



Conciliation Register

DISABILITY DISCRIMINATION ACT 1992

***For complaints conciliated and finalised in the period of
01 Jul 2004 - 31 Dec 2004***

Ground	Disability of person(s) aggrieved - indirect
Area	Access to premises Goods / services & facilities
Terms of Settlement	Access provided
Compensation	
Complaint Summary	Complainant who is blind claims he is discriminated against on the basis of his disability as the lifts in the building where he works have no audible announcement of floors.

Ground	Aids, permits, instructs (DDA s122) Disability of person(s) aggrieved - indirect
Area	Access to premises Goods / services & facilities
Terms of Settlement	Access provided
Compensation	
Complaint Summary	Complainant says respondent hi-fi shop is not accessible to him because he uses a wheelchair - except through the back door. Complainant says respondent Council has allowed this development.

Ground	Disability of person(s) aggrieved - indirect
Area	Access to premises Goods / services & facilities
Terms of Settlement	Access provided Provision of goods / services / facilities
Compensation	
Complaint Summary	Complainant whose wife uses a wheelchair claims that a beach walk way is not accessible for wheelchairs and not in accordance with Australian Standards.

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 education / training Reasonable adjustment Access provided Policy change / change in practice Provision of goods / services / facilities
Compensation	
Complaint Summary	Complainant states that he has a disability Multiple Chemical Sensitivity. Complainant claims that he is unable to access services at a number of pharmacies due to strong perfume odours near the service counter.

Ground	Disability of person(s) aggrieved - direct Disability of person(s) aggrieved - indirect
Area	Access to premises Goods / services & facilities
Terms of Settlement	Apology - public
Compensation	
Complaint Summary	Complainant has a disability and uses a wheelchair. Complainant claims that a tram driver initially refused access to a tram and then when allowed on, the access ramp was not activated at his stop and he had to yell out "let me off".

Ground	Disability of person(s) aggrieved - indirect
Area	Access to premises
Terms of Settlement	Terms of Settlement Policy change / change in practice
Compensation	
Complaint Summary	Complainant says he has Multiple Chemical Sensitivity and wants to access a tenant in respondent building but can't do so safely because it uses a pesticide in its lifts.

Ground	Disability of person(s) aggrieved - indirect
Area	Access to premises
Terms of Settlement	Access provided
Compensation	
Complaint Summary	Complainant has quadriplegia and uses a motorised wheelchair. Complainant is a member of respondent Club. Complainant says each year respondent Club holds its Annual General Meeting in a non-accessible function room. Complainant says staff have to help him up stairs to attend.

Ground	Disability of person(s) aggrieved - direct Disability of person(s) aggrieved - indirect
Area	Access to premises
Terms of Settlement	Access provided
Compensation	
Complaint Summary	Complainant says his local video store is not accessible. Complainant uses a wheelchair.

Ground	Disability of person(s) aggrieved - direct Disability of person(s) aggrieved - indirect
Area	Accommodation Goods / services & facilities
Terms of Settlement	Reasonable adjustment
Compensation	
Complaint Summary	Complainant who is diagnosed as a "pathological hoarder" and has an obsessive compulsive disorder claims he has been treated less favourably by his landlord (who is a State Public Housing Authority) on the ground of his disability. Complainant states that in one year he was subjected to 8 inspections which is in excess of the number allowed under his tenancy agreement. Complainant states that other tenants who have less clean, tidy or organised premises do not have any action taken against them. Complainant states that his landlord is attempting to have him evicted.

Ground	Disability of person(s) aggrieved - indirect
Area	Administration of Commonwealth programs
Terms of Settlement	Reasonable adjustment
Compensation	
Complaint Summary	Complainant's representative claims complainant who is in immigration detention has been indirectly discriminated against because of his disability - a speech impediment - as respondent tribunal will not hear the matter face-to-face. Respondent has proposed hearing matter with interpreter by telephone/video link. Complainant's medical reports confirm face-to-face hearing would be better but may not alleviate all problems.

