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**Government
of South Australia**

OUTBACK COMMUNITIES AUTHORITY

2023-24 Annual Report

OUTBACK COMMUNITIES AUTHORITY

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To:

The Hon. Joe Szakacs MP
Minister for Local Government
Minister for Trade and Investment
Minister for Veterans Affairs

This annual report will be presented to Parliament to meet the statutory reporting requirements of the *Outback Communities (Administration and Management) Act 2009* and the requirements of Premier and Cabinet Circular *PC013 Annual Reporting*.

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

Submitted on behalf of the Outback Communities Authority by:

Jan Ferguson OAM

Presiding Member

Date 30 September 2024

Signature



From the Presiding Member

The past financial year has been a time of significant change and achievement for the Outback Communities Authority (the Authority).



The increase to our State Government appropriation has enabled increased expenditure on issues, like public toilet maintenance and public waste management – including the removal of 4,500 waste tyres in the Northern Flinders Ranges region. The increase to our revenue has in turn freed up our budget to provide increased financial support to Progress Associations and establish a modest fund for small infrastructure projects in communities. The Australian Government's Local Roads and Community Infrastructure Program, administered through the Department for Infrastructure and Transport, has meant that communities have been supported with funds for infrastructure projects that are important to them, and the Authority has also been able to deliver several larger infrastructure projects with region-wide benefit.

The Authority has concentrated on building partnerships that will increase its capacity to achieve regional scale change.

This included a highly valued partnership with the Royal Flying Doctor Service to deliver high speed public wi-fi in three communities. Our shared vision is that all our Outback SA communities have access to the personal, social, economic and health benefits that come from being digitally connected.

The Authority was also pleased to partner with the Royal Flying Doctor Service on the construction of a state-of-the-art health hub at William Creek, which provides 24/7 emergency medical care with no health professional physically in the room.

The Draft Drought Resilience Plan for Outback SA was another major partnership achievement. The Plan's development was overseen by a steering group comprising Regional Development Australia Far North, PIRSA, the Drought Hub, SA Arid Lands Landscape Board and chaired by the Authority.

The Authority is developing a Strategic Blueprint for Outback SA in partnership with our communities and a great deal of effort has gone into preparing the draft and extensive consultation which is now underway.

Approval was received for a new regional and community identity for Outback SA which will be implemented in the coming year.

A partnership with SA Arid Lands Landscape Board commenced a pilot to control unidentified cats in Marree. We know this is a big problem in many of our townships so we plan to expand this program to other communities over time.

The Authority welcomed new Board Members Will Fennell, Andrea Triggs and Robyn Wallace, and was very pleased to have Tony Vaughan continue for another three-year term. Our Board has a great balance of skills and experience, and its operations are characterised by collaboration, teamwork and forward thinking.

Our communities and their dedicated volunteers are to be commended on what they do to keep services operating, build and enhance facilities and bring vibrancy to their communities.

Our staff continuously strive to make us an agile, efficient and effective organisation that is easy for our communities and stakeholders to partner with. Policies have been reviewed, business processes are being tightened, and communication channels improved with the aim of simplifying our interactions with communities. An exciting new website will be launched in December. I am grateful for the support of the Ministers and the dedication shown to the well-being of Outback SA by the Board and staff.

I am excited by our plans for the coming year and look forward to delivering the Strategic Blueprint for Outback SA which will sharpen our focus and shape our priorities for the next decade.

