

APPENDIX 11: COMMONWEALTH DISABILITY STRATEGY — TRIBUNAL PERFORMANCE

The Tribunal's performance in implementing the Commonwealth Disability Strategy in its role as a provider is shown below.

Performance indicator	Performance measures	Performance for 2008–09
Providers have established mechanisms for quality improvement and assurance.	Evidence of quality improvement and assurance systems in operation.	Regular liaison meetings were held with Tribunal users providing a forum for feedback on service provision. The results of the user satisfaction survey conducted in 2007–08 were received in August 2008.
Providers have an established service charter that specifies the roles of the provider and consumer and service standards which address accessibility for people with disabilities.	Established service charter that adequately reflects the needs of people with disabilities in operation.	The Tribunal has a Service Charter which sets out its commitment to providing equitable access to all users. The Charter was available in leaflet form (including in large print) and on the Tribunal's website.
Complaints/grievance mechanism, including access to external mechanisms, in place to address issues and concerns raised about performance.	Established complaints/grievance mechanisms, including access to external mechanisms, in operation.	The Tribunal has complaint-handling procedures in place which are set out in the Service Charter. When responding to complaints, the Tribunal advises complainants of external mechanisms relevant to the issues raised, including the Ombudsman and the Australian Human Rights Commission.