



Report on Corporate Services

Customer Service Council

Human Resources

Capital Works Program

CUSTOMER SERVICE Council

The Department's Customer Feedback Service has been set up to ensure that complaints are heard and dealt with fairly and quickly.

The management and staff of the Department of Fisheries respect the right of members of the community to complain about the standard of service provided by the Department. The Department's commitment to fair, equitable and timely resolution of complaints, and recognition of both positive and negative feedback at all levels of the organisation are described in its Feedback Management Policy and related documents.

Our Policy

The Department will deal with complaints effectively and promptly without prejudice or bias. At all times we will be honest and fair in our dealings with customers.

To maintain the highest degree of customer service at all levels, the Department of Fisheries established an internal Customer Service Council to develop and continuously improve standards, policy and procedures.

Consisting of senior Department staff and representatives from peak industry and recreational fishing groups, the Council was instrumental in the development of a customer service charter. The charter established procedures for the effective management and resolution of complaints and feedback by members of the public. The charter, known as the Feedback Management Policy, meets the criteria for effective Complaints Handling laid down by the *Australian Standard (AS 4269-1995)*.

The Council was actively involved in the development of a customer service feedback system – the Feedback Management System – that enabled the Department to manage and respond to complaints, compliments and suggestions in a timely and equitable manner.

In addition to the Feedback Management System, the Department also relies on regular client surveys for feedback on customer service performance. This data is gathered in a number of ways including questionnaires distributed by Volunteer Fisheries Liaison Officers to recreational fishers, the commercial fishing fleet logbook system and an annual community attitudes survey.

The Feedback Management System

This specialised software package was developed to enable staff to record and assign a response time to feedback, whether it be a complaint, a compliment or suggestion provided to the Department by clients in person, by telephone, letter, facsimile or email.

The Customer Relations Manager manages the system and Feedback Liaison Officers are assigned to each area and regional office to oversee the day-to-day running of the system.

To encourage support and understanding of the new system, the Department produced a suite of brochures that outline the feedback process to clients and the public. A *Policy for Customer Feedback*, *Guidelines for Staff* and a brochure, *Feedback for the Future – Your Guide to Ensuring Quality Service* are available from all of the Department's offices.

Overview 2004/05

For the past financial year 20 compliments, five suggestions and seven complaints were submitted through the Feedback Management System.

To meet the requirements of the customer service charter, the Feedback Management System is continually being reviewed by the Customer Relations Manager to improve the system and ensure the best possible customer service.

The Customer Relations Manager will then publish the improvements made to processes as a result of any complaints.

The Customer Service Council, Customer Relations Manager and Department of Fisheries customer service staff support the spirit and intent of the State Government's Strategic Planning Framework and State Sustainability Strategy.

HUMAN RESOURCES AND Staff Relations

The approved annual staffing level for the year was the equivalent of 434 full-time employees.

**TABLE I – DEPARTMENT OF FISHERIES
PERMANENT AND FIXED TERM
EMPLOYEES (BY CLASSIFICATION,
LEVEL AND GENDER) AS AT
30 JUNE 2005.**

Level	Female	Male	Total Employees
1	32 (40)	11 (13)	43 (53)
2	42 (35)	46 (43)	88 (78)
2/4	4 (6)	4 (2)	8 (8)
3	35 (33)	70 (100)	105 (133)
4	15 (13)	48 (45)	63 (58)
5	11 (11)	29 (21)	40 (32)
6	5 (10)	27 (22)	32 (32)
7	7 (3)	22 (16)	29 (19)
8	3 (2)	19 (17)	22 (19)
9	0 (0)	1 (0)	1 (0)
Class I & above	0 (0)	3 (3)	3 (3)
TOTAL	154 (153)	280 (282)	434 (435)

Figures in brackets denote comparative figures at 30 June 2004

Staff Relations

A major restructuring of the Regional Services Branch was completed during the latter half of 2004. The new structure provides enhanced career opportunities for Fisheries and Marine Officers and should enable the Department to continue to attract and retain high calibre staff to support the compliance and education role of the Regional Services Branch.

The Department is in the process of negotiating with the Civil Service Association to update the 2003 Agency Specific Agreement under which staff currently work. The flexibility provided under the 2003 Agency Specific Agreement has enabled the Department to deliver services, particularly those delivered in the field, more efficiently and effectively whilst allowing for improved pay and conditions for staff.

Implementation of the Government's Shared Service Centre model, for which the Department of Fisheries is a pilot agency, is expected to provide both challenges and rewards in the year ahead.

Occupational Safety and Health

Occupational Safety and Health policy review, development and training are key tasks for the Human Resources Branch and the Occupational Safety and Health (OSH) Committee.

The Department's Marine Operations Safety Policy and Manual, and Diving Policy and Manual are two of the key OSH policies that were reviewed by the Committee this year. Diving activities are inherently hazardous in nature. The Department's Dive Control Group, together with endorsement from the OSH Committee and Agency Executive Group (AEG), have increased the minimum training requirements for staff involved in diving activities as part of their core duties. The year has seen a remodified Dive Manual and intensive annual training program designed and implemented in order to control the risk of injury from a diving accident.

