



Our ref: CORP F2017/000585

21 December 2017

Hon David Ridgway MLC
Member of the Legislative Council
Parliament House
DX 56506
ADELAIDE

RECORDS & INFORMATION
MANAGEMENT
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Tel 8429 0422
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Dear Mr Ridgway

Determination under the *Freedom of Information Act 1991*

I refer to your application made under the *Freedom of Information Act 1991* which was received by Primary Industries and Regions SA (PIRSA) on 15 November 2017, seeking access to the following:

"Copies of briefing papers detailing each of the 9 "customer service complaints" noted on pg 19 – of the PIRSA 2016/2017 Annual Report."

Accordingly, the following determination has been finalised.

I have located three documents that are captured within the scope of your request.

Determination

I have determined that access to the following documents is **granted in part**:

Doc No.	Description of document	No. of Pages
1	SARDI – Summary of Feedback	4
2	Biosecurity – Summary of Feedback	3
3	Summary of Feedback – Agriculture, Food and Wine September 2016 to March 2017	3

The information removed is pursuant to Clause 6(1) of Schedule 1 of the Freedom of Information Act which states:

“6 - Documents affecting personal affairs

(1) A document is an exempt document if it contains matter the disclosure of which would involve the unreasonable disclosure of information concerning the personal affairs of any person (living or dead).”

The information removed pursuant to Clause 6(1) consists of the names of the complainants. It is considered that disclosure of this information would be an unreasonable intrusion into the privacy rights of the individuals concerned.

Document 1 is an extract from the SARDI customer service feedback register. With relation to the information for 24 January 2017, further personal information including the names of staff members that could identify the individual concerned has also been removed. The information contained in the remaining thirty-seven pages of the document is outside of the scope of the request and therefore these pages are not included.

The remaining information removed from the above documents is outside of the scope of your request.

If you are dissatisfied with this determination, you are entitled to exercise your right of review and appeal as outlined in the attached documentation, by completing the "Application for Review of Determination" and returning the completed form to:

Freedom of Information Principal Officer
Primary Industries and Regions SA
GPO Box 1671
ADELAIDE SA 5001

In accordance with the requirements of Premier and Cabinet Circular PC045, details of your application, and the document to which you are given access, will be published in PIRSA's disclosure log. A copy of PC045 can be found at
http://dpc.sa.gov.au/_data/assets/pdf_file/0019/20818/PC045-Disclosure-Log-Policy.pdf

Should you require further information or clarification with respect to this matter, please contact Ms Lisa Farley, Freedom of Information and Privacy Officer on 8429 0422 or email PIRSA.FOI@sa.gov.au.

Yours sincerely



Deanna Fleming
Accredited Freedom of Information Officer
PRIMARY INDUSTRIES AND REGIONS SA

Objective ID: A3924457							
Unique ID	Name, title and company or organisation of person providing feedback	Nature of feedback sent to PIRSA	Date feedback submitted	Summary of issue raised	Method of response	Was corrective action taken?	Status
						No response sent	Not Applicable
						Inappropriate use of a government vehicle by SARDI staff member - government vehicle driven to Mount Gambier, Casterton and Melbourne over Christmas Period, with family as passengers in the car, with visits to trial sites in between. 90% off trip was not work related.	Resolved 22/2/17
58/SARDI	30/12/2016	Anonymous	PIRSA website enquiry (x2)	Complaint			

