

MINISTER FOR CHILD PROTECTION — PORTFOLIOS — COMPLAINTS

3562. Mr Z.R.F. Kirkup to the Minister for Child Protection; Women's Interests; Prevention of Family and Domestic Violence; Community Services:

In respect of the Minister's portfolio responsibilities for departments, agencies, and publicly owned corporations:

- (a) During the 2016–17 financial year:
 - (i) How many complaints were received by the department;
 - (ii) How many complaints were successfully resolved and closed;
 - (iii) How many complaints are pending action; and
 - (iv) How many complaints were unable to be resolved; and
- (b) During the 2017–18 financial year:
 - (i) How many complaints were received by the department;
 - (ii) How many complaints were successfully resolved and closed;
 - (iii) How many complaints are pending action; and
 - (iv) How many complaints were unable to be resolved?

Ms S.F. McGurk replied:

This answer covers multiple Ministers' portfolios, including Disability Services, Seniors and Ageing, Volunteering, Housing, Veterans Issues, Youth, as well as my Child Protection, Women's Interests, Prevention of Family and Domestic Violence and Community Services portfolios.

This answer also encompasses the Department of Communities and the legacy agencies whose functions were amalgamated into the Department of Communities from 1 July 2017.

The disparity in scale and number of complaints is associated with the processes and criteria for reporting complaints which have been inherited from the legacy agencies. These processes and criteria are still currently upheld by the Department of Communities.

- (a) In the 2016–17 financial year, the Department of Communities' legacy agencies received the following formal complaints:

Department for Child Protection and Family Support

- (i) 473
- (ii) 473
- (iii) Nil.
- (iv) Not applicable.

Housing Authority

- (i)–(ii) 773
- (iii)–(iv) Nil.

Disability Services Commission

- (i) 67
- (ii) 26 resolved to complaints satisfaction, 15 neither agree or disagree, 23 did not respond.
- (iii) Nil.
- (iv) Resolution was offered to all, three not resolved to complainant's satisfaction.

Department of Local Government and Communities

- (i)– Nil.
- (ii)–(iv) – Not applicable.

- (b) During the 2017–18 financial year, the Department of Communities received formal complaints applicable to the following Ministerial portfolios:

Child Protection

- (i) 357
- (ii) 341
- (iii) 16
- (iv) Unable to determine.

Housing

- (i)–(ii) 781
- (iii)–(iv) Nil.

Disability Services

- (i) 30
- (ii) 18 resolved to complainant's satisfaction. One complainant neither agreed or disagreed; seven complainants did not respond.
- (iii) Nil pending action. Two complaints remain open, with action having been taken and the Department of Communities awaiting response from the complainants.
- (iv) Resolution was offered to all. Two complaints were not resolved to complainant's satisfaction.