Ground	Disability of person(s) aggrieved - indirect
Area	Administration of Commonwealth programs
Terms of Settlement	Access provided Policy change / change in practice Reasonable adjustment
Compensation	
Complaint Summary	Complainant is blind and has been asked to fill out a form to review a particular allowance by respondent Commonwealth organisation. Complainant says this review form is not available in accessible format on-line and complainant would need to attend respondent offices to get assistance.

Ground	Disability of person(s) aggrieved - indirect
Area	Administration of Commonwealth programs
Terms of Settlement	Reasonable adjustment Undertaking to cease an action
Compensation	
Complaint Summary	Complainant is blind. Complainant is a Braille reader. Complainant claims respondent Commonwealth organisation has not provided him services in an accessible format.

Ground	Disability of person(s) aggrieved - direct Disability of person(s) aggrieved - indirect
Area	Administration of Commonwealth programs
Terms of Settlement	Access to education / training
Compensation	
Complaint Summary	Complainant claims she was discriminated against because of her previous mental health problems by respondent organisation. Complainant says she was removed from a project and removed from premises by the Police. Complainant says the Director told everyone about her previous disability.

Ground	Disability of person(s) aggrieved - direct Disability of person(s) aggrieved - indirect
Area	Clubs / incorporated associations
Terms of Settlement	Financial compensation
Compensation	
Complaint Summary	Complainant is blind. Complainant and his partner are members of respondent co-operative which has horse riding facilities. Complainant is an experienced horseman. Complainant claims respondent has placed various restrictions on his riding including being led, walking only with no cantering and his partner's use of respondent horses.

Ground	Disability of person(s) aggrieved - direct Disability of person(s) aggrieved - indirect
Area	Clubs / incorporated associations
Terms of Settlement	Access to club membership / benefits Apology - private
Compensation	
Complaint Summary	Complainant's son has Downs Syndrome and attends respondent Youth Club. Respondent has refused complainant's son access to floor exercises without a carer present. Complainant's son has been attending respondent Club for 3 years.

Ground	Disability of person(s) aggrieved - direct Disability of person(s) aggrieved - indirect ;
Area	Education
Terms of Settlement	Apology - private Policy change / change in practice
Compensation	
Complaint Summary	Complainant claims son has Obsessive Compulsive Disorder, Oppositional Defiance Disorder and Attention Deficit Disorder. Complainant claims son has been treated less favourably by school and Principal. Alleged acts include son placed in small time out area for extended periods unsupervised, threatened with suspension, suspended and integration funding not used for necessary assistance.

Ground	Disability of person(s) aggrieved - indirect
Area	Education
Terms of Settlement	Financial compensation Policy change / change in practice
Compensation	\$15000
Complaint Summary	Complainant is blind, has a hearing impairment and has mild cerebral palsy. Complainant enrolled at respondent secondary College but started school 6 years later. The respondent was aware of the complainant's disabilities and had meetings prior to commencement about complainant's needs and who would bear special costs. Complainant's mother has been unable to secure funding for some costs and respondent has requested payment and advised that complainant's continued enrolment would be in jeopardy should they not be met.

Ground	Disability of person(s) aggrieved - direct Disability of person(s) aggrieved - indirect
Area	Education
Terms of Settlement	Access to education / training Financial compensation Reasonable adjustment
Compensation	\$15000
Complaint Summary	Complainant's son has dyslexia. Complainant has been at respondent school since kindergarten and is now in year 10. Complainant claims various materials aren't made available in CD form and in a timely manner.

Ground	Disability of person(s) aggrieved - indirect
Area	Education
Terms of Settlement	Access to education / training
Compensation	
Complaint Summary	Complainant has a neurological condition, Landau Kleffner Syndrome, which affects the way he receives and processes spoken information. Complainant is enrolled at respondent University. Respondent provides work notes in written form. Complainant claims for last two years information has not been available in accessible format and so he has failed some subjects.

