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**Government
of South Australia**

**OFFICE OF THE COMMISSIONER FOR
PUBLIC SECTOR EMPLOYMENT
2021-22 Annual Report**

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

State Administration Centre, Ground Floor, 200 Victoria Square, Adelaide

GPO Box 464, Adelaide SA 5001

publicsector.sa.gov.au

Contact phone number: 1800 317 333

Contact email: publicsector@sa.gov.au

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2021-22 ANNUAL REPORT for the Office of the Commissioner for Public Sector Employment

To:

Hon Kyam Maher MLC

Minister for Industrial Relations and Public Sector

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 PSM

Chief Executive

Date 28 September 2022

Signature



From the Chief Executive

The Office of the Commissioner for Public Sector Employment (OCPSE) provides a central, integrated approach to public sector management. OCPSE works in partnership with the chief executives and agency heads to develop the workforce strategy, implementing cultural, system and policy enhancements, which enables high performance and ensures the sector is an employer of choice. It does so by focusing on several strategic goals, including:

- Enhancing workforce performance and potential
- Advancing current and future leaders
- Shaping the future workforce
- Advancing systems and data, and
- Creating an inclusive, safe and ethical public sector

OCPSE plays a critical role in upholding the integrity and standards of the public sector, with a strong focus on embedding the South Australian Code of Ethics and Public Sector Values, setting professional standards, and striving to foster excellence in governance, leadership and performance.

Throughout the year, OCPSE has provided support to agencies seeking assistance with enhancing the integrity of their workforce. OCPSE has developed an integrity framework, implemented a Workplace Investigations Services Panel and provided coaching, advice and assistance with training which will benefit many agencies and their employees.

In the past two years, OCPSE has played a pivotal role in ensuring the public sector stays safe and was able to operate effectively during the COVID-19 pandemic. OCPSE provided workforce guidance, introduced new leave provisions and enabled agencies to embrace new ways of working aligned with public health guidance.

OCPSE also assisted with the mobilisation of more than 700 public sector employees to support the government's COVID-19 response. This was the public sector's first-ever mobilisation of a surge workforce to assist during a major crisis. With the cessation of the Major Emergency Declaration in May 2022, OCPSE deactivated the Mobilisation Team in June. The lessons learnt from this activity will assist in the deployment of resources for any future emergencies and will help to create new talent management and resource sharing practices in the sector.

OCPSE continues to support my statutory role as Commissioner for Public Sector Employment ensuring that the Commissioner's Determinations and Guidelines and the Code of Ethics are fit for purpose and aligned to the needs of the public sector. My team has also ensured we deliver on our reporting commitments to Parliament through delivery of the State of the Sector report, which is complemented by the Workforce Information report.

As a sector we need a highly engaged and committed workforce if we are to deliver on the needs of the community. The I Work For SA – Your Voice survey is a key tool we use to measure employee engagement. The second survey was released during the reporting period. It was pleasing to see we have maintained high levels of engagement despite the pandemic and received improved results against all action

areas from the last survey. The survey also demonstrated that implemented actions have led to positive improvements in the engagement of diversity groups, which is also represented by improvements in our workforce demographics. While improvement was made in diversity, inclusion and disability employment, there is more to do to continue this important work, particularly for employees living with a disability.

An action plan has been developed based on the I Work For SA – Your Voice survey results which focusses on the following key areas:

- defining what makes a good leader in the sector, ensuring leaders have the skills and training to deliver, and are accountable
- providing greater support and more relevant tools so employees can nurture and manage wellbeing
- ensuring the sector is respectful and inclusive, and its recruitment processes are fair and transparent.

My office has been leading the implementation of this action plan and we have already made good progress. As a result of the survey, the South Australian Leadership Academy (SALA) has provided a series of short courses to enable real-time injections of knowledge, helping leaders improve the way they lead and drive change, manage hybrid teams and embed new ways of working. A new Leadership Excellence Framework has been developed which clearly articulates the standards we expect of those in leadership roles to manage, govern and lead well. SALA's core leadership programs have also been realigned to this new framework. These initiatives are complemented by a new online executive and chief executive induction platform, which was also piloted during the reporting period.

The survey also indicated that employee wellbeing needed to be a continued focus for the sector, with additional supports required for frontline services. A new online mental health tool is currently being piloted for the sector and work continues with frontline agencies to identify any extra support required to better manage the impacts of mental health on their workforces.

Progress has also been made to shape the future workforce. I am pleased to report the Skilling SA Public Sector Project was completed in 2021-22, with over 2,800 training commencements across the public sector achieved in four years. OCPSE is also working with the Chief Information Officers to enhance the attraction and retention of our ICT workforce.

