



**Government
of South Australia**

Office of the
Training Advocate

South Australian Training Advocate

2017 Annual Report

Office of the Training Advocate

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To:
Hon David Pisoni MP
Minister for Industry and Skills

This annual report is presented to Parliament to meet the statutory reporting requirements of the *Training and Skills Development Act 2008 (SA)* and to meet the requirements of the 2017 reporting guidelines outlined in the Premier and Cabinet Circular *PC013 Annual Reporting*.

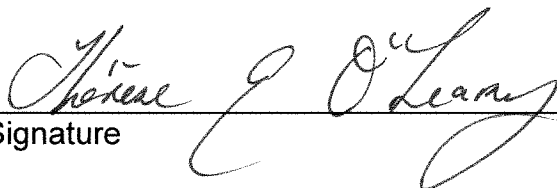
In accordance with section 25(1) of the *Training and Skills Development Act 2008 (SA)* this report provides an overview of activities undertaken by the Training Advocate during the 2017 calendar year. The report must be provided to the Minister on or before the 31 March 2018.

This report is verified to be accurate for the purposes of annual reporting to the Parliament of South Australia.

Submitted on behalf of the Office of the Training Advocate by:

Thérèse O'Leary

South Australian Training Advocate


Signature


Date

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Section A: Reporting required under the *Public Sector Act 2009*, the *Public Sector Regulations 2010*, the *Public Finance and Audit Act 1987* and *Training and Skills Development Act 2008*

Agency purpose or role

The Office of the Training Advocate (OTA) is an independent statutory authority established under the *Training and Skills Development Act 2008* (SA) (Act).

The OTA is the State's public contact point to respond to questions or complaints about the training system as it relates to South Australia. In this context, the training system comprises vocational education and training (VET), higher education, apprenticeships and traineeships, international education and adult community education (ACE).

Objectives

The OTA operates in accordance with the *Charter establishing the Training Advocate's Functions*. The functions are designed to enhance consumer protection by improving access and effective participation in employment and skill formation opportunities and contribute to strategies that raise the quality and responsiveness of the training system in South Australia.

The *Charter* sets out five key functions:

- promoting employment, education and training and promoting the development of employment and skills formation policies and procedures;
- providing an independent complaint-handling process to resolve matters arising out of the delivery of education and training or apprenticeships and traineeships;
- providing advocacy on behalf of clients seeking resolution of matters relating to education, employment or training;
- providing information and advice to assist people to navigate the training system and give advice relating to powers under the Act;
- monitoring the training system, including the administration of the Act, and make recommendations for legislative change.

Agency administrative statement

In 2017, the OTA was resourced by the Department of State Development and therefore administrative and operational functions comply with the Department's policies and procedures, established in accordance with the public sector requirements. In this regard, the following report will refer to information contained in the Department of State Development 2016/2017 Annual Report where appropriate.

Key strategies

Key strategy:	Objectives
<p>Enhance consumer protection by improving access and effective participation in employment and skill formation opportunities.</p> <p>Contribute to strategies that raise the quality and responsiveness of the training system in South Australia.</p>	<p>Training Advocate's Charter of Functions</p>
<p>Enhancing the student experience by ensuring students have access to information while living, working and studying in South Australia.</p>	<p>International Education Action Plan</p>

Agency programs and initiatives and their effectiveness and efficiency.

This section incorporates the OTA's case-management information and examples of other activities undertaken.

Program name	Indicators of performance/ effectiveness/ efficiency	Comments
<p>International Student Advisory Service</p>	<p>The OTA's promotional materials have been re-branded to formally incorporate an <i>International Student Advisory Service</i> commencing on 1 June 2017.</p> <p>The aim is to better promote the OTA's role in assisting international students with any aspect arising from studying, living or working in South Australia. The OTA also now acts as a central point for students to collect information or tickets relating to social or cultural events managed through <i>Study Adelaide</i>.</p>	<p>The members of an International Education Ministerial Advisory Council recommended a centrally located centre for international students to access information relevant to their stay in South Australia.</p> <p>The OTA, as a public contact point, was endorsed as being well placed to undertake the role, given its long-standing function of providing independent advice and assistance to international students.</p>

