

Department of Human Services - 2019-20 Annual Reporting Data

Public Complaints

Complaint categories	Sub-categories	Example	Number of Complaints 2018-19¹	Number of Complaints 2019-20²
Professional behaviour	Staff attitude	Failure to demonstrate values such as empathy, respect, fairness, courtesy, extra mile; cultural competency	19	5
Professional behaviour	Staff competency	Failure to action service request; poorly informed decisions; incorrect or incomplete service provided	8	0
Professional behaviour	Staff knowledge	Lack of service specific knowledge; incomplete or out-of-date knowledge	0	0
Communication	Communication quality	Inadequate, delayed or absent communication with customer	5	11
Communication	Confidentiality	Customer's confidentiality or privacy not respected; information shared incorrectly	0	0
Service delivery	Systems/technology	System offline; inaccessible to customer; incorrect result/information provided; poor system design	0	0
Service delivery	Access to services	Service difficult to find; location poor; facilities/ environment poor standard; not accessible to customers with disabilities	66	14
Service delivery	Process	Processing error; incorrect process used; delay in processing application; process not customer responsive	3	4
Policy	Policy application	Incorrect policy interpretation; incorrect policy applied; conflicting policy advice given	0	7
Policy	Policy content	Policy content difficult to understand; policy unreasonable or disadvantages customer	0	0

Complaint categories	Sub-categories	Example	Number of Complaints 2018-19 ¹	Number of Complaints 2019-20 ²
Service quality	Information	Incorrect, incomplete, out dated or inadequate information; not fit for purpose	0	1
Service quality	Access to information	Information difficult to understand, hard to find or difficult to use; not plain English	0	0
Service quality	Timeliness	Lack of staff punctuality; excessive waiting times (outside of service standard); timelines not met	3	0
Service quality	Safety	Maintenance; personal or family safety; duty of care not shown; poor security service/ premises; poor cleanliness	8	2
Service quality	Service responsiveness	Service design doesn't meet customer needs; poor service fit with customer expectations	24	8
No case to answer	No case to answer	Third party; customer misunderstanding; redirected to another agency; insufficient information to investigate	0	0
		Total	136	52

Source: DHS Client Feedback System

¹ Across government report categories were implemented on 2 October 2018 and only in use for nine months of the financial year. Complaints data relies on complaint categories being entered into the Client Feedback System. This data was only recorded for 136 out of the 213 complaints received for the period. Data reported in 2018-19 has been amended following a review of previously reported public complaints data.

² As stated above, complaints data relies on complaint categories being entered into the Client Feedback System. This data was only recorded for 52 out of 211 complaints received for the period.

Additional Metrics	2018-19	2019-20
Number of positive feedback comments	112	90
Number of negative feedback comments	213	211
Total number of feedback comments	325	301
% complaints resolved within policy timeframes	87%	78%