

OFFICIAL



**Government
of South Australia**

**OFFICE OF THE COMMISSIONER FOR
PUBLIC SECTOR EMPLOYMENT
2020-21 Annual Report**

**OFFICE OF THE COMMISSIONER FOR PUBLIC SECTOR
EMPLOYMENT**

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OFFICIAL

To:

Hon Rob Lucas MLC

Treasurer

This annual report will be presented to Parliament to meet the statutory reporting requirements of the *Public Sector Act 2009* and the requirements of Premier and Cabinet Circular *PC013 Annual Reporting*.

This report is verified to be accurate for the purposes of annual reporting to the Parliament of South Australia.

Submitted on behalf of the Office of the Commissioner for Public Sector Employment by:

Erma Ranieri

Chief Executive

Date 30 September 2021

Signature

A handwritten signature in black ink that reads "Erma Ranieri". The signature is written in a cursive, flowing style with a large initial 'E'.

From the Chief Executive

The Office of the Commissioner for Public Sector Employment (OCPSE) enables the public sector to deliver great results and outcomes for South Australians.

Supporting the public sector to respond to the COVID-19 pandemic remained a priority for OCPSE during the year. OCPSE has continuously updated COVID-19 leave provisions to reflect the changing public health environment and has also matured the systems for mobilising public sector employees for essential COVID-related work, allowing employees to be nominated and trained before mobilisation.

OCPSE has supported my statutory role as Commissioner for Public Sector Employment. Keeping the Commissioner's Determinations and Guidelines and the Code of Ethics up-to-date and available to the public sector, as well as reporting to Parliament through the State of the Sector, are just some of the activities my office performs.

The second I Work for SA – Your Voice Survey was delivered during the year to inform decisions about workplace culture and practices. Every public sector employee was invited to participate, and 39,688 did so - 15,347 more than the inaugural survey in 2018. Planning to address the most pressing issues raised by employees has now begun.

In December 2020, the Aboriginal Traineeship Program achieved its target of ongoing employment in the public sector for 100 Aboriginal trainees.

The Skilling SA Public Sector Project remains on target to achieve over 2600 training commencements by 2021-22, with more than 1600 people commencing training in key skills areas in the public sector to date, with a focus on providing opportunities for young South Australians.

OCPSE continued to offer professional learning for executives and managers through the South Australian Leadership Academy. The new Manager Essentials

program was rolled out to more than 600 managers. All programs offered through the Academy were oversubscribed.

OCPSE once again delivered the annual Premier's Excellence Awards to celebrate the outstanding achievements of public sector employees and showcase the Public Sector Values in action.

In a busy year, I am very appreciative of the efforts of my employees. We are a small office and our work impacts more than 100,000 employees across the public sector. I am confident that OCPSE is well placed to continue supporting the public sector next year.

A handwritten signature in black ink that reads "Erma Ranieri". The signature is written in a cursive, flowing style.