Ground	Disability of person(s) aggrieved - direct Disability of person(s) aggrieved - indirect
Area	Education
Terms of Settlement	Financial compensation Policy change / change in practice
Compensation	\$6000
Complaint Summary	Complainant claims his son has an undiagnosed language disorder similar to Aspergers Syndrome. Complainant's son was enrolled at respondent State High School . Complainant says his son was isolated, bullied and humiliated by other students. Complainant claims Principal at first was helpful but later did not protect his son. Complainant withdrew his son from the school and re-enrolled in another. Complainant made a complaint to respondents internal child abuse investigative agency. Complainant claims respondent discriminated against his son by suspending him and siding with other students.

Ground	Disability of person(s) aggrieved - direct Disability of person(s) aggrieved - indirect
Area	Education
Terms of Settlement	Access to education / training Reasonable adjustment
Compensation	
Complaint Summary	Complainant's son is enrolled with respondent State for school. Complainant's son has ADHD and Aspergers. Complainant claims insufficient resources have been directed to her son and he has been excluded many times.

Ground	Disability of person(s) aggrieved - indirect
Area	Education
Terms of Settlement	Financial compensation
Compensation	\$15000
Complaint Summary	Complainant is visually impaired. Complainant was enrolled at respondent University. Complainant claims the disability liaison unit manager was unhelpful and obstructive in not providing information in large print; that books in large print were delayed for her courses. Complainant has deferred studies.

Ground	Disability of person(s) aggrieved - direct Disability of person(s) aggrieved - indirect
Area	Employment Goods / services & facilities
Terms of Settlement	Apology - private Employment options improved - job offer Financial compensation Staff training / development program
Compensation	
Complaint Summary	Complainant undertook a training program through respondent employment agency with respondent employer. Complainant is blind. Complainant says trainees usually obtained on-going employment after the training but in complainant's case she was advised she wouldn't be interviewed because her reading equipment was not compatible with respondent employers software.

Ground	Disability of person(s) aggrieved - direct Disability of person(s) aggrieved - indirect
Area	Employment
Terms of Settlement	Financial compensation
Compensation	\$3000
Complaint Summary	Complainant claims respondent training organisation decided not to hire complainant because of a back injury and Workers Compensation claim he made 20 years ago.

Ground	Disability of person(s) aggrieved - direct Disability of person(s) aggrieved - indirect
Area	Employment
Terms of Settlement	Employment options improved - job offer
Compensation	
Complaint Summary	Complainant has a hearing impairment. Complainant claim respondent has discriminated against him by not providing an Auslan interpreter for meetings and training. Complainant claims he was also denied opportunities for promotional activities and jobs.

Ground	Disability of person(s) aggrieved - direct Disability of person(s) aggrieved - indirect
Area	Employment
Terms of Settlement	Apology - private Financial compensation
Compensation	\$3000
Complaint Summary	Complainant commenced employment with respondent church on a part time basis. Complainant claims she recently had time off after manager abused her manager over a trivial incident. Complainant was shocked and took time off work with stress. Complainant claims respondent did not pay her during this period and wrote to complainant saying she had abandoned her employment.

Ground	Disability of person(s) aggrieved - direct Disability of person(s) aggrieved - indirect
Area	Employment
Terms of Settlement	Apology - private Financial compensation \$976
Compensation	
Complaint Summary	Complainant has multiple disabilities, including Hashimotos disease and depression bordering on bi polar disorder. Complainant says she was required to work part-time by respondent because of her illnesses. Complainant says it was obvious supervisors were trying to "get rid" of her. Complainant resigned.

Ground	Disability of person(s) aggrieved - direct Disability of person(s) aggrieved - indirect Harassment
Area	Employment
Terms of Settlement	Financial compensation \$10000
Compensation	
Complaint Summary	Complainant claims she was harassed when returning to work from a workplace injury and also sexually harassed. Complainant says the respondent supervisor would talk about masturbation and someone left a pornographic magazine on her desk. Complainant believes respondent was trying to get her to resign because she had lodged a Workers Compensation claim.

