



Standing Committee on Health and Community Wellbeing

Inquiry into Annual and Financial Reports 2021-2022 **ANSWER TO QUESTION TAKEN ON NOTICE**

Asked by **DR MARISA PATERSON** on 9 November 2022: MS JO WOOD took on notice the following question(s):

Reference: Hansard uncorrected proof transcript 9 November 2022, page 147

In relation to: Nature of CYPS Complaints:

DR PATERSON: Thank you. Minister, at table 15 of the annual report it talks about complaints against particular business units, CYPS, has had a quite substantial decrease in the number of complaints from last year to this year. Are you able to just give an overview to the committee around the nature of those complaints and if there is issues that if they are systemic issues, if they have been addressed?

MS WOOD: We do not, minister, have that detail with us. But we could take that on notice.

MINISTER STEPHEN-SMITH: The answer to the Member's question is as follows:—

There were six Level 3 complaints escalated to Regulation, Assurance and Quality (RAQ) in relation to CYPS matters in the 2021-22 financial year. Of these, five investigations have been completed with the sixth complaint currently being investigated by RAQ. The complaints concerned the responsiveness of CYPS staff, failure to apply policy and procedures, unprofessional behaviour of an officer, and communication. Recommendations were made to CYF/CYPS for systemic improvement.

The decrease in CYPS complaints from 15 in the 2020-21 financial year to 6 in the 2021-22 financial year may indicate the resolution-based approach taken by the Complaints and Client Services team responding to Level 2 complaints, and work being done to embed a culture where complaints are viewed as opportunities for improvement for the Community Services Directorate.

Approved for circulation to the Standing Committee on Health and Community Wellbeing

Signature:

Date: 20/12/22

By the Acting Minister for Families and Community Services, Chris Steel MLA