OCPSE continued its role to elevate HR capability. During the year, the office supported agency HR leaders and professionals to improve policies and processes and enhance their HR systems. Importantly, this year OCPSE successfully implemented a new work health and safety system, Gov SAfety, and improved the functionality for the injury management platform. These initiatives will assist agencies to lodge, investigate and review hazard, incidents and injury events.

Each of the achievements I have highlighted impact on the working life of each public sector employee and I am proud that their experience is fairer, more diverse and more inclusive as a result of the hard work and dedication of my team to deliver these positive changes.

Following the State election in March 2022, OCPSE became an attached office to the Attorney-General's Department.

Next year promises to be another busy year for OCPSE, and I look forward to reporting on what it achieves with our public sector partners in 2023.

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

Erma Ranieri PSM

Chief Executive

Office of the Commissioner for Public Sector Employment

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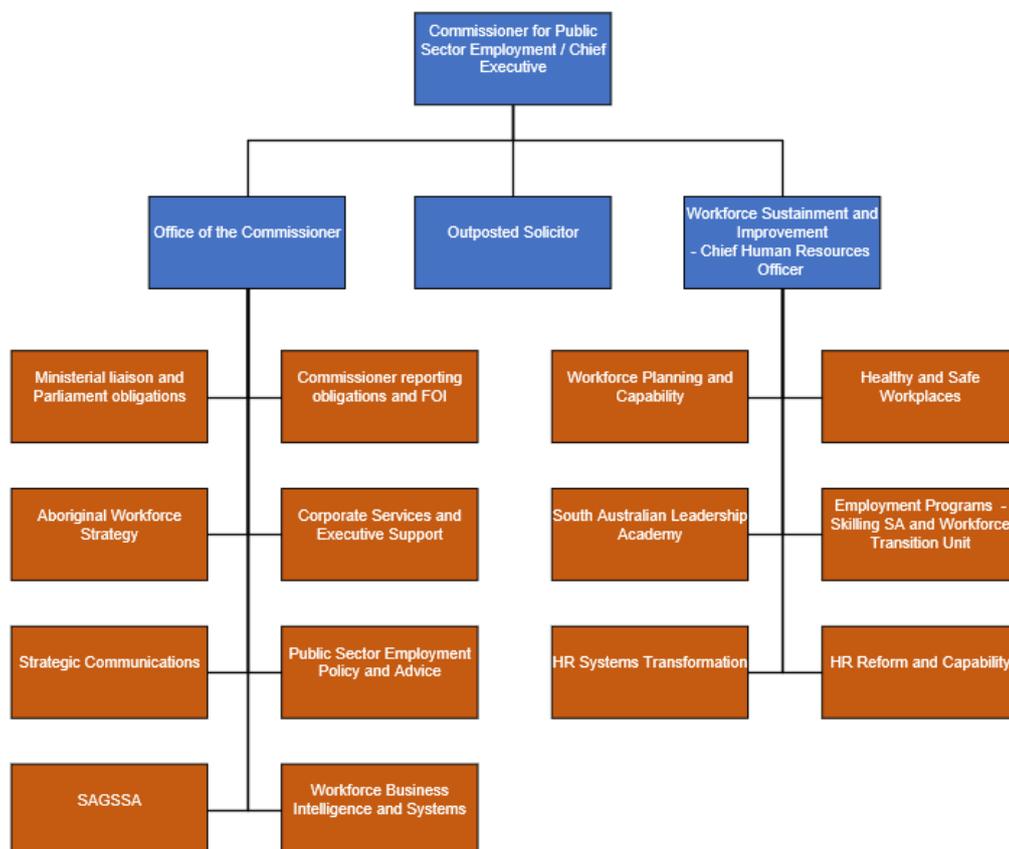
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Overview: about the agency

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	<p>Enhance workforce performance and potential</p> <p>Advance current and future leaders</p> <p>Shape the future workforce</p> <p>Advance systems and data</p> <p>Inclusive, safe and ethical public sector</p>

Our organisational structure



Changes to the agency

During 2021-22, OCPSE became an attached office to the Attorney-General's Department, following the state election.

Our Minister

The Hon Kyam Maher MLC is the Minister for Industrial Relations and Public Sector. He is also the Leader of the Government in the Legislative Council, the Attorney-General and the Minister for Aboriginal Affairs.

