

Question on Notice
No. 1919
Asked on Thursday, 28 November 2019

MR D BATT ASKED MINISTER FOR HOUSING AND PUBLIC WORKS; MINISTER FOR DIGITAL TECHNOLOGY; MINISTER FOR SPORT (HON M DE BRENNI)

With reference to the average six week waiting time for responses to Bundaberg public and community housing tenants and prospective tenants' queries—

Will the Minister confirm (a) if the Minister has changed Department of Housing and Public Work policy so that tenants' queries sent through their local Member's office are handled through the Minister's Office, not through local service centres and (b) how the Minister will ensure that all tenants receive prompt and professional responses from the Department, regardless of whether they seek their local Member's assistance?

ANSWER

The Department of Housing and Public Works welcomes feedback and enquiries from our customers, local Members and the community. The department values the relationships we hold with local Members and appreciates the time they take in advocating on behalf of their constituents.

Our Housing Service Centres are the primary point of contact for feedback and enquiries. The department strives to document and act on all enquiries in a consistent manner, ensuring confidentiality is respected and maintained at all times.

The department's priority remains to engage directly with our customers on matters raised, to ensure all the relevant information is ascertained in order to consider more holistic developed solutions to appropriately address our customers' concerns.

Departmental staff acknowledge and respond to all matters raised including complaints, compliments and general enquiries, in a prompt and professional manner, regardless of the channel it is received through. An acknowledgement to customers in the first instance assures our customers that action is being taken and departmental staff also use early phone or email contact as a way to deliver assistance more quickly and efficiently and helps the department to reach a timely resolution, particularly where more information is needed to inform the appropriate response.

The department aims to assist customers and address concerns as quickly as possible, however, the complexity of issues may dictate the time in which a full response or resolution of a matter is achieved. Departmental staff advise customers on progress where there are delays.