The number of workers' compensation claims lodged with the Department and the number of lost time injuries has significantly decreased from last year. There were 11 claims for the year, only three of which resulted in lost time. The Department's Human Resources Branch has continued to focus on early intervention strategies to ensure that employees receive the assistance they need to make a speedy recovery from work related injuries or personal illness.

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TABLE 2 – DEPARTMENT OF FISHERIES WORKERS’ COMPENSATION CLAIM HISTORY 2000 – 2005

	2000/01	2001/02	2002/03	2003/04	2004/05
TOTAL CLAIMS	23	16	12	17	11
LOST TIME INJURIES	7	9	4	9	3
LOST TIME HOURS PER MILLION HOURS WORKED	6960.60	5418.30	1618.90	6023.30	3317.70
W/C PREMIUM \$ 000	338	482*	568**	(357)***	(15)****

* The Workers Compensation premium for 2001/02 comprises of the premium rate \$310,730 plus an arrears adjustment from 1997/98 of \$171,537 resulting in a total premium of \$482,267.

** The Workers Compensation premium for 2002/03 comprises of the premium rate \$235,811 plus an arrears adjustment from 1997/98 of \$332,664 resulting in a total premium of \$568,475.

*** The Workers Compensation premium for 2003/04 comprises of the premium rate \$226,811 plus an arrears adjustment from 1999/00 of (\$584,517) resulting in a total premium of (\$357,706). The Department has been credited \$357,706 from RiskCover for the 2003/04 workers' compensation premium.

**** The Workers Compensation premium for 2004/05 comprises of the premium rate \$194,549 plus an arrears adjustment from 2001/02 of (\$209,970) resulting in a total premium of (\$15,421). The Department has been credited \$15,421 from RiskCover for the 04/05 workers' compensation premium.

Corporate Training and Leadership

The Department of Fisheries has completed another year of the corporate leadership and management program, designed to maximise the Department’s flexibility to cope with increasing public sector change.

The program has broadened to include a number of corporate training initiatives that focus on up-skilling middle management and other staff in anticipation of promotional opportunities in the future and whole of government reform.

The corporate training initiatives undertaken this year as part of the program included supervisor development training for officers Levels 2–4 based on the Certificate III in Business, frontline management training for officers Level 4+ based on the Diploma in Business and training relating to recruitment, selection and appointment.

Certificate III in the Seafood Industry (Fisheries Compliance)

The Department of Fisheries and Challenger TAFE have continued an arrangement where current skills, knowledge, experience and qualifications gained through work as a Fisheries and Marine Officer can now be assessed to prove an officer’s competency in units of the Certificate III in the Seafood Industry (Fisheries Compliance) qualification. At present, over a third of the Fisheries and Marine Officers have gained the qualification.

Long Serving Fisheries Staff

The Department of Fisheries would like to acknowledge and thank the following staff for their long-serving contribution.

20 years +

Theo Berden	Kerrie Colwell	Tom Morris*
Chris Bird	Mike Cranley	Shane O'Donoghue
Stuart Blight	Kevin Donohue	Phil Readhead
Paul Boase	Laurie Edwards	Mark Rossbach
Gary Brown	Greg Finlay	Neil Sarti
Rae Burrows	Ken Gittens	Gerry Segers
Laurie Caporn	Peter Godfrey	Phil Shaw
Tony Cappelluti	Graeme Hall	Errol Sporer
Rod Casey	Paul Hillier	Bruce Stevenson
Chris Chubb	Tony Lemmon	Robert Tregonning
Tony Church	Eric Loughton	Bruce Webber
Mark Cliff	Gordon Lymn	

30 years+

Derek Blackman	Tony Goadby	Kerry Knapp
John Breeden	Peter Johnsen	John Mutter
Nick Caputi	Lindsay Joll	John Looby
Kevin Carhart	Barry Jones	Peter Rogers
George Cassells	Phil Kelly	Peter Willey
Alex Cechner	Bob Kirk	John Williams

40 years +

Eric Barker
Rod Lenanton
Jim Penn

* Tom Morris passed away June 2005.

The Department acknowledges those hard-working staff who choose also to volunteer their spare time to make an active contribution to the community. Many staff volunteered their time to assist children's sport, fire and emergency services, and aged care. The Department thanks them for their efforts.

CAPITAL WORKS Program

The 2004/05 Capital Works Program budget totalled \$20.8 million with actual expenditure of \$15.4 million. The table below details the projects designed to provide the necessary infrastructure support to enable the Department to deliver against the budgeted outputs. The nature of capital works is such that expenditure crosses financial year boundaries and contributes to the variation against budget.

Project Description	Planned Expenditure \$'000	Actual Expenditure \$'000
Small Boats, Outboards and Trailers	\$1,462	\$810
Fremantle Operations Centre	\$2,078	\$1,229
Fit-out and Equipment Program	\$985	\$483
New Research and Education Facility	\$10,799	\$10,970
Abrolhos Islands Capital Program	\$2,151	\$331
Information Technology	\$2,480	\$1,366
Aquaculture – Regional Initiatives and Aquaculture Park Upgrades	\$381	\$59
Operational Equipment	\$285	\$151
Fish and Fish Habitat Protection Program	\$32	\$0
Communications Equipment	\$59	\$24
Recreational Fishing Initiatives	\$55	\$3
Total Capital Works Program	\$20,767	\$15,426