TABLE I - Summary of Feedback

TABLE 1: Summary of Feedback Received						
Unique ID	Date feedback submitted	Name of organisation or person providing feedback	Nature of feedback	Method of feedback	Summary of issues/raised	Response from Division/Co-Service
63/SARDI	24/12/2017	[REDACTED]	Phone / Email	Complaint	<p>From: [REDACTED] Sent: Tuesday, 24 January 2017 10:14 AM To: Baker, Greg (PIRSA-SARDI) <Greg.Baker@sa.gov.au> Subject: Unauthorised Access to land</p> <p>Mr Greg Baker,</p> <p>Dear Sir,</p> <p>Following on from our phone conversation, I am making a formal complaint on behalf of a husband and wife landowner about unauthorised land access by an employee of the SA Research and Development Institute.</p> <p>Yesterday, 23-1-2017, we discovered the person that could be responsible for this unauthorised access to land.</p> <p>I left a message for this person to contact me, at 12.47pm, and he returned the call at 12.51pm.</p> <p>The person identified himself as [REDACTED] who works for the SA Research and Development Institute and has admitted he is the one responsible for the unauthorised access to this land.</p> <p>He has also admitted:</p> <ul style="list-style-type: none"> : not contacting the landowner; : knowing he was on the wrong property; : Four unauthorised access times, one being some four months ago. : the last access was on Sunday, 22-1-2017, when he climbed over a chained and padlocked gate and walked out into the paddocks to 	<p>10/02/2017</p> <p>Email with letter from AED SARDI attached 15 March 2017</p> <p>Email correspondence between AED 1 [REDACTED]</p> <p>Sent: Friday, 17 February 2017 1:58 PM Attention: Kathy,</p> <p>Thanks again for the chat this morning, I managed to get hold of the farm manager [REDACTED] and [REDACTED] and they were quite happy to speak and expand on everything to them, as us has discussed.</p> <p>I had a good conversation with [REDACTED] and she seemed to take it all on board and understood the decision I have recommended in filing the matter.</p> <p>I also gave her your number and she may give you a call at some stage, let me know if you'd like to see the full letter version</p>
						<p>If yes, reason(s) and detail of changes to service provided to PIRSA policy/procedures below:</p> <p>[REDACTED]</p>

