

# BLUE ZOO SUCCESS STORY

## THE CHALLENGE

Revise the complaints management framework to deliver a process and supporting system that centralized and improved the service delivery standard at all Department of Housing offices throughout WA.

GOVERNMENT OF WESTERN AUSTRALIA

## DEPARTMENT OF HOUSING



*"Dealing with complaints is part and parcel of doing business. As a result of this work with Blue Zoo on our complaints management framework, we are now confident that the framework underpins a comprehensive system that treats complaints as a managed and structured process and supports transparent and accountable decision making".*

Deborah Hegarty

Manager Business Planning and Improvement | Organisational Transformation

### STREAMLINING PROCESSES

The Department of Housing complaints review included concerns regarding several disparate databases and systems and the impact this had on accountability and visibility of service delivery issues for clients and members of the public.

The Department's environment contains several complex bespoke systems that are highly specialized towards the delivery of housing services across Western Australia's geographically dispersed region and a range of social issues, including equity and diversity.

### ENHANCING SERVICE DELIVERY

The Department of Housing required a framework that supported their commitment to open and accountable decision making and the right of clients to participate in, add value to and question the decisions and actions that have an impact on their lives.

The Department also presented Blue Zoo with a mandate requirement to ensure that the complaints management processes met Australian standards and were in accord with industry best practice.

### DRIVING CONTINUOUS IMPROVEMENT

The Department of Housing identified that the complaints management framework provided invaluable information regarding their service delivery and their progress towards the achievement of their core strategic objectives.

By centralizing and streamlining the complaints process, the Department was presented with the opportunity to not only deliver better services to their clients but to drive continuous improvement across the entire organization and support the Department's organisational learning.

### BLUE ZOO'S CONTRIBUTION

Blue Zoo was engaged by the Department of Housing to deliver a comprehensive review of the complaints framework and associated systems. Blue Zoo provided the thought leadership to ensure that the revised framework and system was effective, cost efficient and aligned with industry and State Government principles of best practice.

### BLUE ZOO'S PHILOSOPHY

Blue Zoo's focus is on delivering real and measurable value. Our Advisors focus on pragmatic recommendations and tailored solutions. To provide this value, our Advisors commit to extensive knowledge and skills transfer so that the implementation and ongoing management of frameworks and processes is sustainable and effective.

## THE DEPARTMENT OF HOUSING

The Department of Housing provides and supports housing for Western Australians who cannot otherwise afford their own home; to deliver, manage and maintain non-residential government buildings and to provide policy, legislation and regulate community housing and the building and construction industry in WA.



# BLUE|ZOO

make a difference