly without wearing an upper torso restraint. Complainant claims respondent airline does not provide these safety belts like other airlines. Complainant claims she is thus limited to fly with other airlines.

Ground	Disability - person assisted by trained animal
Area	Goods / services & facilities
Terms of Settlement	Financial compensation
Compensation	\$2000
Complaint Summary	Complainant claims respondent companies have refused to allow him to bring his Assistance dog into their stores. Complainant has agoraphobia and Chronic Fatigue Syndrome. Complainant says his dog is fully trained to alleviate the effects of his disabilities.

Ground	Associate - direct Disability of person(s) aggrieved - indirect Harassment
Area	Goods / services & facilities
Terms of Settlement	Private agreement - terms not disclosed to HREOC
Compensation	\$5000
Complaint Summary	Complainant claims that she has a physical mobility disability which makes access to buildings difficult. Complainant claims respondent child care centre would not make minor adjustments to assist. Complainant further claims that the respondent restricted hours her son could attend because working parents had priority over someone with a disability. Complainant claims she was harassed when she sought to raise concerns.

Ground	Disability of person(s) aggrieved – indirect
Area	Goods / services & facilities
Terms of Settlement	Development of action plan
Complaint Summary	Complainant has multiple sclerosis and uses a wheelchair. Complainant inquired with respondent airline when traveling interstate whether it carried an aisle chair to enable him to get to the toilet if required. Complainant claims respondent airline advised it did but complainant found this was not the case on the flight when he needed to use the wheelchair.

Ground	Disability of person(s) aggrieved - direct Disability of person(s) aggrieved – indirect
Area	Access to education / training
Terms of Settlement	Policy change / change in practice
Complaint Summary	Complainant and her husband are deaf and communicate by Auslan. Complainant says they attended respondent private hospital as her husband had dizziness and nausea. Complainant claims that she asked for an interpreter but was asked if she would pay \$100 for the costs. She said no. Complainant says the doctor attending them said he could `sign' but complainant claims he couldn't and he then accused her husband of being drunk and told complainant to see a G.P.
Ground	Disability of person(s) aggrieved – indirect
Area	Goods / services & facilities
Terms of Settlement	Reasonable adjustment
Complaint Summary	Complainant claims that there are no footpaths in respondent council town. Complainant is blind and has a guide dog. Complainant has to walk on the main road.
Ground	Disability of person(s) aggrieved – indirect
Area	Goods / services & facilities
Terms of Settlement	Development of action plan Financial compensation Access provided Staff training / development program
Compensation	\$900
Complaint Summary	Complainant lives in an area in which she has been advised there will be no accessible voting booth for the State election.
Ground	Disability of person(s) aggrieved – indirect
Area	Goods / services & facilities
Terms of Settlement	Access provided
Complaint Summary	Complainant says Respondent bus service refused him service because he had a 3 wheeled scooter which driver claims is not safe.

Ground	Disability of person(s) aggrieved – indirect
Area	Goods / services & facilities
Terms of Settlement	Access provided
Complaint Summary	Complainant uses a wheelchair. Complainant claims respondent's post boxes are too high for her to reach posting slots. Complainant claims disability discrimination.
Ground	Disability of person(s) aggrieved – indirect
Area	Goods / services & facilities
Terms of Settlement	Reasonable adjustment Staff training / development program
Complaint Summary	Complainants have a hearing impairment. Complainants claim respondent cinema does not have hearing augmentation system.
Ground	Disability of person(s) aggrieved – indirect
Area	Goods / services & facilities
Terms of Settlement	Provision of goods / services / facilities Staff training / development program
Complaint Summary	Complainants have a hearing impairment. Complainants claim the respondent cinema discriminates against them as cinemas in the group do not have hearing augmentation equipment, or have inappropriate equipment and staff do not know how to use the equipment.
Ground	Disability of person(s) aggrieved - indirect
Area	Goods / services & facilities
Terms of Settlement	Access provided
Complaint Summary	Complainant has a mobility impairment and uses a walking stick, his partner uses a wheelchair. Complainant says respondent shop is inaccessible because there is so much stock stacked in the aisles.
Ground	Disability of person(s) aggrieved – indirect
Area	Goods / services & facilities
Terms of Settlement	Apology - private Financial compensation
Compensation	\$3000
Complaint Summary	Complainants both have cerebral palsy, one also has a hearing impairment and both use electronic wheelchairs. Complainants both went on interstate holiday with respondent organisation. Complainant says the accommodation was inaccessible and sub-standard.

Ground	Disability of person(s) aggrieved – indirect
Area	Goods / services & facilities
Terms of Settlement	Access provided Undertaking to cease an action
Complaint Summary	Complainant has severe kyfoscoliosis. Complainant has worked in same office building with her current employer for many years. Complainant has severe respiratory restrictions because of her disability and her mobility is also limited. Complainant says notes have appeared on her car which is parked outside her office - about where complainant was parked. Complainant says there are no restrictions on the parking space, but respondent body corporate has threatened to tow her car away.

Ground	Aids, permits, instructs Disability of person(s) aggrieved – indirect
Area	Goods / services & facilities
Terms of Settlement	Policy change / change in practice Undertaking to cease an action
Complaint Summary	Complainant claims respondent car manufacturer does not caption its TV advertisements. Complainant claims advertising agency is aiding the car company by not suggesting or making it client caption the commercial.

Ground	Disability of person(s) aggrieved – indirect
Area	Goods / services & facilities
Terms of Settlement	Complainant satisfied with response
Complaint Summary	Complainant is blind. Complainant says there are no audible or tactile traffic signals at a busy intersection.

