

## THE CHALLENGE

Develop a comprehensive feedback and complaints mechanism that can be readily and easily implemented during a complex transition period.

GOVERNMENT OF WESTERN AUSTRALIA

## THE DEPARTMENT OF TRAINING AND WORKFORCE DEVELOPMENT



*The Department of Training and Workforce Development is currently in a period of rapid change and growth following a de-merger from the Department of Education. As part of establishing themselves as a separate and independent organization, the Department is undertaking a range of governance improvement initiatives with the support of Blue Zoo.*

### BLUE ZOO'S PHILOSOPHY

Effective complaints management is more than resolving 'point in time issues'. It requires the ability to leverage complaint trends to continually drive and inform business improvement opportunities and enhance the level of service delivery experienced by all key stakeholders. That's the missing piece that Blue Zoo delivers.

### BLUE ZOO'S CONTRIBUTION

Blue Zoo is currently contracted by the Department to lead and manage the development of their feedback and complaints management framework and supporting systems. Our Advisors bring a pedigree of domain knowledge in the areas of contemporary investigations and complaint resolution techniques and industry best practice.

### ENHANCED RISK MANAGEMENT

Poorly managed complaints has the potential to adversely impact upon the reputation of the department and as such, presents a significant business risk. The Department requires a system that allows for the escalation of matters, should a resolution not be achieved in the first instance. In addition, there is a requirement for centralized oversight in order to identify, detect and respond to those matters which may involve systemic issues for the Department.

### FOSTERING COLLABORATION

The Department is responsible for a diverse array of services, including the planning, funding and monitoring of public training institutions. This complex structure requires a system that supports and empowers staff to address matters in a timely and localized manner yet ensures consistency and proportionality of responses across the entire organization.

### RESOURCING

As part of the process, Blue Zoo is advising the Department on the most appropriate resourcing and accountability structure to manage complaints in an effective, efficient and consistent manner. The resourcing recommendations are based on a risk management approach and have been designed to allow the Department to take a strategic approach to the application of their finite resources

## THE DEPARTMENT OF TRAINING AND WORKFORCE DEVELOPMENT

The Department of Training and Workforce Development aims to build, attract and retain a skilled workforce to meet the economic needs of Western Australia, to minimise skill shortages and maximise the State's ability to respond to new opportunities.