Erma Ranieri

Chief Executive

Office of the Commissioner for Public Sector Employment

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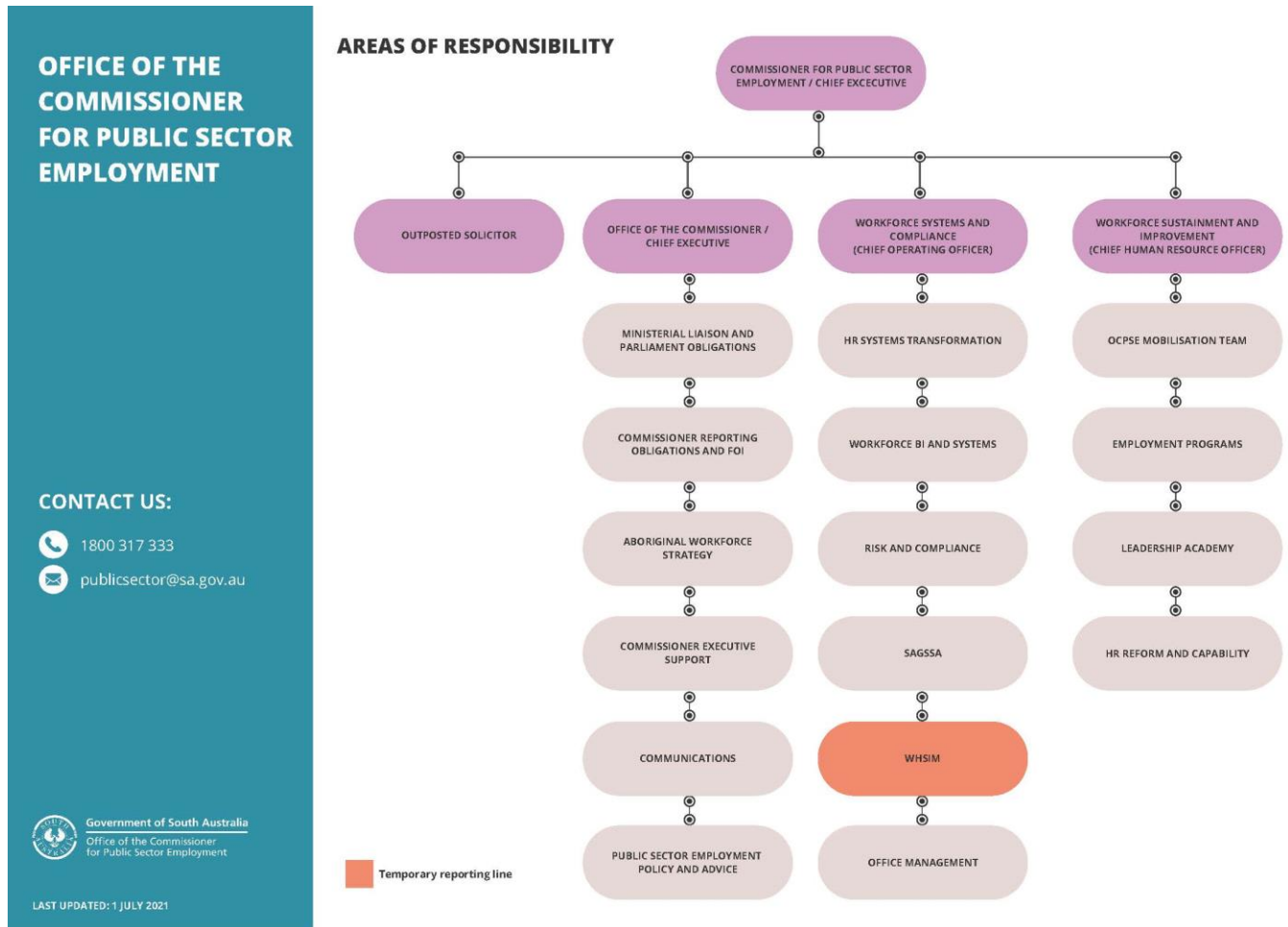
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Overview: about the agency

Our strategic focus

Our Purpose	Enabling the public sector to deliver great results and outcomes for the community.
Our Vision	An agile, flexible and inclusive public sector that is enabled to serve a strong and healthy South Australia.
Our Values	Service, Professionalism, Trust, Respect, Collaboration & Engagement, Honesty & Integrity, Courage & Tenacity, Sustainability
Our functions, objectives and deliverables	<ol style="list-style-type: none">1. Enhance workforce performance and potential2. Advance current and future leaders3. Shape the future workforce4. Advance systems and data5. Inclusive, safe and ethical public sector

Our organisational structure



Changes to the agency

During 2020-21 there was one change to the agency’s structure and objectives as a result of internal reviews or machinery of government changes:

- Public Sector Innovation Lab (transferred to the Department of the Premier and Cabinet).

Our Minister

The Hon Rob Lucas MLC is the Treasurer. His ministerial responsibilities include the public sector.

Our Executive team

<p>Erma Ranieri Chief Executive</p>	<p>As Chief Executive, Erma provides strategic leadership for the office and is accountable for its organisational performance. Erma is also the Commissioner for Public Sector Employment.</p>
<p>Shelley Willsmore Chief Human Resources Officer</p>	<p>Shelley provides across-government leadership to attract, develop, mobilise and retain talented and capable people in the public sector. She is working to elevate the capability of the HR profession across the sector. During the COVID-19 pandemic, Shelley has been at the forefront of protecting the health and wellbeing of public sector employees providing timely workforce guidance and mobilising resources to support the Government’s COVID-19 response. Shelley also leads the workplace health and safety work program.</p>
<p>Anthony Mackay Chief Operating Officer</p>	<p>As well as managing OCPSE’s corporate and financial functions, Anthony leads the work programs for business intelligence (including workforce data collection and analysis), human resources systems and salary sacrifice services for the South Australian Government.</p>
<p>Josie Barbaro A/Director Workforce Planning and Capability</p>	<p>Josie works with Shelley Willsmore to develop the sector-wide workforce strategy while also supporting agencies and core professions to plan their resource deployment and capability development. Josie is also responsible for developing the future approach to talent management and workforce mobility, and oversees employment programs to enhance traineeships, further employment of diversity groups and enhance the redeployment and retraining of employees.</p>

