

GOVERNMENT DEPARTMENTS AND AGENCIES, COMPLAINTS MANAGEMENT SYSTEM

1264. Hon. C.L. Edwardes to the Minister representing the Minister for Racing and Gaming; Government Enterprises; Goldfields-Esperance

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?

Mr RIPPER replied:

AQWEST-Bunbury Water Board

- (a) AQWEST has in place and operates a Complaints Management System (CMS).
- (b) Not Applicable
- (c) AQWEST's CMS is designed to comply with the essential elements of the Australian Standard on Complaints Handling.
- (d) Nil.
- (e) AQWEST's CMS is audited every two years as part of the Office of Water Regulation Operational Audit. Annually reported performance indicators are subject to Audit by the Office of the Auditor General.
- (f) Surveys of Staff and customer surveys are carried out annually. The complaints received are continually reviewed.
- (g) Annual assessments and reports are carried out.

BUSSELTON WATER BOARD

- (a) Busselton Water Board as a condition of its Operating Licence issued by the Office of Water Regulation (OWR) has in place, and operates, a Complaints Management System.
- (b) Not applicable
- (c) The Board advises that the CMS complies with the essential elements of the Australian Standard on Complaints handling. OWR through a Biennial Compliance Audit, have accepted the CMS as appropriate to its licensing obligations.
- (d) Not applicable
- (e) Yes, through a Biennial Operational Audit.
- (f) Yes.
- (g) Through Operational Audits

GOLDFIELDS-ESPERANCE DEVELOPMENT COMMISSION

- (a)-(g) There is none

GOLD CORPORATION

- (a) Each of Gold Corporation's business divisions has its own system for managing complaints. The Corporation is currently in the process of drawing these individual systems into one integrated Complaints Management System that complies with most of the essential elements of the Australian Standard on Complaints Handling.
- (b)-(g) Not applicable.

GOVERNMENT EMPLOYEES SUPERANNUATION BOARD (GESB)

- (a) GESB has CMS in place.
- (b) Not applicable.
- (c) Yes.
- (d) Not applicable.
- (e) Yes.
- (f) Yes.
- (g) The complaints register is reviewed regularly to monitor the type and frequency of complaints and introduce remedial measures.

INSURANCE COMMISSION OF WA

- (a) The Insurance Commission of Western Australia has in place a CMS
- (b) Not applicable
- (c) Yes
- (d) Not applicable
- (e) Yes
- (f) Yes, surveys of staff have been undertaken
- (g) Trends are assessed regularly. A manual system is in place, rather than a database operation

LOTTERIES COMMISSION

- [a] The Lotteries Commission uses an in-house developed CMS called LCASSIST
- [b] N/A
- [c] The Lotteries Commission's complaints handling process does not currently comply with all of the essential elements of the Australian Standard on Complaints Handling
- [d] Elements of the Australian Standard on Complaints Handling not complied with are :
 - Visibility – the CMS process is not well publicised
 - Assistance – currently no assistance in the formulation and lodgement of complaints is given as part of the process
 - Review – the handling of individual complaints is not reviewed on a regular basis
 - Accountability – currently there is no regular reporting on the operation of the systems against documented performance standards
- [e] No audits have been undertaken of individual complaint files
- [f] Since the introduction of LCASSIST, staff and consumer surveys have been undertaken. Whilst these surveys include the consumers satisfaction with the Lotteries Commission, the surveys have not been directed specifically at the Lotteries Commission's complaints handling process
- [g] A formal review of the effectiveness of LCASSIST and the database structure was undertaken in July/August 2001.
 - An outcome of the review was to improve the integration of customer complaints information across the Lotteries Commission.

RACING & GAMING DEPARTMENT

- (a) Department of Racing, Gaming and Liquor, (DRGL),
Totalisator Agency Board (TAB),
Burswood Park Board (BPB)
- (b) Western Australian Greyhounds Racing Authority (WAGRA) has not
- (c) DRGL - Complies with the majority of the essential elements contained in Australian Standard A54269-1995;
TAB – Yes
BPB – No

- (d) DRGL - 2.4 – Resources; 2.5 Visibility and 2.7 – Assistance
BPB – 2.11 – Data collection; 2.14 - Reviews
- (e) DRGL and BPB - No.
TAB – audits conducted by '1-up' managers.
- (f) DRGL -Surveys have been conducted of staff and customers.
TAB - Research on customer satisfaction, complaints carried out regularly, both formally and informally.
BPB - Surveys of consumers have been undertaken.
- (g) DRGL - None.
TAB - Introduced new Advanced Help Desk database to log, escalate and resolve complaints.
Also record statistical data to identify underlying issues causing complaints.
BPB – None.

WATER CORPORATION

- (a) Yes
 - (b) Not applicable
 - (c) Yes
 - (d) Not applicable
 - (e) Yes
 - (f) Yes
 - (g) Ongoing assessment
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