Ground	Disability of person(s) aggrieved - direct Disability of person(s) aggrieved - indirect
Area	Employment
Terms of Settlement	Apology - private Record changed Reference provided
Compensation	
Complaint Summary	Complainant has chronic pain from an acquired spine injury and uses pain killers Respondent organisation has questioned her clarity of thinking and presentation and complainant has now resigned. Complainant claims disability discrimination.

Ground	Disability of person(s) aggrieved - direct Disability of person(s) aggrieved - indirect
Area	Employment
Terms of Settlement	Financial compensation
Compensation	\$147000
Complaint Summary	Complainant has suffered from chronic prostatitis for a number of years. Complainant employed with respondent funds management company as manager. Complainant was promoted. Complainant says respondent was aware of his disability, his pain and need for treatment, which included treatment overseas. Complainant says his disability got worse and in one year he had 19 sick days. Complainant took all his sick leave and annual leave the next year and told respondent he couldn't return to work. Complainant's employment was later terminated.

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
Compensation	
Complaint Summary	Complainant it appears has made a `whistleblowers' complaint about internal corruption at respondent Police force. Complainant has been off work since with anxiety and depression. Respondent has been undertaking an internal investigation into complainant's initial complaints and has requested various in-person meetings. Complainant claims his Doctors have advised against contact with respondent. Complainant claims his pay was recently cut off without warning.

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 was employed by respondent hospital on a contract. Complainant had been on yearly contracts for 8 years. One month prior to the expiry of most recent contract complainant felt ill because of workload. Complainant's contract was not renewed.

Ground	Disability of person(s) aggrieved - direct Disability of person(s) aggrieved - indirect
Area	Employment
Terms of Settlement	Financial compensation
Compensation	\$1500
Complaint Summary	Complainant commenced employment with import company in on a full-time basis. Complainant suffers from chronic asthma and had a number of sick days. Complainant asked to work part-time because of her asthma. Complainant says at first respondent agreed but ultimately complainant resigned because of pressure to work full-time.

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 Reference provided Staff training / development program
Compensation	\$2000
Complaint Summary	Complainant was employed as a swimming teacher by respondent State primary school. Complainant as epilepsy and has seizures around twice a year. Complainant says she has been dismissed because of her disability.

Ground	Disability of person(s) aggrieved - direct Disability of person(s) aggrieved - indirect
Area	Employment
Terms of Settlement	Apology - private Reference provided
Compensation	
Complaint Summary	Complainant has recently resigned from employment with respondent organisation - it appears complainant was advised she would have to work with someone whom she had previously complained about and from which she suffered anxiety and made a workers compensation claim. Complainant claims respondent could have placed her in another work area.

Ground	Disability of person(s) aggrieved - direct Disability of person(s) aggrieved - indirect
Area	Employment
Terms of Settlement	Financial compensation
Compensation	\$7750
Complaint Summary	Complainant was employed by respondent company as an apprentice motor mechanic. Complainant was in the third year of her apprenticeship. Complainant suffered a workplace injury to her back and head. Respondent terminated complainant's employment.

Ground	Disability of person(s) aggrieved - direct Disability of person(s) aggrieved - indirect
Area	Employment
Terms of Settlement	Employment options improved - job offer Financial compensation \$10000
Compensation	
Complaint Summary	Complainant was employed by respondent State department as a field officer on a temporary basis and two years later appointed to a permanent position subject to a medical assessment. Complainant has epilepsy. Complainant says it is controlled with medication and he has not had a day time seizure for 8 years. Respondent health service claimed complainant was not fit for work. Complainant's employment was purportedly terminated although he continued to work for respondent and requested an appeal of medical assessment. Complainant's employment was terminated after appeal dismissed.