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 works with her agency counterparts and the chief executives to develop the HR and workforce transformation strategies for the sector. She is also 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>Josie Barbaro A/Director Workforce Planning and Capability</p>	<p>Josie works with Erma and Shelley to develop the sector-wide workforce programs by supporting agencies to plan their resource deployment and capability development. Josie oversees several employment programs to enhance traineeships and graduate programs, improve employment outcomes for diversity groups, and to effectively manage the redeployment and retraining of employees. Josie is also developing approaches to talent management, workforce planning and workforce mobility.</p>

Legislation administered by the agency

Public Sector Act 2009

Public Sector (Honesty and Accountability) Act 1995

The agency's performance

Performance at a glance

During 2021-22, OCPSE:

- provided ongoing workforce guidance and mobilised resources to assist with the COVID-19 pandemic response
- concluded the second I Work for SA – Your Voice survey and began implementation of the Sector Action Plan to address critical workplace issues raised by employees
- concluded the Skilling South Australia Public Sector Project, surpassing the four-year target set for training commencements in the public sector and recognised trainee and graduate achievements at a graduation ceremony held in August 2021
- began the second round of the Aboriginal Traineeship Program with a target of 100 Aboriginal trainees employed in the public sector, with 35 commencements by the end of 2021-22
- continued to implement actions from the Diversity and Inclusion Strategy and Disability Employment Strategy, which have led to improved employment and workforce outcomes for targeted diversity groups
- introduced an online executive and chief executive induction to provide real-time information, which strengthens integrity and complements the more in-depth face-to-face program
- established the Workplace Investigation Services Panel to assist agencies seeking to use the services of external investigators
- rolled out the new across-government work health and safety (WHS) platform, Gov Safety
- Supported the Chief Information Officers to identify and implement workforce strategies to improve the attraction and retention of ICT professionals. This included the creation of a new South Australian Executive Service (SAES) specialist classification to enable the sector to compete for talent more readily in a tight job market
- delivered over-subscribed leadership development programs through the South Australian Leadership Academy
- developed a whole-of-sector Leadership Excellence Framework
- coordinated the Premier's Excellence Awards
- 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:

- providing 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

OCPSE supported the Commissioner as Mobilisation Coordinator to operationalise the public sector’s first-ever mobilisation of a surge workforce to assist during a major crisis.

The team has successfully mobilised more than 700 public sector employees in the last two years to support the government’s COVID-19 response. Following the State Controller withdrawing the Major Emergency Declaration in May 2022, the OCPSE Mobilisation Team was deactivated on 30 June 2022. The team has captured lessons learnt which will assist in future emergencies and are being drawn upon to help create new talent management and resource sharing practices in the sector.

The Commissioner has continued to provide workforce guidance to the sector throughout the pandemic and released updated Determinations to reflect the changing conditions over time.

Agency contribution to whole of government objectives

Agency’s contribution

- Supported the government’s commitment to post-COVID-19 pandemic recovery by advising agency chief executives on arrangements to return employees and continued to implement the workforce transformation roadmap developed to enable the sector to capitalise on new ways of working
- Assisted agencies to plan and implement Machinery of Government (MOG) changes by updating the change management toolkit and delivering a panel discussion and leadership development offerings on managing change and MOG changes successfully
- Assisted agencies to improve the diversity and inclusion of their workforce by continuing to implement strategic actions and facilitating an across government community of practice to share learnings
- Enabled the quick transition of ministerial staff following the state election.

Agency specific objectives and performance

Agency objectives	Indicators	Performance
<p>Enhance workforce performance and potential.</p>	<p>Support the public sector through COVID-19.</p>	<p>The mobilisation team led the sector’s mobilisation efforts through COVID-19, this was deactivated on 30 June 2022 following the cessation of the Major Emergency Declaration.</p> <p>More than 700 public sector employees were provided for mobilisation.</p> <p>A network of agency contacts and employees is being maintained in case mobilisation is required in the future.</p>
	<p>Uphold high standards of statutory advice.</p>	<p>Established the Workplace Investigation Services Panel to assist agencies seeking to use the services of external investigators.</p> <p>Developed an integrity framework to clearly outline the standards expected of public sector leaders and employees.</p> <p>Completed investigations of employment and industrial matters as requested.</p>
<p>Advance current and future leaders.</p>	<p>Ensure leaders are effectively on-boarded to the public sector.</p>	<p>Introduced a new online induction platform.</p> <p>New chief executives and executives are now inducted with a combination of face-to-face and online induction.</p>