Legislation administered by the agency

Public Sector Act 2009

Public Sector (Honesty and Accountability) Act 1995

The agency's performance

During 2020-21, OCPSE continued to provide guidance and support to enable public sector agencies to continue service delivery during the COVID-19 pandemic, including:

- a dedicated mobilisation team to lead the sector's mobilisation efforts
- mobilisation of more than 700 public sector employees to support the Government's COVID-19 response
- assistance to help agencies identify five per cent of their workforce to be mobilised at short notice
- guidance and resources to enable agencies to continue service delivery safely and plan the safe transition of employees back to workplaces
- updated leave provisions to support employees impacted by COVID-19.

In addition, OCPSE:

- completed the delivery of the second I Work for SA – Your Voice survey to all public sector employees
- exceeded the target of 500 managers undertaking the Manager Essentials program by over 100
- is on track to meet the four-year target for the Skilling South Public Sector Project
- secured ongoing employment in the public sector for 100 Aboriginal trainees
- coordinated the Premier's Excellence Awards
- led the implementation of the Disability, Diversity and Inclusion strategy and plan actions
- published the Workforce Information Report – the official record of the size and composition of the public sector workforce.

OCPSE also supported the Commissioner in meeting her obligations under the *Public Sector Act 2009*, including:

- the Commissioner's annual report to Parliament (the State of the Sector report)
- maintaining the Commissioner's Determinations and Guidelines and the Code of Ethics
- undertaking investigations into employment and industrial matters.

Agency response to COVID-19

The Commissioner for Public Sector Employment continued as Mobilisation Coordinator throughout the year, a role that she was appointed to by the Premier in March 2020.

A dedicated mobilisation team was established within OCPSE to support the Commissioner. The team referred over 700 public sector employees during the year to be trained in or to fill vacancies in critical services due to the pandemic. Agencies were also assisted to identify five per cent of their non-essential service workforce that can be trained and mobilised at short notice.

OCPSE has assisted in the training and mobilisation of employees to:

- SA Health to fill roles such as project managers, contact tracers, call centre staff, exemptions officers, and administration assistance in the vaccination program and clinics, medi-hotels, home quarantine program and testing station support
- South Australia Police to process cross-border applications, work within Computer Aided Dispatch (CAD), at border sites and the airport
- State Emergency Information Call Centre to answer public queries
- SA Housing Authority to assist in the operation of the Emergency Relief Centre
- Department of Human Services and the Department of Treasury and Finance to administer stimulus payments and grants.

OCPSE has also provided policy advice to help agencies manage their workforce during the pandemic, including guidance and resources on safe service delivery and the transition of employees back to physical workplaces.

The Commissioner's supplementary determination was also continuously reviewed to ensure the appropriateness of leave provisions for employees impacted by COVID-19.

Agency contribution to whole of Government objectives

Key objective	Agency’s contribution
More jobs	Coordinated the Skilling South Australia Public Sector Project, with the sector on track to achieve its target of 782 public sector training commencements in 2020-21.
Lower costs	<p>Created opportunity for agencies to save cost and duplication of effort by delivering an across-government employee survey that provides each agency with insight into their workforce engagement.</p> <p>Delivery of a whole of sector Human Resources Panel that reduces procurement costs and ensures a competitive pricing structure for all agencies.</p>
Better Services	Mobilised over 700 public sector employees to maintain critical services during the COVID-19 pandemic.

