

Question on Notice
No. 853
Asked on 14 June 2024

Mr D Crisafulli asked Premier (Hon. S Miles)—

QUESTION:

With reference to the ‘foundational phase’ of the complaints clearinghouse, which is a deliverable of the Public Service Commission in 2024-25—

Will the Premier advise what work will be finalised as part of this phase?

ANSWER:

The Government is currently working on a detailed business case for the complaints clearinghouse. I am advised this will include details of the legislative changes required to support and implement the model, consultation outcomes across government including integrity bodies, detailed business and infrastructure requirements and the outcomes of a technology proof of concept conducted in partnership with government agencies. The technology proof of concept is anticipated to be completed in 2024-25. This business case will be the basis for the implementation phase of the project and will be considered further by government.

The funding outlined in the budget will also be used to establish a small team to implement measures to improve complaint handling across government. This builds on the steps already taken which include a new portal for the public to lodge complaints, a new webpage that provides information to complainants about how to make a complaint and their rights and the new customer complaint management framework and guidelines.