Jan Ferguson OAM

Presiding Member

Outback Communities Authority

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Overview: about the agency

Our strategic focus

<p>Our Purpose</p>	<p>The Outback Communities Authority (OCA), a statutory authority, is established pursuant to the <i>Outback Communities (Administration and Management) Act 2009</i>. The OCA has responsibility for the management and ‘limited’ local governance functions for the support and delivery of municipal type services into the unincorporated areas of South Australia along with a function to articulate the views, interests and aspirations of the Outback Community.</p> <p>The purpose of the OCA is to:</p> <ul style="list-style-type: none"> • improve the lives of people in Outback SA • make the voice of Outback SA heard where and when it counts • strive for service delivery models that mean equitable outcomes for residents of Outback SA
<p>Our Vision</p>	<p>Vibrant, liveable, healthy communities in a region known for its resilience, uniqueness and social, economic, and environmental wellbeing.</p>
<p>Our Values</p>	<p>Respect Relationships Agility Courage Relevance Information based decision making Efficiency and effectiveness</p>
<p>Our functions, objectives and deliverables</p>	<ul style="list-style-type: none"> • To manage the provision of public services and facilities to Outback communities; and • To promote improvements in the provision of public services and facilities to Outback communities; and • To articulate the views, interests and aspirations of Outback communities.

Our organisational structure

Membership

The OCA was established on 1 July 2010 under the *Outback Communities (Administration and Management) Act 2009* (the Act) as a result of legislative changes passed by Parliament in late 2009.

The OCA Board currently consists of seven members. Four are to be members of different Outback communities and at least one member must be a female and one a male. The Governor appoints the members with appointments being either for an 18-month term or a 3-year term to ensure business continuity when membership changes. Members may apply for reappointment at the conclusion of serving their term. During 2023-24 there were 15 Authority meetings.

Serving OCA members and their terms were as follows:

- Jan Ferguson OAM, Presiding Member: 1 July 2022 – 30 June 2025.
The Presiding Member participated in 15 meetings.
- Leila Day: 13 October 2022 – 30 June 2025.
Member Day participated in 13 meetings.
- Will Fennell: 1 January 2024 – 31 December 2026.
Member Fennell attended 8 meetings.
- Ngatina Sylvanius: 13 October 2022 – 30 June 2025.
Member Sylvanius participated in 14 meetings.
- Andrea Triggs: 1 January 2024 – 31 December 2026.
Member Triggs attended 7 meetings.
- Anthony (Tony) Vaughan ASM: 1 January 2021 - 31 December 2023.
Member Vaughan was reappointed to the Board for a term 1 January 2024 – 31 December 2026 and participated in 15 meetings for the 12 month period.
- Dr Robyn Wallace was appointed on 27 June 2024 for a term ending 31 December 2026 so has not yet had the opportunity to participate in a meeting.
- Sam Johnson OAM: Member Johnson's term ended on 31 December 2023.
Member Johnson participated in 6 meetings.
- Trevor Wright: Member Wright' term ended on 31 December 2023. Member Wright participated in 6 meetings.

Our People

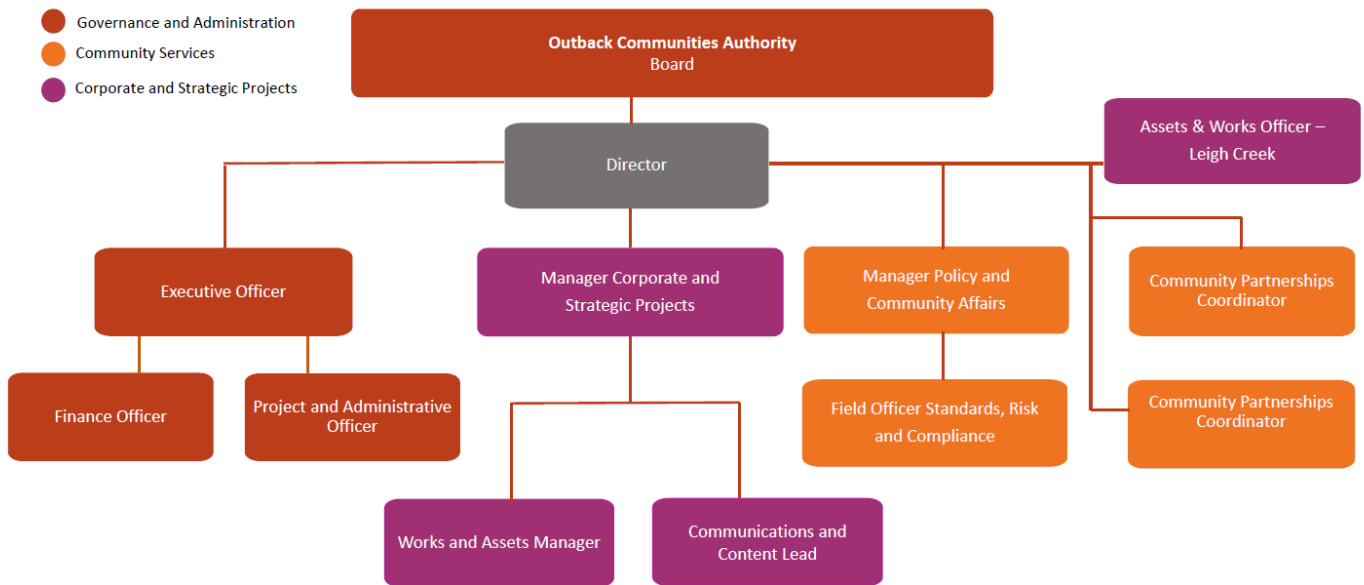
The Authority's business is supported by 12 staff, one of whom is located in Leigh Creek.