	<p>Improve leadership capabilities.</p>	<p>Successfully delivered South Australian Leadership Academy (SALA) core programs, training 1200 leaders in the financial year all receiving very high participant satisfaction. All programs are oversubscribed this financial year.</p> <p>SALA introduced a series of new short courses delivering short injections of learning in key areas of need for immediate impact.</p> <p>A new whole-of-sector Leadership Excellence Framework was developed.</p>
<p>Shape the future workforce.</p>	<p>Provide attractive and accessible employment pathways.</p>	<p>Skilling South Australia Public Sector Project concluded with over 2800 commencements achieved from a target of 2688.</p> <p>Commenced the second round of the Aboriginal Traineeship Program, with 35 commencements by the end of 2021-22.</p> <p>Delivered the Diversity and Inclusion and Disability Employment Strategy actions resulting in improved demographics and workforce outcomes for diversity groups.</p> <p>Supported the Chief Information Officers to identify and implement workforce strategies to improve the attraction and retention of ICT professionals.</p>

Advance systems and data.	Provide workforce data and information to measure and evaluate performance.	Published the State of the Sector report and the Workforce Information report.
	Facilitate whole-of-sector employee engagement surveys.	Complete the second I Work for SA – Your Voice Survey Sector Action Plan to address critical workplace issues identified by public sector employees.

Corporate performance summary

Corporate services were provided to OCPSE by the Department of Treasury and Finance under a Service Level Agreement during the reporting period. From 1 July 2022, corporate services will be provided by the Attorney-General’s Department.

Employment opportunity programs

OCPSE is inclusive and reflects the diversity of the South Australian community. As of June 2022, the OCPSE workforce comprised of:

- 74.07 per cent women
- 100 per cent executives were women
- 7.41 per cent of employees identified as Aboriginal
- 5.56 per cent of employees declared a disability

As an attached office to DTF, employment opportunity programs in DTF extended to OCPSE. Further detail on these is available in the DTF annual report.

OCPSE also plays a sector-wide role in the development and delivery of the Diversity and Inclusion and Disability Employment strategies and plans. It facilitates a sector-wide community of practice with over 140 members to share learnings and best practice.

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 2022, 76 per cent of OCPSE employees had a performance and development discussion in the past six months. New employees and employees who have separated from the agency have been included in total staffing figures and may account for the proportion of employees without a performance plan.

Work health, safety and return to work programs

Program name	Performance
Trusting, Thriving Teams	Five sessions were delivered to staff to uplift the team’s wellbeing and psychological safety. The program develops skills for employees to feel safe and supported to speak up in the office

Workplace injury claims	Current year 2021-22	Past year 2020-21	% 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 2021-22	Past year 2020-21	% Change (+ / -)
Number of notifiable incidents (<i>Work Health and Safety Act 2012, Part 3</i>)	0	0	0
Number of provisional improvement, 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 2021-22	Past year 2020-21	% 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
EXEC0F	1
SAES2	1 <i>Note: There were 2 x SAES2 positions for the majority of the financial year, this reduced to 1 as a result of the Government election commitment regarding executive reductions.</i>
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

Financial performance at a glance

The following is a brief summary of the overall financial position of the agency. The information is unaudited. Full audited financial statements for 2021-2022 are attached to this report.

Statement of Comprehensive Income	2021-22 Budget \$000s	2021-22 Actual \$000s	Variation \$000s	2020-21 Actual \$000s
Total Income	9 304	16 463	7 159	15 731
Total Expenses	13 380	15 670	(2 290)	14 388
Net Result	(4 076)	793	4 869	(1 343)
Total Comprehensive Result	(4 076)	793	4 869	(1 343)

Statement of Financial Position	2021-22 Budget \$000s	2021-22 Actual \$000s	Variation \$000s	2020-21 Actual \$000s
Current assets	809	4 382	3 573	4 884
Non-current assets	1	1	0	1
Total assets	810	4 383	3 573	4 885
Current liabilities	2 742	1 591	1 151	2 736
Non-current liabilities	1 483	1 338	145	1 488
Total liabilities	4 225	2 929	1 296	4 224
Net assets	(3 415)	1 454	2 277	(661)
Equity	(3 415)	1 454	2 277	(661)

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	\$ 10,000

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

Consultancies	Purpose	\$ Actual payment
PRICEWATERHOUSECOOPERS	Whole-of- government actuarial review of workers compensation liabilities.	\$ 291,182
THRIVING PEOPLE CONSULTING	Strategic people and culture consulting research - design and develop a graduate program strategy	\$ 21,000
	Total	\$ 312,182

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 agency, 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	\$ 99,734

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

Contractors	Purpose	\$ Actual payment
AKTIS PERFORMANCE MANAGEMENT	Provision of HR consulting services	\$ 11,640
ASG GROUP LIMITED	Engagement of HCM and WHSIM test lead	\$ 433,518

