

MINISTER FOR EDUCATION AND TRAINING — PORTFOLIOS — COMPLAINTS

3549. Mr Z.R.F. Kirkup to the minister representing the Minister for Education and Training:

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?

Mr P. Papalia replied:

Department of Education

(a)–(b)	2016–17	2017–18
(i)	732	813
(ii)	925	944
(iii)	249	208
(iv)	10	6

The data provided relates to staff misconduct at the Department of Education received by the Standards and Integrity Directorate.

The number of complaints received in one year may not be the same as the number resolved that same year, as resolution may occur in subsequent years.

A complaint may consist of several allegations. The information reported in the response related to the number of allegations in 2016–17 and 2017–18. The figures include allegations managed at both central and local level.

For questions (a)(iii) and (b)(iii), the information relates to the number of complaints pending action as at 30 June for each of the financial years reported.

Reasons for allegations deemed unable to resolve include:

- respondent unable to assist or respond to the investigation due to extended medical leave;
- respondent is deceased;
- investigation ceased due to respondent being dismissed for a prior case; or
- respondent became a former employee during the course of the investigation, whereby there was no legislative provision to continue the investigation.

Department of Training and Workforce Development

(a)–(b)	2016–17	2017–18
(i)	116	78
(ii)	116	78
(iii)	Nil	Nil
(iv)	Nil	Nil

North Metropolitan TAFE

(a)–(b)	2016–17	2017–18
(i)	236	313
(ii)	233	301

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(iii)	Nil	9
(iv)	3	3

South Metropolitan TAFE

(a)–(b)	2016–17	2017–18
(i)	184	257
(ii)	184	256
(iii)	Nil	1
(iv)	Nil	Nil

North Regional TAFE

(a)–(b)	2016–17	2017–18
(i)	3	4
(ii)	3	4
(iii)	Nil	Nil
(iv)	Nil	Nil

Central Regional TAFE

(a)–(b)	2016–17	2017–18
(i)	13	19
(ii)	12	19
(iii)	Nil	Nil
(iv)	1	Nil

South Regional TAFE

(a)–(b)	2016–17	2017–18
(i)	77	54
(ii)	66	54
(iii)	Nil	Nil
(iv)	11	Nil

Building Construction Industry Training Fund

(a)–(b)	2016–17	2017–18
(i)	Nil	Nil
(ii)	Nil	Nil
(iii)	Nil	Nil
(iv)	Nil	Nil