Employees supported 23 remotely located communities and maintained contact through a combination of visitation and remote engagement. This support is well managed and coordinated to provide advice for the provision of community development and municipal service activities inclusive of, but not limited to, maintaining and developing new infrastructure, community development, providing

assistance, seeking external grants and managing dog registrations. In the case of Leigh Creek, the Authority provides specific municipal and community support assistance as part of the transition of the township from a mining town to an open Outback township; in particular through its relationship with the Leigh Creek Residents and Ratepayers Association.

The Office for the Outback Communities Authority delivers its business through integrated functions and collaborative teamwork, specifically teams that provide:

- Governance and administrative support
- Corporate, strategic projects and assets
- Community services



Outback Communities Authority - Organisational Structure June 2024

Changes to the agency

During 2023- 24 the following changes to the agency’s structure occurred as a result of internal reviews and opportunities created by vacant positions.

- The Leigh Creek Town Manager role was vacated in January 2024. The Assets and Works Officer – Leigh Creek acted as Town Manager until June 30 2024, and a Community Partnerships Officer was specifically allocated to work with the Leigh Creek Residents and Ratepayers Associations.
- During the year several recruitment processes resulted in the appointment of
 - Manager Policy and Community Affairs
 - Manager Corporate and Strategic Projects
 - Community Partnerships Coordinators (two)
 - Communications and Content Lead
 - Field Officer Standards, Risk and Compliance
 - Project and Administrative Officer

Our Minister (s)

The Outback Communities Authority is a portfolio authority accountable to the Minister for Local Government. Until April 2024, when he resigned from his portfolio responsibilities, the Hon Geoff Brock MP was the relevant minister. The Hon Joe Szakacs MP has now assumed Ministerial responsibility for Local Government.

Legislation administered by the agency

The *Outback Communities (Administration and Management) Act 2009*

The agency's performance

Articulate the views, interests and aspirations of Outback communities

The OCA supports remotely located communities through annual Community Affairs Resourcing and Management (CARM) agreements. CARM agreements confirm the OCA's support for each individual Outback community providing funding to ensure the delivery of municipal type services, managing waste and the ability for communities to deliver local projects of broad benefit, providing their governance is appropriate.

In 2023-24, CARM agreements were entered into with 20 Outback Associations representing their communities. A total of \$306,400 in funding was provided across the OCA's region. A further \$20,000 was expended to meet the cost of Outback community streetlights, \$95,000 to assist with local insurance costs, \$7,800 in waste management, \$4,300 in signage, \$2,000 for youth program support and \$45,000 to support Outback events and programs that provided social interaction opportunities.