Agency specific objectives and performance

Agency objectives	Indicators	Performance
Enhance workforce performance and potential.	Support the public sector through COVID-19.	Established a dedicated mobilisation team to lead the sector's mobilisation efforts. Referred over 700 public sector employees to be mobilised. Assisted agencies to identify five per cent of their non-essential service workforce that can mobilised at short notice.
	Uphold high standards of statutory advice.	Completed two investigations of employment and industrial matters.
Advance current and future leaders.	Ensure leaders are effectively on-boarded to the public sector.	Implemented online chief executive induction.
	Improve leadership capabilities.	Exceeded the target of 500 managers undertaking the Manager Essentials program by more than 100.
Shape the future workforce.	Reimagine the future of the public sector.	Led the development of a workforce transition roadmap that capitalises on revised ways of working because of the COVID-19 pandemic.

Agency objectives	Indicators	Performance
Shape the future workforce.	Provide attractive and accessible employment pathways.	<p>On track to meet the annual target for the Skilling South Australia Public Sector Project</p> <p>Achieved the target of ongoing employment in the public sector for 100 Aboriginal people who have completed their traineeship.</p> <p>Led the implementation of the Disability, Diversity and Inclusion strategy and plan.</p>
Advance systems and data.	Provide workforce data and information to measure and evaluate performance.	<p>Published the State of the Sector report and the Workforce Information Report.</p> <p>Implemented standard definitions for core workforce data across the sector to improve the accuracy of workforce reporting.</p>
	Facilitate whole-of-sector employee engagement surveys.	Completed delivery of the second I Work for SA – Your Voice survey to all public sector employees.

Corporate performance summary

Corporate services are provided to OCPSE by the Department of Treasury and Finance under a Service Level Agreement.

In addition, OCPSE undertook its own initiatives to improve performance and culture, including:

- new intra-office communication tools such as the OCPSE Forum, monthly newsletter from the Commissioner, Virtual Catch-Ups and Intranet
- a common project management methodology and tools
- establishment of the OCSPE Wellbeing Working Group
- disability awareness training to staff delivered by JFA Purple Orange.

Employment opportunity programs

OCPSE actively ensures our workplace is inclusive and reflects the diversity of the South Australian community.

As of June 2021:

- 68.33 per cent of OCPSE workforce were women
- 75 per cent of OCPSE executives were women
- 6.67 per cent of OCPSE employees identified as Aboriginal
- 3.33 per cent of OCPSE employees declared a disability.

Program name	Performance
Skilling SA Public Sector Project	Two graduates started in OCPSE during 2020-21, undertaking a Certificate IV in Project Management

Agency performance management and development systems

Performance management and development system	Performance
Performance plans are facilitated and documented through the OurDevelopment learning management system. The formal Performance Discussion process is biannual, and focusses on engaging with people and building relationships.	As at 30 June 2021, 95 per cent of OCPSE employees had a performance development discussion in the past six months

Work health, safety and return to work programs

Workplace injury claims	Current year 2020-21	Past year 2019-20	% Change (+ / -)
Total new workplace injury claims	0	0	0%
Fatalities	0	0	0%
Seriously injured workers*	0	0	0%
Significant injuries (where lost time exceeds a working week, expressed as frequency rate per 1000 FTE)	0	0	0%

**number of claimants assessed during the reporting period as having a whole person impairment of 30% or more under the Return to Work Act 2014 (Part 2 Division 5)*

Work health and safety regulations	Current year 2020-21	Past year 2019-20	% Change (+ / -)
Number of notifiable incidents (<i>Work Health and Safety Act 2012, Part 3</i>)	0	0	0%
Number of provisional improvement and prohibition notices (<i>Work Health and Safety Act 2012 Sections 90, 191 and 195</i>)	0	0	0%

Return to work costs**	Current year 2020-21	Past year 2019-20	% Change (+ / -)
Total gross workers compensation expenditure (\$)	0	0	0%
Income support payments – gross (\$)	0	0	0%

**before third party recovery

Data for previous years is available at: <https://data.sa.gov.au/data/dataset/work-health-and-safety-and-return-to-work-performance-ocpse>

Executive employment in the agency

Executive classification	Number of executives
SAES2	3
SAES1	1

Data for previous years is available at:

<https://data.sa.gov.au/data/dataset/executives-in-the-office-of-the-commissioner-for-public-sector-employment>

The [Office of the Commissioner for Public Sector Employment](#) has a [workforce information](#) page that provides further information on the breakdown of executive gender, salary and tenure by agency.