Program name	Indicators of performance/ effectiveness/ efficiency	Comments
		<p>The OTA service operates from the same premises as <i>Study Adelaide</i> and DSD's International Education Office</p> <p>The OTA is committed to developing a better communication strategy to reach more international students in 2018.</p> <p>https://statedevelopment.sa.gov.au/upload/education/International-Education-Action-Plan.pdf</p>
Case Management Overview	<p>A total of 796 clients accessed the OTA with 2,170 issues.</p> <p>89% complaints & 11% enquiries</p> <p>89% individuals</p> <p>11% organisation clients</p> <p>85% finalised by the end of 2017</p> <p>6% active carried over to 2018 with a further 9% pending six-month review carried forward</p> <p>33 clients sought information about employment opportunities, overseas qualifications assessment, industry licences or registration with professional bodies</p>	<p>Enquiries and complaints handling is managed through a variety of methods. These include investigation, mediation, advocacy, conciliation, negotiation, or provision of independent advice in accordance with the Training Advocate's <i>Charter of Functions</i>.</p>
Case management data is provided on pages 12 to 20		
Promotion of Employment, Education and Training	<p>Examples of presentations are outlined below.</p>	<p>The OTA attends functions and delivers presentations to organisations including Government, VET providers, small business owners and individuals about the role of the OTA. This provides an opportunity to incorporate information about the rights and obligations of those engaged in the training system.</p>

Program name	Indicators of performance/ effectiveness/ efficiency	Comments
	<p>Small Business</p> <p><i>BizLink</i> - a series of seminars hosted by the South Australian Small Business Commissioner, to provide information to small businesses about Government services available to them. The OTA presented to the Port Adelaide and Mount Barker sessions with 40 businesses registered to attend.</p>	<p><i>BizLink</i> provides an avenue for the OTA to promote the benefits to employers of engaging apprentices and trainees and provide them with an overview of their rights and obligations under the apprenticeship system. It also provides information about how employers can make informed choices if seeking professional development courses for their staff under the Australian Qualifications Framework.</p> <p>https://www.sasbc.sa.gov.au/</p>
	<p>VET Professionals</p> <p><i>Vocational Education and Training Community of Practice (VETCoP)</i> is a network of South Australian VET professionals who deliver VET and international education within the private and public sectors. The OTA presented to 20 providers about commonly raised issues.</p>	<p>VETCoP provided a forum for the OTA to discuss strategies to assist providers improve their internal complaints handling techniques to better meet the needs of students.</p>
	<p>Young People</p> <p><i>Wellbeing of Young People in the City/North Adelaide</i> stakeholder roundtable to discuss a survey undertaken by SAHMRI and the City of Adelaide about issues facing young people.</p>	<p>The <i>Adelaide Young People's Wellbeing Initiative</i> is a stakeholder network including local and state government, the social, education and health sectors, local business and community including young people. The initiative enables the OTA to inform stakeholders engaged with young people about opportunities for skill development and employment. It also provides an opportunity to educate people about their rights and obligations so that they can make an informed choice before committing to a contract of education or training.</p> <p>https://www.togethersa.org.au/wellbeing/</p>

Program name	Indicators of performance/ effectiveness/ efficiency	Comments
	<p>International Education</p> <p>The Lord Mayoral Reception to welcome the 2017 international students to South Australia, hosted by <i>Study Adelaide</i>. Approximately 650 students from 130 countries attended. Students had access to a variety of information about safety, wellbeing, sport and other recreational activities available in South Australia.</p>	<p><i>Study Adelaide</i> markets South Australia internationally as a preferred study destination. It also plays a key role in managing a schedule of events and activities for international students to gain an Australian cultural experience. The OTA liaises with Study Adelaide to support opportunities for students.</p> <p>The OTA's Information Booth at this function provided materials and general information to newly arrived students about OTA services. Key message 'if not sure always ask'. Students were also able to ask individual questions about aspects of living in South Australia.</p> <p>https://studyadelaide.com/</p>
	<p>Rights Protection Group</p> <p><i>Statutory Authority Network - Rights Protection Agencies Group</i>. The OTA attended 5 meetings and made a presentation to the network about the role of the OTA and an overview of the national training standards for skill development and the support mechanisms available to meet individual learning needs.</p>	<p>This network comprises statutory authority representatives across a range of portfolios including health and community services, young people, equal opportunity, small business and safety. It provides an avenue to consider strategies to better streamline complaint handling across the agencies and ensure complainants can readily access the right agency for their specific circumstance.</p>
Monitoring the training system	<p>Overview</p> <p>Participated in stakeholder meetings and responded to consultations relating to the training system as outlined below.</p>	<p>The OTA reviews and analyses data captured during the management of a case. This includes consideration of comments and other anecdotal evidence provided by clients. The OTA utilises this information to respond to state and/or national reviews relating to the training system as a mechanism for contributing to strategies to improve the quality and responsiveness of the training system in SA.</p>