To promote and facilitate improvements in the provision of public services and facilities to Outback communities

In 2023-24 Local Roads and Community Infrastructure Program grant funding was used to replace the public conveniences in Iron Knob and William Creek and install dump points at Innamincka, Oodnadatta, Pimba and William Creek. High speed public WiFi was installed in Fowlers Bay, Marree and William Creek and community projects were undertaken in Andamooka, Beltana, Blinman, Copley, Fowlers Bay, Marla, Marree, Penong, William Creek and Yunta.

To manage the provision of public services and facilities to Outback communities

In 2023-24 the OCA managed 21 public conveniences, 35 UHF repeater towers, three airstrips and two community waste water management systems – all of which are located in the remote unincorporated areas of South Australia.

Agency specific objectives and performance

Agency objectives	Indicators	Performance
<p>Grow Our Economy</p> <p>Facilitate new opportunities and new investment in the Outback</p>	<p>Manage and coordinate funding received from the Australian Government’s Local Roads and Community Infrastructure Program, Phases 1, 2 and 3.</p>	<p>Commonwealth grant funding was utilised to improve community infrastructure to support a more resilient and connected Outback community.</p>
<p>Sustain Our Community</p> <p>Promote a shared vision for improving the ‘liveability’ of the Outback for those that live, work and visit</p>	<p>Establish a function to address quality standards and risk across the Outback.</p>	<p>The Field Officer Standards, Risk and Compliance role commenced October 2023.</p>
<p>Grow Our Influence and Presence</p> <p>Articulate the needs of Outback people and promote the OCA’s key role in decision making for the Outback</p>	<p>Partner with the Department for Infrastructure and Transport (DIT) to implement a new consultative forum reporting to the Minister for Regional Roads, which makes recommendations to DIT about maintenance priorities and develops shared vision for priorities and ‘pipeline’ investment opportunities.</p>	<p>The South Australian Outback Roads Consultative Forum was established in 2024 and the first meeting was held 22 May 2024.</p>

Corporate performance summary

In 2023-24 an increase in support to communities through CARM agreements of \$109,400 was achieved.

OCA staff at Leigh Creek worked closely with the Leigh Creek Residents and Ratepayers Association (LCRRA) to progress the Leigh Creek transformation process, transitioning the community to an independent township.

Employment opportunity programs

Program name	Performance
Municipal Services on Aboriginal Lands	<p>The OCA has successfully managed this program for approximately 15 years, and it continues to deliver results for the Dunjiba community. The program creates local employment and the opportunity to learn new skills through the delivery municipal services to the Dunjiba and Oodnadatta communities, including waste collection, landscaping and administration support. This program also includes the provision of vet services, encouraging local residents to present dogs and cats for health checks, vaccinations, microchipping and desexing with an aim to improve overall community health.</p> <p>Funding for this program was administered by the Office of Local Government on behalf of the Minister for Local Government.</p>
Local Roads and Community Infrastructure Program	<p>This Commonwealth funding (\$2.44m for Phase 1, \$1.14m for Phase 2 and \$2.013 for Phase 3) has also been managed by the OCA and has provided for stimulus of infrastructure construction in the Outback to help rectify the economic impacts of COVID-19. Local and regional employment was created through several projects including the replacement of public conveniences at Iron Knob and William Creek, installation of dump points at Innamincka, Oodnadatta, Pimba and William Creek, partnering with the RFDS to build a new clinic at William Creek and partnering with Progress Associations to undertake projects in the communities of Andamooka, Beltana, Blinman, Copley, Fowlers Bay, Marla, Marree, Penong, William Creek and Yunta.</p>

Agency performance management and development systems

Performance management and development system	Performance
Performance and learning agreements	All staff had performance and learning agreements for the period.
Induction	Induction sessions are conducted with new staff including the DIT induction process and onboarding checklist. New Board Members receive an induction package and participate in an induction session. The Authority’s Business Conduct Member Induction and Procedures Policy has been reviewed and updated.

