



LEGISLATIVE ASSEMBLY FOR THE AUSTRALIAN CAPITAL TERRITORY

SELECT COMMITTEE ON ESTIMATES 2023-2024

Mr Mark Parton MLA (Chair), Ms Jo Clay MLA (Deputy Chair),
Mr Michael Pettersson MLA

ANSWER TO QUESTION TAKEN ON NOTICE DURING PUBLIC HEARINGS

Asked by MR PARTON on 31 July 2023: Minister STEEL (Skills) took on notice the following question(s):

Ref: *Uncorrected Hansard Transcript* 31 July 2023 [page 15]

In relation to:

CIT withdrew the employment placement for a student living with a disability undertaking a school-based apprenticeship with CIT as his employer ... had a business downturn ... would have had access to some form of process:

** what process/procedures is available for such complaints?*

THE CHAIR: ... But I have heard, from a constituent, that CIT withdrew the employment placement for a student living with a disability undertaking a school-based apprenticeship with CIT as his employer because—and the reason that was given was because they had a business downturn. What does that mean, a business downturn?

Ms Lundy: I think it is—I cannot comment on that because it is—you are saying that someone said that. So it is information that I cannot really respond to. A business downturn, I do not really understand your question—

THE CHAIR: So, I think one of the things, Ms Lundy, that you would understand is that this particular individual, irrespective of the advice that was given that you are not privy to and ultimately, I am getting second and third hand—

Ms Lundy: Sure.

THE CHAIR: —you can understand that this person feels enormously aggrieved that they, and what they were doing with CIT, has been ceased. And that economic reasons were given as the reason behind it. At a time when this staggering amount of money was being offered for these contracts. How many other people have been impacted as a result of these consultancy contracts and the business downturn?

Ms Lundy: With respect, I would say that we have a comprehensive process for dealing with any complaints of that nature through CIT. I would expect that if someone felt so aggrieved that they would have had access to some form of process, and I would defer to my colleagues in that regard.

To draw an association with the costs of the contractor, however—I cannot comment on that. That may be how the person was feeling at the time, and I respect that, but CIT has been doing its utmost to continue to deliver award-winning teaching services to students right across our economy, and we do our level best as the public provider to support those in need the most. So it concerns me to hear that someone would be so aggrieved, but I am confident the organisation has processes within it to respond to any concerns of that nature. Perhaps we could take on notice what those procedures would be for you. Would that be helpful?

THE CHAIR: Look, yes, that would be helpful.

Mr Chris Steel MLA: The answer to the Member's question is as follows: –

CIT has an established complaints policy and procedure in place, the Complaints Students and Community Members Policy. Complainants are encouraged to raise their complaint through the CIT Complaint Form.

Complaints received by the CIT are acknowledged and assigned to a complaints manager who undertakes an investigation of the issues raised and, in conjunction with the relevant executive, determines the outcome of the complaint. The outcome of the complaint is provided to the complainant.

Complaints received under this policy are managed within the timeframes set out in the Complaints Students and Community Members Procedures. The procedures also outline the review process if the complainant or the respondent is not satisfied with the process or the outcome.

Approved for circulation to the Select Committee on Estimates 2023-2024

Signature:



Date:

11/8/25

By Minister for Skills, Chris Steel MLA