Ground	Disability of person(s) aggrieved - direc Disability of person(s) aggrieved - indirect
Area	Apology - private Financial compensation Reference provided
Terms of Settlement	\$20000
Compensation	
Complaint Summary	Complainant was employed by respondent company for 5 years as a Supervisor. Complainant resigned but re-applied for work six months later. Complainant was required to undertake a pre-employment check. Complainant had a mitral valve replacement 7 years prior and he has generally been advised by medical practitioners to avoid manual work. Complainant says the job he applied for did not include manual work but respondent would not employ complainant because the nearest hospital is 45 minutes away from worksite.

Ground	Disability of person(s) aggrieved - direct Disability of person(s) aggrieved - indirect
Area	Employment
Terms of Settlement	Employment options improved - job offer Policy change / change in practice Record changed
Compensation	
Complaint Summary	Complainant is employed as development officer/trainer with respondent department. Complainant had a pre-existing neck and back injury from a motor vehicle accident. Complainant says she advised respondent on commencement of employment of this. Complainant says her work requires a lot of travel and complainant takes various equipment with her. Complainant says the weight of some of the equipment is too heavy for her to manage. Complainant says in essence respondent has not been accommodating to her concerns and her injury was exacerbated.

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 has gross curvature of the spine. Complainant also injured his back at work while on probation. Respondent advised complainant his employment would not be continued.

Ground	Disability of person(s) aggrieved - direct Disability of person(s) aggrieved - indirect
Area	Employment
Terms of Settlement	Financial compensation
Compensation	\$7500
Complaint Summary	Complainant is a Police Officer with respondent State Police. Complainant has a vision impairment which he claims has not changed over 12 years. Complainant says he is being forced to retire because of his disability. Complainant has been in the service for 36 years. Respondent claims the complainant is now unable to fulfill 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	\$2000
Complaint Summary	Complainant commenced employment with respondent organisation as a clerical assistant. Complainant is employed on a supported wage program. Complainant claims she gets paid \$1.47 per hour no matter what work she does or how well she does it. Complainant says people who do similar work on "open employment" get \$12 per hour.

Ground	Disability of person(s) aggrieved - direct Disability of person(s) aggrieved - indirect
Area	Employment
Terms of Settlement	Apology - private Financial compensation
Compensation	\$5000
Complaint Summary	Complainant has paraplegia. Complainant says he has worked on contract with respondent Council for 5 years. Complainant says he has not had the opportunity to apply for different jobs at respondent Council because most of the areas are inaccessible for wheelchairs. Complainant says respondent claims no other job available, but complainant says other temps are continually employed.

Ground	Disability of person(s) aggrieved - direct Disability of person(s) aggrieved - indirect
Area	Employment
Terms of Settlement	Employment options improved - job offer Financial compensation
Compensation	\$1000
Complaint Summary	Complainant has an impairment to her foot sustained in a motor vehicle accident. Complainant commenced employment with respondent Commonwealth organisation and claims a day after she started the offer of employment was withdrawn because respondent of view because of complainant's disability she would be unable to wear safety boots it claims are required for the job.

Ground	Disability of person(s) aggrieved - direct Disability of person(s) aggrieved - indirect
Area	Employment
Terms of Settlement	Financial compensation
Compensation	\$3300
Complaint Summary	Complainant was employed with a company for six years. Complainant injured his back. Complainant was restricted in duties that involved lifting and bending. Respondent took over parts of the complainant's employers business and around 20 of complainant's co-workers were employed by respondent. Complainant says he was offered a job with respondent subject to a 3/12 probation. Complainant claims a few weeks after commencing with respondent his back started hurting again and complainant took sick leave. Complainant was dismissed three weeks later.

Ground	Disability of person(s) aggrieved - direct Disability of person(s) aggrieved - indirect
Area	Employment
Terms of Settlement	Employment options improved - job offer
Compensation	
Complaint Summary	Complainant employed with respondent Commonwealth agency in its call centre. Complainant developed a voice impairment and made a Workers Compensation claim which was accepted. Complainant was transferred to a different work area and was there for about 4 years. Complainant moved to another work area. Complainant claims initially offered as a permanent position but offer retracted and respondent claims offered to him on a temporary basis.