Work health, safety and return to work programs

Program name	Performance
Remote travel	<p>Many OCA staff undertake regular remote travel as part of performing their roles. ‘SPOT’ GPS devices are used in vehicles to track the locations of drivers and check on personal wellbeing. Satellite phones, defibrillators and first aid kits are carried in vehicles when staff are travelling.</p> <p>Starlink has been installed on OCA vehicles located at Port Augusta.</p> <p>Staff who undertake regional and remote travel are required to complete a 4WD course.</p> <p>No vehicle accidents were reported in 2023-24.</p>
Staff Meetings	<p>Regular staff meetings involving the Port Augusta and Leigh Creek offices are held in person and via Microsoft Teams to discuss work health and safety, current active engagements, project management and staff workloads.</p> <p>Regular meetings have now also been instigated to provide an opportunity for staff input into strategic issues facing the OCA.</p>
Emergency Management	Two emergency evacuation trials were held.

Workplace injury claims	2023-24	2022-23	% Change (+ / -)
Total new workplace injury claims	0	0	0%
Fatalities	0	0	0%
Seriously injured workers*	0	0	0%
Significant injuries (where lost time exceeds a working week, expressed as frequency rate per 1000 FTE)	0	0	0%

*number of claimants assessed during the reporting period as having a whole person impairment of 30% or more under the Return to Work Act 2014 (Part 2 Division 5)

Work health and safety regulations	2023-24	2022-23	% Change (+ / -)
Number of notifiable incidents (<i>Work Health and Safety Act 2012, Part 3</i>)	0	0	0%
Number of provisional improvement, improvement and prohibition notices (<i>Work Health and Safety Act 2012 Sections 90, 191 and 195</i>)	0	0	0%

Return to work costs**	2023-24	2022-23	% Change (+ / -)
Total gross workers compensation expenditure (\$)	0	0	0%
Income support payments – gross (\$)	0	0	0%

**before third party recovery

Data for previous years is available at:

https://data.sa.gov.au/data/dataset?q=work+health+and+safety+return+to+work+performance&sort=extras_harvest_portal+asc%2C+score+desc%2C+metadata_modified+desc

Executive employment in the agency

Executive classification	Number of executives
SAES Level 1	1

Data for previous years is available at:

https://data.sa.gov.au/data/dataset?q=executive+employment+in+sa+government&sort=extras_harvest_portal+asc%2C+score+desc%2C+metadata_modified+desc

The [Office of the Commissioner for Public Sector Employment](#) has a [workforce information](#) page that provides further information on the breakdown of executive gender, salary and tenure by agency.

Financial performance

Financial performance at a glance

The following is a brief summary of the overall financial position of the agency. The information is unaudited. Full audited financial statements for 2023-2024 are attached to this report.

Statement of Comprehensive Income	2023-24 Budget \$000s	2023-24 Actual \$000s	Variation \$000s	2022-23 Actual \$000s
Total Income	8,766	8,438	(328)	9,590
Total Expenses	9,097	8,335	(762)	7,360
Net Result	-331	103	434	2,230
Total Comprehensive Result	-331	103	434	2,230

Statement of Financial Position	2023-24 Budget \$000s	2023-24 Actual \$000s	Variation \$000s	2022-23 Actual \$000s
Current assets	3,731	5,164	1,433	5,452
Non-current assets	15,276	22,593	7,317	14,935
Total assets	19,007	27,757	8,750	20,387
Current liabilities	464	554	90	462
Non-current liabilities	245	181	(64)	245
Total liabilities	709	735	26	707
Net assets	18,298	27,022	8,724	19,680
Equity	18,298	27,022	8,724	19,680

Consultants disclosure

The following is a summary of external consultants that have been engaged by the agency, the nature of work undertaken, and the actual payments made for the work undertaken during the financial year.

Consultancies with a contract value below \$10,000 each

Consultancies	Purpose	\$ Actual payment
All consultancies below \$10,000 each - combined	Not applicable	\$0

Consultancies with a contract value above \$10,000 each

Consultancies	Purpose	\$ Actual payment
Nil	Not applicable	\$0

Data for previous years is available at:

https://data.sa.gov.au/data/dataset?q=use+of+consultants+in+SA+government&sort=extras_harvest_portal+asc%2C+score+desc%2C+metadata_modified+desc

See also the [Consolidated Financial Report of the Department of Treasury and Finance](#) for total value of consultancy contracts across the South Australian Public Sector.

