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the occurrence of fraud and corruption through effective and spilled financial, legal and ethical decision-making and organisational practices and promotes the principles of honesty and integrity, in line with the South Australian Public Sector Code of Ethics. The DTF's anti-fraud and anti-corruption policy, as well as its anti-fraud and anti-corruption strategy, ensure the DTF processes to identify and respond to fraud risks. DTF branches maintain and review their fraud risk records at branch level to ensure that new fraud risks are addressed and checks are identified and implemented. The risk, audit and security team oversees fraud risks and audits documented in the register. Detection, control and prevention activities include: Suspected or actual fraudulent behaviour Disclosure by staff Review of transaction reports Review management reports Audit management reports Internal and external audits Deal tasks Deceptive financial policies and procedures Refraction of post-incident internal audits Deal financial year-end reporting processes Fraud and corruption awareness training for new and existing employees. Data from previous years are available at point of interest, number of information of general interest when public interest information was communicated to the agency's competent officer under the Public Interest Disclosure Act 2018: The two data are available at previously reported as part of the protection of whistleblowers. Act 1993 and repealed the Public Interest Disclosure Act 2018 1/7/2019. Report required for any other act or regulation Report required by the Carers Recognition Act 2005 Nil Number of public complaints reported Complaint categories Category categories Category behavior Staff behaviour Net values such as empathy, respect, fairness, courtesy, extra mile; cultural competence 9 Professional conduct Croll competence Failure to apply for an intervention service; poorly informed decisions; incorrect or incomplete service 9 Specific behaviour Specific skills Respecific skills Respecific knowledge of services; incomplete or outdated knowledge 3 Communication quality Ideal, delayed or missing communication with the customer 6 Communication Disclosure The confidentiality or privacy of the customer has not been held; incorrectly shared information 7 Service delivery Systems/technology System offline; unreachable to the client; incorrect result/information provided; poor system design 2 6 6 Service delivery Services are a very poor service; place is poor; facilities/environment are not of sufficient quality; service delivery Process Processing error is not available to disabled clients 2; incorrect procedure; is delayed in processing the application; process non-client responsive 1 3 4 Policy Policy application Interfering wrong policy; applying an incorrect policy; conflicting policy advice 4 0 Policy Policy content A difficult to understand policy content; policy is unreasonable or disadvantages customer 9 2 Service quality Information Insensit, incomplete, outdated or inadequate information; not up to the target 1 3 Service quality Access to information In difficult to understand, difficult to find or difficult to use information; not simple English 2 Service quality Time paths Insensitivity of staff accuracy; excessive waiting time (outside the service standard); deadlines not met 3 0 Service quality Safety Maintenance; personal or family security; the duty of care does not appear; poor security service/premises; poor cleanliness 0 Service quality Service responsive Service design does not meet customer needs; poor service fits customers' expectations 5 4 No case for reply No case for reply 3 0 Third party; customer misunderstanding; transferred to another agency; sufficient information for the investigation 2 5 Investments (Super SA-specific) Investments Investment fees; Dissatisfaction with investment in assets 2 2 Total 7 7 7 Additive indicators Total Shared Services SA: Number of positive feedback comments 1 6 Number of negative feedback 1 7 % number of complaints resolved within policy timeframe 9 2 % Safework SA: Number of positive feedback 8 Number of negative feedback 4 Then feedback 1 2 % resolve a complaint at policy timeframes 6 0 % Super SA: Number of positive feedback comments 4 8 Number of negative feedback 0 3 Three feedback 4 8 % complaints within policy timeframes 7 8 % Revenue SA: Number of positive feedback comments 8 3 Three negative feedback 8 % Resolution of complaints within policy timeframes 9 2 % Data from previous years are available Improvements from complaints or consumer suggestions for the 2019-2020s Shared Services SA: Shared Services SA has developed a new website to improve the customer experience. The new website will be launched in early 2020-21 and aims to improve navigation, visual appeal and easy access to information on the provision of services. Shared Services SA has developed a Complaints Management app that provides a central repository for complaints logged by departments. The Complaints Management app improves the effectiveness of complaint logging, review, and correction processes. Safework SA: For the period 2019-2020, the complaint handling process was incorporated into the complaints and feedback form for DTF communication services following recommendations from the Ombudsman SA Office. All complaints must be reported to safework SA's management risk and control committee, where the findings, trends and recommendations of the complaints are discussed. The ICAC evaluation recommended the implementation of a learning and questioning model. This is currently being developed. The lessons learned in their ups and downs have been added to the training system and the information is shared with staff. SafeWork SA updated its website in April 2020 to enhance the customer experience; changes to the website improve navigation, visual appeal and easy access. Improvements also ensure that: all information, forms and links (including complaints) are easily accessible without unnecessary time for customers to search for information; and content is up-to-date and relevant. Super SA: Introducing an early release of super on the grounds of financial hardship or compassionate reasons for members of the lump sum system who use the rollover component. Introduction of the early release of super for people financially affected by the COVID-19 pandemic. In order to comply with the COVID-19 restrictions, it has made changes to the identification verification requirements. Update delegations to increase the number of staff capable of approving critical functions during BCP events (or planning phase) to provide adequate coverage in the office and less waiting times for members. You have removed the minimum annual fee for the flexible rollover product for investors who are not included in the product for a full year. Updated the delegations put in place to make a member rollout of the preserved super account Triple S via Super Stream, without manual intervention. It introduced the acceptance of switching fees by single member electronic transfer, which had previously had to be provided by cheque. It introduced the acceptance of family fees by electronic transfer, which had previously had to be provided by cheque. The Council the executive director and the presiding member to provide guidance on court cases, expedite the member's results. Specific training of operational staff using lean methodology, which has resulted in a simplification of the claims settlement process. Continuous improvements to the administration system. Revenue SA: Increased staff to engage with customer questions and introduced closer monitoring of customer call waiting times. It improved the processing capacity and usability of the Revenue SA online portal and increased performance monitoring. Increased training in customer relations and communication style. More flexibility in transforming processes to help customers meet government revenue requirements, such as publishing forms to customers who have been unable to access the computer. It has simplified call selection options and updated audio recordings to provide more timely information about current issues. It continues to support e-invoicing to address address change and faster billing complaints. Redesigning land tax notice using behavioural inspection techniques. Customer and stakeholder feedback is integrated into web content, technical information, forms and FAQs. Appendix: Audited financial statements 2019-20 Audited financial statements for 2019-2020 (PDF 3.3 MB) 3.3 MB

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