Ground	Disability of person(s) aggrieved - direct Disability of person(s) aggrieved - indirect Harassment
Area	Employment
Terms of Settlement	Apology - private Financial compensation Reference provided
Compensation	\$7000
Complaint Summary	Complainant commenced employment with respondent company as a cleaner. Complainant has dyslexia and advised respondent of this and she might need some assistance. Complainant says respondent advised it would look into the matter and check she was working properly. Complainant says she asked for diagrams to assist her but none have been provided. Complainant says her supervisor treats her like a child and makes a big scene in front of others when explaining things and called the complainant dumb. Complainant claims disability discrimination.

Ground	Disability of person(s) aggrieved - indirect
Area	Goods / services & facilities
Terms of Settlement	Provision of goods / services / facilities
Compensation	
Complaint Summary	Complainant is blind and uses a guide dog. Complainant and two friends tried to make a booking on respondent airline. One of complainant's friends is also blind and uses a guide dog. Respondent advised it can't carry two guide dogs on the same flight.

Ground	Disability of person(s) aggrieved - indirect
Area	Goods / services & facilities
Terms of Settlement	Access provided Policy change / change in practice
Compensation	
Complaint Summary	Complainant who uses a wheelchair claims respondent supermarket is constantly an obstacle course to get in and out with trolleys and packages everywhere.

Ground	Disability of person(s) aggrieved - indirect
Area	Goods / services & facilities
Terms of Settlement	Provision of goods / services / facilities
Compensation	
Complaint Summary	Complainant has booked accommodation with respondent serviced apartments to attend the Deaflympic Cultural Festival. Complainant is deaf. Respondent had advised that the televisions do not have captioning facilities.

Ground	Disability of person(s) aggrieved - indirect
Area	Goods / services & facilities
Terms of Settlement	Provision of goods / services / facilities
Compensation	
Complaint Summary	Complainant's daughter has cerebral palsy and epilepsy and uses a wheelchair. Complainant has attempted to purchase a wheelchair accessible seat to a pop concert. Complainant says accessible seats have sold out. Complainant claims respondent is only providing a small number of accessible seats. Complainant claims the centre/venue has the capacity of providing a much larger number of accessible seats.

Ground	Disability of person(s) aggrieved - indirect
Area	Goods / services & facilities
Terms of Settlement	Apology - private Access provided
Compensation	
Complaint Summary	Complainant who uses a wheelchair says accessible check-out is constantly closed at respondent retail store.

Ground	Disability of person(s) aggrieved - indirect
Area	Goods / services & facilities
Terms of Settlement	Staff training / development program
Compensation	
Complaint Summary	Complainant who uses a wheelchair says respondent bus company closed the bus door when he was waiting to board a bus. Complainant claims direct discrimination.

Ground	Disability of person(s) aggrieved - indirect
Area	Goods / services & facilities
Terms of Settlement	Reasonable adjustment
Compensation	
Complaint Summary	Complaint is blind. Complainant claims respondent telecommunications company only provides accounts/bills in print form. Respondent has offered to send account in Braille but complainant does not read Braille. Complainant would like information in large print.

Ground	Disability of person(s) aggrieved - indirect
Area	Goods / services & facilities
Terms of Settlement	Reasonable adjustment
Compensation	
Complaint Summary	Complainant is a customer with respondent Bank. Complainant is legally blind. Complainant says she is unable to independently undertake withdrawals and deposits with respondent because it does not provide stationery templates so that complainant can undertake these transactions on her own.

Ground	Disability of person(s) aggrieved - indirect Victimisation
Area	Goods / services & facilities
Terms of Settlement	Access to education / training Apology - private
Compensation	
Complaint Summary	Complainant has a mobility impairment and has been trying to get a ramp installed at her unit through the Body Corporate and has been unsuccessful. Complainant claims she has been issued with an Improvement Notice regarding her property because she has been trying to get ramp installed. Complainant claims victimisation.

