

DEPARTMENT OF LOCAL GOVERNMENT, SPORT AND CULTURAL INDUSTRIES —
SERIOUS BREACH COMPLAINTS PROCESS

2153. Mr A. Krsticevic to the Minister for Local Government:

I refer to the serious breach complaints process, overseen by the Department of Local Government, Sport and Cultural Industries, and ask:

- (a) how many serious breach complaints have been received by the Department (or its predecessor) for each of the past five years;
- (b) of those complaints referred to in (a) above, in each year how many were:
 - (i) investigated; and
 - (ii) substantiated;
- (c) for each substantiated complaint referred to in (b)(ii), what was the penalty or outcome;
- (d) what was the average time taken to resolve a complaint, for each of the past five years;
- (e) what was the median time taken to resolve a complaint, for each of the past five years;
- (f) for each of the past five years, how many complaints took fewer than six months to resolve;
- (g) for each of the past five years, how many complaints took between six and twelve months to resolve; and
- (h) for each of the past five years, how many complaints took more than twelve months to resolve?

Mr D.A. Templeman replied:

Financial Year

	2016/2017	2015/2016	2014/2015	2013/2014	2012/2013
(a)	57	158	159	101	19
(b) (i)	52	97	149	132	19
(b) (ii)	17	67	86	117	3
(c)	See below	See below	See below	See below	See below
(d)	148 days	91 days	62 days	92 days	108 days
(e)	137 days	69 days	77 days	75 days	86 days
(f)	48	99	69	58	1
(g)	25	63	72	48	1
(h)	0	1	18	0	23

- (c) Two hundred and ninety (290) complaints were substantiated in the reporting period. One matter was referred to the State Administrative Tribunal and one matter was referred to the Magistrates Court, with an outcome of a \$1,500 fine and the granting of a Spent Conviction Order. The remainder of outcomes were educational correspondence or warning letters.