Financial performance

The following is a brief summary of the overall financial position of the agency. The information is unaudited. Full audited financial statements for 2020-21 are attached to this report.

Statement of Comprehensive Income	2020-21 Budget \$000s	2020-21 Actual \$000s	Variation \$000s	2019-20 Actual \$000s
Total Income	14 498	15 731	1 233	8 898
Total Expenses	14 399	14 388	11	13 473
Net Result	99	1 343	1 244	(4,575)
Total Comprehensive Result	99	1 343	1 244	(4,575)

Statement of Financial Position	2020-21 Budget \$000s	2020-21 Actual \$000s	Variation \$000s	2019-20 Actual \$000s
Current assets	2 963	4 884	1 921	2 920
Non-current assets	(89)	1	90	2
Total assets	2 874	4 885	2 011	2 922
Current liabilities	1 745	2 736	(991)	1 910
Non-current liabilities	1 929	1 488	441	1 872
Total liabilities	3 674	4 224	(550)	3 782
Net assets	(800)	661	1,461	(860)
Equity	(800)	661	1,461	(860)

Consultants disclosure

The following is a summary of external consultants that have been engaged by the agency, the nature of work undertaken, and the actual payments made for the work undertaken during the financial year.

Consultancies with a contract value below \$10,000 each

Consultancies	Purpose	\$ Actual payment
All consultancies below \$10,000 each - combined	Various	\$2,850

Consultancies with a contract value above \$10,000 each

Consultancies	Purpose	\$ Actual payment
PricewaterhouseCoopers	Whole of Government actuarial review of workers compensation liabilities.	\$242,273
Sara Jane Consulting Pty Ltd	Services provided to support COVID-19 workforce mobilisation project	\$35,738
	Total	\$278,011

Data for previous years is available at:

<https://data.sa.gov.au/data/dataset/consultants-engaged-by-the-office-of-the-commissioner-for-public-sector-employment>

See also the [Consolidated Financial Report of the Department of Treasury and Finance](#) for total value of consultancy contracts across the South Australian Public Sector.

Contractors disclosure

The following is a summary of external contractors that have been engaged by the office, the nature of work undertaken, and the actual payments made for work undertaken during the financial year.

Contractors with a contract value below \$10,000

Contractors	Purpose	\$ Actual payment
All contractors below \$10,000 each - combined	Various	\$186,499

Contractors with a contract value above \$10,000 each

Contractors	Purpose	\$ Actual payment
Inspire Speakers Pty Ltd	Keynote speech by Dominic Price on Digital Transformation and Future of Work for the virtual kick-off summit for 2021 Next Execs Program	\$10,000
The Centre for Social Leadership	Delivery of Adaptive Leadership workshop and coaching session	\$10,000
UGM Consulting	Delivery of virtual workshop on Primed to Learn, Primed to Lead for participants of the 2020 Next Execs Program	\$10,560
Enhansen Performance Pty Ltd	The Neuroscience of self - leadership -workshop	\$11,000
Innergise Pty Ltd	Facilitation of SA Leadership program	\$13,000
Zed Management Consulting	Facilitation of Manager Essentials - Program 4 Intake	\$13,000
Sarre Consulting Trust	Virtual Delivery of Performance Management Workshop	\$13,500
Thornhall Pty Ltd	Delivery of an Integration Session as part of program close for the 2019 Executive Excellence Program	\$20,800
Linkedin Singapore Pty Ltd	Job Slots for 2020-21	\$22,135
PricewaterhouseCoopers	Maxxia review	\$22,161

Contractors	Purpose	\$ Actual payment
Cornerstone on Demand	Project management for HR system implementation	\$23,902
Nayda Associate Consulting	Professional Services provided to support planning day of the Premier's Council on Suicide Prevention and the Issues Group	\$24,149
Workforce Planning Global P/L	Recruitment services provided for Covid-19 director replacement	\$24,665
Anna Gabrielli HR Services	Strategic advice on Workforce Transition, coaching and training in February and March 2021	\$25,256
Lawson Risk Management Service	Review of IM Practice notes & IM Standards	\$28,500
UGM Consulting	Development of Leadership Excellence Strategy	\$29,980
Workforce Planning Global P/L	Workforce Planning Projects Future Strategy, ICT workshop	\$30,000
Zed management Consulting	Facilitation of workshop for Manager Essentials Program	\$31,200
Kindling Solutions Pty Ltd	Provision of feedback on Injury Management governance options	\$31,952
PricewaterhouseCoopers	Professional fees for SA Government Salary Sacrifice Arrangements handbook	\$36,503

