

GOVERNMENT DEPARTMENTS AND AGENCIES, COMPLAINTS MANAGEMENT SYSTEM

1254. Hon. C.L. Edwardes to the Minister for Consumer and Employment Protection; Training

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 KOBELKE replied:

DEPARTMENT OF CONSUMER AND EMPLOYMENT PROTECTION

- (a) The Department of Consumer and Employment Protection (DOCEP) is currently integrating the corporate policies of the three former agencies that form the new Department. The development of a uniform Complaints Management System (CMS) is a priority and will have regard to the Australian Standard and Auditor General's report. In the interim the former policies of the three Divisions are being used.
- (b) See (a) above.
- (c)-(g) The systems operating within the agencies comply to varying degrees. According to the Australian Standard and the Office of the Auditor General's report on complaint handling, the Labour Relations system met a number of the requirements but there were deficiencies. Since this report action has been taken to improve the system in areas rated as deficient. To ensure these standards are met in the new DOCEP CMS the Australian Standard on Complaints Handling and the OAG's report on complaints management will be used as reference documents.

WORKCOVER WA

- (a) WorkCover WA
- (b) Not applicable
- (c) No
- (d) Element 2.11, Data collection, 3.12, Systemic and recurring problems
- (e) Yes
- (f) No
- (g) None

WA INDUSTRIAL RELATIONS COMMISSION

- (a) The Department of The Registrar, WAIRC has a Complaints Management Procedure, however it is not currently operating.
- (b) Not applicable
- (c) Yes
- (d) Not applicable
- (e) No
- (f) Yes
- (g) None

CONSTRUCTION INDUSTRY LONG SERVICE LEAVE PAYMENTS BOARD

- (a) We don't have a formal CMS in place.
- (b) Not applicable
- (c) Not applicable
- (d) Not applicable
- (e) Not applicable
- (f) Not applicable
- (g) Not applicable.

DEPARTMENT OF TRAINING

- (a) Yes
- (b) Not applicable
- (c) Yes
- (d) Not applicable
- (e) No
- (f) Yes
- (g) Management of the Department's CMS has recently been identified for inclusion on the Institution Risk Registry, which will ensure ongoing assessment and periodic internal auditing.

CENTRAL TAFE

- (a) Yes
- (b) No
- (c) No
- (d) Assistance; systemic and recurring problems; and review
- (e) Not applicable
- (f) Yes
- (g) None

WEST COAST COLLEGE OF TAFE

- (a) Yes
- (b) Not applicable
- (c) Yes
- (d) Not applicable
- (e) Yes
- (f) Yes
- (g) System is audited for continual improvements and compliance with process.

CHALLENGER TAFE

- (a) Yes
- (b) Not applicable
- (c) Yes, however, further enhancements have been identified in the areas of staff training and the aligning of customer focus/service requirements, to strengthen the college compliance.
- (d) Not applicable
- (e) No
- (f) Yes
- (g) The College's CMS database has been viewed for adequacy by Bureau Veritas Quality International whilst conducting surveillance audits of the Challenger TAFE systems for ISO9001 and as a Quality Endorsed Training Organisation.

Internal audits have also been undertaken, by independent staff, which resulted in an improvement recommendation being made for paper records to be maintained in a lockable cabinet.

A performance examination, undertaken by representatives of the Office of the Auditor General, included a desktop audit to establish the existence and scope of the College's CMS. Assessment of Challenger TAFE's CMS by representatives of the Ombudsman's Office has subsequently resulted in the system being promoted as a model providing effective outcomes.

**SOUTH EAST METROPOLITAN COLLEGE OF TAFE**

- (a) Yes
- (b) Not applicable
- (c) Yes
- (d) Not applicable
- (e) No
- (f) Yes
- (g) Regular monitoring of the College's CMS is undertaken to ensure its ongoing appropriateness.

**MIDLAND COLLEGE OF TAFE**

- (a) Yes
- (b) Not applicable
- (c) No
- (d) Access; assistance; systemic and recurring problems; and reviews.  
Further to discussion with the Auditor General in February 2001, Midland College of TAFE embarked on developing a formalised Complaints Management System. A draft version has been developed and was endorsed by College Executive in August 2001. Work is continuing, with a finalised Complaints Management System to be in place by early 2002. This will enable the College to comply with all 13 elements of AS 4269-1995.
- (e) No
- (f) Yes
- (g) Since the inception of CMS internal and external audits have been undertaken of the database.

**GREAT SOUTHERN TAFE**

- (a) Yes
- (b) Not applicable
- (c) Yes
- (d) Not applicable
- (e) No
- (f) Yes
- (g) The CMS Database is currently under review in alignment with the Quality Management Framework and the Australian Standards. Completion is expected in early 2002.

**SOUTH WEST REGIONAL COLLEGE OF TAFE**

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

- (g) Trends and issues identified through the Quality Management System (QMS) database are reported to the Quality Steering Committee quarterly for consideration. Information identified through the process is also provided to staff, through graphical representation on the staff intranet.

CY O'CONNOR COLLEGE OF TAFE

- (a) Yes
- (b) Not applicable
- (c) Yes
- (d) Not applicable
- (e) Yes
- (f) Yes
- (g) A spreadsheet is used to monitor the types of complaint (internal v external), complaint details and section and / or business area that the complaint relates to. The information from the above is regularly assessed and the time taken to respond to complaints is also monitored in graphical form.

CENTRAL WEST COLLEGE OF TAFE

- (a) Yes
- (b) Not applicable
- (c) No
- (d) Data collection; systemic and recurring problems; and accountability.
- (e) No
- (f) Yes
- (g) Nil

WEST PILBARA COLLEGE OF TAFE

- (a) Yes
- (b) Not applicable
- (c) Yes
- (d) Not applicable
- (e) Yes
- (f) Yes
- (g) Assessment and review is undertaken on an ongoing basis. Regular reports of the system form part of the agenda of two major college committees, with the system forming part of the College's internal and external audit systems for quality management.

EASTERN PILBARA COLLEGE OF TAFE

- (a) Yes
- (b) Not applicable
- (c) Yes
- (d) Not applicable
- (e) No
- (f) Yes
- (g) Monthly reviews, both systemic and individual, of complaints being actioned is undertaken.

KIMBERLEY COLLEGE OF TAFE

- (a) Yes
- (b) Not applicable

- (c) Yes
- (d) Not applicable
- (e) No
- (f) Yes
- (g) The College's CMS is audited annually as part of the Internal audit process and the database reviewed by the Manager Planning and Development.

**REAL ESTATE & BUSINESS AGENTS SUPERVISORY BOARD, SETTLEMENT AGENTS SUPERVISORY BOARD**

- (a) The Real Estate & Business Agents Supervisory Board and the Settlement Agents Supervisory Board have a Service Delivery Agreement with the Department of Consumer and Employment Protection (DOCEP) for the delivery of operational services. Any complaints regarding those services would be directed to the Department for management in accordance with DOCEP's Complaint Management System (CMS).
- (b) Not applicable.

**BUILDERS REGISTRATION BOARD & PAINTERS REGISTRATION BOARD**

- (a)-(g) All complaints against staff members are formally referred to the respective Boards, Beyond this, neither the Builders Registration Board or the Painters Registration Board have in place a "Complaints Management System".

**BUILDING AND CONSTRUCTION INDUSTRY TRAINING FUND**

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