Contractors	Purpose	\$ Actual payment
AXENT CONSULTING	Project management for HR system implementation	\$ 72,600
BAILEY ABBOTT PTY LTD	Provision of service for WHS implementation	\$ 14,084
CENTRE FOR SOCIAL LEADERSHIP	Design and delivery of the Leading Change and Complexity Workshop (Adaptive Leadership) – including group coaching to participants of the 2021 Executive Excellence Program	\$ 51,993
COLLECTIVE COURAGE TRUST	Delivery of keynote presentation for Manager Essential Intake 5	\$ 10,200
CORNERSTONE ON DEMAND	Provision of service for My Career system implementation	\$ 48,826
CYBEROPS PTY LTD	Provision of technical reporting on Maxxia security review	\$ 29,200
DUCK & PARTNERS PTY LTD T/A	Provision of strategic advisory services to prepare a business case in relation to future service delivery to meet sector needs.	\$ 20,000
EMOTOUS PTY LTD	Delivery of workshops - Trusting Thriving Teams and Manager Essentials	\$ 86,500
ENGINE ASIA PACIFIC PTY LTD	Delivery of I Work for SA Your Voice survey results	\$ 56,911
INNERGISE PTY LTD	Delivery of the 2021 Executive Excellence Program	\$ 10,400
K ASHCROFT CONSULTING	Delivery of the 2021 Executive Excellence Program	\$ 13,831
KINDLING SOLUTIONS PTY LTD	Review of Injury Management. Manage	\$ 42,240

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Contractors	Purpose	\$ Actual payment
	WHS and IM function for OCPSE	
MERLIN POST PRODUCTION PTY LTD	Delivery of the Managers Essentials Program	\$ 41,900
NAYDA ASSOCIATE CONSULTING	SAES Induction program	\$ 46,231
PRICEWATERHOUSECOOPERS	Provision of an independent project assurance	\$ 201,465
SBC IT PTY LTD	Project management for HR system implementation and enhancement to the SIMS Injury Management System	\$ 74,534
SIMPLE INTEGRATED MARKETING	Production for disability employment video series	\$ 10,710
TAUONDI ABORIGINAL CORP	Delivery of Aboriginal Traineeship Program	\$ 74,003
THOMPSON ORGANISATIONS	Workshops provided for workforce transformation and Improvement team	\$ 14,400
VIDACOMA FAMILY TRUST	Delivery of Aboriginal Frontline Leadership Program	\$ 21,500
WUNDER TRAINING	Workshops for Manager Essentials Program	\$ 22,982
CYBERCX PTY LTD	Mycareers web application penetration test	\$ 46,800
UGM CONSULTING	Development of Leadership Framework	\$ 35,960
	Total	\$ 1,492,428

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>

The details of South Australian Government-awarded contracts for goods, services, and works are displayed on the SA Tenders and Contracts website. [View the agency list of contracts](#).

The website also provides details of [across government contracts](#).

Risk management

Risk and audit at a glance

As of 30 June 2022, the OCPSE Risk and Performance Committee comprised of:

- Ms Kathryn Presser, chair (Independent)
- Ms Eva Balan-Vnuk (SA Government)
- Ms Kim-Sherie Summers (SA Government)
- Ms Louise Mills (SA Government)
- Ms Jane Booth (Independent)
- Les Jones (SA Government)
- Maria Ross (SA Government)
- Bill Sierros (SA Government)

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 had adopted DTF's Fraud and Corruption Prevention Policy and Control Framework.

The main elements of the Control Framework are:

- governance and ethics
- awareness and training
- fraud prevention
- detection and investigation
- monitoring and reporting.

The three lines of defences responsibilities for fraud and corruption risk in DTF are identified at [Fraud and Corruption Policy and Control Framework.pdf \(treas.sa.gov.au\)](https://treas.sa.gov.au).

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*:

Four

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 <i>Public Sector Regulations 2010</i> 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 Minister by 30 September each year for tabling in Parliament within 12 sitting dates of receipt by the Minister.</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 2021-22
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 policy applied; conflicting policy advice given	0
Policy	Policy content	Policy content difficult to understand; policy unreasonable or disadvantages customer	0

Complaint categories	Sub-categories	Example	Number of Complaints 2021-22
Service quality	Information	Incorrect, incomplete, outdated 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	N/A
Number of negative feedback comments	N/A
Total number of feedback comments	N/A
% 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

Nil to Report

Compliance Statement

OCPSE is compliant with Premier and Cabinet Circular 039 – complaint management in the South Australian public sector	Yes
OCPSE has communicated the content of PC 039 and the agency’s related complaints policies and procedures to employees.	Yes

Appendix: Audited financial statements 2021-22