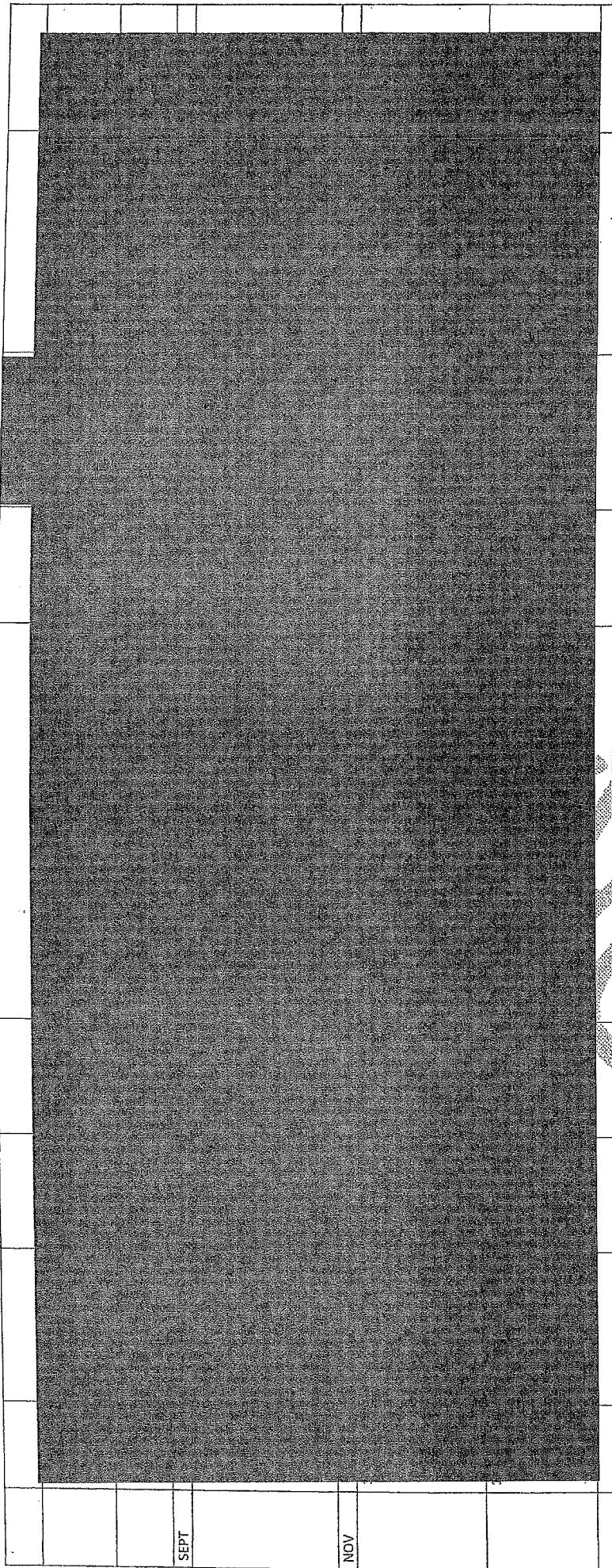
Annexure 1: Summary of Feedback

Unique ID	Name, title and company of organisation or person providing feedback	Date feedback submitted	Nature of feedback sent	Summary of key issue/s raised	Response date from Division	Method or response & objective	Was corrective action taken?	Status	
	PIRSA		Feedback sent to PIRSA	<p>retrieve his field equipment.</p> <p>: knowing about biosecurity, at the padlocked paddock gate.</p> <p>: some landowners insist he clean his vehicle before land access.</p> <p>: stated he left a business card on a field bin in the paddock.</p> <p>The landowner had been reaping in the paddock on Monday 16-1-2017 until Midnight.</p> <p>Tuesday 17-1-2017 was hot, 42c, and windy so the landowner did not go reaping until the cooler late afternoon.</p> <p>Upon entering the paddock they noticed two tangles of 3 pink markers each, some 34 metres apart. As per attached photos 88 and 59.</p> <p>Whoever is responsible for the pink markers, plastic containers with lids on ground and PVC pipe containing cardboard, illegally entered the property on 17-1-2017.</p> <p>There has been NO contact with the landowner what so ever.</p> <p>On Friday, 20-1-2017, the landowners found another site of pink markers, plastic containers, lids, PVC pipe, cardboard and a ribbon on a stake in an adjoining paddock. Photo 60.</p> <p>This unauthorised access has been reported to the police, 17-1-2017, and they attended the property on 21-1-2017 taking photos and getting more information.</p> <p>Rewards.</p>		<p>If yes please provide detail of changes to service provided or PIRSA policies/procedures below in Table 3</p>			

TABLE 1: Summary of Feedback

Unique id	Date feedback submitted	Name, title and company or organisation of person providing feedback	Nature of feedback	Summary of feedback issue/s raised	Response date from Division	Method of response & objective reference	Was corrective action taken? If yes, please provide detail of changes to service provided or to PRSA policies/procedures below in table 3	Status
X/Div/17 Or Identifier from Web Unit	More if confidential a cohort used	Email to ED online feedback form	see examples below in table 2 to explain options in drop down box	Brief description of the matter/subject raised by the person providing feedback and if applicable cause of concern	eg direct response or draft response for discussion	eg email letter from Minister	Corrective action Yes or No Eg of corrective action to be included in table 3 – training, revised work practice	Eg resolved, under external review by Ombudsman
11/05/17	Withheld	Phone call	customer service complaint	Female rang to complain Inspector was rude and wouldn't let her eat her tomatoes & Caps onsite then claimed he was taking them home.			No details from complainant to contact them	
14/05/17	Withheld	Phone call	customer service complaint	Inspector not wearing correct uniform			No details from complainant to contact them	
07/07/17	Withheld	Phone call	customer service complaint	Vehicle not stopped, waited for inspector; after a full minute drove off, no other vehicles at Station			No details from complainant to contact them	
14/07/17	[REDACTED]	Email	customer service complaint	Traveller declared cut up fruit was less than 2cm cube, material allegedly seized			No details from complainant to contact them	

Objective ID: A3291620



Template as at 5/2/14

Table 2 Examples of Feedback Types

Feedback Type	Example
Customer Service	Complaint/Feedback relates directly to the conduct of a PIRSA officer or the services PIRSA provides Eg Officer was not courteous/helpful when undertaking inspection or responding to phone call. Response time too long.
Alleged Breach of legislation	Allegation that legislation administered by PIRSA has been breached. Eg Fisherman has exceeded limit, chemical spray drift.
Policy (inc fees)	Feedback about PIRSA or government policy eg establishment of Marine Parks; cost recovery or fee levels; disagree with legislation requirements; allocation of resources such as vehicles/trailers/fly inspection stations are located.
Disagree with grant application process/decision	Feedback may include: <ul style="list-style-type: none"> • processes relating to applications eg how submissions are provided to PIRSA; clarity of PIRSA requirements; or • funding decision eg applicant believes they should have been successful.
Suggestion	Suggested change or improvement that isn't a complaint

Note: general inquiries and routine requests for information or advice (eg changes to licence details or request for info on regulatory requirements) do not need to be recorded.

Table 3 - Summary of corrective action taken as a result of a complaint

Feedback received from & unique identifier	Summary of corrective actions/ training/ consulting/ new/improved system implemented
[REDACTED]	[REDACTED]

Continuous Improvement Information/Recommendations:

Please provide any information/recommendations that could be used for continuous improvement purposes.



TABLE I.—Summary of feedback Agriculture, Food and Wine September 2016 to March 2017

Date	Website enquiry	Complaint	6/02/2017	A3122494	N/A	Completed
5/02/2017		Complaint about magpies in their garden - referred to DEWNR				