Program name	Indicators of performance/ effectiveness/ efficiency	Comments
	<p>Apprenticeships and Traineeships</p> <p>The OTA attended 3 x meetings with the Chair of the Training and Skills Commission, presented to 1 x Commission meeting and attended the Commission's launch of the <i>Skills for Future Jobs 2020 Series</i></p> <p><i>Traineeship and Apprenticeship Committee</i>. The OTA met with this sub-committee of the Training and Skills Commission.</p> <p>The OTA advised that more clarity is required with respect to an employer's obligation to supervise an apprentice/trainee on the job. This feedback will be considered in the Commission's review of the <i>Guidelines for persons who supervise apprentices or trainees</i> in 2018.</p> <p><i>South Australian Group Training Program Guidelines for 2017/2018</i>. The OTA outlined key areas for consideration including recommendation for better access to up-front information for host employers about rights and obligations and training to improve complaint handling at the worksite.</p> <p><i>South Australia Employment Tribunal (SAET)</i>. The OTA responded to the consultation regarding the role of the Training Advocate as it relates to apprenticeship and traineeship dispute handling in conjunction with the establishment of newly</p>	<p>The Training and Skills Commission is established under the <i>Training and Skills Development Act 2008 (SA)</i> to provide independent, strategic advice on how South Australia can invest in a sustainable, highly skilled workforce, particularly in key growth sectors.</p> <p>The OTA provided key issues raised by clients to the Commission for consideration in any future policy direction.</p> <p>The Training and Skills Commission has delegated functions under Part 4 of the <i>Training and Skills Development Act 2008 (SA)</i> to administer the State's Apprenticeship and Traineeship system. The Commission's sub-committee oversees this function along with the Guidelines required for the employment and training of apprentices and trainees.</p> <p>http://www.tasc.sa.gov.au/</p> <p>Consultation conducted on behalf of the Department of State Development by ACIL Allen Consulting to evaluate the program. Evaluation to identify strategies to increase commencements and completion rates of apprenticeships and support for special cohorts including those in the regions.</p> <p>SAET replaces the South Australian Industrial Relations Commission (SAIRC). SAET is South Australia's forum for resolving workplace-related disputes and issues.</p> <p>http://www.saet.sa.gov.au/</p>

Program name	Indicators of performance/ effectiveness/ efficiency	Comments
	<p>established SAET. There is provision for the OTA to represent apprentices or trainees in disputes before the SAET proceedings.</p>	
	<p>Industrial Information</p> <p>Fair Work Ombudsman (FWO) consulted with the OTA to raise key issues regarding the access to clear industrial information for apprentices, trainees and international students. As an outcome, the OTA has committed to improving links from its website to FWO's website.</p>	<p>The FWO provides a number of services including information about Australia's workplace relations system.</p> <p>The OTA and FWO liaise to ensure that the OTA's clients (namely apprentices, trainees and international students) have access to relevant workplace information.</p> <p>https://www.fairwork.gov.au/</p>
	<p>VET Regulation</p> <p><i>Australian Skills Quality Authority (ASQA).</i> The OTA consulted with ASQA's South Australia office regarding the role of the Training Advocate and procedures for the referral of compliance and regulatory matters if detected by the OTA when addressing training related complaints.</p>	<p>ASQA is the national regulator for Australia's vocational education and training sector. It regulates courses and training providers to ensure nationally approved quality standards are met.</p> <p>https://www.asqa.gov.au/</p>
	<p>International Education</p> <p><i>Tuition Protection Service (TPS).</i> The OTA raised key issues for students studying in SA and identified that students require easy access to information in the event a provider is unable to deliver their course. As an outcome, the OTA and TPS commit to annual meetings to review key issues.</p>	<p>The TPS is an Australian Government initiative to assist international students relocate to an alternative provider or obtain a refund if their provider is unable to fully deliver their courses of study.</p> <p>https://tps.gov.au/Home/NotLoggedIn</p>