Contractors disclosure

The following is a summary of external contractors that have been engaged by the agency, the nature of work undertaken, and the actual payments made for work undertaken during the financial year.

Contractors with a contract value below \$10,000

Contractors	Purpose	\$ Actual payment
All contractors below \$10,000 each - combined	Various	\$181,195

Contractors with a contract value above \$10,000 each

Contractors	Purpose	\$ Actual payment
Airport Electrical	Aerodrome lighting	\$69,930
Airside Technical	Aerodrome maintenance	\$17,490
A Khan	Cleaning of the Copley and Leigh Creek public toilets	\$26,168
A Irvine	Cleaning of the Iron Knob public toilets	\$13,040
Andamooka Progress and Opal Miners Association Pty Ltd	Community asset management services	\$12,480
Angorichina Tourist Village	Cleaning of public toilets at Angorichina and Parachilna	\$65,234
Bank of Ideas	SA ICPA Thriving Communities grant	\$24,000

Contractors	Purpose	\$ Actual payment
BRT Steel	Modifications to compliance vehicle	\$43,547
Burcher Municipal	Leigh Creek machinery maintenance and repairs	\$17,491
Bury Plumbing	Public toilet maintenance	\$11,614
Buxcat Pty Ltd	Maintenance of Leigh Creek aerodrome	\$69,620
Caulfield Haulage & Contracting	Waste tyre removal pilot program	\$33,720
Central Civil and Plumbing	Public toilet and CWMS maintenance	\$14,752
Cool Rules Pty Ltd	Development of website and Outback SA identity	\$68,792
Coopers Yunta Hotel	Cleaning and maintenance of the Yunta, Mannahill and Olary public toilets	\$88,155
CSE Tetracom	UHF tower maintenance	\$87,789
Dunjiba Community Council	Dunjiba municipal services	\$81,100
ELT Australia	Waste tyre recycling	\$33,409
Enerline Construction Pty Ltd	Iron Knob public toilet replacement project – Local Roads and Community Infrastructure Program	\$88,322
Ennovative Pty Ltd	CRM and website development	\$91,524
E Strawbridge	Cleaning of the Marla public toilets and CWMS maintenance	\$19,714
Flinders Ranges Council	Fees for collection of Andamooka and Iron Knob Community Contributions	\$35,919

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Contractors	Purpose	\$ Actual payment
Fowlers Bay Caravan Park	Cleaning of the Fowlers Bay public toilets	\$11,924
Furnell Plumbing	Installation of a dump point at Oodnadatta - Local Roads and Community Infrastructure Program. Public toilet maintenance.	\$44,673
G Fuchs	Maintenance, Leigh Creek	\$65,726
G Hodgson	Cleaning of the Innamincka public toilets	\$12,285
Glendambo & District Progress Association	Cleaning of the Glendambo public toilets	\$11,440
Innovative Influences	Leigh Creek community engagement	\$11,418
Jenson Plus	Engagement and reporting services	\$38,492
Katrina Allan Design	Graphic design	\$72,028
K H Tarr Contracting	Leigh Creek community space upgrade	\$21,600
K Lockwood	Leigh Creek maintenance	\$95,153
K Parkinson	Cleaning of the Pimba public toilets	\$19,736
Mossop Plumbing & Civil	Pimba public toilet maintenance. Installation of a dump point at Pimba – Local Roads and Community Infrastructure Program	\$44,873
Northern Earthmoving and Engineering Pty Ltd	Andamooka road, waste area and pipeline maintenance	\$113,812
O'Dea	Leigh Creek irrigation replacement project	\$75,806

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2023-24 ANNUAL REPORT for the OUTBACK COMMUNITIES AUTHORITY