Ground	Disability of person(s) aggrieved – indirect
Area	Goods / services & facilities
Terms of Settlement	Reasonable adjustment
Complaint Summary	Complainant is blind. Complainant is a shareholder of respondent insurance company. Complainant says respondent does not provide him with information about company in an accessible format.

Ground	Disability of person(s) aggrieved - direct Disability of person(s) aggrieved - indirect
Area	Goods / services & facilities
Terms of Settlement	Access to education / training Apology - private Reasonable adjustment
Complaint Summary	Complainant's son who has a disability attends respondent child care centre. Complainant's son attended respondent centre with a naso-gastric tube in place. Respondent has advised complainant that staff would not be feeding her son through the Tube or giving his medication via the naso-gastric tube. Complainant has offered to pay for staff to be trained.
Ground	Disability of person(s) aggrieved - direct Disability of person(s) aggrieved - indirect
Area	Goods / services & facilities
Terms of Settlement	Apology - private Staff training / development program
Complaint Summary	Complainant is blind and has a guide dog. Complainant claims respondent cafe refused to serve her unless she sat outside.
Ground	Disability of person(s) aggrieved - direct Disability of person(s) aggrieved – indirect
Area	Goods / services & facilities
Terms of Settlement	Apology – private
Complaint Summary	Complainant says he was harassed and discriminated against by bus driver because of obesity. Complainant says driver refused to stop for him and when he did stop demanded in an aggressive tone to see his concession card, refused to sell him a ticket and threatened to call the Police.
Ground	Disability of person(s) aggrieved - direct Disability of person(s) aggrieved – indirect
Area	Goods / services & facilities
Terms of Settlement	Apology - private Policy change / change in practice
Complaint Summary	Complainant receives haemodialysis at respondent hospital. Complainant says two Other units of the hospital refused to treat him because of his Hepatitis C status.

Ground	Disability of person(s) aggrieved - direct Disability of person(s) aggrieved – indirect
Area	Goods / services & facilities
Terms of Settlement	Financial compensation Policy change / change in practice
Compensation	\$1060
Complaint Summary	Complainants are both blind and use a guide dog. Complainants made a booking on respondent airline to travel interstate. Complainants claim that respondent advised both dogs could not travel in the cabin together so one would need to go by cargo and a fee was required for this. Complainants cancelled the flights and took another airline who accommodated both dogs in the cabin.
Ground	Disability of person(s) aggrieved – indirect
Area	Goods / services & facilities
Terms of Settlement	Financial compensation Policy change / change in practice Provision of goods / services / facilities Reasonable adjustment
Compensation	\$342
Complaint Summary	Complainant's partner is a ventilator dependant quadraplegic - he has been hospitalized at respondent hospital in the spinal unit. Complainant says the new TV/video set that her partner is provided with is unable to be controlled by him although previous equipment was as it was voice activated. Complainant also claims the telephone is not hands-free.
Ground	Disability of person(s) aggrieved - indirect
Area	Goods / services & facilities
Terms of Settlement	Apology - private Financial compensation Access provided Policy change / change in practice
Compensation	\$420
Complaint Summary	Complainant who has a hearing impairment claims that whenever he attends respondent cinemas the hearing loops never function properly.

Ground	Disability of person(s) aggrieved – indirect
Area	Goods / services & facilities
Terms of Settlement	Apology - private Access provided Policy change / change in practice
Complaint Summary	Complainant has spastic paraparesis, has a leg brace and uses a walking stick. Complainant claims that respondent cinema did not have any accessible seating for him when he recently attended respondent cinema.

Ground	Disability of person(s) aggrieved - direct Disability of person(s) aggrieved – indirect
Area	Goods / services & facilities
Terms of Settlement	Provision of goods / services / facilities
Complaint Summary	Complainant lost his right lower arm in an accident. Complainant is currently undertaking his driver's test to obtain a car licence. Complainant says he passed his test but now respondent wants him to undertake further testing which complainant claims is unreasonable.

Ground	Disability of person(s) aggrieved - direct
Area	Goods / services & facilities
Terms of Settlement	Reasonable adjustment
Complaint Summary	Complainant who has a mobility impairment states that the airline will not accommodate her disability on an interstate flight.

Ground	Disability of person(s) aggrieved - direct Disability of person(s) aggrieved – indirect
Area	Superannuation / insurance
Terms of Settlement	Provision of goods / services / facilities
Complaint Summary	Complainant says she applied for income protection with respondent insurer. Complainant advised respondent of her depression for which she takes medication. Complainant says she has never missed a day's work because of this. Complainant says respondent would not provide cover unless this disability was excluded - respondent advised can't cover at all.

Ground	Disability of person(s) aggrieved - direct Disability of person(s) aggrieved – indirect
Area	Superannuation / insurance
Terms of Settlement	Apology - private Financial compensation Policy change / change in practice Record changed
Compensation	\$5000
Complaint Summary	Complainant claims he was refused travel insurance. Complainant has secondary cancer of the liver and mild heart disease. Complainant says he was not expecting to obtain cover for his pre-existing illnesses. Complainant says his Doctor said he was okay to travel.

Ground	Disability of person(s) aggrieved - direct Disability of person(s) aggrieved – indirect
Area	Superannuation / insurance
Terms of Settlement	Provision of goods / services / facilities
Complaint Summary	Complainant had Post Natal Depression five years ago and still takes anti-depressant medication. Complainant has been refused income protection insurance because of depression.

Ground	Disability of person(s) aggrieved - direct Disability of person(s) aggrieved - indirect
Area	Superannuation / insurance
Terms of Settlement	Provision of goods / services / facilities
Complaint Summary	Complainant claims respondent superannuation trustee and insurer have denied her income protection because of a past disability. Complainant sought review of the respondent's decision but no response has been provided.