Program name	Indicators of performance/ effectiveness/ efficiency	Comments
	<p><i>Overseas Student Complaint Handlers Network</i> – the OTA participated in teleconferences hosted by the Commonwealth Overseas Student Ombudsman (OSO). The network works toward nationally consistent complaint handling procedures. Outcomes include:</p> <p>The OTA is contributing to the project seeking to establish nationally consistent data to better identify trends and patterns relating to international education.</p> <p>The OTA has upgraded its data system to report against specific international education standards.</p>	<p>The OSO investigates complaints about problems that international students have with private education providers in Australia. The OSO refers complainants to other state/territory complaint authorities where these are established.</p> <p>http://www.ombudsman.gov.au/making-a-complaint/overseas-students</p>
	<p><i>National Code of Practice for Providers of Education and Training to Overseas Students.</i></p> <p>The <i>National Code</i> is the framework of national standards required for education and training providers to adhere to in delivering international education in Australia.</p> <p>The OTA provided a detailed submission to the Commonwealth for the review of the <i>National Code</i> and its proposed implementation plan from 1 January 2018.</p>	<p>The OTA proposes to liaise with some 90 South Australian based providers registered to deliver international education during the implementation of the <i>National Code 2018</i> relating to important aspects such as student welfare, written contracts and managing internal complaints and appeals.</p> <p>https://www.legislation.gov.au/Details/F2017L01182</p>
	<p>VET Student Loans Ombudsman</p> <p><i>VET Student Loans Ombudsman.</i> consulted with the OTA regarding the types of complaints and methodology adopted by the OTA to address issues on behalf of South Australian students. This resulted in protocols for referral of matters between agencies as required.</p>	<p>The Commonwealth <i>VET Student Loan Ombudsman</i> was established on 1 July 2017 to address complaints regarding the loan scheme for students to undertake VET, initially known as VET-FEE HELP. This was replaced with a new <i>VET Student Loan Scheme</i> in January 2017.</p> <p>http://www.ombudsman.gov.au/about/vslo</p>

Activity Data

This section provides a brief overview about data relating to new cases lodged with the OTA during the 2017 calendar year. In accordance with legislative requirements the report does not disclose any information that may identify parties to a matter.

At the initial consultation with the OTA, each client is provided with information to enable them to make an informed choice about how best to address their issue. A client may choose to deal with the matter themselves or request support/advocacy from the OTA. Alternatively, if the OTA is not the appropriate agency to address the matter, the client will be referred to the relevant authority. Where required, the OTA can support a client to access any alternative agency.

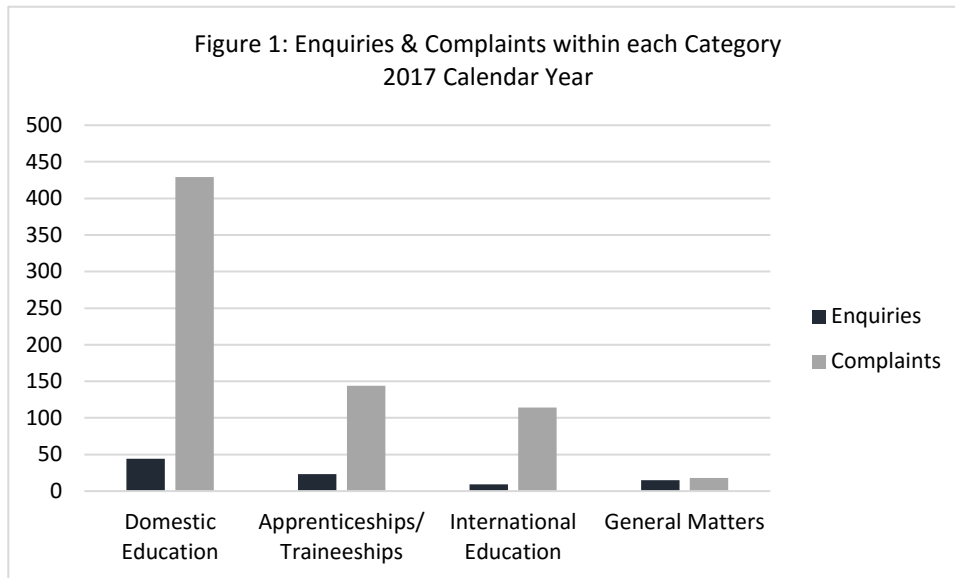
Case Management Data - Overview

The Office of the Training Advocate (OTA) provides a free and confidential service to respond to questions or complaints about employment and training, as it relates to South Australia, in the following areas:

- Registered Training Organisations (RTO) registered through the Australian Skills Quality Authority (ASQA) to deliver nationally accredited vocational education and training (VET);
- Non-registered Training Providers including those in partnership with a RTO;
- South Australian Schools engaged in VET in Schools, School Based Apprenticeships and/or international education;
- Higher Education Providers registered by the Tertiary Education Quality and Standards Agency (TEQSA);
- Education and Training Providers registered on the 'Commonwealth Register of Institutions and Courses for Overseas Students' (CRICOS) and delivering programs in accordance with the *Education Services for Overseas Students (ESOS) Act 2000* (Cth) and the *National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2017*;
- Providers of English Language Intensive Courses for Overseas Students (ELICOS);
- Adult Community Education Providers;
- Employers registered to employ apprentices and trainees under Part 4 Division 3, *Training and Skills Development Act 2008*. This is administered by Regulation and Contract Management, Department of State Development under delegation of the South Australian Training and Skills Commission.

Note: the OTA can also respond to interstate or off-shore clients enrolled with a South Australian provider or South Australian clients enrolled with an interstate provider.

In 2017, 796 clients accessed the OTA with a total of 2,170 issues. 89% lodged a complaint and 11% made an enquiry across four key categories (outlined in Figure 1). It is noted that 89% were individuals and 11% were clients from organisations.



Apprenticeship/Traineeship Category	
Case statistics	Key issues
<ul style="list-style-type: none"> ❖ 167 cases managed ❖ 86% complaints ❖ 465 issues ❖ 13 apprentices/trainees were supported through the SAET. 3 cases proceeded to formal Hearing before the SAET 	<p>The top eight issues identified by clients include:</p> <ul style="list-style-type: none"> - <i>termination of the Training Contract</i> - <i>wages and accessing payslips and pay rates</i> - <i>working conditions including work hours, worksite travel, changes to the business (ownership and/or structure), trade training on-the-job</i> - <i>workplace behaviour including alleged workplace bullying</i> - <i>SAET apprenticeship/ traineeship formal disputes process</i> - <i>industrial conditions, including leave entitlements and allowances stipulated by relevant Award</i> - <i>completion of the Training Contract</i> - <i>payment arrangements for tuition fees toward the qualification</i>

Domestic Education Category	
Case statistics	Key issues
<ul style="list-style-type: none"> ❖ 474 cases managed ❖ 91% complaints ❖ 1,389 issues ❖ 5 related to Adult Community Education 	<p>The top eight issues identified by clients include:</p> <ul style="list-style-type: none"> - <i>refunds, fee disputes, fee terms and conditions</i> - <i>assessment feedback (including recognition of prior learning) and resubmission criteria</i> - <i>VET FEE HELP/ VET Student Loan terms and conditions including complaint processes</i> - <i>training provider closure, including transition to new training arrangements</i> - <i>up-front course information</i> - <i>accessing student records</i> - <i>work placement arrangements (practical assessment) required as part of the qualification</i> - <i>tailored academic support and communication</i>