Ground	Disability of person(s) aggrieved - direct Disability of person(s) aggrieved - indirect
Area	Goods / services & facilities
Terms of Settlement	Access provided
Compensation	
Complaint Summary	Complainant is a prisoner in respondent state prison. Complainant says he is 75% paraplegic and uses a wheelchair. Complainant says he is given little assistance, to get showered dressed and fed by respondent. Complainant says he is in remand centre because no other facilities are available to him.

Ground	Disability of person(s) aggrieved - indirect
Area	Goods / services & facilities
Terms of Settlement	Access provided
Compensation	
Complaint Summary	Complainant who has a number of mobility disabilities claims that the prohibition of motor vehicle access to a particular swimming spot discriminates against him because of his disability. Previously vehicle access was permitted.

Ground	Disability of person(s) aggrieved - indirect
Area	Goods / services & facilities
Terms of Settlement	Provision of goods / services / facilities Reasonable adjustment
Compensation	
Complaint Summary	Complainant is blind. Complainant purchases internet services from respondent telecommunication company. Complainant claims her quarterly accounts are sent in print. Respondent claims provision of account in Braille or electronic form is not a service respondent provides.

Ground	Disability of person(s) aggrieved - indirect
Area	Goods / services & facilities
Terms of Settlement	Access provided Reasonable adjustment
Compensation	
Complaint Summary	Complainants who all have hearing impairment claim that respondent hotels do not provide services to people who are deaf because they do not provide teletext TV, TTY service, alternate safety warning sounds and conference facilities for the hearing impaired.

Ground	Disability of person(s) aggrieved - indirect
Area	Goods / services & facilities
Terms of Settlement	
Compensation	
Complaint Summary	Complainant says she attended an antiques fair approved by respondent Council. Complainant says there were no accessible toilets made available although there were port-a-loos.

Ground	Disability of person(s) aggrieved - indirect
Area	Goods / services & facilities
Terms of Settlement	Access to education / training Financial compensation
Compensation	\$1000
Complaint Summary	Complainant claims he was asked to leave respondent hotel because he did not have footwear on. Complainant says he currently uses crutches for mobility following a motor vehicle accident and doesn't wear a shoe. Complainant says he explained this to respondent employee but complainant was told to leave.

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 Policy change / change in practice
Compensation	
Complaint Summary	Complainant claims he attended a training course offered by respondent. Complainant claims he has dyslexia and couldn't read the forms and materials he was provided. Complainant says respondent tutor read out the form and filled in details for complainant but in front of the class. Complainant asked if material could be put in an audio tape. Respondent advised didn't have time or money to do so. Complainant left the course and did not receive a refund.

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
Compensation	
Complaint Summary	Complainant has been a long-term patient of respondent hospital. Complainant has neurofibromatosis which has led to complainant's hearing impairment amongst other disabilities. Complainant claims during a period of treatment she was treated less favourably because communication to her was inadequate and given verbally and through friends - instead of in writing as requested.

Ground	Disability of person(s) aggrieved - indirect
Area	Goods / services & facilities
Terms of Settlement	Policy change / change in practice
Compensation	
Complaint Summary	Complainant uses a wheelchair. Complainant booked a hotel room with respondent hotel on-line. Complainant requested an accessible room which respondent advised was available however respondent advised there were 6 steps at the entry of the hotel. Complainant cancelled her booking. Complainant claims discrimination.

Ground	Disability of person(s) aggrieved - direct Disability of person(s) aggrieved - indirect
Area	Goods / services & facilities
Terms of Settlement	Policy change / change in practice
Compensation	
Complaint Summary	Complainant claims respondent airline will not carry wheelchairs over 32 kg except on a 'case by case basis'. Complainant says respondent has not clarified what this means. Complainant claims that passengers with special needs must be booked through a call centre and that this increases cost of ticket by \$10 .

