

GOVERNMENT DEPARTMENTS AND AGENCIES, COMPLAINTS MANAGEMENT SYSTEM

1260. Hon. C.L. Edwardes to the Minister for Community Development, Women's Interests, Seniors and Youth; Disability Services; Culture and the Arts

I refer to the report of the Auditor General No 9, October 2001, entitled Righting the Wrongs: Complaints Management in the Western Australian Public Sector and ask -

- (a) which of your agencies or departments have in place and operating a Complaints Management System (CMS);
- (b) how many of your agencies or departments have not got a CMS in place;
- (c) of those agencies or departments that have got a CMS in place, does the CMS comply with the essential elements of the Australian Standard on Complaints Handling;
- (d) if not, which elements are not being complied with;
- (e) since the operation of the CMS have audits been undertaken of individual complaint files;
- (f) since the operation of the CMS, have surveys of staff, consumers and complaints been undertaken; and
- (g) since the operation of the CMS what assessment has been undertaken of the database?

Ms McHALE replied:

Disability Services Commission:

- (a) The Disability Services Commission has a fully operational Complaints Management System in place since 1994.
- (b) Not applicable.
- (c) Yes. The 1996 review of the Commission's Complaints Management System was measured against the Australian Standard on Complaints Handling.
- (d) Not applicable.
- (e) The Commission's Consumer Liaison Officer regularly checks the individual complaint files, which are restricted, to ensure all the documentation has been provided. No external audits, however, have been undertaken. Staff of the Office of the Auditor General's Performance Review Division met with the Commission's Consumer Liaison Officer earlier this year during the Office's initial review of complaints management systems. The Consumer Liaison Officer provided copies of all the documents relating to the Commission's Complaints Management System to the Performance Review Division team.
- (f) Yes. In 1996 a review of the Complaints Management System included surveys of staff and consumers. An external survey of consumers was also conducted in 1997. An internal review was conducted in 1999/2000 following the restructure of the Commission, and feedback was sought from staff. Feedback from consumers is sought at the completion of each complaint. Feedback is regularly sought from staff at ongoing briefing sessions. A formal review of the Complaints Management System is scheduled for April 2002. This review will include a formal survey of staff and consumers.
- (g) In 1999 the database was reviewed and redesigned to reflect the Commission's operational changes.

Community Development, Women's Interests, Seniors and Youth:

- (a)-(d) The Department for Community Development has in place a complaints management system in the form of a Consumer Advocacy Service and independent Case Review Board which relate to Family and Children's Services responsibilities. The system meets the essential elements of the Australian Standard on Complaints handling. The extension of the system to other agencies now integrated under the Department for Community Development will be addressed as the administrative arrangements and structure for the new Department are finalised.
- (e) No
- (f) A trend analysis of complaints is maintained and have undertaken a small staff survey.

- (g) An assessment of the database occurred in 1999 resulting in an upgrade.

Culture and the Arts:

Department of Culture and the Arts (including ArtsWA)

- (a) Department of Culture and the Arts
- (b) N/a
- (c) Yes
- (d) N/a
- (e) No
- (f) Yes
- (g) None

Library and Information Service of Western Australia

- (a) During 2001 LISWA has developed a Complaint Handling Policy, including target response time for complaints, and is in the process of revising its Client Feedback Forms. Procedures to record telephone and face to face complaints are being developed, and a complaint monitoring system will be implemented
- (b) Library and Information Service of Western Australia
- (c) Procedures being developed will comply
- (d) Yes by the Office of the Auditor General
- (e) Yes
- (f) No
- (g) N/a

State Records Office

- (a) No
- (b) State Records Office
- (c)-(g) Not applicable

Western Australian Museum

- (a) Western Australian Museum
- (b) N/a
- (c) Yes
- (d) Not required
- (e) No
- (f) Yes
- (g) None

Art Gallery of Western Australia

- (a) Art Gallery of Western Australia
- (b) N/a
- (c) Complies with 10 of the 12 essential elements of the Australian Standard on Complaints Handling
- (d) Of the remaining 2 elements 3.11 Data collection and 3.14 Reviews the Gallery does not at present collate or review whole of Gallery complaints data
- (e) No
- (f) Yes
- (g) None

Perth Theatre Trust

- (a) Perth Theatre Trust
- (b) N/a
- (c) Venue Management Division Yes  
Bocs Ticketing Division No
- (d) Venue Management Division N/A  
Bocs Ticketing Division 2.2 Commitment – No feedback is actively solicited from customers.  
The policy is not in writing.  
2.5 Visibility  
2.6 Access  
2.13 Accountability  
2.14 Reviews
- (e) Venue Management Division Yes  
Bocs Ticketing Division No
- (f) Venue Management Division Yes  
Bocs Ticketing Division No
- (g) Venue Management Division Two monthly assessments of complaints and feedback occur  
under Quality Assurance Management  
Bocs Ticketing Division No

ScreenWest

- (a) No
- (b) ScreenWest
- (c)-(g) Not applicable