Contractors	Purpose	\$ Actual payment
P da Costa Silva	Leigh Creek maintenance	\$45,640
Penong & District Progress Association	Cleaning of the Penong public toilets	\$12,508
Port Pirie Vet Services	Oodnadatta and Copley community vet services	\$35,691
Rawtec Pty Ltd	Waste strategy study	\$37,071
Ridsdale Electrical	Leigh Creek maintenance	\$75,092
R & R Plevin	Installation of dump point at Innamincka – Local Roads and Community Infrastructure Program. Innamincka public toilets septic upgrade and maintenance.	\$81,536
Red Mulga Australia Pty	Installation of new public toilet and dump point at William Creek – Local Roads and Community Infrastructure Program	\$312,316
SA Water	Upgrades and maintenance works	\$103,846
SC Heinrich & Co Pty Ltd	Leigh Creek landscaping supplies	\$14,668
Scotts Outback Services	Public toilet cleaning and maintenance	\$17,900
S Pearl	Cleaning of the Blinman public toilets	\$11,322
Terrain Group	Angorichina public toilet upgrade project. Public toilet repairs.	\$80,275
URPS Pty Ltd	Drought Resilience Plan engagement and reporting services	\$175,471
Viking Events	Innamincka portable toilets hire	\$21,138

Contractors	Purpose	\$ Actual payment
Vocus	High speed community WiFi project – Local Roads and Community Infrastructure Program. Vehicle Starlink.	\$628,997
Warioota Trust	Leigh Creek vegetation removal	\$12,000
William Creek Hotel	Cleaning of the William Creek public toilets	\$14,560
W Ferguson	Leigh Creek town maintenance	\$57,145
Wrightsair Pty Ltd	Charter flight services	\$31,410
	Total	\$ 3,420,774

Data for previous years is available at:

https://data.sa.gov.au/data/dataset?q=contractors+engaged+in+SA+government&sort=extras_harvest_portal+asc%2C+score+desc%2C+metadata_modified+desc

The details of South Australian Government-awarded contracts for goods, services, and works are displayed on the SA Tenders and Contracts website. [View the agency list of contracts.](#)

The website also provides details of [across government contracts.](#)

Risk management

Risk and audit at a glance

To achieve policy outcomes the OCA continually reviews its Risk Register using the Department for Infrastructure and Transport's risk management framework, which has been developed in accordance with AS/NZS ISO 31000:2018 – Risk Management - Guidelines. The risk register applies to all OCA's business activities and is approved by the Authority annually.

Fraud detected in the agency

Category/nature of fraud	Number of instances
Not applicable	0

NB: Fraud reported includes actual and reasonably suspected incidents of fraud.

Strategies implemented to control and prevent fraud

The OCA's financial activities are supported by its Financial Management Compliance Program (FMCP) for identification and treatment of non-compliance with key financial management and compliance objectives. The FMCP also provides the opportunity to assess whether any serious or systematic financial management issues exist that require intervention and/or additional educational activities.

The OCA's FMCP is reviewed throughout the year and a full assessment is undertaken annually. No major findings were identified that would result in a significant impact to the OCA's financial operations.

After assessment by the OCA, the FMCP and any accompanying reports are provided to the Authority at a formal meeting for endorsement.

Data for previous years is available at:

https://data.sa.gov.au/data/dataset?q=Fraud+detected+in+agencies&sort=extras_harvest_portal+asc%2C+score+desc%2C+metadata_modified+desc

Public interest disclosure

Number of occasions on which public interest information has been disclosed to a responsible officer of the agency under the *Public Interest Disclosure Act 2018*:

0

Data for previous years is available at:

https://data.sa.gov.au/data/dataset?q=whistleblowers+disclosure&sort=extras_harvest_portal+asc%2C+score+desc%2C+metadata_modified+desc

Note: Disclosure of public interest information was previously reported under the *Whistleblowers Protection Act 1993* and repealed by the *Public Interest Disclosure Act 2018* on 1/7/2019.