Contractors	Purpose	\$ Actual payment
Lyon-Green Enterprises Pty Ltd	Service provided for I Work for SA Your Voice Survey	\$40,725
Ashton Advisory Pty Ltd	Services provided to support COVID-19 workforce mobilisation project	\$49,400
KPMG	CE Development Framework	\$54,192
PP Project Services	Project management for WHSIM system implementation	\$90,220
Randstad P/L	Service provided for implementation of SA Government Covid-19 recruitment program	\$92,420
Ernst & Young	Delivery of Reimaging the Public Sector report including a workforce transition roadmap post-COVID-19 pandemic	\$100,000
K Ashcroft Consulting	Administration and delivery of TLC and coaching services to participants of the 2020 Next Execs Program	\$126,620
Emotous Pty Ltd	Provision of management development training to frontline managers across the South Australian Public Sector - Manager Essentials Intake 2 Modules 1-3	\$129,219

Contractors	Purpose	\$ Actual payment
Axent Consulting	Project management for HR system implementation	\$163,350
Deloitte Risk Advisory Pty Ltd	Audit and Verification System (AVS) - WHS audit services	\$250,551
Engine	Project management of I Work for SA Survey	\$261,911
	Total	\$1,790,871

Data for previous years is available at:

<https://data.sa.gov.au/data/dataset/contractors-engaged-by-the-office-of-the-commissioner-for-public-sector-employment>

See also the [Consolidated Financial Report of the Department of Treasury and Finance](#) for total value of consultancy contracts across the South Australian Public Sector.

Risk management

Risk and audit at a glance

As at 30 June 2021, the OCPSE Risk and Performance Committee comprised:

- Ms Yvonne Sneddon, chair (Independent) (Resigned 03/05/21)
- Ms Kathryn Presser, chair (Independent) (Appointed 03/05/21)
- Ms Eva Balan-Vnuk (SA Government)
- Mr Anthony Mackay (SA Government)
- Mr Chris McSporran (SA Government) (Resigned 30/06/21)
- Ms Kim-Sherie Summers (SA Government)
- Ms Shelley Willsmore (SA Government) (Resigned 29/10/20)
- Ms Jane Booth (Independent) (Appointed 29/10/20)
- Ms Rosina Hislop (Independent) (Appointed 29/10/20)

Fraud detected in the agency

Category/nature of fraud	Number of instances
Nil	Nil

NB: Fraud reported includes actual and reasonably suspected incidents of fraud.

Strategies implemented to control and prevent fraud

OCPSE is committed to the prevention, detection and control of fraud, corruption, maladministration and misconduct in connection with its activities.

As an attached office to the Department of Treasury and Finance (DTF), OCPSE has adopted DTF's Fraud and Corruption Prevention Policy and Fraud and Corruption Control Strategy.

The main elements of the Control Strategy are:

- governance and ethics
- awareness and training
- fraud prevention
- detection and investigation

- monitoring and reporting.

More specifically, DTF's detection, control and prevention strategies include:

- relevant financial policies and procedures
- documenting fraud risks in a departmental risk register
- appropriate segregation of duties
- review of transaction reports
- review of management reports
- external audits
- review of internal controls post an incident
- financial year end declarations process
- fraud and corruption awareness training for new and existing employees.

The Control Strategy also requires serious or systemic offences against OCPSE and/or the South Australian public sector to be referred to the Office for Public Integrity (OPI) or inquiry agencies to investigate.

Data for previous years is available at: <https://data.sa.gov.au/data/dataset/fraud-detected-in-the-office-of-the-commissioner-for-public-sector-employment>

Public interest disclosure

Number of occasions on which public interest information has been disclosed to a responsible officer of the agency under the *Public Interest Disclosure Act 2018*:

7

Data for previous years is available at:

<https://data.sa.gov.au/data/dataset/whistleblower-disclosures-in-the-office-of-the-commissioner-for-public-sector-employment>

Note: Disclosure of public interest information was previously reported under the *Whistleblowers Protection Act 1993* and repealed by the *Public Interest Disclosure Act 2018* on 1/7/2019.

