



LEGISLATIVE ASSEMBLY

FOR THE AUSTRALIAN CAPITAL TERRITORY

STANDING COMMITTEE ON ECONOMIC DEVELOPMENT AND TOURISM

JEREMY HANSON MLA (CHAIR), SUZANNE ORR MLA (DEPUTY CHAIR), MICHAEL PETTERSSON MLA

Inquiry into referred 2017–18 Annual and Financial Reports QUESTION ON NOTICE

Mr Alistair Coe MLA: To ask the Minister for Government Services and Procurement

In relation to: complaints

1. How are complaints regarding (i) procurement processes; (ii) tenders; (iii) contracts; (iv) ongoing handling of contracts; and (v) conflicts or interests managed or processed?
2. How many complaints have been received regarding procurement broken down by (i) directorate or agency; (ii) nature of complaint; (iii) complainant; and (iv) follow-up or other action; during:
 - a. 2016-17;
 - b. 2017-18; and
 - c. 2018-19 to date?

Mr Alistair Coe MLA
14 November 2018

MS STEPHEN-SMITH MLA - The answer to the Member's question is as follows:

1. Complaints about any aspect of procurement, including contract management or conflicts of interest, are currently managed by the relevant directorate or agency. From time to time advice or assistance on particular matters is sought from Procurement ACT or the ACT Government Solicitor.
2. No data is collected that would inform an answer to this question. Discussions and correspondence on procurement matters can take many forms ranging from a casual query or observation in conversation with an officer at any level and from any agency, through to a more formal written piece of correspondence highlighting a particular matter of concern. Consistent definition across Government as to which of the various comments, queries and assertions meets the threshold of a complaint is problematic. Procurement ACT is developing a complaints handling procedure that will assist in the consistent application of that definition and in the Government's capability to report on the number and nature of complaints made.

Approved for circulation to the Standing Committee on Economic Development and Tourism

Signature:

Date:

By the Minister for Government Services and Procurement, Rachel Stephen-Smith MLA