Reporting required under any other act or regulation

Act or Regulation	Requirement
<p><i>Dog and Cat Management Act 1995</i></p>	<p>In Part 1, Section 4 of the <i>Dog and Cat Management Act 1995</i>, the OCA is described as a council and where the Act refers to a council's area of responsibility, the OCA is acknowledged. The OCA reports to the Dog and Cat Management Board at the end of each financial year, pursuant to the requirements of the <i>Dog and Cat Management Act 1995</i>. Online reporting through the Dogs and Cats Online platform summarises statistics relevant to the financial year and includes the number of dog registrations and expiations that have occurred in the unincorporated areas of South Australia. Although the Office for the OCA encourages dog owners to access the Dogs and Cats Online platform, it continues to support Outback agencies that provide the opportunity for owners to register their dogs at a local level.</p>

Public complaints

Number of public complaints reported

Complaint categories	Sub-categories	Example	Number of Complaints 2023-24
Professional behaviour	Staff attitude	Failure to demonstrate values such as empathy, respect, fairness, courtesy, extra mile; cultural competency	0
Professional behaviour	Staff competency	Failure to action service request; poorly informed decisions; incorrect or incomplete service provided	0
Professional behaviour	Staff knowledge	Lack of service specific knowledge; incomplete or out-of-date knowledge	0
Communication	Communication quality	Inadequate, delayed or absent communication with customer	0
Communication	Confidentiality	Customer's confidentiality or privacy not respected; information shared incorrectly	0
Service delivery	Systems/technology	System offline; inaccessible to customer; incorrect result/information provided; poor system design	1
Service delivery	Access to services	Service difficult to find; location poor; facilities/ environment poor standard; not accessible to customers with disabilities	0
Service delivery	Process	Processing error; incorrect process used; delay in processing application; process not customer responsive	0
Policy	Policy application	Incorrect policy interpretation; incorrect policy applied; conflicting policy advice given	0
Policy	Policy content	Policy content difficult to understand; policy unreasonable or disadvantages customer	0

Complaint categories	Sub-categories	Example	Number of Complaints 2023-24
Service quality	Information	Incorrect, incomplete, out-dated or inadequate information; not fit for purpose	0
Service quality	Access to information	Information difficult to understand, hard to find or difficult to use; not plain English	0
Service quality	Timeliness	Lack of staff punctuality; excessive waiting times (outside of service standard); timelines not met	0
Service quality	Safety	Maintenance; personal or family safety; duty of care not shown; poor security service/ premises; poor cleanliness	0
Service quality	Service responsiveness	Service design doesn't meet customer needs; poor service fit with customer expectations	0
No case to answer	No case to answer	Third party; customer misunderstanding; redirected to another agency; insufficient information to investigate	14
		Total	15

Additional Metrics	Total
Number of positive feedback comments	0
Number of negative feedback comments	3
Total number of feedback comments	3
% complaints resolved within policy timeframes	100

Data for previous years is available at:

https://data.sa.gov.au/data/dataset?q=public+complaints+received+SA+government&sort=extras_harvest_portal+asc%2C+score+desc%2C+metadata_modified+desc

Service Improvements

Nil

Compliance Statement

The Outback Communities Authority is compliant with Premier and Cabinet Circular 039 – complaint management in the South Australian public sector	Y
The Outback Communities Authority has communicated the content of PC 039 and the agency’s related complaints policies and procedures to employees.	Y

Appendix: Audited financial statements 2023-24

Outback Communities Authority
Certification of the Financial Statements
for the year ended 30 June 2024

We certify that the:

- financial statements of the Outback Communities Authority:
 - are in accordance with the accounts and records of the Outback Communities Authority;
 - comply with relevant Treasurer's [Instructions](#);
 - comply with relevant accounting standards; and
 - present a true and fair view of the financial position of the Outback Communities Authority at the end of financial year and the results of its operations and cash flows for the financial year.
- internal controls employed by the Outback Communities Authority for the financial year over its financial reporting and its preparation of financial statements have been effective.



Jan Ferguson OAM
Presiding Member
Outback Communities Authority
30 September 2024



Margaret Howard
Director
Outback Communities Authority
30 September 2024