Reporting required under any other act or regulation

Act or Regulation	Requirement
<p><i>Public Sector Act 2009</i></p>	<p>OCPSE supports the Commissioner for Public Sector Employment to prepare an annual report, as required by section 21 of the <i>Public Sector Act 2009</i>.</p> <p>Section 21 requires the Commissioner’s annual report to describe the extent of observance of the Public Sector Principles in so far as they relate to public sector employment and measures taken by the Commissioner to promote observance of those principles.</p> <p>The Public Sector Regulations 2010 further requires the Commissioner to report annually on</p> <ul style="list-style-type: none"> • variations or substitutions of the Public Sector Code of Conduct • public sector employment determinations • guidelines relating to public sector employment matters • the number of occasions on which public interest information has been disclosed to the Commissioner under the <i>Whistleblowers Protection Act 1993</i>*. <p>The Commissioner’s annual report – known as the State of the Sector – is provided to the Treasurer by 30 September each year for tabling in Parliament within 12 sitting dates of receipt by the Treasurer.</p> <p>The State of the Sector report can be found at: https://www.publicsector.sa.gov.au/about/Our-Work/Reporting/State-of-the-Sector</p> <p>* repealed by the <i>Public Interest Disclosure Act 2018</i> on 1/7/2019</p>

Reporting required under the *Carers' Recognition Act 2005*

Nil to report.

Public complaints

Number of public complaints reported

Complaint categories	Sub-categories	Example	Number of Complaints 2020-21
Professional behaviour	Staff attitude	Failure to demonstrate values such as empathy, respect, fairness, courtesy, extra mile; cultural competency	0
Professional behaviour	Staff competency	Failure to action service request; poorly informed decisions; incorrect or incomplete service provided	0
Professional behaviour	Staff knowledge	Lack of service specific knowledge; incomplete or out-of-date knowledge	0
Communication	Communication quality	Inadequate, delayed or absent communication with customer	0
Communication	Confidentiality	Customer's confidentiality or privacy not respected; information shared incorrectly	0
Service delivery	Systems/technology	System offline; inaccessible to customer; incorrect result/information provided; poor system design	0
Service delivery	Access to services	Service difficult to find; location poor; facilities/ environment poor standard; not accessible to customers with disabilities	0
Service delivery	Process	Processing error; incorrect process used; delay in processing application; process not customer responsive	0
Policy	Policy application	Incorrect policy interpretation; incorrect	0

Complaint categories	Sub-categories	Example	Number of Complaints 2020-21
		policy applied; conflicting policy advice given	
Policy	Policy content	Policy content difficult to understand; policy unreasonable or disadvantages customer	0
Service quality	Information	Incorrect, incomplete, out dated or inadequate information; not fit for purpose	0
Service quality	Access to information	Information difficult to understand, hard to find or difficult to use; not plain English	0
Service quality	Timeliness	Lack of staff punctuality; excessive waiting times (outside of service standard); timelines not met	0
Service quality	Safety	Maintenance; personal or family safety; duty of care not shown; poor security service/ premises; poor cleanliness	0
Service quality	Service responsiveness	Service design doesn't meet customer needs; poor service fit with customer expectations	0
No case to answer	No case to answer	Third party; customer misunderstanding; redirected to another agency; insufficient information to investigate	0
		Total	0

Additional Metrics	Total
Number of positive feedback comments	5
Number of negative feedback comments	0
Total number of feedback comments	5
% complaints resolved within policy timeframes	n/a

Data for previous years is available at: <https://data.sa.gov.au/data/dataset/public-complaints-received-by-the-office-of-the-commissioner-for-public-sector-employment>

Service Improvements

Government agencies including OCPSE participated in the Mapping Customer Pain Points project, led by the Department of the Premier and Cabinet. The project has made recommendations to the public sector and individual agencies to improve customer experience of government services. OCPSE is considering the recommendations relevant to it.

Compliance Statement

Office of the Commissioner for Public Sector Employment is compliant with Premier and Cabinet Circular 039 – complaint management in the South Australian public sector	New complaint management policy and system to be implemented in 2021-22
Office of the Commissioner for Public Sector Employment has communicated the content of PC 039 and the agency’s related complaints policies and procedures to employees.	To be implemented in 2021-22

Appendix: Audited financial statements 2020-21