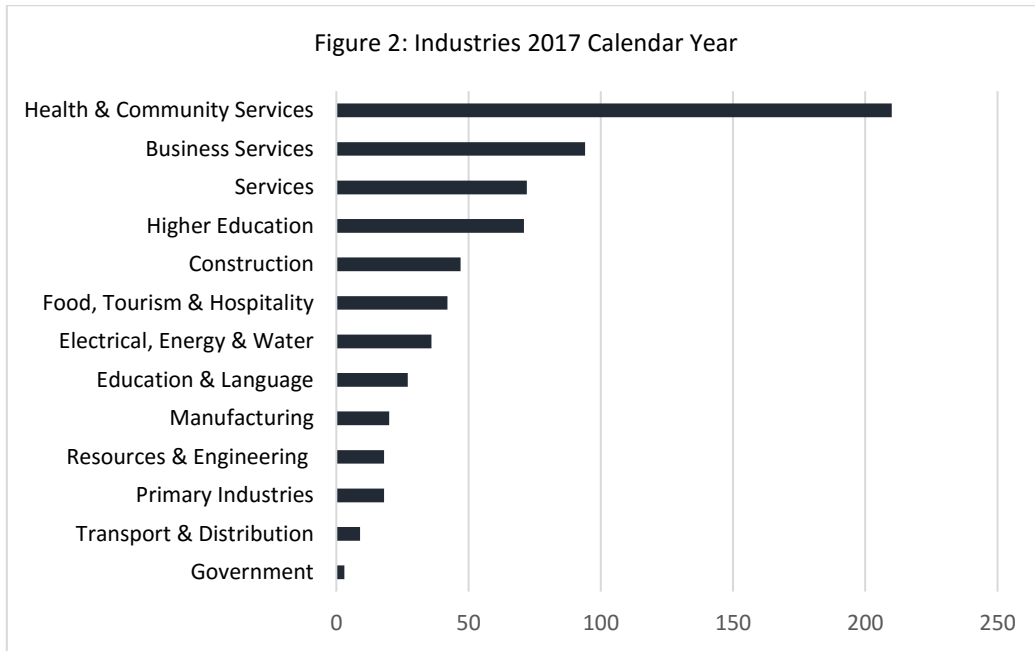
International Education Category	
Case statistics	Key issues
<ul style="list-style-type: none"> ❖ 122 cases managed ❖ 93% complaints ❖ 273 issues ❖ 10 requests for an external appeal were received 	<p>The top eight issues identified by clients include:</p> <ul style="list-style-type: none"> - <i>terms of commercial agreement including course fees, circumstances where refunds apply</i> - <i>student transfer requests to an alternative training provider</i> - <i>overseas student visa requirements, including a student maintaining satisfactory academic progress and attendance</i> - <i>meeting course entry conditions</i> - <i>accessing provider complaints and appeals processes</i> - <i>assessment conditions, including feedback and resubmissions</i> - <i>work placement arrangements (practical assessment) required as part of the qualification</i> - <i>accommodation/homestay, including processes to change arrangements and commercial arrangements</i>

In 2017, 57 of the 122 international students elected to identify their country of origin as follows:

Country of Origin	2017 57 of 122 students	2016 50 of 129 students	2015 83 of 169 students
China	15	12	29
India	13	17	19
Kenya	6	1	-
Pakistan	3	3	-
Vietnam	3	2	7
Italy	2	1	2
Japan	2	-	3
Macedonia	2	-	-
Sri Lanka	2	-	1
France	1	-	-
Nigeria	1	-	1
Bangladesh	1	-	-
Nepal	1	1	2
Chile	1	-	1
Thailand	1	1	-
Philippines	1	-	1
Spain	1	-	-
Hong Kong	1	1	-
Saudi Arabia	-	3	10
Germany	-	3	-
United Arab Emirates	-	1	-
Ecuador	-	1	-
Korea, South	-	1	-
Switzerland	-	1	-
Zimbabwe	-	1	-
Brazil	-	-	1
Jamaica	-	-	1
Poland	-	-	1
South Africa	-	-	1
Venezuela	-	-	1
Malaysia	-	-	1

Industry Information

Of the 796 clients, 667 elected to identify the industry and/or vocation of study that they were engaged in at the time of contacting the OTA. As has been the case for the past three years, the most common category is Health and Community Services.



The following information highlights the specific areas within each industry category.

