

Senate Community Affairs Committee

ANSWERS TO ESTIMATES QUESTIONS ON NOTICE

HEALTH PORTFOLIO

Budget Estimates 2017 - 2018, 29 & 30 May 2017

Ref No: SQ17-000924

OUTCOME: 3 – Sport and Recreation

Topic: Sporting Schools

Type of Question: Written Question on Notice

Senator: Senator Don Farrell

Question:

a) Have any complaints been lodged or issues raised about the operation of the program since the last round of Estimates? b) If so, could you please provide details? c) Is there a process or protocol for dealing with and resolving complaints and / or problems? d) Does that process include any opportunity for review of the way the program is implemented and for change if areas that could be improved are identified?

Answer:

a) Since the last round of estimates, the ASC has received six complaints regarding the operation of the Sporting Schools program.

b) The six complaints were in relation to:

- A complaint from a private provider about the quality and pricing of Cycling Australia's participation product.
- A complaint from a private provider regarding the Sporting Schools program parameters and the pricing structure of Gymnastics Australia's participation product.
- A complaint from a private provider regarding the Sporting Schools online program booking system.
- A complaint from a school regarding the cost of Cycling Australia's participation product.
- A complaint from an Intensive English Language centre regarding access to Sporting Schools funding.
- A complaint from a funded school regarding the expenditure of Sporting Schools grant funds.

c) Yes. The ASC is committed to ensuring that all complaints are handled fairly, efficiently and courteously, and ensuring that the rights of the complainant and staff are protected. The ASC aims to address all complaints quickly and appropriately and to incorporate relevant feedback into the program where it is possible. The ASC has a Complaints Handling Policy and Complaints Handling Guidelines which is adhered to in all instances of complaint management.

d) When a complaint is received about the Sporting Schools program, the ASC considers the circumstances surrounding the complaint. Where an opportunity to refine the design and/or implementation of the program is identified through the review of a complaint, the ASC will adjust the program within the constraints of the resources available and in consideration of program objectives.