Ground	Disability of person(s) aggrieved - indirect
Area	Goods / services & facilities
Terms of Settlement	Apology - private Undertaking to cease an action
Compensation	Complainant claims respondent company advertises without using captions. Complainant is profoundly deaf.
Complaint Summary	

Ground	Disability of person(s) aggrieved - direct Disability of person(s) aggrieved - indirect
Area	Goods / services & facilities
Terms of Settlement	Financial compensation Reasonable adjustment
Compensation	\$5000
Complaint Summary	Complainant is legally blind. Complainant is a patient of respondent medical service. Complainant claims that information concerning her pain management program has not been provided to her in an accessible format.

Ground	Disability of person(s) aggrieved - indirect
Area	Goods / services & facilities
Terms of Settlement	Access provided
Compensation	
Complaint Summary	Complainant uses a wheelchair. Complainant says respondent coffee house is inaccessible as both entrances have a step at the door.

Ground	Disability of person(s) aggrieved - direct Disability of person(s) aggrieved - indirect
Area	Goods / services & facilities
Terms of Settlement	Change in policy / practice
Compensation	
Complaint Summary	Complainant states he has multiple chemical sensitivity and is unable to access respondent pharmacy in his area because of reactions to fragrances in particular near check-out area.

Ground	Disability of person(s) aggrieved - direct Disability of person(s) aggrieved - indirect
Area	Goods / services & facilities
Terms of Settlement	Apology - private Financial compensation Staff training / development program
Compensation	
Complaint Summary	Complainant has spinal muscular atrophy and uses a powered wheelchair. Complainant states was about to board a respondent train and noticed the ramp to the train was the wrong way round. Complainant says she asked for the ramp to be put the right way round but respondent employee refused and responded in an abrupt manner and another said "just because you are in a wheelchair doesn't mean you can order us around" after he had corrected the position of the ramp.

Ground	Disability of person(s) aggrieved - direct Disability of person(s) aggrieved - indirect
Area	Goods / services & facilities
Terms of Settlement	Access to premises
Compensation	
Complaint Summary	Complainant has a vision impairment. Complainant says the library in respondent City Council is not fully accessible in that there are no directional arrows, room signage is inadequate and braille not used in lifts.

Ground	Disability of person(s) aggrieved - indirect
Area	Goods / services & facilities
Terms of Settlement	Terms of Settlement Access to education / training Apology - private Financial compensation
Compensation	
Complaint Summary	Complainant claims respondent hotel was not fully accessible. Complainant uses a walking stick to assist her mobility. Complainant says the single person lift had to be operated by the Manager.

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
Compensation	
Complaint Summary	Complainant has a vision impairment and claims respondent shopping centre's signage does not conform to the building code.

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	
Complaint Summary	Complainant's daughter is profoundly disabled and uses a wheelchair. Complainant's daughter has an intellectual disability as well as having no muscle tone and is totally reliant on a carer. Complainant's daughter was taken out on an excursion by her carer to a park - there was an entry fee to the park. Respondent park employee advised the carer that 2 tickets had to be purchased for admission.

Ground	Disability of person(s) aggrieved - direct Disability of person(s) aggrieved - indirect
Area	Superannuation / insurance
Terms of Settlement	Financial compensation Provision of goods / services / facilities
Compensation	\$3000
Complaint Summary	Complainant says she has insurance with respondent insurer which excludes her circulatory system complaints/problems. Respondent recently advised complainant it would not renew the policy. Complainant says she has sought reasons but no reply has been received.

Ground	Disability of person(s) aggrieved - indirect
Area	Superannuation / insurance
Terms of Settlement	Provision of goods / services / facilities
Compensation	
Complaint Summary	Complainant has a limited benefits policy with respondent superannuation scheme because of past history of depression and a back injury. Complainant claims that the policy states that if he dies for any reason in the first 3 years of limited benefits membership his family would not received any entitlements. Complainant claims disability discrimination.