Health & Community Services	Total 210 clients
Community services – aged care	50
Health - Nursing	50
Community services – other	42
Community services – child care	33
Health – other	15
Community services – counselling	7
Community services – disability	7
Community services – youth work	3
Health – health service assistance	2
Health – dental	1

Business Services	Total 94 clients
Business Services	30
Management	21
Financial services	15

Information Technology	15
Property development and management	3
Asset maintenance	2
Printing & graphic arts	2
WHS	2
Assessment & workplace training	1
Asset security	1
Human resources	1
Marketing	1

Services	Total 72 clients
Hairdressing	18
Fitness industry	15
Beauty	13
Visual/Creative Arts, Craft & Design	10
Real Estate	5
Retail	4
Film, TV, radio & multimedia	2
Sport	2
Entertainment	1
Music	1
Recreation Industry	1

Higher Education	Total 71 clients
Other profession	34
Business & management	16
Accounting & finance	6
Nursing	4
Engineering	3
Law	3
Education	2
Psychology	2
Science	1

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Construction	Total 47 clients
Carpentry & Joinery	18
General construction	8
Civil construction	7
Plumbing & Gasfitting	5
Floor & Wall Tiling	4
Painting & Decorating	4
Plastering	1

Food, Tourism & Hospitality	Total 42 clients
Cooking	20
Hospitality – general	15
Baking and/or Breadmaking	3
Butchering	3
Tourism	1

Electrical, Electrotechnology, Energy & Water	Total 36 clients
Electrician/Refrigeration	22
Electrotechnology	14

Education & Language	Total 27 clients
English	17
Education & support teaching	8
Foundation	1
Interpreting	1

Manufacturing	Total 20 clients
Automotive retail, service & repair	14
Automotive manufacturing	3
Metal and engineering	2
Furnishing	1

Primary Industries	Total 18 clients
Horticulture	7
Animal care & management	7
Farming	2
Conservation & land management	1
Wine industry	1

Resources & Engineering	Total 18 clients
mechanics (diesel and plant)	7
metal fabrication	6
civil/structural engineering	2
mining engineering	2
health and safety	1

Transport & Distribution	Total 9 clients
Transport	6
Aviation	1
Maritime	1
Driving	1

Government	Total 3 clients
Justice & policing studies	2
Government	1

Education & Training Sectors

583 clients identified the sector relating to their study arrangements as outlined in Figure 3.



The table provides an outline of key data relating to enquiries and complaints received over the past 5 years.

Five Year Comparison Data					
	2017	2016	2015	2014	2013
Total clients per Year	796	895	879	965	1018
Total issues	2,170	2,427	2,158	1,693	N/A
Total clients per Category					
International Education	122	129	169	167	171
Apprenticeships/ Traineeships	167	177	218	384	432
Domestic Education	474	553	464	393	391
Other	33	36	28	21	24
Complaints per Category					
International Education	114	107	134	128	130
Apprenticeship/ Traineeship	144	137	187	324	348
Domestic Education	429	493	407	341	329
General Training Matters	18	16	12	3	2
Enquiries per Category					
International Education	8	22	35	39	41
Apprenticeship/ Traineeship	23	40	31	60	84
Domestic Education	45	60	57	52	62
General Training Matters	15	20	16	18	22
Total OTA apprentice/trainee disputes lodged in South Australian Employment Tribunal (note: Industrial Relations Commission pre-30 June 2017)	13	18	29	43	61
Total international student external appeals conducted by OTA	10	17	33	23	21

Legislation administered by the agency Nil

Organisation of the agency

The Training Advocate is supported by 5 staff comprising:

1 x Manager, Complaints and Investigations; 2 x Advisors (case-officers); 1 x International Student Services Advisor; and 1 x Client Information Officer/Office Administrator.

These officers carry out functions under the Training Advocate’s delegated authority in accordance with section 23 of the *Training and Skills Development Act 2008*.

Other agencies related to this agency (within the Minister’s area/s of responsibility)

During the 2017 reporting period, the Minister for Higher Education and Skills had responsibility for:

- the Skills and Employment Division within Department of State Development. Additional information is included in the Department’s 2016/2017 Annual Report at <https://statedevelopment.sa.gov.au/about-us/publications-and-reports/department-of-state-development-annual-report-2016-17>
- the Training and Skills Commission. Additional information is included in the Commission’s 2017 calendar year Annual Report. Annual Report at <http://www.tasc.sa.gov.au/>

Employment opportunity programs

Program name	Result of the program
Nil	Nil

Please refer to the Department of State Development 2016/2017 Annual Report at <https://statedevelopment.sa.gov.au/about-us/publications-and-reports/department-of-state-development-annual-report-2016-17>

Agency performance management and development systems

Performance management and development system	Assessment of effectiveness and efficiency
Performance Development Plan (PDP) requires two formal sessions with a line manager per year.	Each staff member reporting to the Training Advocate participated in performance development sessions. This meets the 100% agency target.

Occupational health, safety and rehabilitation programs of the agency and their effectiveness

Occupational health, safety and rehabilitation programs	Effectiveness
Workplace Health and Safety (WHS) Training	All OTA staff participate in the required on-line training programs in accordance with DSD's policy directions. The OTA re-located from its 55 Currie Street Adelaide SA premises to Level 5, 131-139 Grenfell Street Adelaide SA on 1 June 2017. In consultation with the OTA, DSD coordinated the relocation process to ensure facilities met the required WHS standards.

Fraud detected in the agency

Category/nature of fraud	Number of instances
Nil	Nil

Strategies implemented to control and prevent fraud

Department of State Development's strategies, policies and procedures to address the risk of fraud, are aligned to the South Australian Fraud and Corruption Control Policy and the Financial Compliance Management Program.

For additional information please see the Department of State Development data for past three years which is available at: <https://statedevelopment.sa.gov.au/datasa-fraud>

Whistle-blowers' disclosure

Number of occasions on which public interest information has been disclosed to a responsible officer of the agency under the *Whistle-blowers' Protection Act 1993* 0

For additional information please see the Department of State Development data for the past five years which is available at: <https://statedevelopment.sa.gov.au/datasa-whistle-blowers>

Executive employment in the agency

Executive classification	Number of executives
The Training Advocate is a statutory appointment	1

Department of State Development data for the past five years is available at: <https://statedevelopment.sa.gov.au/datasa-executive-employment>

For further information, the Office for the Public Sector has a data dashboard on the breakdown of executive gender, salary and tenure by agency.

Consultants

No external consultants were engaged by the Office of the Training Advocate

Consultants	Purpose	Value
All consultancies	Nil	\$0

For more information please refer to the Department of State Development data at: <https://statedevelopment.sa.gov.au/datas-a-consultants>

See also <https://www.tenders.sa.gov.au/tenders/index.do> for a list of all external consultancies, including nature of work and value. See also the Consolidated Financial Report of the Department of Treasury and Finance <http://treasury.sa.gov.au/> for total value of consultancy contracts across the SA Public Sector.

Financial performance of the agency

The Department of State Development allocates the resources required for the OTA to function as a component of the Employment and Skills Formation Activity. Financial information is therefore incorporated with the Department's financial statement published within the Department of State Development 2016/2017 Annual Report. For full audited financial statements for 2016-17 please refer to: <https://statedevelopment.sa.gov.au/about-us/publications-and-reports/department-of-state-development-annual-report-2016-17>

Other information requested by the Minister(s) or other significant issues affecting the agency or reporting pertaining to independent functions

The Training Advocate is subject to the direction, in writing, of the Minister, however no Ministerial direction may be given in relation to an investigation undertaken in performing the Training Advocate's functions as at s(22) *Training and Skills Development Act 2008*. The annual report (s25 (2)) is required to include any written directions received from the Minister. No Ministerial directions were received by the Training Advocate in 2017.

Section B: Reporting required under any other act or regulation

Reporting required under the *Carers' Recognition Act 2005*

The *Carers' Recognition Act* is deemed applicable for the following: Department for Communities and Social Inclusion, Department for Education and Child Development, Department for Health and Ageing, Department of State Development, Department of Planning, Transport and Infrastructure, South Australia Police and TAFE SA.

Section 7: Compliance or non-compliance with section 6 of the Carers Recognition Act 2005 and (b) if a person or body provides relevant services under a contract with the organisation (other than a contract of employment), that person's or body's compliance or non-compliance with section 6.

Please refer to the Department of State Development 2016/2017 Annual Report at:
<https://statedevelopment.sa.gov.au/about-us/publications-and-reports/department-of-state-development-annual-report-2016-17>

Section C: Reporting of public complaints as requested by the Ombudsman

Summary of complaints by subject

Public complaints received by the Office of the Training Advocate	
Category of complaints by subject	Number of instances
OTA's complaint handling process	2

Complaint outcomes

Nature of complaint or suggestion	Services improved or changed as a result of complaints or consumer suggestions
Complainants dissatisfied with the method adopted by the OTA in managing the complaint.	Role of Training Advocate provided to complainants along with an offer to meet and consider any suggestions to improve the service.